BWF System Updates

Wisconsin Work Programs (WWP) will be updated on February 22, 2025. These changes will be available for users on February 24, 2025. Here is what you need to know.

WWP Transfers Between W-2 Regions (OM-25-03)

Wisconsin Work Programs (WWP) will be enhanced to allow a W-2 participant to be transferred from one region to another, throughout Wisconsin. WWP is changing from agency based to region based.

See System Updates for CWW W-2 Case Transfer updates.

How it Works:

To support this change, region fields and associated functionality will be added to WWP. No transferred participant will have to reapply for W-2 at the new agency after February 24, 2025.

When a user selects Transfer Participant from the Participant Summary page, a page will pop up allowing the user to select a region. If a Milwaukee region is selected, the Work Program Office field will auto populate with the region's work program office. If a Balance of State region is selected, the user must select a work program office.

The Employability Plan Begin Date updates to the date of the transfer.

Particip	oant Summary 🔋				OAKY BANGLES 2586268598
Lisenroll Part	icipant			Reassign Worker	Transfer Participant
Basic In Tra	ansfer Participant				×
NAME OAKY BAN DOB 12/20/199	Program W-2	Region	ern	•	
White	Work Program Office	FEP		*	
W-2 Pro	1652 - BUFFALO 1661 - CRAWFORD				45
W-2 STATE	1612 - JACKSON 1611 - LA CROSSE				
Enrolled FEP	1051 - MUNKUE 1171 - PEPIN			Cancel Transfer	

There is a new Transfers tab where receiving agencies can view incoming transfers. Incoming transfers will remain on the transfers tab until a new FEP is assigned. The existing Referrals & Transfers tab will be for referrals only.

Recently Accessed	Participants by Worker	Referrals	Transfers	Search	
Search					Refresh Information Sort: Descending -
RACHEL JUMI PIN 858624760	LKART-TEST				W-2 Enrolled as of 09/25/2024 Ross MILWAUKEE - 1581

Operations memo <u>25-03 Statewide Expansion of W-2 Case Transfers: Updates to Policy and</u> <u>Process</u> describes the policy change driving the WWP changes.

Impact:

When a region outside of Milwaukee is selected on the Transfer Participant page, workers will have to select a work program office. Workers will find incoming transferred PINs on the new Transfers tab.

See Training and Demos:

A new desk aid, Transfer to New Agency Process, can be found in the Learning Center.

The <u>Statewide Case Transfer Process Guide</u> is available and can also be viewed in the appendix of the <u>W-2 Manual</u>.

Emergency Assistance

Emergency Assistance (EA) functionality will be enhanced to support regionalization in WWP.

How it Works:

EA ACCESS Inbox

The EA ACCESS Inbox will have a new Region field that will auto populate with the user's region.

« EA ACCESS Inbox ²							
Milwaukee	West Central	-	County			▼ TF Sort by	✓ Reset
ACCESS	Application	Applicant Name	County	Scoress Apot	Worker cheduled	Assigned Worker	
1603294117	02/08/2023	DONNA ERONI-TEST	MILWAUKEE	02/09/2023 6:30 AM	No	Assigned Worker	() ≓

For users with access to one or more regions, the new field will have a drop down displaying available regions. Once a region is selected, EA applications for that region will populate the Inbox.

When assigning EA applications, only workers with access to the specified region will display in the Worker drop down list.

« EA /	ACCESS Inbox ²		
Southwest	•	County	▼ IF Sort by
ACCESS Tracking #	Assign EA ACCESS Applicatio	'n	
3603294239	ACCECC Trading #	2/02204220	
7603294473	Applicant Name	DANES EATEST	
4603294440	Worker	Bhargava Jaswanth Ytla	-
6603294962		Bhargava Jaswanth Ytla Danielle Grochowski	A
4800821347		Dinesh Reddy Anumula	
0612343806		Durga Prasad Songa Ginger Seery	Save
7800832872	10/03/2024 EA AAP CHANGES	DANE No	Ginger Seery

New EA Application Page

Applications processed out of the Inbox will auto populate the Region field on the New EA Application Details page. The field will auto populate and be protected for manually entered applications based on the user's region. If users have access to more than one region, they will need to select from the Region field dropdown. The field will become protected after the page is saved.

	« New EA App	lication Detai	ls		MOM TEST2 4585999647
r Task		Demographic	s 🔋		
+ Add Worker	Demographics	Application Date	Region Milwaukee West Central	CARES Case Number	

New EA IPV Page

The new Region field will auto populate based on the user's region. If users have access to more than one region, they will need to select a region from the dropdown list.

× New EA IPV						
Determination Date	Region					
02/04/2025	v					
Reason(s) (Select all that apply.) Reasons	- Southwest					

Impact:

Workers with access to more than one region will need to select a region from the Region dropdown list on the Inbox page, manually entered application on the New EA Application Details page, and on the New IPV page.

Fact Finding

WWP Fact Finding functionality will be enhanced to support regionalization in WWP.

How it Works:

A Region field will be added to the Add Fact Finding Request page. The field will auto populate with the user's region and be protected. If a user has access to more than one region, the user must select a region from the drop-down list.

« Add Fact	Finding Request				MOM TEST2 4585999647
Request					
Program		•	Region	Milwaukee West Central	•

Impact:

Workers with access to more then one region will need to select a region for the new Region field.

New WWP Warning Message for Excessive Hours

Starting February 24, 2025, WWP will display a warning message when the combined total weekly employment hours in Work History and the activity hours on the Employability Plan equals or exceeds 45 hours. This new warning message will only display for participants enrolled in W-2.

How it Works:

How WWP will make this determination:

- 1. Identify all unsubsidized employments with no end dates in Work History and sum the average weekly hours of all open employments.
- 2. Find the most recent In-Progress or Submitted W-2 EP and identify the week on the EP with the highest total assigned/scheduled activity hours.
- 3. Add together: a) the average weekly open employment hours from Work history, and b) the highest weekly assigned activity hours.
- 4. If the total combined hours is equal to or above 45 hours, WWP will display a warning message.

The message will display on the WWP page where the worker is taking the action (i.e., either on the Work History record or the EP Submit page). Below is how the message will display on the In-Progress Employability Plan:

« Employability Plan ² ASHLEY MCMUFFIN 4586264802							
Edit Employability Plan							
Employability Plan Goals Employments Activities	View Calendar The combined EP Activity Hours and Work History Employment Hours Exceeds 45 hours per week. Review and determine if updates are needed						

After the warning message displays, the worker can either make updates before saving/submitting; or immediately proceed to save/submit process on the page.

Impact:

Workers will now have an edit to allow them to double check the participation activity hours and employment hours.

Tracking Participant Contacts Using PIN Comment Page

WWP has been enhanced to allow PIN comments to be added by selecting PIN Comments on the Participation summary and workers can now track the contact method.

How it Works:

On Add PIN Comment page:



- 1. A new required field, Participant Contact, displays with 3 buttons:
 - If PIN comment was not the result of participant contact, worker selects:
 - o None

When selected, no other fields are displayed, and worker is directed immediately to complete the existing Comment box.

- If the PIN comment is the result of an attempted or successful contact with the participant, worker must select either:
 - o Attempted

If selected, a new *Contact Method* dropdown displays. Worker must select one of the following:

- Left Phone Message
- Sent Email/Text
- > Other
- -0r-
- o Successful

If selected, a new dropdown, *Contact Method* displays. Worker must select one from the following:

- > In-Person
- Virtual Technology
- ➢ Email/Text
- Phone Contact
- > Other
- 2. When either Attempted or Successful was selected, two additional fields display:
 - Contact Date:
 - \circ $\:$ Indicates the date that contact was made. Field will default to today's date but is updateable.
 - Add Worker Task:
 - If the worker indicates Yes, the Worker Task fields will immediately display on the page. After the *Add PIN Comment* page is saved, the new worker task will be saved to the *Worker Task List* off the worker's Home Page.
- 3. Worker must enter a comment in the existing *Comment* box and select one or more of the *Comment Types* from the drop down.

Note: Attempted Contact, Email Contact and Phone Contact are no longer options in the Comment Type dropdown to eliminate redundancy.

On PIN Comment history page:

1. A new *Contact* column will display the contact method. It will populate with "AC" for attempted contact, "SC" for successful contact, or blank for no contact.

	« PIN	Comr	nents	2			ASHI
orker Task	Filter Comment	Туре	•	Worker Name 🔹	From MM/DD/YYYY	To MM/DD/YYYY	Apply
W Ppd +	Date 1/30/25, 10:43 AM	Contact	Comment working on t working as o	testing WOR 1160 to er lesigned	nsure all functionality is	Comment Types W-2 Plans	Worker Name MAI YEE XIONG
	Date 1/30/25, 10:16 AM	Contact SC	Comment Ashley came She is all set	in person and connecte to go!	ed on participation status.	Comment Types Supportive Services	Worker Name MAI YEE XIONG
	Date 1/30/25, 10:00 AM	Contact AC	Comment Contacted A VM and will	shley to go over particip try calling back.	pation, but no answer. Left	Comment Types Participation Tracking	Worker Name MAI YEE XIONG

On the Transactions Page:

- 1. If a PIN comment is saved and the worker indicates that the Participant Contact is Attempted or Successful, then WWP will record one of the following transactions; The display will include the code but not the code description.
 - Attempted Contact PM (Left Phone Message)
 - Attempted Contact ET (Email/Text)
 - Attempted Contact OT (Other)
 - Successful Contact IP (In Person)
 - Successful Contact VT (Virtual Technology)
 - Successful Contact ET (Email/Text)
 - Successful Contact PC (Phone Contact)
 - Successful Contact OT (Other)

Impact:

This will allow a better tracking of how communication was reached from worker to participant or participant to worker.

WWP Audit Trial

The WWP Audit Trail is the implementation of an audit trail system within WWP to ensure transparency, accountability, and compliance across WWP by logging and monitoring activities related to data access, modifications, and transactions.

The objective of the WWP Audit Trail is to protect sensitive data and ensure that all access and modifications are tracked and provide a clear record of actions taken by workers for future reference or investigation. This would also enable the organization to monitor and review data-related activities in real-time.

How it Works:

The WWP Audit Trial is available through the binocular's icon under the Case Management Tab of a PIN in WWP.



The Audit Trial opens in a new window with search functionality to quickly locate specific log entries based on various criteria. The Audit Trail also provides functionality to filter and sort logs by multiple parameters to facilitate analysis.

	WVP	Worker Tools	Case Management	Participation Tracking	Emergency Assistanc	e Agency Tools
**	Audit Tr	ail 🛛				JAMES WELL 0586209000
ant	Search		Sort by Date 🛸			
u u u	Filter			From To		
DIN CO	Worker Name	Action	•	MM/DD/YYYY MN	Appl	Reset
Add F	Page			Date	Action Worke	r
+	Participant Summar	у		02/13/2025	Viewed Sai Kir	an Badugu
	Career Assessments	5		02/13/2025	Viewed Sai Kir	an Badugu
er Tas	Edit Career Assessn	nent		02/13/2025	Edited Sai Kir	an Badugu
Add Work	Edit Career Assessn	nent		02/13/2025	Viewed Sai Kin	an Badugu
	Career Assessments	5		02/13/2025	Viewed Sai Kir	an Badugu
+ -	Career Assessments	5		02/13/2025	Viewed Sai Kir	an Badugu

The Audit Trial will log when users view, edit, delete or add WWP pages.

The Audit Trail will be available to the following WWP Profiles

- W-2 Case Management Supervisor
- W-2 QC Staff
- W-2 FEP

If your profile does not have access to the Audit Trail an unauthorized access message will display. If you have a restricted profile and have a need for Audit Trail information you may contact the W-2 Work Program Help Desk.

Impact:

In WWP certain User Profiles now have a tool to capture detailed information about the page where workers have performed any action.

W-2 Office Administration Only Role – Expanded Read Only View

To bring the role more in line with other View Only roles in WWP and the shift of WWP to region based model, the W-2 Office Administration Only role will now be able to access more pages in WWP across all regions.

How it Works:

Previously, the W-2 Office Admin Role was restricted to a handful of pages in WWP. Now the role will have full read only access to WWP pages, like other Read Only roles. This change is automatic, and the functionality will be available upon log in for those users already in the W-2 Office Administration Only role.

Impact:

This change allows users in this role to better support participants and agency staff by being able to provide more information to those individuals in a timelier matter.

For W-2, CARES, and WWP Functionality Questions: BWF Work Programs Help Desk <u>BWFWORKPROGRAMSHD@wisconsin.gov</u>