**Eligibility**

**Trainer Guide**

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# System Entry Activities

## Eligibility

### Email Guidelines

#### Copy and paste to e-mail:

In this section we are reviewing Eligibility entries to ensure you have correctly entered and confirmed your cases.

#### Subject Lines - Choose one:

* Eligibility (case name) – COMPLETE
* Eligibility (case name) – 1st REVIEW (or 2nd, etc.)

#### Feedback - for each case, choose one of the following:

* Eligibility is complete. You correctly entered all pages as instructed, referred your participant(s) to work programs, entered comments, ran eligibility, and confirmed the case(s).
* Use this format to list the Page Title and error:
  + Examples:

**Unearned Income** – The unearned income for Parker is not entered correctly. Be sure to follow the instructions in the Eligibility Entry Guide step-by-step to correct.

**Comments** – Be sure to enter comments using the dropdown for the specific Comment Type rather than using General for all comments.

* Run eligibility and confirm after you have made your changes.

*Additional comments as needed if additional errors are made. Also add something that the worker did well.*

## Case Checklist

### Carmen Initial Eligibility

#### Case Summary

**Household Members**

* Case Members: Carmen (24) and Lucia (6)
* SSN verification is V – VERIFIED.
  + Learner first would have entered C – COMPLETED REQUIREMENTS
  + They are not required to provide or show an SSN card unless there is a match and additional verification is needed when the case runs through clearance and cross match with SSA
* Although the SSA match verifies Birth Date, in training that does not happen. Birth Date does require a verification.
  + Verified with BC – Birth Certificate

**Program Requests**

* W-2 only is requested
* Does not receive a housing subsidy
* Referred to Work Programs

**Household Relationships**

* Lucia is Carmen’s daughter
  + BC can verify household relationships (Trainees have BC for Household Members, so they can use it for Household Relationships)
* Carmen has legal custody of Lucia

**General Case Information**

* Carmen has resided in WI all her life

**Permanent Demographics**

* Both are US citizens, birth certificate (BC) used for verification, both born in Wisconsin
* Carmen: Hispanic (Mexican American) and white (Other), English language
* Lucia: no race/ethnicity information (ensure Decline to Answer is selected for both sections), English language

**Current Demographics**

* Correct ID verification
  + DR for Carmen
* Both currently living in WI and intend to Reside in WI
  + Needs to be verified for Primary Person only, Carmen: (MA)
* Marital Status
  + Both are single/not married
* Both are not migrant workers, and are not aliens
* Both have Independent living arrangement (type is code 01)

**School Enrollment***.*

* Lucia completed Kindergarten, enrolled FT in elementary school, ? – NOT YET VERIFIED
  + Learnfare: WST – ? – NOT YET VERIFIED

**Absent Parent**

* Damien is the absent parent of Lucia (legal paternity established). He and Carmen were never married.
  + Damien is referred to IV-D, and Carmen provides a phone number for him of 920-555-1212.

**Asset Information**

* Carmen has a checking account – balance $25 – code BS, First Federal Bank, 123456789, no EFT
* Carmen has a vehicle – 2009 Ford Explorer $3500 – code VT and NADA

**Expenses**

* No information is entered here.

**Up Front Job Search Requirements**

* Carmen was not assigned up-front activities

**Eligibility Determination**

* Pending

**Comments**

* Appropriate comments should be entered.
  + Comment type “Intake”
  + Should include that up-front activities were not assigned as a condition of eligibility due to agency/office procedure and that the case is pending.
  + Example Comments:

Carmen attended her eligibility appointment today. She reports that her household consists only of herself and her daughter, Lucia. She provided SSNs for herself and Lucia. She provided birth certificates for herself and Lucia to verify birth date, U.S. citizenship, and household relationships. Carmen provided a driver’s license to verify her identity, and mail received at her current address to verify WI residency. Carmen reports no employment, no earned income, and no unearned income for the entire household. Carmen reports the only assets for the household are her checking account and a vehicle. She provided a bank statement to verify her checking account information and the vehicle title to verify her vehicle information. The vehicle value was verified with NADA. No up-front activities were assigned as a condition of eligibility due to agency policy. Carmen did not have proof of Lucia’s school enrollment and attendance. Case is pending for Enrollment Status and Learnfare Status.

### Haylee

**Household Members**

* Case Members: Haylee (34), Parker (9), and Sophia (3 weeks)
* SSN verification is V – VERIFIED.
  + Learner first would have entered C – COMPLETED REQUIREMENTS
  + No SSN listed for Sophia
* Birth Date must be verified in the Training environment – code BC for all

**Program Requests**

* W-2 only is requested
* Does not receive a housing subsidy
* Referred to Work Programs

**Household relationships**

* Parker is Haylee’s son, and Sophia is Haylee’s daughter
* Haylee has legal custody of Parker and Sophia
* Parker and Sophia are half-siblings

**General Case Information**

* Haylee has NOT resided in WI all her life
  + Was a previous resident; moved to Minnesota 3 years ago and moved back 1 year ago

**Electronic Contact Information**

* Haylee provides an email address (Haylee@emailservice.com) and wants to receive information electronically

**Permanent Demographics**

* All US citizens, birth certificate (BC) for verification, all born in Wisconsin
* All English language
* None are Hispanic
* Haylee – white (European)
* Parker – white (European) and black (Unknown)
* Sophia – white (European)
* Sophia’s birth date entered for SSN Application Date verified with HR.

**Current Demographics**

* ID verification DL for Haylee
* All currently living in WI and intend to Reside in WI
  + Reside in WI verified by bill for Haylee (primary person only)
* Marital Status
  + All are single and never married
* Not migrant workers, not aliens
* All have Independent living arrangement (type is code 01)

**Benefits Received**

* Parker receives SSI
  + SC is the verification code they are instructed to use.

**School Enrollment**

* Parker completed 3rd grade verified by SR
  + Learnfare: WST – AR code

**Absent Parent**

* Haylee has never been married
  + Simon is the father of Parker. Parentage is established. Only phone number provided.
  + Haylee states Luka is the father of Sophia. However, parentage is not established. Phone number provided.

**Asset Information**

* Haylee has a pre-paid debit card $12, not used for EFT – BS code with account number and bank entered
* Haylee has a savings account $120, not used for EFT – BS code with account number and bank entered

**Unearned Income**

* Parker receives $200/month in Child Support – type CSCC, DE code
* Parker receives SSI
  + $623 per month in Federal SSI (type is SI) – SA code
  + $83.78 per month from the state (type is SISS) – SC code

**Expenses**

* Expenses are not listed for anyone

**Up Front job search Requirements**

* Haylee did not have up front job search requirements

**Eligibility Determination**

* Passing

**Confirm Eligibility**

* Yes

**Comments**

* Appropriate comments are entered
  + Comment type “Intake”
  + Should include that Haylee was not assigned up-front activities
  + Example Comments:

Haylee attended her eligibility appointment today. She reports that her household consists only of herself, her son, Parker, and her daughter, Sophia. She provided SSNs for herself and Parker. She has not yet received an SSN for Sophia, but she provided the hospital records stating an SSN has been applied for, for Sophia. She provided certified WI birth certificates for all household members to verify birth date, U.S. citizenship, and household relationships. Haylee has not resided in WI her entire life. She reports living in MN for 2 years. Haylee provided a driver’s license to verify her identity, and a bill for her current address to verify WI residency. Haylee reports that Parker receives SSI and Child Support. She reports no other unearned income, earned income, or employment for anyone in the household. She provided SSI documents to verify Parker’s SSI income. KIDS data exchange was used to verify child support income. Haylee provided school records to verify Parker’s school enrollment and attendance records to verify his student in good standing status. Haylee reports that she has a prepaid debit card and a savings account, and these are the only assets for the entire household. She provided bank statements to verify both her prepaid debit card information and her savings account information. No up-front activities were assigned as a condition of eligibility due to potential barriers and Sophia’s age. The case is open and passing. Eligibility confirmed.

### Carmen – Verifications Provided

**School Enrollment**

* Lucia’s Enrollment Status verified by SR and Learnfare Status verified by AR

**Eligibility Determination**

* Passing

**Confirm Eligibility**

* Yes

**Comments**

* Appropriate comments are entered

## Trouble Shooting

**Common non-financial failure reasons:**

* W-2/CC - W-2 Up Front page not completed with a begin date that aligns with program request (RFA date);
* Worker ID/office number not entered;
  + If the worker ID doesn’t work with the office number 5518, try 5018.
* Household relationships not completed or not verified
  + Usually, if they have a birth certificate to verify date of birth, this also will provide verification for relations of parent/child, siblings, grandparents
* Verifications not complete on **Case Information** page

**Common financial failure reasons**

* Lack of verification for assets
* Lack of verification for income, both earned and unearned

**Other troubleshooting ideas:**

* If the case is showing that the first month of when the W-2 request (CR) was processed is not passing and the case is still in intake mode, check the following:
  + Compare the date/begin month on **W-2 Up Front Activity Requirements** page and the **W-2 Request** page
    - The program request month needs to match with the begin month on the **W-2 Up Front Activity Requirements** page
* Case is in Intake mode and pending – run eligibility and confirm

# Quia Activities

## W-2 Non-Financial Eligibility

#### Keeping Anger in Check

Customer: What in blue blazes is going on down there? Why can’t my daughter – she’s 17 years old, a mom with a baby – why can’t she get any of that W-2 money?

Worker: Pause…… Your daughter is a minor and we cannot give her a cash payment.

What else can the worker tell Keeping Anger in Check about W-2 eligibility and services for minor parents?

(Hint: Refer to W-2 Policy Manual Chapter 7.5.)

**Answer:** *The minor parent (under age 18, male or female) is eligible to meet with the FEP regardless of meeting any living arrangement criteria, or non-financial or financial criteria through the CMM placement. She may be eligible for a Job Access Loan if she is within 2 months of age 18. There is no cash payment for a minor parent until age 18. However, W-2 case management services with the FEP can focus on what the minor can do in the future, educational and training options, transportation, and child care assistance. Perhaps meeting with a FEP is the right balance the parent needs to assist the minor in becoming self-sufficient and not becoming financially dependent on the parent. The FEP could explore resources with which the parents are unfamiliar, such as housing options for the minor parent and his or her child.*

#### Concerned

Job Seeker: I’m thinking I need that job through W-2 – where I’d get paid, remember? –then child care for our two kids, too. The kids don’t like staying home with their other parent, s/he’s too strict with them. Does my partner really have to deal with child support for his/her other two kids? The ex left town 4 years ago, and s/he hasn’t been seen since. So we don’t really want to deal with the child support people.

Worker: I would like you to meet with both of you to discuss how the decision to cooperate with the child support agency will affect your case eligibility.

What should the worker review with Concerned and his/her partner?

**Answer***: The worker should explain that Concerned’s partner and his/her children are included in the W-2 group. In order to be eligible for a W-2 employment position, an applicant and any other parent in the W-2 group must fully cooperate with the local Child Support Agency (unless there is an approved good cause reason for not cooperating) in: identifying or locating the absent parent of the dependent children; and obtaining support payments or any other payments or property to which the applicant/participant and the dependent children have rights. The worker also should inform Concerned and his/her partner that after eligibility for W-2 is determined, cooperation must continue in order for the participant to maintain eligibility. The worker also should explain that to be eligible for child care, both parents would need to participant in W-2 activities.*

**Wondering**

Job Seeker: I heard something from a friend of mine about W-2 and Child Support. Now, I do get $800 per month from my kids’ other parent every month. If I get W-2, do I lose that? I also get FoodShare and Medicaid. Can I still get those with W-2?

Worker: Being eligible for W-2 would not change your Medicaid, but if you receive a W-2 cash payment, it might reduce your monthly FS benefits. Let’s talk a little more about the Child Support…

What does the worker need to explain to Wondering about the amount of her Child Support payments and W-2?

**Answer**: *W-2 participants in a paid placement will receive 75% their Child Support payments.*

## W-2 Financial Eligibility

#### Knowin’ I’m Eligible!

Knowin, a W-2 applicant with 3 minor children, receives unemployment compensation of $75 every week and child support of $100 on the 1st and 15th of every month. The applicant wants a W-2 employment position and believes her income is within the 115% gross income limit to get a W-2 employment position. One child receives $437.12 per month Supplemental Security Income (SSI). No other type of income is anticipated in the application month or future months.

What is the Prospective Budgeting monthly calculation for each type of income you will enter in CWW?

Are any of these income types disregarded for W-2? If so, which one(s)?

What is the total monthly Prospective Budgeting amount of *countable* income for W-2?

**Prospective Income Calculations:**

*The $75 UC is received on a weekly basis. Multiply the $75 by 4.3 as follows:*

*$75.wk x 4.3 = $322.50 per month. This conversion takes into consideration that there will be extra paycheck months throughout the year.*

*The $437.12 SSI is already converted to a monthly amount.*

*The $100 child support is received on a semi-monthly basis. Multiply the average semi-weekly child support by 2 as follows:*

*$100 x 2 = $200 per month.*

*Income estimates entered into CARES would be as follows:*

*$322.50 – UC*

*$437.12 – SSI*

*$200.00 - CS*

*$959.62 - per month total income entered in CARES*

**Disregarded Income:** *Child support income and the child’s SSI are disregarded for the W-2 program.*

**Countable Income:** *The total monthly prospective budget amount of countable income for the W-2 program in this scenario is $322.50 for unemployment compensation.*

#### A Case In Point

Ms. Point is applying for W-2. At her interview, she states that she has applied for and will be getting unemployment compensation. She has not received a notification letter yet.

Ms. Point’s income is uncertain.

Will you count the unemployment income at this time? If yes, what is the amount? If no, why not?

**Answer**: *The unemployment income will not be counted at this time because it is uncertain that Ms. Point will receive the UC income. The date she will receive it is largely uncertain because she has not yet received an official notice. You also do not know the amount of income she will receive. You would verify her receipt of UC when she reports it to you or when you receive an alert from Data Exchange. Do not count the income now.*

#### Unpredictable Income

Unpredictable is at his W-2 intake interview on September 17th. He brought his last four paychecks with him to the interview, and his employer pays him weekly. His last four checks are verified in the amounts of $187.00, $160.00, $195.00, and $168.00. The total income of these four checks is $710. For fluctuating income, you may use the income received during the last 30 days as the income that is and will be available to the W-2 group during the certification period.

What is the Prospective Budget for this income?

(Hint: Start by calculating an average weekly amount, and then remember to use the weekly conversion factor for converting a weekly amount to a monthly Prospective Budget from Chapter 3.2.3 of the W-2 Manual.)

**Prospective Budget**: *Use the 4.3 conversion factor because Unpredictable is paid weekly. Converting to a prospective monthly amount would be as follows:*

*$187 + $160 +$195 + $168 = $710 divided by 4 checks = $177.50 x 4.3 = $763.25*

## W-2 Program Eligibility Quiz

* Review the scores/questions missed and provide appropriate feedback. If it’s a low score, make some recommendations for things to review.
  + A passing score is 80% or above.
* Copy the ATL on your responses.

# Next Steps

1. Request the Assessment curriculum.
2. Contact via e-mail to prep for the next curriculum
   1. Send “E-mail Text” below

## Email Text

### FEP

#### After Eligibility and before Assessment

**Subject Line: Next Steps: Assessment**

Your cases just passed eligibility. The next step is to enroll each participant in Work Programs and complete an informal assessment.

The assessment information you collect and enter is used to make case management decisions moving forward. You’ll use this information to make placement determination, develop goals, and determine appropriate activities.

After your entries are complete, submit your PINs to the training mailbox at [PTTTrainingSupp@wisconsin.gov](mailto:PTTTrainingSupp@wisconsin.gov) for review. A trainer evaluates your decisions and your entries as well as your rationale. Be sure that your decisions are documented appropriately.