

Trainer's Notes

Practical Applications in CWW

Purpose

To strengthen W-2 workers' understanding of specific CWW processes.

Objectives

Upon completion of this course, you will be able to:

- Describe how CWW makes eligibility decisions based on the information you enter,
 - Recognize how your CWW entries impact families, and
 - Accurately record employment information when a parent's job changes.
-

Table of Contents

INTRODUCTION 6

CWW TRAINING ENVIRONMENT..... 7

BIRTH QUERY 7

PROPER USE OF DATES 8

HOUSEHOLD MEMBERS..... 9

HOUSEHOLD RELATIONSHIPS 10

DEMOGRAPHIC INFORMATION 11

ABSENT PARENT 13

EMPLOYMENT..... 18

 Begin Month 18

 Employer Information 18

 Employment Description 18

 Strike Information 19

 Detailed Wage Information..... 19

 Family Major Medical Insurance Access for Badger Care Plus 20

 \$0 Income..... 20

 Calculating Average Hours Per Pay Period 22

ELIGIBILITY DETERMINATION 24

 Adverse Action 24

 Running with Dates 25

PLACEMENT 28

 W-2 Episode..... 28

 Individual Placement Information 28

 Back Dating 29

FAILING CASES – PART ONE 29

RESOURCES..... 31

SELF-EMPLOYMENT 31

LISA’S UPDATES 32

 Pending Verification 34

 Future Placements 35

ENDING EMPLOYMENT 36

ADDITIONAL CWW INFORMATION 38

 Multiple Rates of Pay 38

 CWW Logic for CMF/+ Placements 39

 W-2 Budget Page..... 40

GROUP ENTRY 40

PAYSTUBS 43

FAILING CASES – PART TWO.....	45
RESOURCES.....	47
CLOSING.....	47
APPENDIX A: ENTRY DETERMINATION WORKSHEET	50
APPENDIX B: EMPLOYMENT HEADS UP.....	52
APPENDIX C: LISA'S EMPLOYER VERIFICATION OF EARNINGS FORM.....	53
APPENDIX D: THE KEY TO REMEMBER.....	57

Note to Trainer: Whenever you see , it means it is a guided entry section that learners complete with you. Whenever you see , it means you need to show the field(s) you're talking about to learners. Remember to go slowly during the walkthroughs and entries to allow for your co-trainer to show/type on the screen.

Materials**Trainer Materials**

Trainer Computer with Internet Access

PowerPoint

WAMS ID and Password

22 Completed Lisa Scenarios

Completed Entry Determination Worksheet

Printed Employment Heads Up cards

- If you print the cards on regular paper instead of cardstock, put something on the back so that the field names don't show through the card.

Learner Materials

WAMS ID and Password

Participant Guide

Complete Prior to Class

Lisa Scenario

Create 22 Lisa cases within the same month of the class, but at least 3 days prior to class.

RFA

- Lisa, Female, 37 years old
- ES, 5518, any address in Eau Claire

Eligibility

- Household Members
 - Alex, Male, 8 years old
 - All have Birth Certificate and SSN
- Permanent Demographics
 - All decline to answer ethnicity and race
- Current Demographics
 - Lisa
 - Driver's License for ID
 - Mail received at address for Currently Living in WI
 - All are single/never married, intend to stay in WI, aren't migrant farm workers, aren't fleeing felon/in violation of probation/parole, and have a Living Arrangement Type of 01 Independent
- School Enrollment
 - Alex is in 3rd grade at Lakeshore Elementary School, verified School Records
 - **Learnfare Status** is in good standing, verified Attendance Report
- Pregnancy
 - Lisa is pregnant and due the week of class
- Absent Parent
 - Arthur is Alex's legal father
 - Duke is the father of the unborn child
- Assets
 - Lisa has a Savings Account with \$485 in it, verified Bank Statement
- Employment
 - Lisa started working at Festival Foods one year ago, verified Agency Form
 - Paid bi-weekly, earns \$14/hour, works 38 hours per pay period
- Placement – CS2

At the start of class, give one Lisa case to each learner.

Suggested Pace

This is a 6-hour course. The following agenda is the suggested pace for the day.

9:00 – 9:15	Introduction
9:15 – 9:25	CWW Training Environment, Birth Query
9:25 – 9:40	Proper Use of Dates, Household Members, Household Relationships
9:40 – 9:50	Demographic Information
9:50 – 9:55	Sit/Stand Energizer
9:55 – 10:15	Absent Parent, Building Absent Parent Pages
10:15 – 10:30	<i>Break</i>
10:30 – 11:20	Employment, Employment Heads Up
11:20 – 11:45	Eligibility Determination
11:45 – 11:55	Placement
11:55 – 12:55	<i>Lunch</i>
12:55 – 1:10	Failing Cases – Part One, Resources
1:10 – 1:20	Self-Employment
1:20 – 1:50	Lisa's Updates
1:50 – 1:55	Rebus Puzzle Energizer
1:55 – 2:05	Ending Employment
2:05 – 2:15	Additional CWW Information
2:15 – 2:30	<i>Break</i>
2:30 – 3:10	Group Entry
3:10 – 3:25	Paystubs
3:25 – 3:40	Failing Cases – Part Two, Resources
3:40 – 3:55	Closing

Introduction

 PPT 1

Good morning and welcome to Practical Applications in CWW! This course is designed to help you strengthen your CWW knowledge. Throughout the day, we'll discuss various CWW processes and pages. Then, you'll get the opportunity to practice what you learn.

Network with Someone Who...

 PPT 2 PG 4

Purpose: To familiarize learners with pages, terms, and processes associated with CWW.

Materials: Participant Guide, writing utensil

Estimated Length: 10 minutes

Directions to Trainer Part One: Give learners one to two minutes to review the statements in their Network with Someone Who sheet and choose one box where they feel comfortable writing their name.

Trainer Instructions to Learners Part One: To get started today, I want you to read through the statements in each box of the Network with Someone Who sheet. Choose one of the statements that applies to you and write your name in the box. Write your name in only one box. After you write your name in a box, stand up.

Directions to Trainer Part Two: Have learners network with each other, filling in each box of the sheet with another learner's name. Learners should try to get a different person's name in each box. As learners network, listen to their conversations to learn more about their trouble spots. Record any trouble spots that you won't cover during class. As time allows, provide information and resources on those trouble spots throughout the day. Stop the activity after eight minutes, or after most learners complete their table, whichever is earlier.

Trainer Instructions to Learners Part Two: When I say go, introduce yourself to other learners in the room. While you're talking, discuss the statements on your sheet. Have them add their name to one of your boxes that applies to them. Your goal is to get all your boxes signed by someone different.

Debrief

Ask What CWW trouble spots did you discuss?

Ask What tips or tricks did you learn that you want to take with you back to your office?

CWW Training Environment

We'll be discussing everything on your Network with Someone Who sheet today. Like I mentioned, you'll get the opportunity to practice throughout today's class. To do that, we'll work through Lisa's case. Lisa has a son, Alex, and is pregnant. She currently works 19 hours a week and is in a prorated CSJ placement. Throughout the day, we'll briefly explain a process or page; then all of us will complete that process or page together in CWW by making changes to Lisa's case.

Now, it's time to get logged into the CWW Training Environment. Follow along with us to get logged in. We provided everyone with a different Lisa case to use as we walk through entries together. Keep in mind, as we go through CWW today, we plan to spend more time on certain pages and pass through others for training purposes. When you're working with parents, be sure to discuss all the pages to ensure you get all the relevant information about that parent and their family.



Guided Entry

- **Access** the Training Systems Gatepost page: <https://trn.cares.wisconsin.gov/>
- **Log in** to the CWW Training Environment using your WAMS ID and password.
- **Enter** Lisa's Case number in the **Quick Select** field and click Go.

Note to Trainer: Walk around the room to make sure everyone signed in and found their own Lisa case.

Lisa calls and tells you she had her baby two days ago. His name is Phillip, and he was born in Wisconsin. You schedule her for a virtual appointment later today to add the baby to the case.

Ask What could you do to prepare for Lisa's appointment?

Possible Responses:

- *Check to see if IM added Phillip to the case.*
- *Run the Birth Query Data Exchange.*

Birth Query

PG 5

CWW has several Data Exchanges that make it easier for a family to provide verifications. Birth Query is one of the most common Data Exchanges you use.

Ask By show of hands, who has used Birth Query before?

Note to Trainer: Ask for volunteers to share how they run Birth Query. If nobody has run a Birth Query, inform learners there are two ways to run it: on the **Permanent Demographics** page or on the **Data Exchange Query** page.

We're going to walk through how to run a Birth Query on the **Data Exchange Query** page.

Note to Trainer: Scroll down to the Worker Tools section of the Navigation Menu. Select Data Exchange → Data Exchange Query.

CWW displays the  **Birth Query** section at the bottom of the **Data Exchange Query** page. To run a Birth Query, enter the individual's **First Name**, **Last Name**, **Birth Date**, and **Pin/Case/RFA/Tracking Number**. Then, click  Go.

PPT 3

If the Birth Query has information on the individual, CWW brings you to the **Birth Query Details** page. It shows the individual's general information, such as  date and location of birth,  the parents' names, and  paternity information.

If the Birth Query can't find information on the individual, CWW displays a message stating "0 records are found for the specified criteria."

Keep in mind, Birth Query works for individuals only born in Wisconsin. Additionally, it can take a few days for Birth Query to show results for newborns, as it takes time for hospitals to register the baby's birth with Wisconsin's Vital Records.

Note to Trainer: Return to Lisa's **Case Summary** page.

 **Guided Entry**

The Birth Query Data Exchange doesn't work in the Training Environment. So, we're going to pretend you used it to verify Phillip's Birth Date and U.S. Citizenship. You're now meeting with Lisa for her appointment.

- **Scroll** down to the bottom of the **Case Summary** page. Notice the  **Enter Begin Month for New Data** field. Entering the Begin Month/Year on this page saves you from entering it on future pages.

Proper Use of Dates

PG 6

For ongoing cases, the **Begin Month** is the first month CWW uses the information you entered to determine eligibility. CWW continues to use the information until you enter an **End Month** or a new **Begin Month** with new information.

When adding a person, enter a **Begin Month** of the date the person became part of the household. Because Lisa has a newborn, we'll use Phillip's birth date as the **Begin Month**.



- **Select** the Add Person radio button.
- **Enter** the Month/Year from two days ago in the **Begin Month** field.
- **Click** Next.

Household Members

 PG 7

We're now in the Add Person driver flow. You don't need to make entries right now. We'll discuss this page first, then continue with Lisa.

The first page CWW brings you to in the Add Person driver flow is the **Household Members** page. This is where you enter each individual family member's basic information, such as their name, Social Security Number, or SSN, and Birth Date.

In New Worker Training, you learned that you must select  C – COMPLETED REQUIREMENTS from the **SSA Verification** drop down. When you select this code, it tells CWW to run a Data Exchange with the Social Security Administration's, or SSA's, database to verify the SSN and Birth Date. Based on the Data Exchange results, CWW will either update the **SSA Verification** field to  V – VERIFIED, or provide you with an Action Item letting you know the information you entered didn't match the SSA's information. If CWW provides you with an Action Item, you must re-verify the information with the parent.

Remember, per W-2 policy, you must verify an individual's birth date only once per lifetime. If CWW updates the **SSA Verification** field to V – VERIFIED, it verified the individual's Birth Date as well. So, you can enter  NQ – NOT QUESTIONABLE for the **Birth Date Verification**. If CWW hasn't updated the **SSA Verification** field yet, make sure you check ECF and Birth Query, if the individual was born in Wisconsin, before you request verification from the parent.

Sometimes, a parent or family member doesn't have an SSN. **Ask** Why might they not have an SSN?

Answer: They're a qualified non-citizen or a newborn.

In these instances, you leave the **SSN** field blank. The parent must provide proof that they applied for an SSN or that they're a qualified non-citizen. We'll show you how to document this information when we get to the **Permanent Demographics** page.

When parents apply for an SSN either for themselves or for a family member, they have six full calendar months to provide it to you. CWW prompts you to enter the SSN any time you complete an intake interview, review, or program add.



Let's begin adding Lisa's baby to her case. Lisa applied for Phillip's SSN, but hasn't received it yet.

- **Enter** Phillip's name. He has the same last name as Lisa.
- **Select** Male as his **Gender**.
- Don't enter anything in the **SSN** or **SSA Verification** fields.
- **Enter** two days ago as Phillip's **Birth Date**. **Select** BQ – BIRTH RECORD QUERY from the **Verification** drop down.
- **Click** Next.
- **Click** Next past all the request pages.

Household Relationships

PG 8

We're now on the **Household Relationships** page. CWW uses what you enter on this page to determine who is part of the W-2 Group and how many **Absent Parent** pages you need to create for the family. The only fields you need to enter on this page are  relationship,  effective date,  **Verification**, and  legal custody. Don't update any other fields, as they impact Income Maintenance, or IM, programs.



- **Select** that Phillip is the SON – SON of Lisa. **Click** Next.
- Alex and Phillip have different fathers. **Select** that Phillip is the HBR – HALF-BROTHER of Alex. **Click** Next.
- CWW completes Phillip's **Household Relationship** page for you. Double check that it correctly entered all the relationships and **click** Next.
- **Click** Next twice to run clearance for Phillip.
- Phillip should pass clearance. If he doesn't, raise your hand. If he does, **click** Next.

- Lisa reports no changes on the **General Case Information** and **Electronic Contact Information** pages. **Click** Next past them.

Demographic Information

 PG 9

We're now on the **Permanent Demographics** page. Here, you record demographic and race information for all family members on the case.

Notice, CWW displays a  progress bar at the top of this page. CWW displays this progress bar whenever you create multiple instances of the same page. As you complete the pages, CWW fills in the rectangles and updates the text on the top of the bar. For example, Lisa, and each of her children, have their own **Permanent Demographics** page. So, CWW displays three rectangles. We've already completed two of the three required pages. So, CWW filled in two of the rectangles blue and states "Completed 2 of 3" on top of the bar.

Moving down the page, we're going to focus on the  **SSN Information** section. This is where you record if a Qualified Non-Citizen without an SSN has  **W-2 Initial Exemption** and their  **W-2 Initial Exemption Date**.

If you didn't enter an SSN for an individual on the **Household Members** page, and they're not initially exempt, you must enter their  **SSN Application Date** and  **Verification**.

Ask How might you verify that a parent applied for an SSN?

Possible Responses:

- *SSN application form*
- *SSA document or receipt from the SSN Application*
- *Hospital discharge letter that specifically references the application for SSN*

After the parent provides you with the SSN, you must return to the **Household Members** page and enter it.

Notice, CWW also displays an  **SSN Override Verification** field. Use this field to pend the case when the parent needs to provide an SSN for themselves or a member of their family, or when you get an Action Item letting you know there was an issue with the SSA Data Exchange.

 **Guided Entry**

Let's add information to Phillip's **Permanent Demographics** page. Lisa provides her hospital discharge paperwork, which states she applied for Phillip's SSN. She declines to provide his ethnicity and race.

- **Select** E – ENGLISH as Phillip's Language.
- **Select** YES for U.S. Citizen. Remember, you verified his citizenship with Birth Query. **Select** BQ – BIRTH RECORD QUERY for **US Citizenship Verification**.
- CWW requires that we enter a **State File Number**. **Enter** 123456789.
- **Enter** two days ago as the **SSN Application Date**. **Select** HR – HOSPITAL BIRTH RECORD for the **Verification**.
- **Select** Decline to Answer for **Hispanic or Latino/a** under **Ethnicity** and YES for **Decline to Answer** under **Race**.
- **Click** Next.
- On Phillip's **Current Demographics** page, **select** SI – SINGLE-NEVER MARRIED for **Marital Status**, Yes for **Intent to Reside in WI**, and No for **Fleeing Felon or In Violation of Probation/Parole**.
- **Select** 01 – INDEPENDENT (HOME/APT/TRLR) for his **Living Arrangement Type**.
- **Click** Next.
- Phillip isn't receiving any other benefits right now. **Click** the Based on client's response, populate blank fields as N button to populate all fields to No button and **click** Next.
- You now should be on the **Individual Non Financial Gatepost** page. Instead of clicking Next, **select** Pregnancy in the Navigation Menu.
- **Enter** a **Pregnancy End Date** of Phillip's birth date.
- **Click** Next twice to navigate to the **Absent Parent** page.

Sit/Stand Energizer

Estimated Length: 5 minutes

Directions to Trainer: Read each statement below.

Trainer Instructions to Learners: Before we dive into the **Absent Parent** page, we're going to take a quick break from our computers. In a moment, I will read several statements. If the statement is true for you, stand or raise your hands. If the statement is not true for you, sit or lower your hands.

Statements

Stand if...

This is your first in-person classroom training.

You were born in Wisconsin.

You know what CWW stands for.

You've entered a W-2 Initial Exemption on a real-life case.

You've entered an SSN application on a real-life case.

You find the **Absent Parent** page confusing.

Absent Parent

PG 10

The **Absent Parent** page gathers information about absent parents and the caretaker relative's cooperation in obtaining child support and medical support liability. If another worker has already completed this page, you still must review all the information with the parent.

CWW uses the information you entered on prior pages, such as the **Household Relationships** page, to determine if both legal parents are in the home. When it determines at least one legal parent isn't in the home, it displays the  "**Information For the Following Absent Parent(s) is Required**" banner. If the family has more than one absent parent, you must create a page for each of them.

When possible, avoid entering "Unknown" on this page. If the parent isn't sure who the absent parent is, but has some ideas of who it may be, it's best practice to create an **Absent Parent** page for each potential parent and refer them to IV-D, or Child Support. Child Support will then use that information to help them determine who the absent parent is.

If the parent you're working with knows who the absent parent is, enter that parent's name in the **Absent Parent Information** section. You must enter the absent parent's  **First Name**,  **Last Name**, and  **Gender**. If the parent knows the absent parent's **SSN**, **Birth Date**, address, or phone number, enter that information as well.

Next, CWW displays the **Absent Parent Additional Information** section. Here, you must enter the  **Absence Begin Date** and  **Absence Reason**. No programs use the **Absence Begin Date**, so you can enter the parent's application date. This section is also where you  refer absent parents to Child Support.

According to the W-2 Manual, there are three situations when you must refer to Child Support. **Ask** What are they?

Answer:

- 1. Unmarried pregnant women, including minors*
- 2. Families where a parent is absent from the home*
- 3. Families where the parents aren't married and paternity isn't established*

Think back to the **Household Relationships** page we visited earlier. There were a lot of relationship options! When both parents live in the home, the relationship you choose on that page helps you determine whether to refer to Child Support.

 PG 11

You have four relationships listed in your Participant Guide along with their definitions. Independently, decide if you must refer a parent living in the home with that relationship type to Child Support. If you're not sure, take a guess. We'll go over the answers together in a bit.

Note to Trainer: After five minutes, or everyone is done, go through the answers.

Relationship Type	Description	Refer to Child Support?
Alleged Father	An individual who the parent says is likely the father.	<i>Answer: Yes. In these situations, the family has not established paternity. So, you must refer them to Child Support.</i>
Adjudicated Father	An individual who a court order says is the father.	<i>Answer: No. In these situations, the court established paternity. So, you don't refer them to Child Support.</i>
Claimed Father	An individual who lives in the household and says they're the father, but doesn't have paternity established.	<i>Answer: Yes.</i>
Acknowledged Father	An individual who voluntarily acknowledges that they're the father.	<i>Answer: Maybe; it depends if the family established paternity. Typically, the father would need to sign the Voluntary Paternity Acknowledge, or VPA, form to do this.</i>

The next section of the page is  **Children of this Absent Parent/If Child is Unborn, Enter Child's Mother**. This is where you enter the individual for whom CWW is requesting absent parent information and their  legal parentage status. When there's a pregnant parent, like Lisa was, select them from the **Individual** drop down,

and then select M – MATERNITY INDICATOR FOR NON-MARRIED PREGNANT WOMAN from the **Legal Parentage Status** drop down. After the child is born, you must return to this page and update the information.

Notice, CWW displays a  **Comment** section as well. Enter any comments that may help Child Support determine paternity here. Keep in mind, this isn't a confidential page. So, you can't include any confidential information.

Toward the bottom of the page is the  **Caretaker Relative Cooperation Information** section. Start by entering the  **Begin Month**, and the  **Individual**. CWW auto-populates the  **Cooperation** field for you by pulling information from the Child Support system, KIDS. At intake, you must always consider the parent as cooperating with Child Support if this field reads Yes, even if they tell you they might not cooperate. This is because you must give the parent the opportunity to cooperate or claim good cause.

When a parent claims good cause, you must provide them with the Good Cause Claim form. After the parent signs it, enter the  **Good Cause Claimed**,  **Good Cause Reason**, and  **Good Cause Claim Date** fields.

Ask What else do you have to do when a parent signs the Good Cause Claim form?
Answer: Inform Child Support within two working days

Keep in mind, there is a  N – NO option in the **Good Cause Claimed** drop down. Select this option when **Cooperation** reads No and the parent isn't claiming good cause only.

After you make a good cause decision, enter that information in the  **Good Cause Approved** and  **Good Cause Result** fields. We go into more detail about Good Cause claims in the Balancing Domestic Abuse and W-2 Participation course.

 **Guided Entry**

Let's update the **Absent Parent** page for Lisa's case. CWW tells us that it wants information on Phillip's other parent. Lisa tells you that Duke is Phillip's father. Sadly, Duke passed away prior to Phillip's birth, so paternity isn't established.

- Lisa provided Duke's information at her intake appointment, so you don't need to update anything in the **Absent Parent Information** and **Absent Parent Additional Information** sections.
- **Scroll** down to the **Children of this Absent Parent / If Child is Unborn, Enter Child's Mother** section. **Select** Phillip from the **Individual** drop down and N –

PATERNITY NOT ESTABLISHED FOR THIS CHILD from the **Legal Parentage Status** drop down.

- **Click** Add to add Phillip's paternity status to the dyanlist.
- Next, we must remove Lisa from the dyanlist. **Click** the Edit button in her row.
- **Check** the Delete checkbox and **select** LB – LIVE BIRTH from the **Delete Reason** drop down.
- **Click** Update.
- In the **Comments** section, **enter** that Duke passed away prior to Phillip's birth.
- **Click** Next twice to move on from the **Absent Parent** page.

Notice you're still referring Duke to Child Support even though he's deceased. **Ask** Why do you think that is?

Possible Response: To establish paternity, as Phillip might be eligible for survivor benefits.

You must always refer absent parents to Child Support, even if they're deceased, unless the absence is due to military service. If the other parent lives in the home, but the family hasn't established paternity, you must refer them to Child Support as well.

Building Absent Parent Pages Activity

 PG 12 – 14

Purpose: To allow learners to practice determining how many **Absent Parent** pages CWW requires based on the family's make-up.

Materials: PowerPoint

Estimated Length: 10 minutes

Directions to Trainer: Display the family graphic scenarios on the screen. Debrief with learners after each family scenario before moving on to the next scenario.

Trainer Instructions to Learners: We're going to give you the opportunity to practice determining how many **Absent Parent** pages CWW requires based on a family's make-up. We'll display a family scenario on the screen. I want you to review the scenario and guess how many pages you think CWW would require. Then, hold up the corresponding number of fingers.

 PPT 4

We'll go through the first one together. Everyone on the screen lives together in the same household. The lines mean they're related. So, this family has a mother, an adjudicated father, and a two-year-old child.

Ask How many **Absent Parent** pages must you create for this family?

 *Answer: 0 – Both legal parents live together with their child.*

PPT 5

Ask How many **Absent Parent** pages must you create for this family?

 *Answer: 1 – Remember, claimed father means the family hasn't established paternity.*

PPT 6

Ask How many **Absent Parent** pages must you create for this family?

 *Answer: 1 – The court established that this father is the two-year-old's parent. So, you need to create an **Absent Parent** page for the other parent of the six-year-old only.*

PPT 7

Ask How many **Absent Parent** pages must you create for this family?

 *Answer: 2 – You must create an **Absent Parent** page for claimed father of the two-year-old and the other parent of the six-year-old.*

PPT 8

Ask How many **Absent Parent** pages must you create for this family?

 *Answer: 1 or 2 – It depends on who is the father of the unborn child. If it is the other parent of the six-year-old, you would add the mother to their page. If it is the father already in the household or someone else, you would create a new **Absent Parent** page.*

Guided Entry

Now that we've discussed SSNs and entered information about Phillip's absent parent, we are going to focus on some entries for Lisa, starting with the **Employment** page.

- Click Next past the **Asset Gatepost** page to come to the **Employment Queries** page.

- This Data Exchange doesn't work in the Training Environment. However, you must review these results with parents. **Click Next**.
- Lisa is working, and we need to update her **Employment** page. From the Navigation Menu, **select** Employment → Employment.

Employment

PG 15

We're now on the **Employment** page, which gathers employment details. Update this page with all current jobs, no matter how long they've lasted or if they might affect eligibility. You enter only current employment information in CWW. You record past jobs on the **Work History** page in WWP to keep track of work history.

Let's briefly discuss the sections and key fields of the **Employment** page.

Begin Month

 The **Begin Month** is the first month that CWW uses the employment information you entered to determine eligibility. It will keep using the information until you enter a new **Begin Month** or **End Month**. The **Begin Month** is the first month the parent will receive income from the new job. Use the parent's **First Pay Check** date to help you determine the appropriate **Begin Month**.

For example, if a parent gets a new job in late November, but doesn't get paid until December 1st, you would enter December as the **Begin Month** because that's when they will receive income.

Employer Information

Fill in as much information as possible in the **Employment Information** section, including the employer's Federal Employer Identification Number, or FEIN.

 Entering the correct FEIN is important because it helps IM verify whether a person has access to employer-sponsored health insurance.

When entering employment, use the **FEIN Find** magnifying glass to find and enter the correct **FEIN**. This will automatically fill in the rest of the employer's details. Keep in mind that the company's official name and the franchise name might be different.

Employment Description

Below is the **Employment Description** section. As you learned in New Worker Training, this is where you enter the **Employment Type**, begin and end dates, first and last pay check dates, and if the employment ended. Remember, it's best practice to enter the **First Pay Check Date**, as this helps you determine the correct **Begin Month** and any potential override amounts.

Ask How might you verify this information?

Possible Responses:

- *Pay stubs*
- *The Employer Verification of Earnings Form*
- *Letter from the employer*

Strike Information

If a parent in the household is on strike on the last day of the month, the household isn't eligible for W-2.

Detailed Wage Information

PG 16

CWW uses the information you enter in the **Detailed Wage Information** section to help decide if the household is financially eligible for W-2. It is key to estimate the prospective budget accurately. This means predicting the income the parent is likely to receive in the current and upcoming months. You need to manually update and enter overrides any time there is a change in income, such as starting or ending a job.

The  **Pay Frequency** field tells CWW how to calculate the amounts in the **Detailed Wage Information** section. This includes the  **Rate Per Hour** and  **Wage Type**. Use the drop down menu to select the correct **Wage Type** for that hourly rate. If the parent has different types of pay, like overtime or holiday pay, you can select multiple **Wage Types**. You can select up to four **Wage Types**.

When entering the  **Average Hours Per Pay Period**, remember the pay frequency determines what to enter here. Usually, you think about hours per week, but this field is for hours per pay period, which might be different. For example, Festival Foods pays Lisa bi-weekly, so we must multiply her weekly hours by two. Remember to enter the **Verification**.

 Click the **Add** button to add it to the dynalist. CWW uses the information you entered to calculate the **Total Amount Per Pay Period** based on hours and pay rate.

 Click the **Edit** button in the dynalist to update the wage information.

After you've entered all wages, click the  **Calculate** button to populate the **Totals and Comments** section.

Remember, each program has its own rules for how to calculate monthly income. CWW shows several different monthly amounts in this section. For the W-2 program, focus

only on the  **Monthly Converted Amount**. When determining W-2 eligibility, CWW always uses the **Monthly Converted Amount** unless you enter something in the **Override Converted Amount** field. When adding employment, use the verification to determine if the parent will receive the **Monthly Converted Amount** in the current month. If not, you must determine how much income they'll receive and enter it in the  **Override Converted Amount** field.

For example, let's consider Mauve's situation. She gets paid every other week and will get just one paycheck in April.

Ask Would you need to enter an **Override Converted Amount** for April?

Answer: Yes

If you add an **Override Converted Amount**, you must also add a  **Verification**.

Finally, use the  **Comment** section to explain why and how you determined that amount.

Family Major Medical Insurance Access for Badger Care Plus

In the CWW production environment, enter only the  **Begin Month** (the same as the employment **Begin Month**) and then click the  **Verify** button. Do not do anything else in this section. IM will review it for accuracy. If you change **Begin Month**, update the **Begin Month** in this section as well.

\$0 Income

Sometimes, a parent is still employed but doesn't earn any income for a while. Examples include maternity leave, a staffing assignment ending without a new one starting right away, or a work injury. Enter \$0 income when a parent is still employed but will have no income for some time. Don't change the response for  **Employment Ended?** nor enter an  **Employment End Date** or  **Date of Last Paycheck**. Remember, the parent is still employed, just not earning income during this period. Keeping these fields as is accurately reflects their employment status until they return to work or the job ends. Instead, you scroll down to the **Totals and Comments** section.

If the parent is on paid leave, like they may be for a work injury, enter that income on the **Unearned Income** page.

When entering \$0 income, find out when the parent will receive their paycheck for the last period they worked and how much it will be. This helps you decide if you need to enter an override for the current or future months and how many future months to include. If they are not receiving a full month's pay, determine the correct amount and enter it in the **Override Converted Amount** field and verification in the **Verification**

field. Enter comments about why and how you determined the amount. Remember, if you do nothing else, CWW will continue to count the override amount for all future months, which is incorrect because they will not receive income until they return to work. For CWW to correctly determine financial eligibility, we must enter a \$0 override in the **Override Converted Amount** field for next month.

Use the  **Enter New Begin Month** field to create future months. Only use the **Begin Month** at the top of the page for a new employment sequence. In the **Enter New Begin Month** field, enter the month and year you need to create and click **Go**. When you create the new month, CWW displays a message that only previous data is available. This is because there is no future data yet, so CWW shows past data.

We've talked about entering \$0 income when a parent isn't earning any income for a period. Now apply this to Maria's case. Maria's job ends on June 30th, and she receives one last paycheck on July 11th. **Ask** Based on what we've discussed, which month should you enter \$0 in the Override Converted Amount field?

Answer: She will receive her regular monthly amount in June, July will be the actual amount she will receive, and August will be \$0.

You can make sure that CWW is counting the right income for each month by **navigating** to the **Employment Summary** page. **Click** the clock icon to open the **Employment Summary Details** window. Check the **Converted Amount** for each month to make sure it is correct.



Guided Entry

Let's update Lisa's **Employment** page.

Lisa has not worked since she gave birth to Philip two days ago. According to the Agency Form, she is on an unpaid maternity leave. She has worked a total of 38 hours for this pay period and will get her paycheck next Friday.

Ask What updates do we need to make to Lisa's **Employment** page?

Answer: Adjust her income for the month, add a New Begin Month with \$0 income.

Note to Trainer: Ask learners to give the answers during the guided entry in class.

- **Find out** how many paychecks Lisa will get this month and next month.
- **Calculate** how much she will receive for the current month if she will not be getting a full month's pay.
- **Enter** the correct amount in the **Override Converted Amount** field.
- **Select** AF – AGENCY FORM in the **Verification** field.
- **Add** a comment explaining why and how you determined the override amount.

- **Enter** next month in the **Enter New Begin Month** field and click Go.
- **Scroll** down to the **Totals and Comments** section, then **enter** \$0 amount in the **Override Converted Amount** field. Leave the AF – AGENCY FORM **Verification**.
- **Add** a comment indicating how you determined the correct override.
- **Click** Next to save
- **Click** Next past the **Unearned Income Summary** and **Unearned Income Gatepost** pages through the **Expense Gatepost** page. Lisa reported no changes to these pages.
- **Click** Next past the **W-2 Time Limit Information** page.
- **Select** N/A – DO NOT GENERATE SUMMARY from the What would you like to do field.
- **Click** Next

Calculating Average Hours Per Pay Period

PG 17

Before moving to the next page, let's review how to calculate the correct hours for the **Average Hours Per Pay Period** field. CWW automatically calculates the **Monthly Converted Amount** for weekly and bi-weekly pay schedules by using prospective budgeting. However, it does not do this for semi-monthly and monthly pay schedules. For example, if a parent is paid on the 1st and 15 of the month, CWW multiplies the hours by two.

For CWW to correctly calculate income, you need to do some math based on the parent's weekly hours. Use the appropriate multiplier to determine the correct amount to enter.

Use the following multipliers to determine what to enter in the **Average Hours Per Pay Period** field.

Pay Frequency	Multiply Weekly Hours By
Weekly	x1
Bi-Weekly	x2
Semi-Monthly	x2.15
Monthly	x4.3

It's your turn to practice figuring out a parent's **Average Hours Per Pay Period**.

PPT 9

LaToya is paid semi-monthly and works 20 hours per week. **Ask** What would you enter in the **Average Hours Per Pay Period** field?  $20 \times 2.15 = 43$

 PPT 10

Frank is paid weekly and works 32 hours per week. **Ask** What would you enter in the **Average Hours Per Pay Period** field?  $32 \times 1 = 32$

 PPT 11

Belle is paid bi-weekly and works 8 hours per week. **Ask** What would you enter in the **Average Hours Per Pay Period** field?  $8 \times 2 = 16$

 PPT 12

Kara is paid monthly and works 35 hours per week. **Ask** What would you enter in the **Average Hours Per Pay Period** field?  $35 \times 4.3 = 150.5$

When you receive at least 30 days of actual paystubs for semi-monthly and monthly pay frequencies, recalculate the hours and enter the average hours in the **Average Hours Per Pay Period** field. CWW will then calculate the amount correctly.

Employment Page Heads Up

 TN Appendix B 52

Purpose: To practice explaining commonly used fields on the **Employment** page.

Materials: Printed sets of the Employment Page Heads Up cards from Appendix C.

Estimated Length: 15 minutes

Directions to Trainer: Show the **Employment** page on the screen. Divide the learners into groups of three or four, and have each group go to different areas in the room. Give each group a set of cards, face down, with the field names divided among the members. Trainers should walk around and give hints if learners have trouble.

Trainer Instructions to Learners: We just talked about important fields on the **Employment** page. Now, you will take turns describing those fields to each other. Each person has a set of cards with field names from the **Employment** page. One person flips a card and holds it to their forehead. The other group members give clues by

describing the field or what belongs in it, but they cannot use the words in the field name. When the person guesses correctly, the next person takes a turn. Keep going until everyone has gone through all the cards. Let's say one of the cards says "FEIN." Person 1 flips the card and holds it to their forehead. Other group members say, "This is the unique number that identifies your employer." Person 1 guesses, "FEIN." When they guess correctly, the next person flips the next card, like "Begin Month." They might say, "This is the month CWW uses to determine eligibility." The game continues until everyone has guessed all the cards.

Eligibility Determination

 PG 18

Now that we've reviewed the **Employment** page, let's move on to eligibility. When CWW determines eligibility, it compares all the non-financial information you entered about the family with the W-2 non-financial requirements. Then, it compares all the income and assets you entered to the W-2 program limits for the household.

You must re-determine eligibility, and confirm CWW's determination, after you record any changes to the case that may impact the family's eligibility. Typically, CWW will bring you to the **Generate Summary** and **Initiate Eligibility** pages when it believes you made a change that may impact the family's eligibility.

Adverse Action

CWW determines eligibility monthly by looking at least one month ahead. After a day called Adverse Action, it starts looking two months ahead. The Adverse Action date changes month to month, and year to year. It's usually around 13 days prior to the end of the month.

Ask By show of hands, who knows how to find the Adverse Action date?

Note to Trainer: Ask for volunteers to share how they find the Adverse Action date. If someone uses the Client Scheduling Calendar, have them walk the class through how to do it. If they do not, provide the information below.

While there are many ways to find the Adverse Action date, one of the easiest ways to find it is via the Client Scheduling Calendar.

Note to Trainer: In the Worker Tools section of the Navigation Menu, **select** Scheduling → Calendar. Then, open the Legend drop down.

On the **Calendar** page, CWW highlights the  Adverse Action date in dark brown on the small monthly calendar. You can navigate up to six months in the past or future to view the Adverse Action dates for those months as well.

Note to Trainer: Return to Lisa's **Initiate Eligibility** page.

Running with Dates

Any time you want CWW to count new non-financial information, such as a new person in the household, or financial information, such as new income, right away, you must run eligibility both with and without dates. If it is after Adverse Action, you must run eligibility with dates twice: once with the date of the change, and once with the first of next month. To run eligibility with a date, select the  Run Eligibility with Date radio button.

Guided Entry

For now, let's try running eligibility without dates.

- Notice, CWW automatically selects the Run Eligibility radio button for you. **Click Next.**

The first page CWW brings you to when you run eligibility is the **Eligibility Run Results** page. This is where you can see for which month, or months, CWW is currently determining eligibility. It displays the  W-2 results at the bottom of the **Other Program Results** section.

Ask For which month is CWW currently determining eligibility?

Notice the  **Benefit Begin Date** is not the same month that Phillip was born. If you were to confirm eligibility and do nothing else, CWW would not count Phillip in the household until that month. To get CWW to count Phillip as part of the household right away, you must run eligibility with dates.

- **Click Previous** to navigate back to the **Initiate Eligibility** page.
- **Select** the Run Eligibility with Date radio button and **enter** Phillip's birth date.
- **Click Next.**

Notice, CWW displays a new  **Benefit Begin Date** as well as a  **Benefit End Date**. When CWW displays a **Benefit End Date**, it means that you ran eligibility with a date.

- If your Lisa case is open and passing, you can **click Next**. If it's not, raise your hand and we'll help you.
- That brings you to the **Assistance Group Composition Details** page. Here, CWW summarizes the results for the household as well as each family member. **Click Next.**

- CWW displays the Non-financial, Asset, and Income results on the **Eligibility Summary** page. **Click Next**.

Finally, CWW brings you to the **Confirm Eligibility** page. It's best practice to double check that CWW's eligibility determination is what you expect. If it's not, do not confirm eligibility. Instead, select the Cancel checkbox to navigate away from the page to figure out what went wrong. Then, re-run eligibility. You'll get to practice how to figure out what went wrong later today.

- If your Lisa case is open and passing, **select** Yes from the **Confirm?** drop down and **click Next**. If it isn't, raise your hand and we'll help you.

Now that you've added Phillip to the case for his birth month, you need to include him in additional months.

Note to Trainer: If it's after Adverse Action, you must instruct learners to run eligibility with a date of the first of next month before running eligibility without dates.

- From the Navigation Menu, **select** Initiate Eligibility Determination.
- Remember, CWW automatically selects the Run Eligibility radio button for you. **Click Next**.
- Lisa's case should be open and passing. If it is, you can **click Next** past the **Eligibility Run Results, Assistance Group Composition Details, and Eligibility Summary** pages. If it isn't, raise your hand.
- On the **Confirm Eligibility** page, **select** Yes from the **Confirm?** drop down and **click Next**.

Running Eligibility with Adverse Action in Mind

 PG 19

Purpose: To allow learners to practice determining how many times they need to run eligibility depending on the time of the month.

Materials: PowerPoint

Estimated Length: 10 minutes

Directions to Trainer Part One: Have learners find the Adverse Action date for March of the current year. If March of the current year is more than six months away, have them find the date for next year. Give learners one to two minutes to find the correct date, then ask for a volunteer to share it with the class.

Trainer Instructions to Learners Part One: Before we move on to the **Placement** page, we're going to give you the opportunity to practice determining how many times

you would need to run eligibility. To do this, we're going to pretend it's March. Using what you've learned so far, find March's Adverse Action date.

Directions to Trainer Part Two: Display the scenario on the screen. Debrief with learners after each family scenario before moving on to the next.

Trainer Instructions to Learners Part Two: Now that we know March's Adverse Action date, let's review the scenarios. Like before, your job is to guess how many times you think you would need to run eligibility. Then, hold up the corresponding number of fingers. We'll go through the first one together.

PPT 13

Today is March 10. Eve is in your office to complete her initial eligibility appointment.

CWW doesn't allow you to run with dates when a parent completes initial eligibility.  So, you would run eligibility just once.

PPT 14

Today is March 19. Tamara reports she started a job two days ago and will receive her first paycheck next week. You verify this with an employment verification form.

Ask How many times would you need to run eligibility?

 *Answer: 3; Tamara's income changes this month, and it is after Adverse Action. So, you must run eligibility with the date Tamara got her job (March 17), with April 1, and without dates.*

PPT 15

Today is March 3. Barb is an ongoing parent and reports having a baby yesterday. She comes in today and you add her baby to the case.

Ask How many times would you need to run eligibility?

 *Answer: 2; You need to run eligibility with the date the baby was born (March 2) and then run eligibility without dates.*

PPT 16

Today is March 31. Jacqueline, an ongoing parent, reports her daughter's legal father, Ronald, moved into the household three weeks ago. They both come in today to see if they're still eligible for W-2.

Ask How many times would you need to run eligibility?

 *Answer: 3; You need to run eligibility with the date Ronald moved into the household, with April 1, and then again without dates.*

Ask How would it impact this family if you didn't run eligibility with a date in April?
Answer: CWW wouldn't include Ronald in the household for that month, and you wouldn't be able to place him if he is the more employable parent.

The best advice I can give you when it comes to running eligibility is "when in doubt, run with dates". It won't hurt anything, and CWW will give you an error message if you can't run with a date.

Placement

 PG 20 – 21

After you run eligibility and confirm that the case is open and passing, you go to the **W-2 Placement** page. On this page you can place a parent who is confirmed as open for W-2 and enrolled in WWP. CWW brings you to the **W-2 Placement** page, but you don't have to fill it out right away. You can skip it and return later after you decide on the best placement. Remember, per policy, you must complete the WWP Informal Assessment driver flow with parents before you place them on this page.

W-2 Episode

The first section you see is  **W-2 Episode**. A W-2 Episode includes all placements from when the case opens until it closes and eligibility ends. Enter an  **Episode End Date** only if you are closing the case and the parent is no longer receiving W-2 services. A W-2 case can close for reasons related to eligibility (financial or non-financial) or W-2 Work Program reasons.

You can edit the  **Work Program End Reason(s)** fields until you confirm the case is closed. If you close the case for a Work Program reason, you must add an **Episode End Date** and **Work Program End Reason**.

You do not need to add a **Work Program End Reason** when closing the case for eligibility reasons. If you close the case for financial or non-financial reasons, a monthly batch process will automatically end the episode on the last day the case was eligible unless you add an **Episode End Date**.

Some placements automatically close after certain periods without you needing to enter an **Episode End Date**. Your Participant Guide lists the time frame for automatic closures.

Individual Placement Information

The **Individual Placement Information** section is where you add a parent's placement. Only eligible W-2 parents appear in the **Individual** drop down.

The placement options you see depend on the **Target Type** on the **W-2 Request** page. A list in your Participant Guide shows what placements are available.

After entering the parent's name, placement, and begin date, click the Add button to add them to the dynalist. If needed, you can clear the information and start over by clicking  Reset before saving.

Back Dating

On the **W-2 Placement** page, you can enter a placement date up to 10 days from either the current date or the program request date, whichever comes later. Common reasons to backdate include when a parent reports they started work earlier or when a parent, like Lisa, reports having a baby.

For a CMC placement, you can backdate to either the baby's birth date or the W-2 Application Date, whichever comes later.

Guided Entry

Let's go ahead and update Lisa's **Placement** page. Right now, her placement is CS2.

- From the **Individual** field, **select** Lisa from the drop down menu.
- **Select** CMC – CASE MGMT CARETAKER OF NEWBORN from the **Placement** field.
- Back date Lisa's CMC placement to Phillip's birth date by **entering** two days ago as the **Placement Begin Date**.
- **Click** Add
- **Click** Next to save the page. You should see a green message at the top saying the CMC placement is valid for 56 days from Phillip's birth. If no other action is taken, Lisa's case will automatically close after 56 days.

Ask Now, what's the last thing you need to do in CWW?

Answer: Case Comments.

You don't need to enter comments today. Remember, any time you make changes to a parent's case, you must add comments by the end of the working day following the day you took action on the case.

Failing Cases – Part One

Sometimes a family's case fails eligibility when you expect the case to pass. When that happens, it's important to understand W-2 eligibility requirements and CWW so you can troubleshoot what went wrong.

Teresa and Jessica

 PG 22

Purpose: To practice identifying why a case incorrectly failed eligibility and finding errors.

Estimated Length: 10 minutes

Directions to Trainer Part One: Go through Teresa's failing case with the class.

Trainer Instructions to Learners Part One: Throughout the day today, we're going to troubleshoot some cases that should have passed eligibility, but the FEP accidentally confirmed the case as failing. Your job is to figure out why the family's case failed eligibility and where the FEP accidentally made an error. We'll walk through the first one together.

 **Guided Entry**

- **Enter** Teresa's case number (1104833018) in the **Quick Select** field and click Go.
- Using the Navigation Menu, **select** Eligibility → Run Results → Eligibility Run Results. When you run eligibility, the first time CWW tells you if a family's case  passes or fails eligibility is on the **Eligibility Run Results** page. If the result isn't what you expect, stop on that page and begin troubleshooting.
- Whenever a case fails eligibility, CWW provides a  three-digit failure code. **Click** on the code and **review** the  DCF Description to learn why the case failed eligibility.

Ask Based on the description, what do you think might have happened?

Answer: The FEP selected that Teresa doesn't have legal custody of her child.

- A quick way to review information on a family's case is via CWW's summary pages. Because we think the FEP made an error regarding custody, we'll **navigate** to the **Case Information Summary** page.
- Notice, CWW displays  No for **Has Legal Custody Of** in Neveah's section.

Directions to Trainer Part Two: Give learners five minutes to work on Jessica's (3104833036) case independently. Share your screen during the debrief section to show the error.

Trainer Instructions to Learners Part Two: Now, it's your turn to troubleshoot on your own. We provide Jessica's case number in your Participant Guide. Her case should have passed eligibility. Figure out why her case failed and where the FEP made an error. Keep in mind, the FEP already confirmed the failure, so you won't be able to update the case.

Ask Why did Jessica's case fail eligibility?

Answer: The primary person doesn't intend to live in Wisconsin.

Ask What error did the FEP make?

*Answer: They selected N – No for **Intent to Reside** on Jessica's **Current Demographics** page.*

Resources

PG 23

So far, we've covered a lot of pages and processes in CWW. You have many resources available to you through the Learning Center and Process Help in CWW. We list some resources you may want to check out in your Participant Guide.

Use Desk Aids and Training on Demand videos to make your work easier and faster. These tools give you clear steps and quick answers when you need them.

The Desk Aids show you how to complete common tasks like entering applications, checking eligibility, and updating placements. The Training on Demand videos are around five minutes and let you learn at your own pace and review topics anytime.

Use Process Help to learn more about why you enter information on a page and the steps you need to follow to do it correctly.

Take advantage of these resources today. They're here to make your job easier and help you provide the best possible service to the families you support.

Self-Employment

PG 24

There may be times when you work with parents who are self-employed. This might mean they have their own business, such as styling hair, or they might be an independent contractor for a company like DoorDash or Uber. Regardless of the type of self-employment they have, you enter it on the **Self-Employment** page.

Note to Trainer: Navigate back to Lisa's case. Using the Navigation Menu, **select** Employment → Self-Employment.

Start by completing the **Additional Information** section. If the parent is an independent contractor, select  SP – Sole Proprietorship from the **Business Ownership Type** drop down. Enter when the parent  started the business, if they've filed  taxes, and if a  significant change occurred. W-2 Manual 3.2.7.4 provides examples of significant changes.

Note to Trainer: Enter the current month as the **Begin Month** and select SP – SOLE PROPRIETORSHIP for Business Ownership Type, CD – COURIERING OR DELIVERY for Business Type, the current month for when the business began, and N – NO for filed taxes.

After you've completed the **Additional Information** section with the parent, click the  Display Tax/SERIF Results button.

CWW uses the information you entered to determine the parent's verification options and populates the  **Tax/SEIRF Form** drop down. When the parent hasn't filed taxes, CWW populates the  **Number of SEIRF Months**,  **SEIRF Begin Month**, and  **SEIRF End Month** fields as well. SEIRF stands for Self-Employment Income Report Form. The parent must complete this Department of Human Services, or DHS, form to report their business information, income, and expenses for each month CWW lists. DHS has an instruction document you can provide the parent if they need help completing the form. We provide links to where you can find the SEIRF and the instructions document in your Participant Guide.

When the parent turns in their completed SEIRF forms, complete the  **Details and Summary** section. Keep in mind, each agency has its own process regarding self-employment. Check with your supervisor to learn the process for your agency.

Note to Trainer: Check the Cancel box and **navigate** back to Lisa's **Case Summary** page.

Lisa's Updates

While Lisa isn't self-employed, she will be going back to work. So, we have some updates to make to her case.

It has been seven weeks since Phillip was born, and Lisa's CMC placement ends soon. You're meeting with her today to update her case. Lisa reports that she'll go back to work at Festival Foods on Monday, and believes her hours and wages will be the same as they were before she went on leave. She also reports the state established that Duke is Phillip's father. Phillip now receives \$1,100 a month in survivor benefits. She provides an SSA document to verify Phillip's income, but doesn't have verification that she's going back to work.

Ask What updates do you need to make to Lisa's case?

*Answer: Update Duke's **Absent Parent** page, update her **Employment** page to pend for employment verification, add Phillip's survivor benefits, run eligibility, and create a future prorated CSJ placement*



Guided Entry

- Using the Navigation Menu, **select** CARES Home.
- **Select** your Lisa case from the Recently Accessed list.
- Using the Navigation Menu, **select** Individual Non-Financial → Absent Parent.
- **Scroll** down to the **Child of this Absent Parent/If Child is Unborn, Enter Child's Mother** section. **Click** the edit button for Phillip.
- **Select** Y – LEGAL PARENTAGE ESTABLISHED FOR THIS CHILD from the **Legal Parentage Status** drop down.
- **Click** Update.
- Using the Navigation Menu, **select** Employment → Employment.
- **Scroll** down to the **Override Converted Amount** field and **enter** Lisa's previous **Monthly Converted Amount**.
- In the **Verification** drop down, **select** ? – NOT YET VERIFIED.
- **Enter** a comment explaining why you entered the override.
- Using the Navigation Menu, **select** Unearned Income → Unearned Income.
- **Enter** this month as the **Begin Month**.
- Select Phillip from the **Individual** drop down.
- **Select** SSSC – Social Security Surviving Child as the **Income Type** and SA – SSA Document as the **Verification**.
- Phillip started getting his survivor benefits today. **Enter** today's date as the **Income Begin Date**.
- He currently receives the income. **Select** No for **Income Discontinued**.
- **Scroll** down to **Details** section. **Enter** \$1,100.00 for the **Gross Income Amount**.
- **Select** SA – SSA Document from the **Verification** drop down.
- **Click** Add.
- **Click** Calculate to tell CWW to calculate, and populate, the monthly amounts for all programs.
- **Click** Next to go to the **Generate Summary** page.

Because you made changes that may impact Lisa's W-2 eligibility, CWW brought you to the **Generate Summary** page. This is CWW's way of telling you that you must review the changes with Lisa and then re-run eligibility.

- **Select** NA – DO NOT GENERATE SUMMARY and **click** Next.

Ask How many times do you need to run eligibility for Lisa?

Answer: 2 or 3 times; once with today's date and once without dates. If it's after Adverse Action, you must run with the first of next month as well.

Notice the  **Ignore W-2 Income and Assets Test to Allow CMF/+ Placements to Begin** box. Check this box only when you plan on placing a parent in the CMF or CMF+ placement. This tells CWW to skip the income and asset tests for W-2. Because you don't plan on placing Lisa in the CMF or CMF+ placement, don't check the box.

- **Select** the Run Eligibility with Date radio button and **enter** today's date.
- Lisa's case should be open and passing for this month. **Click** Next past all pages until you get to the **Confirm Eligibility** page.
- As long as the case is open and passing, **Select** Yes and **click** Next to confirm eligibility.
- If needed: **Navigate** back to the **Initiate Eligibility** page and run with next month's date. **Click** Next past all pages and confirm eligibility.
- **Navigate** back to the **Initiate Eligibility** page. **Select** the Run Eligibility radio button and **click** Next.
- On the **Eligibility Run Results** page, notice Lisa's eligibility status is pending. **Click** Next.
- **Click** Next to navigate past the **Assistance Group Composition Details** page.
- On the **Eligibility Summary** page, CWW displays Pend for W-2's Income Result. **Click** Next.

Pending Verification

PG 25

Because Lisa needs to provide verification that she's returning to work, CWW brings you to the Verification Details pages in the driver flow. The first page it brings you to is the **Verification Checklist** page. Here, CWW lists exactly what  verification, or verifications, you must request from the parent.

Click Next to navigate to the **Verification Due Dates** page.

CWW automatically calculates the  **Verification Due Date** for you. If the parent needs more time to provide verification, you can extend the due date. If you enter a **Verification Extended Due Date**, you also must select a  **Verification Extended Due Date Reason**.

Lisa doesn't need a due date extension, so you can **click** Next.

PG 26

You're now on the **Pending/Not Verified Information** page. Use this page to view and update verification fields that may cause eligibility to pend or fail.

In Lisa's scenario, you're pending her case for employment information, specifically, her  **Override Converted Amount**. CWW has a special driver flow built into this page to help you quickly find why it pended the case.

Click the  checkbox and then **click** Next for CWW to navigate you to the specific page where you're pending for verification.

Scroll down the page. CWW highlights the specific field you're requiring verification in yellow. **Click** Next to navigate to the **Confirm Eligibility** page.

After Lisa turns in her employment verification, return to the **Employment** page and update all appropriate sequences to ensure CWW counts the correct income for the current month and all future months.

Future Placements

PG 27

While we wait for Lisa's employment verification, we can make a plan to update Lisa's placement. CWW allows you to enter future placements based on the parent's current W-2 Target Type. You can enter future date placements for a maximum of 10 days from the current date.

Ask Why might you enter a future placement for a parent?
Possible responses: CMC placement ending, starting a job

When you enter a future placement, CWW automatically changes the parent's placement on that date. If there's an issue and CWW can't change the placement, it provides you with an Action Item.

Guided Entry

You and Lisa complete the Informal Assessment driver flow in WWP and agree the CS2 placement is the most appropriate for her. She'll continue working 19 hours per week while working toward her HSED.

- Using the Navigation Menu, **select** W-2 Post Eligibility → W-2 Placement.
- Scroll down to the Future Placement Information section. Select CS2 – 1/2 COMMUNITY SERVICE JOB from the **Placement** drop down.
- **Enter** Monday's date as the **Placement Begin Date**.
- **Click** Next to save the page.

Rebus Puzzles Energizer

PPT 17

Estimated Length: 5 minutes

Directions to Trainer: Inform learners what a Rebus puzzle is and then go over the example in the PPT. After you go over the example, go through the remaining Rebus puzzles. After a learner is correct, or 30 seconds have passed, reveal the answer.

Trainer Instructions to Learners: Before we move on to our next set of updates for Lisa, let's take a quick break from our computers again by doing some Rebus puzzles. Rebus puzzles are riddles that are made up of pictures and/or words. Let's go through an example.

 This puzzle has a palace image with a minus "a" after that. Palace minus one "a" leaves place. The next image is a mint with "i" equals "e" after that. When you replace the "i" in mint you get ment.  When you add those together, you come up with the solution to the riddle, which is placement.

Solve the Rebus puzzles as they display on the screen. When you think you know the answer, shout it out.

 Answers:  Absent Parent ,  Household Members ,  CS2 , 
Social Security Numbers ,  Driver Flow

Ending Employment

PG 28

Note to Trainer: Display the **Employment** page in CWW.

We have talked about entering \$0 income when a parent has no income for a time and updating employment when they go back to work. Now, let's learn how to end employment.

Before ending employment, we must make sure the job has really ended and the parent won't receive any more income from it.

Do not enter an **End Month** if you haven't confirmed the job has ended, the parent has not received the last paycheck yet, or the parent might go back to that employer. Instead, select **Yes** for **Employment Ended**, and enter the **Employment End Date**, **Date of Last Paycheck**, and **Verification**.

After you confirm that the parent will receive no more income from that job and that it has ended, enter the **End Month**.

Before ending employment, it's best to set the income to zero and check the eligibility details. This ensure you do not accidentally include income, leave something pending, or have any other issues on the page. You might also need to determine if the parent will receive a full month's pay for the current month. If not, enter the correct amount in the **Override Converted Amount** field and verification in the **Verification** field. Enter Comments about why and how you determined the amount.

 **Guided Entry – Loss of Employment**

Let's record that Lisa has lost her job.

Lisa calls upset and crying. She says she was fired today because she had to call in often due to childcare issues for Phillip. You schedule her for an appointment. Lisa comes in and says she will get her last \$120 paycheck on Friday, which you confirm with an agency form. During the appointment, you and Lisa complete an Informal Assessment in WWP and decide that a CSJ placement is the best option for her.

- Using the **Navigation Menu**, select the **Employment** page.
- **Use** the Previous Effective Month button to go to the current month.
- **Select Yes for Employment Ended?**
- **Enter** today's date as the **Employment End Date** and AF – AGENCY FORM for the **Verification**.
- **Enter** Friday's date as the **Date of Last Paycheck** and AF – AGENCY FORM for the **Verification**. Do not enter an **End Month** at the top of the page because Lisa will still get one more paycheck.
- **Scroll** down to the **Detailed Wage Information** section.
- **Determine** if Lisa will receive a full month's pay this month.
 - If yes, remove any override amount.

- If no, **calculate** the correct override, **enter** it with AF – AGENCY FORM for the **Verification**, and **add** a comment explaining why you entered the override.
- **Use** the **Next Effective Month** button to move to next month.
- **Select** Yes for **Employment Ended?** **enter** today's date for **Employment End Date**, AF – AGENCY FORM for the **Verification**, and **enter** Friday's date as the **Date of Final Paycheck** and AF – AGENCY FORM for the Verification. Update these for each month as needed.
- Based on how many paychecks Lisa will get next month, **enter** the correct override amount, verification, and **add** a comment explaining how you decided the override amount.
Note to Trainer: If only two months were created previously, you would update the Verification field from ? – NOT YET VERIFIED to AF – AGENCY FORM.
- If needed:
 - Using the Next Effective Month button, move to the next month and repeat the steps for ending employment and paychecks
 - **Enter** \$0 in the **Override Converted Amount** field, and update **Verification** to AF-AGENCY FORM.
 - **Update** your comments.
- **Click** Next.
- **Select** NA – DO NOT GENERATE SUMMARY and then **click** Next.
- **Initiate** eligibility with today's date.
- As long as the case is open and passing, **click** Next past all pages until you reach the **Confirm Eligibility** page. **Select** Yes to confirm eligibility.
- If needed:
Navigate back to the **Initiate Eligibility** page, run for the next month's date, and follow the above step.
- Repeat the process one more time to run eligibility without dates.
- **Clear** Lisa's future placement on the **Placement** page by clicking the Clear button.
- **Add** the CSJ placement for Lisa, using today's date, then **click** Add and Next.

Additional CWW Information

 PG 29

Before we make more changes to Lisa's case, let's discuss some additional CWW processes and pages.

Multiple Rates of Pay

First, we're going to talk about how to enter multiple pay rates on the **Employment** page.

Note to Trainer: **Navigate** to Lisa's Employment page.

Some jobs pay different rates for various types of work, like regular pay, holiday pay, overtime, shift premiums, or weekend premiums.

Ask What are some jobs or situations where a parent might have multiple pay rates?
Possible Answers: waitress, retail, nursing home, factory

You can add up to four types of pay for the same job in the  **Detailed Wage Information** section. For each pay type, enter the **Rate Per Hour** and **Average Hours Per Pay Period**, then  select the correct **Wage Type** from the drop down menu.

After entering each pay type,  click the Add button to save it to the dynalist before entering the next one.

When adding tips, complete the  **Total Amount Per Pay Period** field instead of the **Rate Per Hour** and **Average Hours Per Pay Period** fields.

After entering all wage types, click the Calculate button to update the **Totals and Comments** sections. Remember to add a **Comment**, enter the **Override Converted Amount**, and create extra months if needed.

CWW Logic for CMF/+ Placements

PG 30

Before we move on, we want to remind you about the importance of that check box we discussed earlier - the Ignore W-2 income and assets test to allow CMF/+ Placement to begin box. It's a key step to remember only when you plan to place a parent in the CMF or CMF+ placement.

W-2 Placement Page

Note to Trainer: **Navigate** to **W-2 Placement** page.

On the **W-2 Placement** page, there is a  Check for Non-CMF/+ Placement Eligibility button. CWW enables this button only after you check the **Ignore W-2 income and assets test to allow CMF/+ Placement to begin** box on the **Initiate Eligibility** page.

Use this button if you have placed parents in a CMF or CMF+ and are thinking about changing their placement.

When you click this button, CWW ignores the current CMF or CMF+ placement. It then counts the income and assets in the eligibility determination, before taking you directly to the **Initiate Eligibility** page.

W-2 Budget Page

 PG 31

Note to Trainer: Using the **Navigation Menu**, select Eligibility → Budgets → W-2.

Use the **W-2 Budget** page to review how CWW calculates countable income and assets for the W-2 Assistance Group. Review the **W-2 Budget** page to confirm your entries are correct.

The **Assistance Group Overview** section shows the  Eligibility Begin Date,  Determination Date,  Group Status and  Eligibility Status. Note if the **Income/Asset Test Skilled** field shows Yes, it means you selected the **Ignore Income and Assets box** on the **Initiate Eligibility page**. This explains why the  income test may show failed, but the case still passed overall.

Further down the page, you can see what CWW counts for income and assets, for each individual, based on what you entered. Use this to double-check for mistakes or missing information. For example, in the Assistance Group Size in the Gross Income Test section, CWW shows how many people are in the parent's assistance group. If you forget to add someone, for example, Phillip, the group size would be too small. Review this section to make sure every who should be included is added correctly.

Group Entry

 PG 32, Appendix A 39 – 42

 TN Appendix C 53 – 56

Directions to Trainer: Break learners up into groups of three to four and give them 25 minutes to complete the entries on Lisa's case. As learners make their entries, have a trainer complete the entries for the Lisa training case, as well. Mute the projector while learners make their entries, so they don't see the entries you're making. See scenario below and Entry Determination Worksheet for the entries you need to make. When all learners complete their entries, or 25 minutes have passed, unmute the projector and go over the answers as a group.

Trainer Instructions to Learners: We have one last set of updates for Lisa. In a moment, we're going to break you into groups. As a group, read the entry scenario and decide what updates you need to make to Lisa's case. Then, make the updates together in CWW. Make sure everyone updates their Lisa case. You have 25 minutes to

make your entries. Lisa's case should remain open and passing. If her case fails, ask a trainer for help. After time is up, we'll check the entries as a group.

Lisa attends today's ongoing appointment. She provides Phillip's SSN and states she was able to get Phillip into a daycare near where she lives. She also reports that she starts a full-time position with Menards later today.

With Lisa in the office, you call Menards, and they email you a completed Employer Verification of Earnings form. You run through the WWP Informal Assessment driver flow and determine she's appropriate for a CMF or CMF+ placement. You and Lisa discuss the placements, and Lisa decides the CMF placement would work best for her and her family.

Make the appropriate updates in CWW. You can make up Phillip's SSN. You have a copy of Lisa's completed Employer Verification of Earnings form in the Appendix.

 **Entries for Group Check**

We're going to walk through the correct entries for Lisa. If your entries don't match ours, update them along the way.

- Using the Navigation Menu, **select** Case Information → Summary.
- **Click** the magnifying glass in Phillip's row to navigate to the **Household Members** page.
- You should have entered an SSN for Phillip. It's likely CWW already updated the **SSA Verification** to V – VERIFIED.
- Using the Navigation Menu, **select** Employment → Summary.
- CWW now lists two jobs: Festival Foods and Menards. **Click** the magnifying glass for Menards.
- **Click** the Previous Effective Month button to view the first month you entered. This should be the month and year of three weeks from today.

Note to Trainer: If Lisa gets a full month of pay the first month she is paid, you don't need to click the Previous Effective Month button.

- You should have completed the entire **Employer Information** section.
 - **Employer Name:** Menards
 - **FEIN:** 3988985
 - **Address:** 3619 S Hastings Way
 - **City:** Eau Claire
 - **State:** WI – Wisconsin

- **ZIP:** 54701
- Lisa has an **Employment Type** of R – REGULAR EMPLOYMENT.
- Her **Begin Date** is today, and her **First Pay Check Date** is three weeks from today. You verified both of those with AF – AGENCY FORM.
- Lisa's employment hasn't ended, and she isn't on strike.
- She is paid B – Bi-Weekly.
- You should have entered three wages in the **Detailed Wage Information** section. You verified all the wages with AF – Agency Form.
 - **Rate Per Hour:** \$16.30; **Wage Type:** REG – REGULAR PAY; **Average Hours Per Pay Period:** 64
 - **Rate Per Hour:** \$19.30; **Wage Type:** WKD – WEEK END PAY; **Average Hours Per Pay Period:** 16
 - **Rate Per Hour:** \$24.95; **Wage Type:** OTP – OVER TIME PAY; **Average Hours Per Pay Period:** 10

Ask For the first month she's receiving income, is Lisa getting a full month of pay?

Answer: It depends on the day you're holding the training. See your Entry Determination Worksheet for the answer.

Note to Trainer: If Lisa gets a full month of pay the first month she is paid, skip to the **Initiate Eligibility** page.

- Because Lisa won't get a full month of pay, you should have entered an **Override Converted Amount, Verification, and Comment**.
- **Click** the Next Effective Month button. You should have removed the **Override Converted Amount** and **Verification**, and updated your **Comment**.
- Using the Navigation Menu, **select** Initiate Eligibility Determination. You should have checked the Ignore Income and Asset Tests box.

Ask How many times did you have to run eligibility?

Answer: It depends on the day you're holding the training. See your Entry Determination Worksheet for the answer.

- Using the Navigation Menu, **select** Initiate Confirm Eligibility. Lisa's case should be open and passing.
- Using the Navigation Menu, **select** W-2 Post Eligibility → W-2 Placement. You should have placed Lisa in the CMF – CASE MGMT FOLLOW UP placement as of today's date.

Based on the number of hours Lisa is working and her family type, she's eligible for the CMF or CMF+ placement. Even though the CMF+ placement comes with a monthly stipend, Lisa chose the CMF placement instead.

Ask Why might that be?

Possible Responses: Isn't interested in the supplemental payment, supplemental payment might put her family over an income limit for a different program

Paystubs

 PPT 18

 PG 33

Throughout the day today, we verified Lisa's employment with an Employer Verification of Earnings form or an employment specific Agency Form. However, when you work with employed parents, like Lisa, it's likely they'll turn in paystubs. Each company's paystubs are a little different. So, it's important to know what information to look for.

 First, you need to find the date range of the paystub. This reflects the total number of days in the pay period. Menards pays this parent bi-weekly, so the date range consists of 14 days.

Then, you need to find the  total number of hours a parent worked within that pay period. This parent has multiple pay types, so their paystub lists several different hours.

 When parents turn in paystubs, compare the hours per pay period with the **Average Hours Per Pay Period** on the **Employment** page. If they're different, use the paystubs to re-determine the parent's average hours and then update the **Employment** page. Keep in mind, you must use at least 30 days' worth of paystubs to update the average.

You have three paystubs in your Participant Guide. Review the date ranges of each paystub.

Note to Trainer: Pause and give learners time to review the paystubs.

 PPT 19

Ask How many paystubs would we need to use to re-determine this parent's average hours?

 *Answer: Two paystubs cover only 28 days, so you must use all three paystubs.*

To re-determine the parent's average hours, add the hours for each pay type and then divide by the total number of paystubs you're using.

Let's re-determine this parent's average hours together.

 PPT 20

Ask How many hours did this parent work under the Regular pay type on paystub #1?

 *Answer: 56*

 PPT 21

Ask How many hours did this parent work under the Regular pay type on paystub #2?

 *Answer: 64*

 PPT 22

Ask How many hours did this parent work under the Regular pay type on paystub #3?

 *Answer: 64*

 PPT 23

Ask What is this parent's average hours for their Regular pay?

 *Answer: 61.3333333333*

CWW allows you to enter up to two decimals in the **Average Hours Per Pay Period** field, so you would enter 61.33 hours for their Regular pay.

Now, re-determine this parent's average hours for Weekend and Overtime pay.

Note to Trainer: After everyone is done, or three minutes pass, go over the answers.

 PPT 24

Ask What is this parent's average hours for their Weekend pay?

 *Answer: 16*

 PPT 25

Ask What is this parent's average hours for their Overtime pay?

 *Answer: 4*

When you update the parent's **Average Hours Per Pay Period** in CWW, make sure you also update the **Verification** and upload a copy of the paystubs into ECF.

Failing Cases – Part Two

Before we close out the day, let's work on two more failing cases.

Regina and Keisha

 PG 34

Purpose: To practice identifying why a case incorrectly failed eligibility and finding errors.

Estimated Length: 10 minutes

Directions to Trainer Part One: Give learners five minutes to work on Regina's (4104833045) case independently. Share your screen during the debrief section to show the error.

Trainer Instructions to Learners Part One: The first case you'll work on is Regina. Again, we provide Regina's case number in your Participant Guide. Remember, her case should have passed eligibility. Figure out why her case failed and where the FEP made an error. Keep in mind, the FEP already confirmed the failure, so you won't be able to update the case.

Ask Why did Regina's case fail eligibility?

Answer: The child isn't living in the household/no one has legal custody of a minor.

Ask What error did the FEP make?

*Answer: They accidentally selected 13 – Military as the child's **Living Arrangement Type** on the **Current Demographics** pages.*

Ask What steps did you take to find the error?

Possible Responses:

- *Checked the **Household Relationships** page first, but it wasn't there so started looking on other pages.*
- *Checked the **Individual Demographics Summary** page.*

Note to Trainer: If a learner answers the **Individual Demographics Summary** page, have them walk the class through how to navigate to that page. If learners don't bring it up, show them the page.

Directions to Trainer Part Two: Give learners five minutes to work on Keisha's (7104833072) case independently. Share your screen during the debrief section to show the error.

Trainer Instructions to Learners Part Two: Now, it's time to work on the last failing case: Keisha. Once again, her case should have passed eligibility, but the FEP made an error. Figure out why Keisha's case failed and where the FEP made an error.

Ask Why did Keisha's case fail eligibility?

Answer: She is over the asset limit.

Ask What error did the FEP make?

Answer: They added an incorrect value of her vehicle.

Ask What steps did you take to find the error?

Possible Responses:

- *Checked the **Liquid Assets** page first, but it wasn't there so I started looking on other pages.*
- *Checked the **Assets Summary** page.*

Note to Trainer: If a learner answers the **Assets Summary** page, have them walk the class through how to navigate to that page. If learners don't bring it up, show them the page.

Throughout today, you were able to find out why these cases failed eligibility and where the FEP made an error in less than five minutes. You save yourself a lot of time if you pause when a case incorrectly fails eligibility rather than confirming the failure. If you accidentally confirm a failure, you must take at least four steps to reopen the case and ensure the family receives the support they need.

Ask What four steps must you take?

Answer:

1. *Re-open the case either by changing the **W-2 Request** back to Yes or processing a new group level request.*
2. *Fix the error.*
3. *Re-run and confirm eligibility.*
4. *Suppress the notice that CWW automatically generates to the family.*

Ask How might forgetting to suppress the notice impact the family?

Responses will vary

Ask By show of hands, who knows how to suppress notices in CWW?

Note to Trainer: Ask for a volunteer to walk the class through how to suppress the notice. If nobody knows, provide the instructions below.

- Scroll down to the **Worker Tools** section of the Navigation Menu.
- **Select** Client Correspondence → Suppression Search.
- CWW automatically populates the Case/RFA number for you based on the case you're in. **Click Go**.
- **Check** the box of the notice you want to suppress.
- **Select** the Suppress or Unsuppress Selected Correspondence Request radio button in the **What Would You Like to Do** section.
- **Click Next**.
- CWW displays a message stating "The selected triggers/duplicates have been suppressed/unsuppressed." It also displays Yes in the Suppressed column for that notice.

Resources

 PG 35

You have more tools to help you handle complex situations in CWW. These resources give you step-by-step guidance and flexible learning options so you can work confidently and accurately.

Start using these resources today to make your work easier and ensure accuracy.

Closing

Throughout the day today, we've spent a lot of time reviewing various CWW processes and pages. Over the next month, we'll assign you three courses in the Learning Center to reinforce what you learned. Each course takes you roughly five minutes to complete and gives you the chance to practice what you learned. Complete these courses the week they're assigned to help strengthen your skills and keep building your confidence.

As you leave today, I want you to take away one key thought back to your office.

The Key to Remember

 PPT 26 PG 36 – 37 TN Appendix D 57 – 58

Purpose: To review key points from class while reminding learners of the impact of their work in CWW.

Materials: Participant Guide, PowerPoint

Estimated Length: 10 minutes

Directions to Trainer: Instruct learners to work independently or in pairs to figure out the phrase. After ten minutes, or everyone figures out the phrase, reveal the answer.

Trainer Instructions to Learners: Either independently, or with a partner, answer the ten questions in your Participant Guide. Use your answers, and the information on our screen, to reveal the key to remember. For instance, the answer to the first question will give you the letter to use for blanks labeled "1" in your phrase. You have ten minutes.

Ask What is the key to remember?

Answer: When you make accurate CWW entries, you ensure families receive the support they need!

The entries you make in CWW directly impact the families you serve. Whether you're making entries at initial application or as part of ongoing case management, your CWW entries are what ensures families can receive the case management support they need. Thank you all for your participation and have a great rest of your day!

Trainer's Notes Appendix

Appendix A: Entry Determination Worksheet

Lisa's Case Number: _____

Month You Created The Case: _____

General Information:

Lisa had her baby, Phillip, two days ago.

- Phillip's Birth Date: _____
- Begin Month/Year: _____
- This Month's Adverse Action Date: _____
- Class before or after Adverse Action: _____

Employment – Maternity Leave:

Lisa has not worked since she gave birth to Philip two days ago. According to the EVFE, she is on an unpaid maternity leave. She has worked a total of 38 hours for this pay period and will get her paycheck next Friday.

- Paycheck Date: _____
- Number of Paychecks Receiving for Current Month: _____
- Override for Current Month: _____
- Next Begin Month/Year: _____
- Number of Paychecks Receiving for Next Month: _____
- Override for Next Month: _____
- Additional Month/Year: _____
- Override for Additional Month/Year: _____
- Number of Times to Run Eligibility: _____

Employment – Scenario Changes:

Lisa reports that she'll go back to work at Festival Foods on Monday and believes her hours and wages will remain the same as before she went on leave.

- Date Going Back to Work: _____

Employment – Loss of Employment:

Lisa calls upset and crying. She says she was fired today because she had to call in often due to childcare issues for Phillip. You schedule her for an appointment. Lisa comes in and says she will get her last \$120 paycheck on Friday, which you confirm with an agency form. During the appointment, you and Lisa complete an Informal Assessment in WWP and decide that a CSJ placement is the best option for her.

- Employment End Date: _____
- Date of Last Paycheck: _____
- Number of Paychecks Receiving for Current Month: _____
- Override for Current Month: _____
- Number of Paychecks Receiving Next Month: _____
- Override for Next Month: _____
- Additional Month/Year Needed: _____
- Override Needed for Additional Month: _____
- Dates Needed for Running with Dates: _____

Group Entry:

Lisa reports that she starts a full-time position with Menards later today. Gets first paycheck three weeks from today.

- Employer Name: Menards; FEIN: 3988985; Address: 3619 S Hastings Way; City: Eau Claire; State: WI – Wisconsin; ZIP: 54701
- Pay Frequency: B – Bi-Weekly
- Date of First Paycheck: _____
- 1st Begin Month/Year: _____
- Number of Paychecks in 1st Begin Month/Year: _____
- Override for 1st Begin Month/Year: _____
- Number of Paychecks in 2nd Begin Month/Year: _____
- Override for 2nd Begin Month/Year; _____
- Additional Month/Year: _____
- Override for Additional Month/Year: _____
- Number of Times to Run Eligibility: _____

Appendix B: Employment Heads Up

Begin Month	Pay Frequency
FEIN	Wage Type
Override Converted Amount	Enter New Begin Month
Comment	Verification

Appendix C: Lisa's Employer Verification of Earnings form

WISCONSIN DEPARTMENT OF HEALTH SERVICES
 Division of Medicaid Services
 F-10146 (02/2022)



EMPLOYER VERIFICATION OF EARNINGS FORM

This form is to verify employment and wage information for the employee listed below. You are required by law to complete and return this form by the due date indicated below. This form will be scanned so write clearly using blue or black ink. Write any additional comments in Section 4, the Employer Comments section. **Only employers can sign and complete this form. Printouts or paystubs can be submitted in lieu of this form. Include all of the requested information on the printouts.**

Section 1-Complete the employment status information by checking whether or not the employee is currently employed. If not, fill out the end date, final paycheck, gross pay, and reason employment ended.

Section 2-If the employee listed is employed by your company, provide the start date and date of the first paycheck received below. Include the employee's position title, employment title, and pay frequency.

Section 3-If the employee has any pre-tax deductions, fill out the information including type of deduction, how much the deduction is, and how often the deduction occurs.

Section 4-Use the section below to add any comments concerning the employee's employment.

Section 5-By signing this form, you are saying that the information you provided is correct and complete to the best of your knowledge. This form **must be completed, signed, and dated** by the employer or designee. Please provide the title of the person completing the form, a telephone number, and/or fax number if available.

Submission Options

Submit your completed form by: ()

You can either return the completed form to the local agency or give the form to the employee to return. To return to the local agency, fax or mail the completed form to:

Make sure you complete and return the form to the employee or local agency as soon as possible so that the local agency receives it by the indicated due date.

Employer Name Menards	Employee Name Lisa
Federal Employer Identification Number (FEIN) 3988985	Employee Case Number

SECTION 1 Employment Status Information

Is the employee listed above currently employed by your company?

Yes No

If yes, go to Section 2. If no, complete the rest of this section and then go to Section 4 to sign and date the form.

Employed End Date	Reason Employment Ended <input type="checkbox"/> Never Employed <input type="checkbox"/> Quit <input type="checkbox"/> Strike <input type="checkbox"/> Fired <input type="checkbox"/> Other
Date of Final Paycheck	Gross Pay (before deductions) for Final Month \$

SECTION 2

Employment Information

Employment State Date Use today's date	Date First Paycheck Received Use 3 weeks from today
Position Title Cashier	Job Type <input type="checkbox"/> Manager <input checked="" type="checkbox"/> Non-Manager
Employment Type <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary <input type="checkbox"/> On Call <input type="checkbox"/> Seasonal	Months worked (for example, Sept. to Dec.) Started today
Pay Frequency <input type="checkbox"/> Paid Weekly <input checked="" type="checkbox"/> Paid every Two Weeks <input type="checkbox"/> Paid Twice a Month <input type="checkbox"/> Paid Monthly <input type="checkbox"/> Paid Irregular	

Please provide an estimate for the next 30 days of the hours the employee is expected to work for each week. If the type of pay is regular, holiday, other shift, overtime, weekend, or other type of pay, write in the rate of pay the employee earns per hour.

Type of Pay	Hours to be Worked Per Week	Rate of Pay	Regular Work Hours (for example, Monday-Friday, 8:00 a.m. – 4:30 p.m.)
Regular	32	\$16.30	Schedule varies; must work every other weekend, overtime hours vary depending on availability
Overtime	10	\$24.95	
Other shift pay		\$	
Weekend/shift differential pay	8	\$19.30	
Other		\$	

Salary Pay Details	Salary Per Week	
Salary:	\$	
Will the employee receive any of the following?	How Much:	How Often:
Tips (including cash) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	\$	
Bonuses <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	\$	
Commissions <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	\$	

SECTION 3

Pre-Tax Deduction Information

Does this employee have any of the following pre-tax or other deductions?

Type:	How much is the deduction?	How often?
Health Insurance Premiums	\$	

Health Care Savings Account	\$	
Parking and Transit Cost	\$	
Group Life Insurance Premiums	\$	
Retirement Contributions	\$	
Flex Savings Account for Child Care or Other Dependent Care	\$	
Other Deductions	\$	

SECTION 4	Employer Comments
------------------	--------------------------

SECTION 5	Signature and Date
------------------	---------------------------

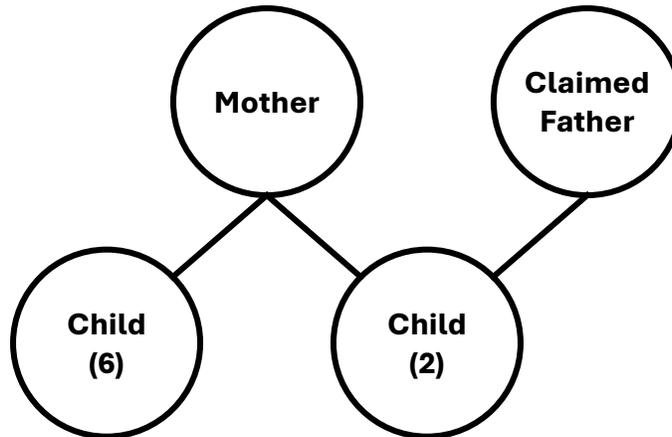
SIGNATURE – Employer/Designee <i>John Menard</i>	Date Signed Today's date
Print Name – First, Last, and Middle Initial John Menard	Phone Number 715-555-6126
Title Manager	Fax Number (If available)

USDA NONDISCRIMINATION STATEMENT
 This institution is an equal opportunity provider.

Appendix D: The Key To Remember

1. On which day in May is Adverse Action?
Answer: 18

2. How many **Absent Parent** pages would you need to create for this family?



Answer: 2

3. Mia calls you on Monday, May 4. She states Mateo, her boyfriend and adjudicated father of her children, moved into the household on April 29.

What Begin Month would you enter when adding Mateo to her case?

Answer: 04

4. Kayla works 40 hours a week and gets paid semi-monthly.

What would you enter as her Average Hours Per Pay Period?

Answer: 86

5. Zuri works 15 hours a week and gets paid bi-weekly.

What would you enter as her Average Hours Per Pay Period?

Answer: 30

6. Faith is on maternity leave and won't get paid next month.

What would you enter as her Override Converted Amount next month?

Answer: 0.00

7. James recently lost his job at Cenex. He earned \$14.42 an hour and will get one paycheck this month with a total of 16 hours on it.

What would you enter in his Override Converted Amount this month?

Answer: 230.72

8. Evelyn started a new job at Meyer. She earns \$18.89 an hour and will get one check this month with a total of 12 hours on it.

What would you enter in her Override Converted Amount this month?

Answer: 226.68

9. Today is June 28. Ollie reports they started getting Unemployment Benefits this month and provides verification. You update CWW right away.

How many times do you need to run eligibility?

Answer: 3

10. How many days can you future date a placement in CWW?

Answer: 10

When you make accurate CWW entries, you ensure families receive the support they need!