

# TJ/TMJ WWP Processes

## Participant Guide

---

### **Purpose**

To introduce the processes within the Wisconsin Work Programs (WWP) system for TJ/TMJ.

### **Learning Objectives**

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

- Interpret elements of various WWP pages, e.g., referential data, field coloring indicators, and buttons;
  - Identify the flow of WWP's clearance, client registration, request for assistance, enrollment, and informal assessment pages;
  - Explain the importance of using informal assessment data in your case management practices; and
  - Perform TJ/TMJ processes within WWP.
-

# Table of Contents

<b>WELCOME TO WISCONSIN WORK PROGRAMS (WWP)</b> .....	<b>4</b>
Class Overview .....	5
What you know about WWP? .....	6
<b>WWP WALKTHROUGH</b> .....	<b>8</b>
Clearance .....	9
Client Registration.....	10
Participant Summary.....	12
Case Management Navigation Tool Bar .....	13
Request for Assistance .....	14
Program .....	15
Eligibility .....	16
Eligibility Determination.....	17
Requests for Assistance .....	18
Participant Summary.....	19
Enroll Participant .....	20
Edit Client Registration.....	21
Informal Assessment.....	22
Languages .....	22
Work History .....	24
Work Programs .....	28
Education History.....	30
Post-Secondary Education .....	32
Military Service.....	34
Housing.....	36
Transportation .....	38
Legal Issues.....	40
Child and Youth Supports .....	42
Family Barriers.....	44
Non-Custodial Parents.....	46
NCP Referral.....	48
WWP Apps.....	50
Action Needed .....	50
Test Scores .....	51
Work History .....	52
Contacts .....	53
Informal Assessment Summary .....	54
Informal Assessment Summary (after submitting assessment) .....	56
Tasks to complete after submitting the informal assessment:.....	58
<b>GUIDED ENTRY – JASON</b> .....	<b>59</b>
<b>WRAPPING UP DAY 1</b> .....	<b>63</b>
<b>SUBSIDIZED EMPLOYMENT</b> .....	<b>64</b>
Employer of Record .....	65
<b>INDEPENDENT ENTRY – INFORMAL ASSESSMENT - MICHAEL</b> .....	<b>66</b>
<b>OTHER WWP FUNCTIONS</b> .....	<b>72</b>
Viewing History .....	72
Informal Assessment .....	72
Apps.....	73

Reassigning a Participant to Another Worker ..... 74  
 Office Transfer ..... 75  
**DISENROLLMENT ..... 76**  
**CO-ENROLLMENT ..... 77**  
**WWP IMPLEMENTATION NOTES ..... 78**  
     What do you know *NOW* about WWP? ..... 79  
**WHAT’S NEXT? ..... 80**  
**APPENDIX ..... 82**  
 Additional Resources ..... 82

**Contact Information**

Questions regarding this training material should be directed via your local agency process to the Partner Training Team,  
 Email: [PTTTrainingSupp@wisconsin.gov](mailto:PTTTrainingSupp@wisconsin.gov)

A contact person is available to answer e-mailed questions related to this training material, assist you in completing any activity that you are having difficulty with, and/or provide explanation of anything else about this training material.

Questions regarding production cases and systems should be directed via your local agency process to the W-2 Help Desk at:  
 Email: [DCFV2CARESHD@wisconsin.gov](mailto:DCFV2CARESHD@wisconsin.gov)

Telephone: (608) 422-7900.

TJ/TMJ Policy questions should be directed to the Subsidized Employment Contract Manager.

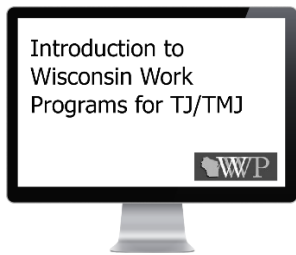
DCF is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 266-3400 or the Wisconsin Relay Service (WRS) – 711.

For civil rights questions call (608) 422-6889 or the Wisconsin Relay Service (WRS) – 711.

# Welcome to Wisconsin Work Programs (WWP)



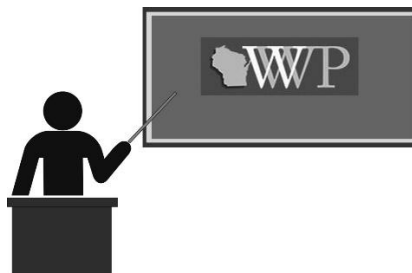
## WWP Phase One Implementation Training:



**Online Prerequisite**



**DONE!**



**Classroom Training**

Today & Tomorrow



**Practice Scenarios**

After class, back at your office

---

## Class Overview

---

For the next day and a half, we will:

- Review what you have learned so far about WWP.
- See how clearance and client registration are entered in WWP.
- Walk through entering a request for assistance for applicants.
- Walk through the eligibility determination information for applicants.
- Walk through enrolling applicants in WWP.
- Walk through the informal assessment pages in WWP.
- Complete clearance, client registration, eligibility, enrollment, and informal assessment in WWP together.
- Provide you a foundation to complete clearance, client registration, eligibility, enrollment, and informal assessment on your own.
- Talk about:
  - Updating information,
  - Viewing WWP history,
  - Transferring TJ participants to another office,
  - Reassigning a TJ/TMJ worker to another TJ/TMJ worker;
  - Disenrolling TJ/TMJ participants,
  - Co-enrolled participants, and
  - Data transferring from CARES to WWP.
- Prepare you for the after-class TJ/TMJ practice scenarios.



## What you know about WWP?

1. Based on what you have already learned, list three things you know for sure about WWP:

- 
- 
- 


2. What are you most excited about with WWP?

3. What do you think will be the biggest challenge with WWP?

4. What is one key advantage of the new system?

5. What question(s) about WWP do you want answered during this class?










# Navigating *in* WWP








### Colors

- Blue Current Field/Page
- Purple Required Field
- Yellow Completed Field/Page with Unsaved Changes
- Red Error or Required Field/Page Not Completed


### Buttons


-  Back to Previous Page
-  Edit Entry
-  Delete Entry
-  Delete Entry with Reason
-  Add Entry
-  Expand/Collapse Section
- + Add Item Add Entry of the Same Type (section specific)
-  Action Needed
-  Participant Barriers
-  Test Scores

### Function Keys

-  F8 Exit Page
-  F9 Save Page
-  Shift + F9 Save and Continue to Next Page
-  Page Up Previous Page
-  Page Dn Next Page

### Icons

 Contacts

 Work History

# WWP Walkthrough

The screenshot shows the 'Worker Tools' interface for Heather Sommers. The 'Participants by Worker' tab is selected, displaying a list of participants. Each entry includes the participant's name, PIN, DOB, and associated work program details.

Participant Name	PIN	DOB	Work Program	Enrolled as of	Worker	Office
Sandra Grady	8585293187	05/02/1992	TRANSFORM MILWAUKEE JOBS	11/15/2018	Heather Sommers	UMOS MILWAUKEE - 8040
Vicky Ricky	6585263545	06/20/1997	CHILDREN FIRST	08/29/2018	Ramya Bhimavarapu	Employ Milwaukee MILWAUKEE - 8040
			TRANSFORM MILWAUKEE JOBS	11/09/2018	Becky Yang	UMOS MILWAUKEE - 8040

**Purpose:** This is the default page shown when you log in to WWP. It provides a list of recently accessed participants, a list of participants assigned to the worker, and a list of participants referred or transferred to all Work Program (WP) offices in the contract agency. There is also a PIN search function to look up participants by PIN.

**Notes:**

# Clearance

The screenshot shows the WWP Clearance form. The top navigation bar includes the WWP logo, 'Worker Tools', and the user name 'Heather Sommers'. Below the navigation bar are three buttons: 'Clearance', 'Help Center', and 'Webi'. The main form area is titled 'Clearance' and contains input fields for 'First Name', 'MI', 'Last Name', 'Suffix', 'DOB' (with a placeholder 'MM/DD/YYYY'), 'SSN', and 'Gender' (with 'Male' and 'Female' radio buttons). There is a 'Find Matches' button and a '+ Add Alias Name' button at the bottom right.

**Purpose:** The purpose of this page is to determine whether an applicant is known to CARES or other state systems. After entering the required information and clicking the Find Matches button, WWP displays potential matches between the applicant and existing individuals in CARES or other state systems.

WWP displays the name, date of birth, Social Security Number, gender, and score for each potential match.

- If the score is greater than 96%, you must select the individual.
- If the score is 75%-96%, you can select a potential match or establish a new individual.
- If the score is less than 75%, you can establish a new individual in CARES.
- When a potential match is less than a perfect match of 99%, the fields that do not match are highlighted. If needed, you can update the information on the **Clearance** page, and re-run the process for potential matches.

## Notes:

# Client Registration

Client Registration
⌵

- Personal Information
- Ethnicity / Race
- Alias Information
- Address Information

### Personal Information

First Name	<input type="text" value="James"/>	MI	<input type="text"/>	Last Name	<input type="text" value="Michael"/>	Suffix	<input type="text"/>	
DOB	<input type="text" value="06/05/1988"/>	Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female	SSN	<input type="text" value="155-21-5522"/>	<input type="checkbox"/> No SSN	SSN Verification Status	<input type="text"/>

### Ethnicity

### Race

American Indian / Alaska Native	Hawaiian / Other Pacific Islander	Asian
<input type="text" value="Yes"/> <input type="text" value="No"/>	<input type="text" value="Yes"/> <input type="text" value="No"/>	<input type="text" value="Yes"/> <input type="text" value="No"/>
White	Black / African American	
<input type="text" value="Yes"/> <input type="text" value="No"/>	<input type="text" value="Yes"/> <input type="text" value="No"/>	

### Alias

+ Add Alias Name

### Pin Confidential

+ Add ITIN / Alias SSN

### Primary Phone

Can Text?      Can Leave Voicemail?

### Secondary Phone

Can Text?      Can Leave Voicemail?

### Email Address

### Home Language

### Refugee?

Are you a member of an American Indian tribe or an Alaskan Native or child or grandchild of a member?

**Address Information**

County of Residence

**Household Information**  Homeless

Location      Street Address      Apt/Unit      Zip  
                 


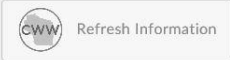
Is your household address the same as your mailing address?     

Notes  
  
1000 characters remaining

**Purpose:** The purpose of this page is to register all applicants requesting assistance, collect additional information about the applicant such as demographic information, and assign a PIN to the applicant if the applicant does not already have a PIN assigned. Workers are able to update the applicant or participant's basic information on this page if the applicant is not already known to CARES or other state systems.

**Notes:**

# Participant Summary

	Worker Tools	Case Management	Danielle Grochowski
Participant Summary			Sandra Camaro 8585297484
<b>Basic Information</b>			
NAME		PIN	
Sandra Camaro		8585297484	
DOB	AGE	GENDER	
08/01/1995	23	F	
RACE	ETHNICITY		
			

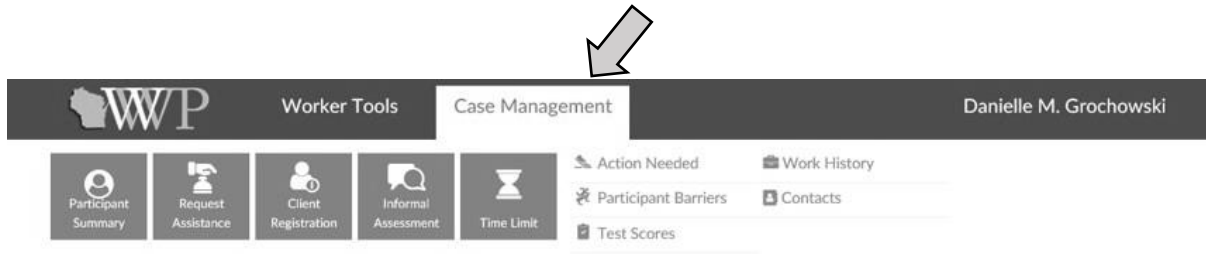
Use the **Participant Summary** page to obtain the applicant's PIN after completing Clearance and Client Registration and enroll the applicant into the program.

## Notes:

---

## Case Management Navigation Tool Bar

---



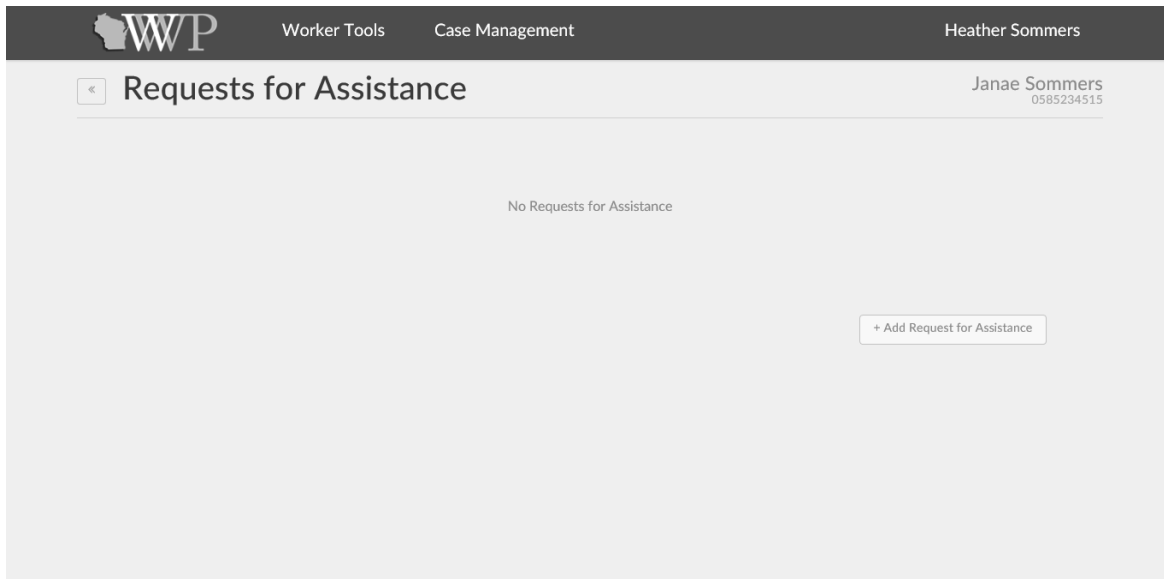
**Purpose:** The **Case Management** navigation toolbar provides links to other additional pages, such as the Participant Summary, Request for Assistance (RFA), and Informal Assessment pages.

**Notes:**

---

# Request for Assistance

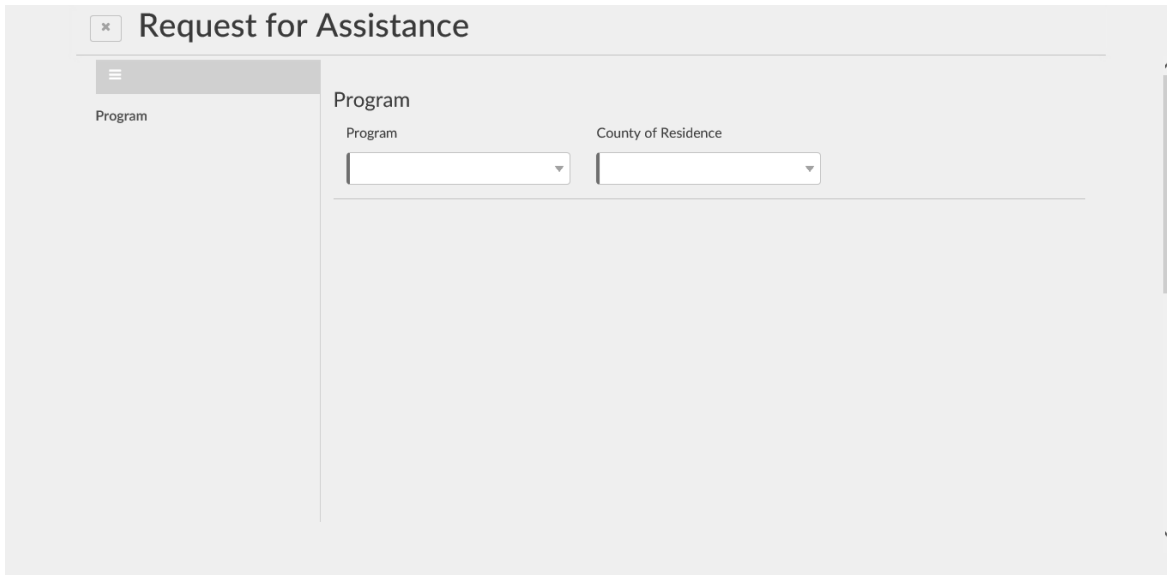
---



**Purpose:** This page displays current and past program requests for TJ/TMJ or Children First and the button to add the Request for Assistance for the TJ/TMJ programs.

**Notes:**

# Program



The screenshot displays a web application window titled "Request for Assistance". On the left side, there is a sidebar with a hamburger menu icon and the label "Program". The main content area is titled "Program" and contains two dropdown menus: "Program" and "County of Residence". Both dropdown menus are currently empty, showing only a downward-pointing arrow. The form is set against a light gray background with a vertical scrollbar on the right side.

**Purpose:** This page is used to record a single Request for Assistance for an applicant for the TJ/TMJ program.

**Notes:**

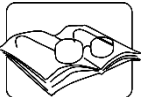
# Eligibility

x
Request for Assistance

**Eligibility**

TMJ Contractor <input style="width: 90%;" type="text"/>	Application Date <input style="width: 90%;" type="text" value="MM/DD/YYYY"/>	Age <input style="width: 90%;" type="text" value="34"/>
Is the applicant the biological/adoptive parent - or relative and primary caregiver - of child(ren) under the age of 18? <span style="float: right;"><input type="button" value="Yes"/> <input type="button" value="No"/></span>		
Household Size <input style="width: 90%;" type="text"/>	Annual Household Income <input style="width: 90%;" type="text"/>	Last Date of Employment <input style="width: 90%;" type="text" value="MM/DD/YYYY"/>
Eligible for Unemployment Insurance Benefits? <span style="float: right;"><input type="button" value="Yes"/> <input type="button" value="No"/></span>		Is applicant receiving W-2 benefits or services? <span style="float: right;"><input type="button" value="Yes"/> <input type="button" value="No"/></span>
Is applicant a U.S citizen or qualified non-citizen? <span style="float: right;"><input type="button" value="Yes"/> <input type="button" value="No"/></span>		
Has applicant worked a total of 1,040 hours in TMJ/TJ in the past? <span style="float: right;"><input type="button" value="Yes"/> <input type="button" value="No"/></span>		
Has application been completed and signed? <span style="float: right;"><input type="button" value="Yes"/> <input type="button" value="No"/></span>		Has eligibility information been verified? <span style="float: right;"><input type="button" value="Yes"/> <input type="button" value="No"/></span>
Is applicant able to obtain and benefit from a subsidized job? <span style="float: right;"><input type="button" value="Yes"/> <input type="button" value="No"/></span>		

**Purpose:** This section collects information to determine if the applicant meets the eligibility requirements for the TJ/TMJ program. Verification information must be collected and verified per the TJ/TMJ policy.

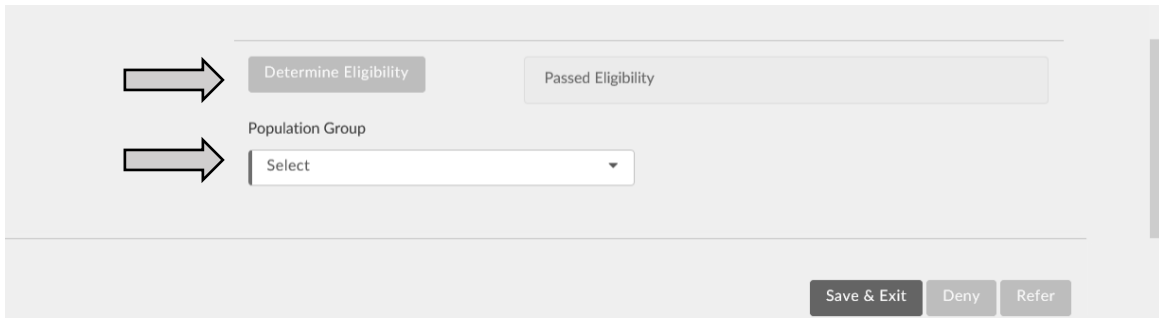


### TJ/TMJ Policy References:

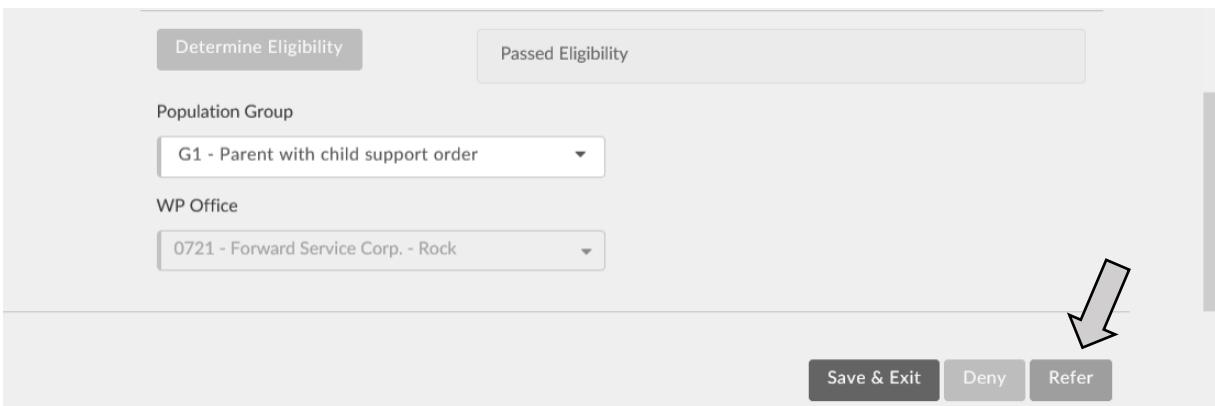
- TJ/TMJ Policy Manual 2.1 Program Eligibility Criteria.

### Notes:

## Eligibility Determination



The screenshot shows a web form with a 'Determine Eligibility' button on the left and a 'Passed Eligibility' text box on the right. Below these is a 'Population Group' dropdown menu with 'Select' as the current selection. At the bottom right, there are three buttons: 'Save & Exit', 'Deny', and 'Refer'. Two arrows point to the 'Determine Eligibility' button and the 'Population Group' dropdown.



The screenshot shows the same web form as above, but with the 'Population Group' dropdown menu selected to 'G1 - Parent with child support order' and the 'WP Office' dropdown menu selected to '0721 - Forward Service Corp. - Rock'. An arrow points to the 'Refer' button at the bottom right.

The **Population Group** drop-down allows you to select the appropriate type of population group for which the applicant meets the eligibility requirements. This section also determines whether the applicant is eligible to be referred to or denied for the TJ/TMJ program.

### Notes:

# Requests for Assistance

Requests for Assistance
Sandra Grady  
8585293187

Sort by Status ^

---

Transform Milwaukee Jobs	Application Date: 11/15/2018	UMOS
1150996111 - Referred	Application Due: 11/30/2018	Milwaukee - 8040

Worker Tools
Case Management
Heather Sommers

Request for Assistance ?
Sandra Grady  
8585293187

**Program** Last Edited by xmi4gk  
11/15/18, 12:33 PM

PROGRAM	COUNTY OF RESIDENCE	TMJ STATUS	DATE OF TMJ STATUS
Transform Milwaukee Jobs	Milwaukee	Enrolled	11/15/2018

**Eligibility**

TMJ CONTRACTOR  
UMOS

APPLICATION DATE	APPLICATION DUE DATE	AGE
11/15/2018	11/30/2018	26

IS THE APPLICANT THE BIOLOGICAL/ADOPTIVE PARENT - OR RELATIVE AND PRIMARY CAREGIVER - OF CHILD(REN) UNDER THE AGE OF 18?  
Yes

FIRST NAME	LAST NAME	DOB	GENDER
Jason	Peters	05/12/2017	Male

HOUSEHOLD SIZE	ANNUAL HOUSEHOLD INCOME	LAST DATE OF EMPLOYMENT
2	\$0.00	05/25/2018

ELIGIBLE FOR UNEMPLOYMENT INSURANCE BENEFITS? No

IS APPLICANT RECEIVING W-2 BENEFITS OR SERVICES? No

IS APPLICANT A U.S. CITIZEN OR QUALIFIED NON-CITIZEN? Yes

HAS APPLICANT WORKED A TOTAL OF 1,040 HOURS IN TMJ/TJ IN THE PAST? No

HAS APPLICATION BEEN COMPLETED AND SIGNED? HAS ELIGIBILITY INFORMATION BEEN VERIFIED?


The **Request for Assistance** page shows the applicant as being referred once he or she is eligible. You can click on the RFA to show the details of that request.

**Notes:**

---


DFES/Partner Training Team 18 12/20/18  
 S:\...\Curriculum\W2WWP\WWP\_Processes\_TJ\_TMJ\_PG\_122018

# Participant Summary

 Worker Tools Case Management
Sarah Lemire



## Participant Summary



Jason Tacoma  
8585298588

 Enroll Participant

### Basic Information


NAME Jason Tacoma		PIN 8585298588	
DOB 05/16/1996	AGE 22	GENDER M	
RACE	ETHNICITY		

 CF, TMJ and TJ Overview
 


 Transform Milwaukee Jobs Program
 

### Enrollment Information

RFA NUMBER	TMJ STATUS	TMJ STATUS DATE	REFERRAL DATE	ENROLLMENT DATE	DISENROLLMENT DATE
000000000	Referred	11/19/2018	11/19/2018		
TMJ-CONTRACTOR UMOS		TMJ WORKER			
WP OFFICE MILWAUKEE - 8040					

 Other Programs
 

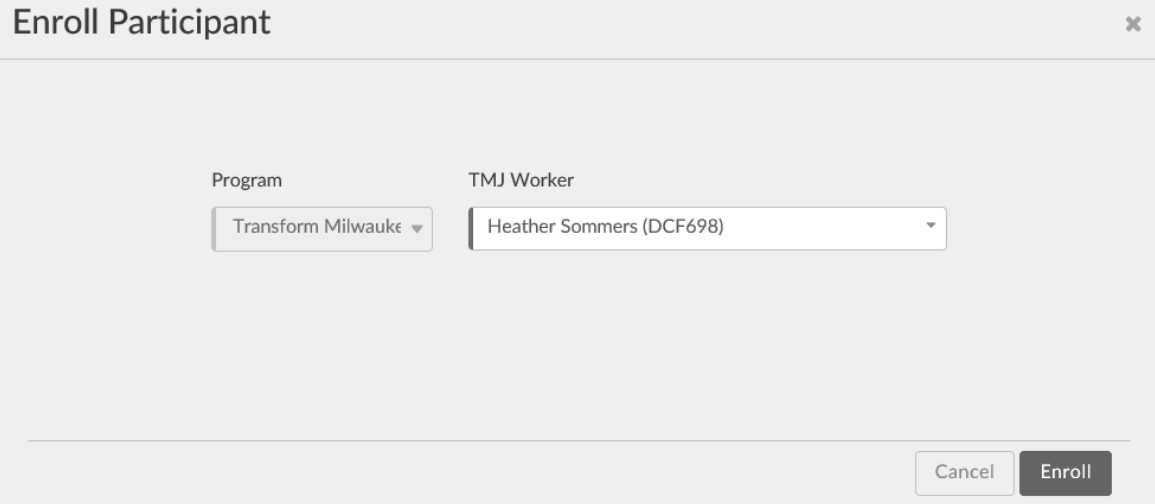
OPEN PROGRAM(S)
RESET ENROLLMENT STATUS
CHILD SUPPORT COOPERATION STATUS

 Refresh Information

**Purpose:** This page displays the participant's information and programs the participant is enrolled in or disenrolled from. This page also allows workers to enroll or disenroll a participant from the TJ/TMJ program. Once enrolled, the PIN can be reassigned to another worker from this page. In addition, only TJ workers can transfer a case from this page.

**Notes:**

## Enroll Participant



The screenshot shows a dialog box titled "Enroll Participant". It features two dropdown menus. The first, labeled "Program", has "Transform Milwaukee" selected. The second, labeled "TMJ Worker", has "Heather Sommers (DCF698)" selected. At the bottom right, there are two buttons: "Cancel" and "Enroll".

**Purpose:** This dialog box allows you to enroll the applicant in the TJ/TMJ program.

**Notes:**

# Edit Client Registration

**Edit Client Registration**

Address Information

DOB: 05/25/1994

Gender:  Male  Female

Phone: 515-51-5815

SSN:  No SSN

Ethnicity

Hispanic or Latino  Not Hispanic or Latino

Race

American Indian / Alaskan Native:  Yes  No

Hawaiian / Other Pacific Islander:  Yes  No

Asian:  Yes  No

White:  Yes  No


Black / African American:  Yes  No

**Purpose:** After enrollment, use this page to enter or edit the participant's Ethnicity and Race information or to update contact information.

**Notes:**

# Informal Assessment

## Languages

 Worker Tools Case Management
Danielle Grochowski

✖ Edit Assessment
Sandra Camaro  
8585297484

- Languages
- Work History
- Work Programs
- Education History
- Post-Secondary Education
- Military Service
- Housing
- Transportation
- Legal Issues
- Participant Barriers
- Child and Youth Supports
- Family Barriers
- Non-Custodial Parents
- NCP Referral

### Languages

The following questions are about the language or languages that you read, write and speak.

Language	Read	Write	Speak
What language do you use at home?	<input type="button" value="Yes No"/>	<input type="button" value="Yes No"/>	<input type="button" value="Yes No"/>
List any other languages you know:	<input type="button" value="Yes No"/>	<input type="button" value="Yes No"/>	<input type="button" value="Yes No"/> <input type="button" value="Add"/>

[+ Add Language](#)

Notes

1000 characters remaining

⌘ Exit | ⌘ Save | ⌘ + ⌘ Save + Continue | ⌘ Up previous page | ⌘ Down next page

## ***Languages***

---

**Purpose:** This page collects information on languages the participant reads, writes, and speaks.


**Case Management Benefits:** Depending on the participant's primary language, there may be a need for translators or other language services. Bilingual participants possess a marketable employment skill.


**Additional Resources:**



- Adult Basic Education/English as a Second Language Directory  
<https://dcf.wisconsin.gov/refugee/abe-esl>

**Notes:**

# Work History


Worker Tools
Case Management
Danielle Grochowski

 **Edit Assessment**
Sandra Camaro  
8585297484

- 
- Languages ✓
-  Work History !
- Work Programs
- Education History
- Post-Secondary Education
- Military Service
- Housing
- Transportation
- Legal Issues
- Participant Barriers
- Child and Youth Supports
- Family Barriers
- Non-Custodial Parents
- NCP Referral

## Work History




The following questions will address your previous and current employments, as well as any volunteer work. Additionally, we will discuss if there are any factors preventing you from working full time.

What is your employment status?

What is keeping you from working full-time?






Looking for work / no work available

Details

	<b>Dishwasher</b> <small>Belmont Family Restaurant Belmont WI</small>	<small>03/01/2016</small> - <small>04/03/2017</small>	<small>20 hr/week</small> <small>\$7.50/Hour</small>  
---	--	---	--

Notes

1000 characters remaining

 Exit
 Save
 Save + Continue
 previous page
 next page

**Work History**

---

**Purpose:** This page collects information on the participant's current and past employment, subsidized employment, and volunteer work.

**Case Management Benefits:** Employment history is a critical part of informal assessment. Employment history helps build a resume, discover transferrable skills, and identify future opportunities in the same field or a similar one. Patterns of employment may indicate strengths or the potential for work issues that should be addressed. Current employment is a foundation for skill building and advancement.

**Additional Resources:**

- O\*NET Career Exploration  
<https://www.onetonline.org/>
- Job Center of Wisconsin (Resume Tool, Labor Market Information)  
<https://jobcenterofwisconsin.com/Default.aspx>

**Notes:**

## Work History – Details

× Work History

☰

Add/Edit Record

Basic information

### Add Work Record

Job Type

Begin Date

End Date

Currently Employed

### Basic Information

Position

Company/Organization Name

FEIN

Location

Street Address

Zip

No Contact Selected

Job Duties

***Work History***

---

**Additional Resources:**

- O\*NET Career Exploration  
<https://www.onetonline.org/>
- Job Center of Wisconsin (Resume Tool, Labor Market Information)  
<https://jobcenterofwisconsin.com/Default.aspx>

**Notes:**

# Work Programs

**WWP** Worker Tools Case Management Danielle Grochowski

**Edit Assessment** Sandra Camaro 8585297484

**Work Programs**  
This section captures any past, present, or future participant involvement in work programs.

Have you, are you currently, or will you be involved in any other work programs?

**Work Programs**

Status	Name	Start	End	
<input type="text"/>	<input type="text"/>	<input type="text" value="MM/YYYY"/>	<input type="text" value="MM/YYYY"/>	<input type="button" value=""/>

Location:  Details:

No Contact Selected

Notes:

1000 characters remaining

FB Exit | P9 Save | Shift + P8 Save + Continue | PgUp previous page | PgDn next page

## ***Work Programs***

---

**Purpose:** This page collects information on other work programs (e.g., FSET, DVR, WIOA, etc.) that the participant is currently involved in, has participated in previously, or will be working with in the future.


**Case Management Benefits:** Past participation in other work programs may have helped the participant develop skills or gain experience that can be built on now. Current participation in other work programs is an opportunity for collaboration. Preparing for future participation can be incorporated into current employability planning.

**Additional Resources:**

- FoodShare Employment and Training (FSET)  
<https://www.dhs.wisconsin.gov/foodshare/fset.htm>
- Division of Vocational Rehabilitation (DVR)  
<https://dwd.wisconsin.gov/dvr/>
- Workforce Innovation and Opportunity Act (WIOA) Programs  
<https://dwd.wisconsin.gov/dwdwia/>
- DCF Fatherhood Programs  
<https://dcf.wisconsin.gov/fatherhood/homepage>
- Unemployment Insurance  
<https://dwd.wisconsin.gov/ui/>
- DCF Refugee Services  
<https://dcf.wisconsin.gov/refugee>
- Wisconsin Department of Veterans Affairs  
<http://dva.state.wi.us/Pages/home.aspx>

**Notes:**

# Education History

 Worker Tools Case Management
Danielle Grochowski

← Edit Assessment
Sandra Camaro  
8585297484

- Languages ✓
- Work History ✓
- Work Programs ✓
- ➔ Education History
- Post-Secondary Education
- Military Service
- Housing
- Transportation
- Legal Issues
- Participant Barriers
- Child and Youth Supports
- Family Barriers
- Non-Custodial Parents
- NCP Referral

## Education History

The following questions are about your High School graduation status.

What is your high school graduation status? Diploma GED HSED None

Have you ever attended school? Yes No

### Last School Attended (K-12)

This does not include post-secondary schools or GED/HSED training centers

Location <small>City, State</small>	School Name	Last Year Attended <small>YYYY</small>
Last Grade Completed <small>▼</small>	Currently enrolled? <span>Yes No</span>	

Are you working towards a GED or HSED? Yes No

No Test Scores

Information about ABE/ASE and ESL/ELL test scores can be found in the Test Scores app

Notes

⌘ Edit ⌘ Save ⇧⌘ Save + Continue ⌘⬆ previous page ⌘⬇ next page

## ***Education History***

---

**Purpose:** This page collects information about the participant's high school graduation status, or test scores for a participant working toward a GED/HSED.


**Case Management Benefits:** Information about education history and test levels helps with worksite assignment. It also impacts employment and training opportunities.

**Additional Resources:**

- Wisconsin's GED/HSED Program  
<https://dpi.wi.gov/ged>

**Notes:**

# Post-Secondary Education


Worker Tools
Case Management
Danielle Grochowski

← Edit Assessment
Sandra Camaro  
8585297484

- Languages ✓
- Work History ✓
- Work Programs ✓
- Education History ✓
- Post-Secondary Education ?**
- Military Service
- Housing
- Transportation
- Legal Issues
- Participant Barriers
- Child and Youth Supports
- Family Barriers
- Non-Custodial Parents
- NCP Referral

## Post-Secondary Education

The following questions are about your post-secondary education, degrees, licenses and certifications.

Have you attended, or are you currently attending a college or university? Yes No

### Colleges & Universities

Location	Name	Graduated	
<input type="text" value="City, State"/>	<input type="text"/>	Yes No	
Last Year Attended	Semesters	Credits	Details
<input type="text" value="YYYY"/> <input type="checkbox"/> Currently Attending	<input type="text"/>	<input type="text"/>	<input type="text"/>

[+ Add School](#)

Do you have any degrees? Yes No

Do you have or are you working towards any licenses or certificates? Yes No

### Licenses & Certificates

Type	Name	Valid in WI	Issuer
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date Attained	Expiration Date		
<input type="text" value="MM/YYYY"/> <input type="checkbox"/> in progress	<input type="text" value="MM/YYYY"/> <input type="checkbox"/> no expiration		

[+ Add Item](#)

Notes

Esc Exit | F5 Save | Shift+F5 Save + Continue | F6 Up previous page | F6 Dn next page

## ***Post-Secondary Education***

---

**Purpose:** This page collects information about post-secondary education, licenses, and certifications that the participant has or is working on.


**Case Management Benefits:** Post-secondary education makes a participant more employable and significantly increases lifetime earnings potential. If a participant has or is in the process of getting a license, degree, or certification, you can market that to potential employers.

**Additional Resources:**

- Wisconsin Technical College System  
<http://www.wtcsystem.edu/>
- The University of Wisconsin System  
<https://www.wisconsin.edu/>

**Notes:**

# Military Service

 Worker Tools Case Management
Danielle Grochowski

← Edit Assessment
Sandra Camaro  
8585297484

- Languages ✓
- Work History ✓
- Work Programs ✓
- Education History ✓
- Post-Secondary Education ✓
- Military Service** ✓
- Housing
- Transportation
- Legal Issues
- Participant Barriers
- Child and Youth Supports
- Family Barriers
- Non-Custodial Parents
- NCP Referral

## Military Service

The following questions are about your military history.

Do you have any military training? Yes No

### Military History

Branch  Rank  Rate or MOS

Enlistment Date  Discharge Date   Currently Enlisted Discharge Type

Skills & Training

Are you eligible for any benefits from your military service? Examples include medical benefits, education programs, employment services and financial benefits. Yes No Unknown

Details

Notes

1000 characters remaining

Save + Continue

⌘ Exit ⌘ Save ⇧⌘ + ⌘ Save + Continue ⌘⬆ previous page ⌘⬇ next page

## ***Military Service***

---

**Purpose:** This page collects information on the participant's military service and training.


**Case Management Benefits:** There are special programs that can assist veterans with employment. Skills learned while in military service are transferrable. The skills make a participant marketable to potential employers and set the foundation for additional education and training activities.

**Additional Resources:**

- O\*NET Military Crosswalk Search  
<https://www.onetonline.org/crosswalk/MOC/>
- Military Ranks and Discharge Types  
<https://www.military.com/>
- DWD Veterans Services  
<http://wisconsinjobcenter.org/veterans/>
- Wisconsin Department of Veteran Affairs  
<https://dva.wi.gov>

**Notes:**

# Housing

 Worker Tools Case Management
Danielle Grochowski

← Edit Assessment
Sandra Camaro  
8585297484

- Languages ✓
- Work History ✓
- Work Programs ✓
- Education History ✓
- Post-Secondary Education ✓
- Military Service ✓
- Housing**
- Transportation
- Legal Issues
- Participant Barriers
- Child and Youth Supports
- Family Barriers
- Non-Custodial Parents
- NCP Referral

## Housing

The following questions are about your current housing situation.

### Current Housing

Housing Situation	Begin Date	Monthly Amount
▼	MM/YYYY	\$ <input style="width: 80px;" type="text"/> <input type="checkbox"/> Unknown

Are you at risk of being evicted or forced to move?

Details

380 characters remaining

### Housing History


The following questions are about your previous housing situations over the past 2 years, including the begin and end month, if you were ever evicted or forced to move, and the amount of rent you were responsible for paying.

---

Are you at risk of having a utility disconnected?

Does your current housing situation make it hard to work or participate in work activities?

---

 **Action Needed**  No Action Needed

⌘ Exit | ⌘ Save | ⇧+⌘ Save + Continue | ⌘Up previous page | ⌘D next page

---

## ***Housing***

---

**Purpose:** This page collects information on the participant's current and past housing situations.

**Case Management Benefits:** For a person to participate in work or work activities, stable housing is essential. Patterns of housing difficulties in the past may be an indicator of larger needs that may impact employability and participation. This is an opportunity to connect participants with available housing resources, if needed.

**Additional Resources:**

- Wisconsin Home Energy Assistance Program (WHEAP)  
<http://homeenergyplus.wi.gov/category.asp?linkcatid=239>
- Rental Help in Wisconsin  
<https://www.hud.gov/states/wisconsin/renting>

**Notes:**

# Transportation

WWP
Worker Tools
Case Management
Danielle Grochowski

← Edit Assessment
Sandra Camaro  
8585297484

- Languages ✓
- Work History ✓
- Work Programs ✓
- Education History ✓
- Post-Secondary Education ✓
- Military Service ✓
- Housing ✓
- Transportation** !
- Legal Issues
- Participant Barriers
- Child and Youth Supports
- Family Barriers
- Non-Custodial Parents
- NCP Referral

## Transportation

If you don't have reliable transportation, it can be more difficult to find or keep a job. The following questions are about the methods of transportation that are currently available to you, including your driver's license status.

Which transportation methods can you use to participate in work or work activities?

Public Transit, Bike/Walk Details

**Wisconsin DMV Lookup**

Driver's License Status
Reinstatement Eligibility
Occupational License Eligibility

Do you have a valid driver's license? Yes No

---

Have you ever had a commercial driver's license (CDL)? Yes No

**Action Needed**  No Action Needed

- + Assist with Driver's License
- + Assist with Transportation Arrangements
- + Provide Transportation Funding
- + Assist with Job Access Loan
- + Assist with Vehicle Registration
- + Refer to External Agency
- + Other

⌘ Exit | ⌘ Save | Shift + ⌘ Save + Continue | ⌘ Up previous page | ⌘ Down next page



## ***Transportation***

---

**Purpose:** This page collects information about transportation methods the participant may be able to access, as well as the status of his or her driver's license.

**Case Management Benefits:** Reliable transportation is a key to participating in work or work activities. Some jobs require a valid driver's license. The type of license a participant holds (e.g., Regular, Occupational, Commercial, etc.) also impacts employability. You can document referrals given to a participant to assist with his or her transportation needs.

**Additional Resources:**

- Driver License Types  
<http://wisconsindot.gov/Pages/safety/enforcement/agencies/dl-types.aspx>
- Public Transit  
<http://wisconsindot.gov/Pages/travel/pub-transit/default.aspx>

**Notes:**

# Legal Issues

Worker Tools Case Management Danielle Grochowski

← Edit Assessment
Sandra Camaro  
8585297484

- Languages ✓
- Work History ✓
- Work Programs ✓
- Education History ✓
- Post-Secondary Education ✓
- Military Service ✓
- Housing ✓
- Transportation ✓
- Legal Issues**
- Participant Barriers
- Child and Youth Supports
- Family Barriers
- Non-Custodial Parents
- NCP Referral

## Legal Issues

Sometimes having legal issues can affect someone's ability to find and keep a job. The following questions are about legal issues that you may have.

Have you ever been convicted of a misdemeanor or felony?

Do you have any pending charges?

Are there currently any restraining orders against you?

Do you currently have a restraining order against anyone to prevent that person from contacting you?

Do you have any immediate family members with legal issues?

Have you been ordered to appear for any upcoming court dates?

**Action Needed**  No Action Needed

- + Coordinate with Community Corrections Agent
- + Refer for Legal Assistance
- + Refer to External Agency
- + Other

Notes

⌘ Exit | ⌘ Save | ⌘ Shift + P Save + Continue | ⌘ PgUp previous page | ⌘ PgDn next page

---

***Legal Issues***

---

**Purpose:** This page collects information about legal issues and required court appearances for the participant and members of the household.


**Case Management Benefits:** These issues may affect the participant's ability to participate in work or work activities. A Community Corrections officer is a potential collaborating partner in case management. Some required supervision activities may be included in the Employability Plan. Referrals to outside resources may assist the participant with resolving or managing these issues.

**Additional Resources:**

- Ex-Offender Toolkit  
<http://wisconsinjobcenter.org/exo/default.htm>
- The National Reentry Resource Center  
<https://csgjusticecenter.org/nrrc>

**Notes:**

# Child and Youth Supports

 Worker Tools Case Management Danielle Grochowski

← Edit Assessment
Sandra Camaro  
8585297484

- Languages ✓
- Work History ✓
- Work Programs ✓
- Education History ✓
- Post-Secondary Education ✓
- Military Service ✓
- Housing ✓
- Transportation ✓
- Legal Issues ✓
- Participant Barriers ✓
- Child and Youth Supports**
- Family Barriers
- Non-Custodial Parents
- NCP Referral

## Child and Youth Supports

The following questions are about your children, whether you need assistance in setting up child care arrangements, and what other services might be available to help you and your children.

---

Do you have any children age 12 years old or under?

Do you have any children age 13 to 18 with special needs in need of child care?


Questions about WIC and Head Start are only displayed for participants with children under the age of 5 years old.

Questions about after school programs and mentoring programs are only displayed for participants with children the age of 5 to 18 years old.

Do any of your children currently have a child welfare worker? This includes any children who live with another person most of the time.

Did you or will you age out of foster care?

Will there be any changes with your child care in the near future?

 **Action Needed**  No Action Needed

+ Coordinate with Child Welfare Worker

+ Refer to Child Care Provider Resources

## ***Child and Youth Supports***

---

**Purpose:** This page collects information about children in the participant's household that may need services and support, especially child care. There are also questions related to WIC, Head Start, and other community programs for youth.

**Case Management Benefits:** Child care is often essential to a parent to participate in work or work activities. A Child Welfare Worker involved with the family is a potential collaborating partner in case management. Some court-ordered or planned child welfare activities may be included in the employability plan. Other resources that can benefit the children and may improve the life of the family can be identified on this page.

**Additional Resources:**

- Wisconsin Child Care Information  
<https://dcf.wisconsin.gov/childcare>
- Women, Infants, and Children (WIC) Program  
<https://www.dhs.wisconsin.gov/wic/index.htm>
- Wisconsin Head Start Association  
<http://whsaonline.org/>
- Wisconsin Afterschool Network  
<http://wiafterschoolnetwork.org/>

**Notes:**

\*\*\* Access to this page is not restricted. Any worker in your agency can see the data entered here. Be sure not to enter confidential data. \*\*\*

# Family Barriers

The screenshot shows a web application interface for editing an assessment. At the top, there is a navigation bar with 'Worker Tools', 'Case Management', and the user's name 'Heather Sommers'. Below this is a header for 'Edit Assessment' with a back arrow and the name 'Sandra Grady' and ID '8585293187'. A sidebar on the left lists various assessment categories, with 'Family Barriers' highlighted and an arrow pointing to it. The main content area is titled 'Family Barriers' and includes a sub-section 'SSI/SSDI' with a question: 'Has anyone in your family ever applied for SSI or SSDI?' with 'Yes' and 'No' buttons. Below this is a 'Family Needs' section with a dark box containing the text 'Need to Care for Disabled Family Member DCF-F-DW5P10786'. This is followed by five questions, each with 'Yes' and 'No' buttons: 'Do you have caretaking responsibilities...', 'Do any family members in your household engage in risky activities...', 'Do any of the children in your household have other behavior problems...', 'Are any of the children in your household at risk of suspension or expulsion from school?', and 'Are there any other issues with your family...'. At the bottom, there is an 'Action Needed' section with a 'No Action Needed' checkbox and a 'Notes' text area with a '1000 characters remaining' indicator. 'Save' and '+ Continue' buttons are at the very bottom.

## ***Family Barriers***

---

**Purpose:** This page collects information about SSI/SSDI applications for other household members as well as information about other family issues that may impact a participant's ability to participate in work or work activities.

**Case Management Benefits:** Family members' issues can impact a participant's employability. Make referrals for support to address other family needs as well.


**Additional Resources:**

- Supplemental Security Income (SSI) Benefits  
<https://www.ssa.gov/benefits/ssi/>
- Social Security Disability (SSDI) Benefits  
<https://www.ssa.gov/planners/disability/>
- Services for Children with Delays or Disabilities  
<https://www.dhs.wisconsin.gov/children/index.htm>

**Notes:**

\*\*\* Access to this page is restricted to only the TMJ or TJ worker assigned to the participant. \*\*\*

# Non-Custodial Parents


Worker Tools
Case Management
Danielle Grochowski

← Edit Assessment
Sandra Camaro  
8585297484

## Non-Custodial Parents

If you are a non-custodial parent, the following questions will help us learn more about the child or children that don't live with you most of the time.

Do you have any children 18 or under who live with another individual most of the time? Yes No

- Languages ✓
- Work History ✓
- Work Programs ✓
- Education History ✓
- Post-Secondary Education ✓
- Military Service ✓
- Housing ✓
- Transportation ✓
- Legal Issues ✓
- Participant Barriers ✓
- Child and Youth Supports ✓
- Family Barriers ✓
- Non-Custodial Parents ?**
- NCP Referral

### Primary Caretaker

First Name:   Unknown

Last Name:   Unknown

Relationship to Child(ren):  Details

How often do you have contact with this person?  Details

Is there anything you would like to change about your relationship with this person? Yes No Details

### Children

First Name	Last Name
<input type="text"/>	<input type="text"/>
DOB: <input type="text" value="MM/DD/YYYY"/>	
Child support order? <span>Yes No</span> Details	
How often do you have contact with this child? <input type="text"/> Details	
Are there other adults caring for this child? <span>Yes No Unknown</span> Details	
Is there anything you would like to change about your relationship with this child? <span>Yes No</span> Details	
Is the child in need of any services? <span>Yes No Unknown</span> Details	
<input type="button" value="Add Child"/>	

DFES/Partner Training Team 46  
S:\...\Curriculum\W2WWP\WWP\_Processes\_TJ\_TMJ\_PG\_122018

12/20/18

**Non-Custodial Parents**

---

**Purpose:** This page collects information about the participant's role as a non-custodial parent (NCP), including information about the primary caretaker and the child.


**Case Management Benefits:** Stressful family situations can significantly impact the participant's ability to secure and maintain employment. For example, a non-custodial parent who struggles with making child support payments, payments on arrears (back monies owed on child support), visitation conflicts, or other issues related to co-parenting may create barriers. There may be an opportunity for connecting the custodial parent with services that could benefit the child. These services may include assistance with order adjustments and/or placement/visitation information.

**Additional Resources:**

- Wisconsin Child Support Program  
<https://dcf.wisconsin.gov/cs/home>
- DCF Fatherhood Programs  
<https://dcf.wisconsin.gov/fatherhood/homepage>

**Notes:**

# NCP Referral


Worker Tools
Case Management
Danielle Grochowski

← Edit Assessment
Sandra Camaro  
8585297484

- Languages ✓
- Work History ✓
- Work Programs ✓
- Education History ✓
- Post-Secondary Education ✓
- Military Service ✓
- Housing ✓
- Transportation ✓
- Legal Issues ✓
- Participant Barriers ✓
- Child and Youth Supports ✓
- Family Barriers ✓
- Non-Custodial Parents ✓
- NCP Referral** |

## NCP Referral

The following questions are intended to help us determine whether our agency could offer services to help the non-custodial parent of your child or children.

---

Do you have any children age 18 or under whose other parent isn't living with you? Yes No Skip

**The following information must be provided to participant:**

1. The services available at your agency for Non-Custodial Parents (NCP), e.g., case management, TEMP, stipends;
2. The following are benefits to having the NCP participate in employment services:
  - Benefits to the child:
    - i. Parents who provide for their children financially are more likely to spend time with their children.
    - ii. Children who have the support of both parents have less involvement with the criminal justice system and do better in school.
    - iii. When parents work, they demonstrate the value of work to their children.
    - iv. The NCP may be willing to share medical history if a child has health issues. This information could be helpful for medical professionals.
    - v. Children may have inheritance rights, as well as rights to dependent benefits from Veterans Affairs and the Social Security Administration.
  - Benefits to the family:
    - i. When both parents work and contribute financially towards the needs of their child, they increase household income and reduce poverty.
    - ii. When the NCP is working, the family is more likely to receive monthly child support payments.
    - iii. The relationship between the NCP and the rest of the family may improve;
    - iv. Connecting with the NCP provides an opportunity to involve children with grandparents, aunts and uncles.
  - Benefits to the NCP:
    - i. Contributing to the child's financial well-being can increase the bond between the parent and the child.
    - ii. The NCP may learn new skills which can lead to an increase in income.
    - iii. Having stable income allows the NCP to remain in good standing with Child Support
    - iv. Remaining in good standing with Child Support can result in the removal of liens from personal property.

### Other Parent

First Name	Last Name

### Children

First Name	Last Name

## ***NCP Referral***

---

**Purpose:** This page collects information about the Non-Custodial Parent(s) (NCPs) of the participant's children to determine if the agency can offer NCP services.

**Case Management Benefits:** Services provided to NCPs may help strengthen family relationships and enhance economic well-being. If your agency provides NCP services, you can make a referral.

**Additional Resources:**

- Noncustodial Parent Services  
<https://dcf.wisconsin.gov/w2/parents/ncp>

**Notes:**

# WWP Apps

## Action Needed

The screenshot displays the 'Action Needed' interface within the WWP system. The top navigation bar includes 'Worker Tools' and 'Case Management' tabs, along with the user name 'Danielle Grochowski'. The main heading is 'Action Needed' with a search bar and a filter dropdown set to 'Ongoing, Recent...'. The interface is divided into two columns: 'Worker Tasks' (currently empty) and 'Participant Tasks'. A task card for 'Transportation | Other' is highlighted, with the description 'Find Driver's Education Class Near You and That You Can Afford'. Below the task card, a table provides details for the task:

DATE COMPLETED	DUE DATE	PRIORITY
Ongoing	02/26/2019	

At the bottom of the interface, there are buttons for 'Complete Task' and 'Did Not Complete Task'.

**Purpose:** This page displays all Action Needed Tasks recorded on any page of the informal assessment. It allows you to update previously entered items and to enter additional worker or participant items

**Case Management Benefits:** It divides action-needed tasks by participant and worker. A printable task list is available for the participant to see the actions they need to take, allowing for increased accountability. Workers can “check off” tasks when completed.

**Notes:**

# Test Scores

Worker Tools Case Management Danielle Grochowski

Test Scores Sandra Camaro 8585297484

ABE/ASE + Add Test

TABE 9 & 10 Last Edited by Danielle Grochowski 12/17/18, 1:35 PM

12/17/2018	Scale Score	Version	Grade Equivalency	Level	NRS
LANGUAGE	- / 999	***	***	***	***
READING	- / 999	9	7.6	M	***
MATHEMATICS	- / 999	9	6.9	M	***

12/17/2018 + -

**Purpose:** This page displays scores from any GED/HSED test, Education Level test (TABE), and ESL/ELL test (TABE CLAS-E/BEST). GED/HSED scores entered from the **Education History** page in the informal assessment display here. You can also enter GED/HSED scores here. You can enter TABE/TABE CLAS- E/BEST scores only on this page.

**Case Management Benefits:** A participant's education progress and/or English proficiency levels can be reviewed on one page. New test scores can be added quickly.

**Notes:**

# Work History

Worker Tools Case Management Danielle Grochowski

Work History Sandra Camaro 8585297484

Search Sort by Date Hide Deleted

<b>Cashier</b> Shell Unsubsidized	Belmont, WI Out-of-Program	05/01/2017 Quit 35 hr/week	06/02/2018 1 years, 1 months \$9.00/Hour	
<b>Dishwasher</b> Moundview Family Restaurant Unsubsidized	Belmont, WI Out-of-Program	03/01/2016 Fired 20 hr/week	04/03/2017 1 years, 1 months \$7.50/Hour	

+ Add Work History

**Purpose:** This page lists all the participant's jobs entered on the **Work History** page or that were entered previously in CARES. Jobs can be edited, deleted, or added on this page.

**Case Management Benefits:** The listing of jobs is easily viewable on one page, making it easy to recognize patterns. Jobs can be quickly edited or added without going to the **Work History** page in the informal assessment. The participant's work history listing can be used to build a resume or complete an employment application.

**Notes:**

## Contacts

Search	Sort by Name	Sort by Title	Phone	Email	
sharon helpke church worker			608-444-5158	sharonhelpke@yahoo.com	

+ Add Contact


**Purpose:** This page lists all contacts entered in WWP for a participant. Contacts can be edited, deleted, or added on this page.

**Case Management Benefits:** Numerous informal assessment pages link to the **Contacts** page. All contacts for a participant are organized in one page. Contacts are easily searchable and updateable.

**Notes:**

**\*\*\* Do not enter any confidential information when creating Contacts. \*\*\***

# Informal Assessment Summary

 Worker Tools Case Management
Danielle Grochowski

Informal Assessment
Sandra Camaro  
8585297484

Edit Assessment

- Languages ✓
- Work History ✓
- Work Programs ✓
- Education History ✓
- Post-Secondary Education ✓
- Military Service ✓
- Housing ✓
- Transportation ✓
- Legal Issues ✓
- Participant Barriers ✓
- Child and Youth Supports ✓
- Family Barriers ✓
- Non-Custodial Parents ✓
- NCP Referral ✓

Print Submit

### Languages

HOME LANGUAGE	READ	WRITE	SPEAK
English	Yes	Yes	Yes
OTHER LANGUAGE	READ	WRITE	SPEAK


NOTES

### Work History

EMPLOYMENT STATUS  
Unemployed

WHAT IS PREVENTING FULL-TIME WORK?  
Looking for work / no work available

DETAILS

 <b>Dishwasher</b>	Belmont Family Restaurant, Belmont WI	03/01/2016 - 04/03/2017	20 hr/week \$7.50/Hour
--	---------------------------------------	-------------------------	------------------------

NOTES

### Work Programs

### Education History

### Post-Secondary Education

### Military Service

### Housing

### Transportation

---

### ***Informal Assessment Summary***


---

**Purpose:** This page shows a summary of the information entered on all pages in the informal assessment, and is where you submit the completed informal assessment. You can access informal assessment entries from this page to edit a current entry or to view the history of previous entries.

**Case Management Benefits:** You can view the informal assessment information from one document. Sections can be expanded or collapsed to show details. This allows you to notice any patterns as you work with the participant to plan goals and activities. You also can see outstanding questions that were not answered, see any sections with errors, and access and edit any incorrect entries before submitting the completed assessment.

**Notes:**

# Informal Assessment Summary (after submitting assessment)

 Worker Tools Case Management
Danielle Grochowski

Informal Assessment
Sandra Camaro  
8585297484

Edit Assessment
New Assessment

Print
Submit

**Languages**

HOME LANGUAGE	READ	WRITE	SPEAK
English	Yes	Yes	Yes
OTHER LANGUAGE	READ	WRITE	SPEAK

NOTES

**Work History**

EMPLOYMENT STATUS  
 Unemployed

WHAT IS PREVENTING FULL-TIME WORK?  
 Looking for work / no work available

DETAILS

Dishwasher  
Belmont Family Restaurant

Belmont WI

03/01/2016 ----- 04/03/2017

20 hr/week

\$7.50/Hour

NOTES

**Work Programs**

Education History

Post-Secondary Education

Military Service

Housing

Transportation

---

***Informal Assessment (after submitting assessment)***

---

**Purpose:** This page shows a summary of all information entered in the informal assessment. You can begin a new assessment, update assessment information, or view the history of previous entries from this page.

**Case Management Benefits:** You can review the entire assessment on a single document, allowing you to see the information gathered as a whole. You also can make edits without going through the entire informal assessment driver flow.

**Notes:**

## **Tasks to complete after submitting the informal assessment:**

- Review the **Action Needed** list and print a copy of the Participant Tasks for the participant to take with him or her.
- Enter PIN comments on CARES Screen CMCC to summarize the outcome of the assessment and a decision regarding the participant's readiness for employment.
- Continue in CARES to complete the employability plan if assigning activities at this time.
- Enter the codes for any assigned activities on WPCS.
- Document the reasons for assigning activities and next steps in PIN comments on CMCC.

---

---

# Guided Entry – Jason

Directions: Follow along with the trainer in WWP Training Environment to complete this scenario for TJ/TMJ. Log in to WWP Training (<https://wwptrn.wisconsin.gov>).

## Clearance

**TMJ:** Jason is applying for the TMJ program at UMOS. Following the Trainer's entries for Clearance in WWP, enter Jason \_\_\_\_\_ (make up his last name). Make up his SSN. He was born in May 1996 (make up a day).

**TJ:** Jason is applying for the TJ program at UMOS. Following the Trainer's entries for Clearance in WWP, enter Jason \_\_\_\_\_ (make up his last name). Make up his SSN. He was born in May 1996 (make up a day).

## Client Registration

**TMJ:** Jason lives with his mother at 2701 S Chase Avenue, Milwaukee, WI 53207. His cell phone number is 414-953-5555. He can receive texts and voicemails on his phone. He does not have a secondary phone or an email address. Jason's home language is English, and he does not need an interpreter. He is not a refugee or a member of an American Indian tribe or an Alaskan native.

**TJ:** Jason lives with his mother at 1717 Taylor Avenue, Racine, WI 53403. His cell phone number is 262-953-5555. He can receive texts and voicemails on his phone. He does not have a secondary phone or an email address. Jason's home language is English, and does not need an interpreter. He is not a refugee or a member of an American Indian tribe or an Alaskan native.

Record Jason's PIN from Client Registration:

PIN: \_\_\_\_\_

## Request for Assistance

**TMJ:** Jason is requesting assistance for the TMJ program today.

**TJ:** Jason is requesting assistance for the TJ program today.

## Eligibility

Jason lives with his mother. His last date of employment was 3/12/18, and he is not eligible for Unemployment Insurance. He has no children, so he is not eligible for W-2 services. He is a U.S. citizen. He has never worked in a TJ or TMJ job. Jason's annual household income is zero. Jason provided all the necessary eligibility documents. He completed and signed the program application. Jason feels he would benefit from

subsidized work because he has some work history and a high school diploma, but he has been having a hard time finding a job.

## **Participant Summary/Enrollment**

Navigate to the **Case Management** navigation toolbar and click **Participant Summary**. Click **Enroll** at the top left corner in order to enroll Jason in the program.

## **Informal Assessment**

### ***Languages***

Jason reads, writes, and speaks English.

### ***Work History***

Jason is unemployed. He worked a few assignments at a temporary agency, but has not had anything permanent.

He worked as a Packager with SITE Staffing in Milwaukee from January 28, 2018 through March 12, 2018 for 40 hours per week making \$9.25 per hour. SITE Staffing is located at 809 W National Avenue, Milwaukee, WI 53204. His duties included assembling packaging boxes, labeling and recording what is packed, inspecting packaging for tears, cracks and dents, and making sure the materials inside are packed in a way to minimized breakage during transit.

He is no longer working at SITE Staffing because the temporary packaging assignment ended and they did not have another position for him. His beginning and end wage were the same.

Jason says he liked working in a warehouse and enjoyed his packager position, but he ultimately would like to be a machine operator.

### ***Work Programs***

Jason has no past or current involvement with any other work programs.

### ***Education History***

Jason has a High School Diploma. He graduated from Rufus King High School located in Milwaukee, WI, in 2014.

### ***Post-Secondary Education***

Jason never attended college and does not have any certifications or licenses.

***Military Service***

Jason has no military training.

***Housing***

Jason is staying with his mother since he lost his apartment in September 2018. After he lost his job, he could no longer afford the rent, and was not evicted. He is not at risk for an eviction, and wants to obtain his own apartment after he finds stable employment. Jason previously rented an unsubsidized apartment from September 2017 through September 2018, and his rent was \$525 per month

***Transportation***

Jason has a valid regular Wisconsin driver's license that expires 9/18/2021. He uses his mother's car. It is currently registered and insured. He has never had a CDL.

***Legal Issues***

Jason has no misdemeanor or felony convictions, no pending charges, no family members with legal issues, and does not have any upcoming court dates. There are no current restraining orders against him, and he does not have a restraining order against anyone.

***Child and Youth Supports***

Jason has no children. He has already aged out of foster care. You provide him with information about Medicaid. You add an action needed for Jason to follow up with the external referral you provided for Medicaid with the due date being a month from today's date.

***Family Barriers***

No one in Jason's family has ever applied for SSI/SSDI.

Jason has no caretaking responsibilities for a family member with special needs. No one in the household engages in risky activities, has behavior problems, or is facing suspension or expulsion from school. There are no other issues with the family.

***Non-Custodial Parents***

Jason is not an NCP.

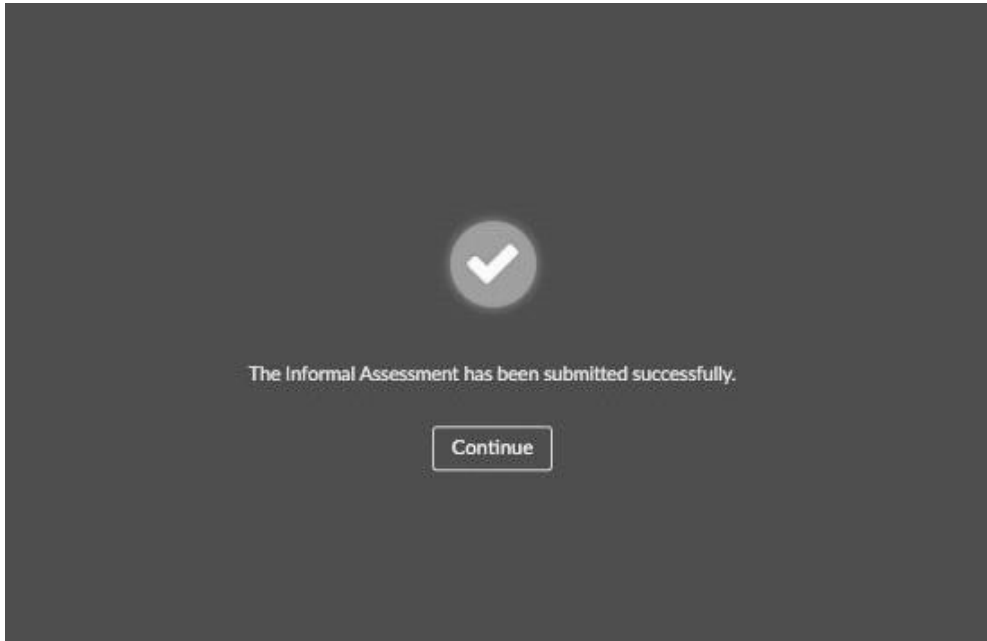
***NCP Referral***

Jason has no children.

## ***Informal Assessment Summary***

Review the Informal Assessment Summary for Jason to ensure all your entries match the scenario information.

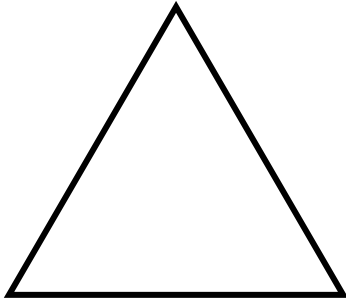
When the trainer tells you, click the Submit button to submit the completed assessment.



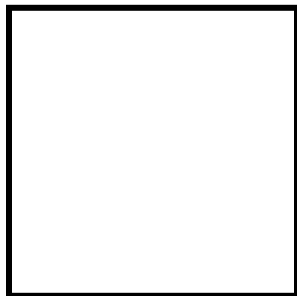
Remember, there still are things you need to do after submitting a completed informal assessment:

- Review the **Action Needed** list and print a copy of the Participant Tasks for the participant to take with him or her.
- Enter PIN comments on CARES Screen CMCC to summarize the outcome of the assessment and a decision regarding the participant's readiness for employment.
- Continue in CARES to complete the Employability Plan if assigning activities at this time.
- Enter the activity codes for any assigned activities on WPCS.
- Document the reasons for assigning activities and next steps in PIN comments on CMCC.

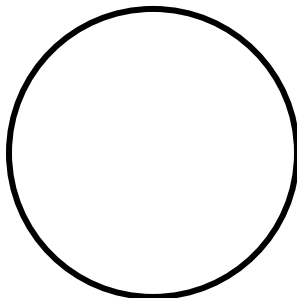
# Wrapping Up Day 1



Three important points:



Points that square with you:



Anything still circling around:

# Subsidized Employment

✕
Work History

---

☰

- Add/Edit Record
- Basic information
- Leave of Absence

## Add Work Record

---

Job Type

Begin Date

End Date

Currently Employed

Employer of Record is:

### Basic Information

---

Position

Company/Organization Name

FEIN

Location

Street Address

Zip

Use the **Work History** app to enter the Worksite and Employer of Record for TJ and TMJ subsidized and unsubsidized employment.

## Notes:

# Employer of Record

✕
Work History

- ☰
- Add/Edit Record
- Basic information
- Leave of Absence

### Add Work Record

Job Type

Begin Date

End Date

Currently Employed

Employer of Record is:

Contractor
Work Site
Other

### Employer of Record

Company/Organization Name

FEIN

Location

Street Address

Zip

Private/Public

+
No Contact Selected
+
Q

If the Employer of Record is not the Contractor or the Worksite, document the information in the Employer of Record section.

## Notes:

---

---

# Independent Entry – Informal Assessment - Michael

**Directions:** Complete the entries for this scenario in the WWP training environment. Note that there are places to stop your entries and have one of us check your work before you continue. If you have questions about any entries, ask a trainer to assist you.

Log into WWP training environment using the link below to complete the scenario.  
<https://wwptrn.wisconsin.gov>

## **Participant/Family information:**

You are working with Michael who has three children, son, Marty (D.O.B. 5/25/2003), Ruth (D.O.B 6/21/2005), and Kyle (D.O.B. 4/6/2008).

### ***Clearance Entries***

Michael (Make up his last name) \_\_\_\_\_. Make up his month and day for his date of birth in the year 1978. Make up a social security number for him.  
SSN\_\_\_\_\_.

### ***Client Registration***

**TMJ:** He lives at 730 N 29th St., Apartment 117, Milwaukee, WI 53208. His cell phone number is 414-855-1318.

**TJ:** He lives at 730 Washington Avenue, Racine, WI 5340. His cell phone number is 262-855-1318.

Michael speaks English and does not need an interpreter. He is not a refugee nor a member of an American Indian tribe or Alaskan Native.

Record Michael's PIN from Client Registration:

PIN: \_\_\_\_\_

### ***Requests for Assistance***

**TMJ:** Michael is requesting assistance from the TMJ program at UMOS in Milwaukee County.

**TJ:** Michael is requesting assistance from the TJ program at UMOS in Racine County.

## ***Eligibility***

Michael lives with his friend and is currently unemployed. His last date of employment was 2 ½ weeks ago and he was working 25 hours per week when he stopped working. He has been having a hard time finding employment and heard about the program from a friend. He is not eligible for unemployment and does not receive services from W-2. Michael has three children, son, Marty (age 15), his birth date is 5/25/2003, daughter, Ruth (age 13), her birth date is 6/21/2005, and son, Kyle (age 10), his birth date is 4/6/2008. All of Michael's children live with their mother, his ex-wife. Michael is ordered to pay child support for all three of his children. Michael is a US citizen, and has never worked in a TJ or TMJ job. Michael's annual household income is \$0. He provides all verification for all eligibility requirements for the TMJ program. He signed the application. Michael had a good work history prior to being in jail and has a GED. He had trouble over the past 2 ½ weeks finding another job.



Before you click save for the denial, have your work checked.

Michael is not eligible and denied for the program because he has been employed within the last four calendar weeks.

Michael returns in two weeks when he has been unemployed for four calendar weeks to reapply for the program.

## ***Clearance Entries***

Select the Michael you created when Clearance is run and a match appears.

Michael (The last name you created). The date of birth you created. The SSN you created.

## ***Client Registration***

None of his client registration information changed from when he first applied.

## ***Requests for Assistance***

**TMJ:** Michael is requesting assistance from the TMJ program at UMOS in Milwaukee County.

**TJ:** Michael is requesting assistance from the TJ program at UMOS in Racine County.

## ***Eligibility***

Michael lives with his friend and is currently unemployed. His last date of employment was 4 ½ weeks ago. He has been having a hard time finding employment and heard about the TMJ program from a friend. He is not eligible for unemployment and does not receive services from W-2. Michael has three children, son, Marty (age 15), his birth date is 5/25/2003, daughter, Ruth (age 13), her birth date is 6/21/2005, and son, Kyle (age 10), his birth date is 4/6/2008. All of Michael's children live with their mother, his ex-wife. Michael is ordered to pay child support for all three of his children. Michael is a US citizen, and has never worked in a TJ or TMJ job. Michael's annual household income is \$0. He provides all verification for all eligibility requirements for the program. He signed the application. Michael had a good work history prior to being in jail and has a GED. He has had trouble over the past 4 ½ weeks finding another job.

## ***Enrollment***

Michael is eligible and can be enrolled.

## ***Languages***

Michael reads, writes, and speaks English.

## ***Work History***

Michael is unemployed, and he is having a hard time finding employment since his last job, which is what is keeping him from working full time.

Michael was employed full time at Cleaners Enterprise, 3522 W. Wisconsin Ave, Milwaukee, WI 53208 as a Floor Technician, cleaning and polishing floors. When he started, he was working 32 hours per week, but recently cut to 25 hours per week. He worked there from February 2, 2018 and quit 4 ½ weeks ago. He earned \$9.00 per hour, the same as his starting wage. He states that the Cleaners Enterprise job was the first job he was able to obtain when he got out of jail and he enjoyed cleaning floors. Michael quit his job at Cleaners Enterprise because they cut his hours and he needed the full-time hours to pay his child support.

Michael previously worked as a Busser, cleaning tables and washing dishes at the Northwest Coffee Shop (2308 W. Wisconsin Ave. Milwaukee, WI 53233) from March 1, 2017 until the shop closed in September 30, 2017. New owners took over, remodeling it to a high-end café, and bringing in completely new staff. He worked part-time, 28 hours per week, at Northwest Coffee and made \$8.05 per hour the entire time he worked there. He really liked working with the owners of Northwest.

Michael previously worked full time at A Plus Motors (7240 W Good Hope Road, Milwaukee, WI 53223) as a Mechanic, changing tires, doing oil changes, etc. He worked from January 25, 2010 to September 2, 2011 when he was convicted for possession of drugs. He worked 40 hours per week, making \$12.91 per hour when he started. When his employment ended, he was making \$13.75 per hour.



Before continuing to the **Work Programs** page, have a trainer check your work.

### ***Work Programs***

Michael has not worked with any Work Programs.

### ***Education History***

Michael earned his GED at the YWCA in Milwaukee, WI in August 2001. He last attended Bay View High School in Milwaukee in 1995 and completed his junior year.

### ***Post-Secondary Education***

Michael did not attend college and does not hold any licenses or certifications.

### ***Military Service***

Michael enlisted in the Army when he did not graduate from high school in May 1995 and received a general discharge in September 2009. He was a Private 2 (E-2). He completed Basic Combat Training while in the Army. He is eligible for employment services and medical benefits. During his time in the army, he acquired the following skills:

- Communication
- Flexibility
- Teamwork
- Integrity
- Planning
- Problem solving
- Technical

### ***Housing***

Michael lives with his friend and has lived with him for the past year. He pays \$75 in rent every month to his friend and has been ever since he moved in a year ago.

He is not at risk of eviction nor of having utilities disconnected, and his housing situation does not impact his ability to work or participate in work activities.

(Remember – on pages with an Action Needed list, you **must** check the No Action Needed box when no actions are needed or WWP considers the page incomplete.)

## ***Transportation***

Michael has a valid Wisconsin driver's license, which expires May 19, 2023. He has access to his friend's vehicle but is unsure if it is insured, or if the registration is current. He mostly uses public transportation to get around. He has never held a CDL.

## ***Legal Issues***

Michael was convicted of a felony drug possession on September 3, 2011, spent five years in prison, and is now out on parole. His parole officer's name is Chris Robinson and he can be contacted at (414) 587-5555. He currently does not have any upcoming court dates. No one in his immediate family has any legal issues. There are no current restraining orders against him and he does not have a restraining order against anyone.



Before continuing to the **Child and Youth Supports** page, have a trainer check your work.

## ***Child and Youth Supports***

None of Michael's children have a child welfare worker. You can answer no to the other questions on this page since none of Michael's children live with him.

## ***Family Barriers***

No one in Michael's family has ever applied for SSI/SSDI.

Michael has no caretaking responsibilities for a family member with special needs. No one in the household engages in risky activities, has behavior problems, or is facing suspension or expulsion from school. There are no other issues with the family.

## ***Non-Custodial Parents***

Michael is the non-custodial parent. All of his children live with their mother, Trina (same last name as Michael). He talks to her about once per month and is comfortable with their monthly conversation. He does not want anything to change with his relationship with his ex-wife. He is ordered to pay \$360 per month in child support for his three children. He sees his children once per month and would like to see his children more often. The only person that takes care of his children is their mother and they do not need any other services.

## ***NCP Referral***

Michael is the NCP.



Before submitting your informal assessment, have a trainer check your **Informal Assessment Summary**.

### ***Subsidized Employment***

**TMJ:** Michael is placed in a worksite at a private for profit company, Mason Janitorial Company located at 411 E Washington Avenue, Milwaukee, WI.

**TJ:** Michael is placed in a worksite at a private for profit company, Mason Janitorial Company located at 330 N Main Street, Racine, WI.

He is working as a Janitor starting today working 32 hours per week and no benefits are offered. UMOS is his employer of record and his rate of pay is \$8 per hour. The business services representative (Josh Turner) assisted in finding the job for Michael. The subsidized wage is \$7.25 per hour. His job duties include cleaning floors, shampooing rugs, washing walls and glass, and removing garbage.



Before submitting the subsidized employment, have the trainer check your Employer of Record entries.

# Other WWP Functions

## Viewing History

### Informal Assessment

Transportation

12/17/2018 8:49:27 AM - Danielle Grochowski  
 12/16/2018 9:24:05 PM - Danielle Grochowski  
 11/19/2018 10:30:52 PM - Danielle Grochowski

TRANSPORTATION METHOD(S) Personal Vehicle		
DETAILS		
IS THE VEHICLE INSURED? Yes	DETAILS	
IS THE VEHICLE REGISTRATION CURRENT? Yes	DETAILS	
VALID DRIVER'S LICENSE? Yes		
STATE ISSUED Wisconsin	EXPIRATION DATE 09/21/2020	DRIVING RESTRICTIONS
EVER HAD A COMMERCIAL DRIVER'S LICENSE? No		
<div style="border: 1px solid #ccc; padding: 5px; margin: 5px auto; width: 80%;">           The current application information is displayed. Please visit the app to view historical information.         </div>		
		No Action Needed
NOTES Sandra purchased her own vehicle.		

**Purpose:** WWP creates a history entry for assessment pages each time a page is saved. The history view shows a “snapshot” of each informal assessment page at the point in time it was saved. If a page has multiple saved updates, you can scroll through them chronologically or select a specific date to view.

**Case Management Benefits:** You can see how information on an assessment page has changed over time. There is a record each time a worker updates a page and you can see who made the updates.

**Notes:**

# Apps

Worker Tools Case Management Danielle Grochowski

Work History Sandra Camaro 8585297484

Search Sort by Date ^ Show Deleted

Dishwasher Belmont Family Restaurant Unsubsidized	Belmont, WI Out-of-Program	03/01/2016 Quit 20 hr/week	04/03/2017 1 years, 1 months \$7.50/Hour	
---	-------------------------------	----------------------------------	--	--

+ Add Work History

**Purpose:** WWP also creates historical information in the Work History app. You can view all updates to a job as well as deleted jobs from the app history.

**Notes:**

## Reassigning a Participant to Another Worker

The screenshot shows the WWP Participant Summary page for Sandra Grady. A 'Reassign Worker' dialog box is open, allowing the user to select a new program and TMJ worker. The dialog box contains the following fields:

- Program:** A dropdown menu currently showing 'Transform Milwaukee Jobs'.
- TMJ Worker:** An empty dropdown menu.

At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Reassign'.

The background page shows the following information:

- Participant Summary:** Sandra Grady, 8585293187, Office Transfer.
- Basic Information:** NAME: Sandra Grady, DOB: 05/02/19, RACE: Black / African American.
- Navigation:** Worker Tools, Case Management, Heather Sommers, CF, TMJ and TJ Overview.

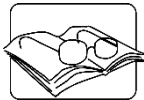
You can access the Reassign Worker button on the **Participant Summary** page.

### Notes:

# Office Transfer

The screenshot shows a window titled "Transfer Participant" with a close button in the top right corner. Inside the window, there are three dropdown menus. The first is labeled "Program" and is currently set to "Transitional Jobs". The second is labeled "Work Program Office" and is currently empty. The third is labeled "TJ Worker" and is currently empty. At the bottom right of the window, there are two buttons: "Cancel" and "Transfer".

You can access the Office Transfer button on the **Participant Summary** page. Only the TJ program can transfer an enrolled participant to another Work Program Office with restrictions. TJ workers can transfer a participant to another office within their contractor's geographical area if the contractor covers multiple counties.



### TJ/TMJ Policy References:

- TJ/TMJ Policy Manual 2.2.1.2 Relocation Between TMJ Contractors
- TJ/TMJ Policy Manual 2.2.1.3 Relocation Between TJ Contractors

### Notes:

# Disenrollment

The screenshot shows a web application window titled "Disenroll". The form contains the following fields and elements:


- Program:** A dropdown menu with "Transform Milwaukee Jobs" selected.
- Disenrollment Date:** A text input field with the placeholder "MM/DD/YYYY".
- Completion Reason:** A dropdown menu that is currently empty.
- Message:** A light gray box containing the text "Participant is eligible for disenrollment".
- Buttons:** "Cancel" and "Disenroll" buttons are located at the bottom right of the form.

On the left side of the application, a sidebar shows the "Participant Summary" page for "Sandra Grad" (DOB: 05/02/19, RACE: Black / African American). A "Disenroll" button is visible in the sidebar.

You can access the Disenrollment button on the **Participant Summary** page to enter the Disenrollment Date and Completion Reason. You **must** end the participant's activities in CARES prior to disenrollment.

## Notes:

# Co-enrollment

 Worker Tools
Sarah Lemire


Recently Accessed
Participants by Worker
Referrals & Transfers
PIN Search

Vicky Ricky

PIN 6585263545 DOB 06/20/1997

**CHILDREN FIRST** Enrolled as of 08/29/2018  
 Ramya Bhimavarapu Employ Milwaukee MILWAUKEE - 8040


**TRANSFORM MILWAUKEE JOBS** Enrolled as of 11/09/2018  
 Becky Yang UMOS MILWAUKEE - 8040


Children First Program
✦

---

### Enrollment Information

RFA NUMBER	CF STATUS	CF STATUS DATE	REFERRAL DATE	ENROLLMENT DATE	DISENROLLMENT DATE
1150978911	Enrolled	08/29/2018	08/29/2018	08/29/2018	
COUNTY/TRIBE WHERE COURT DATE		EFFECTIVE DATE OF COURT ORDER			
BARRON		01/20/2018			
CF AGENCY		CF CASE MANAGER			
Employ Milwaukee		Ramya Bhimavarapu			
WP OFFICE					
MILWAUKEE - 8040					


Transform Milwaukee Jobs Program
✦

---

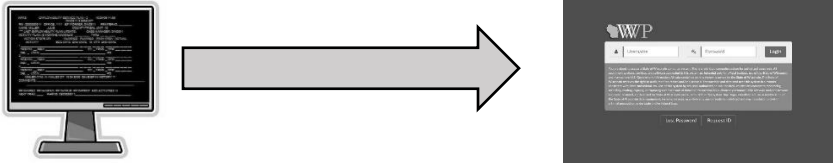
### Enrollment Information

RFA NUMBER	TMJ STATUS	TMJ STATUS DATE	REFERRAL DATE	ENROLLMENT DATE	DISENROLLMENT DATE
9150978896	Enrolled	11/09/2018	08/28/2018	11/09/2018	
TMJ-CONTRACTOR		TMJ WORKER			
UMOS		Becky Yang			
WP OFFICE					
MILWAUKEE - 8040					

You can view if a participant is co-enrolled in TJ/TMJ and Children First at the same time. The co-enrollment information displays Children First information on the **WWP Home Page** and the **Participant Summary** page.

## Notes:

# WWP Implementation Notes



## Data Migration:

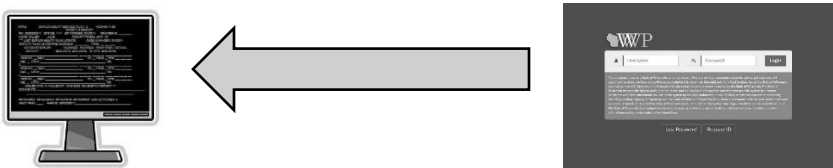
At the time of implementation, some informal assessment information will transfer to WWP for current participants enrolled in CARES Mainframe.

All jobs for a participant enrolled at least one day in the last seven years will be transferred to WWP on the **Work History** page. These jobs will be editable, however once you start editing it you will need to complete all the required fields for the entry to be complete. Workers may need to use discretion as to whether the edit is needed.

RFA information for currently enrolled participants will migrate from CARES to WWP. The information displayed includes: RFA Date, Program, RFA number, RFA status, Contractor, and Work Program Office. Contact information for currently enrolled participants will not migrate to WWP. Use CARES screen WPWI to view a participant's most recent contact information. You can manually add this information to the **Client Registration** page in WWP.

## Transitioning Current Participants:

Current participants enrolled in CARES may have a new WWP informal assessment completed at the agency's discretion.



## Communication between WWP and CARES:

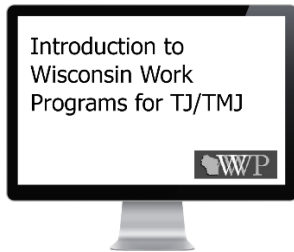
Some information from entries in WWP result in data being sent to CARES.

- When submitting an informal assessment, the transaction "Informal Assessment Completed" is recorded on CARES screen WPTN.



# What's Next?

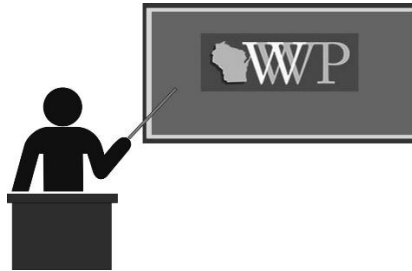
## WWP Phase One Implementation Training Continues:



**Online Prerequisite**



**DONE!**



**Classroom Training**



**DONE!**



**Practice Scenarios**

After class, back at your office


### ***Additional Practice Scenarios***

Within a few days, expect an email from the Learning Center Registration staff with information about how to access the practice scenarios. The practice scenarios guide contains changes to Jason's information and two new scenarios. If you have questions along the way, work with your ATL or Supervisor, or email the Partner Training Team.

# Good Luck with WWP!

February 2019

◀ Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec ▶ Go to today

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	Feb 1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25  <b>WWP DAY!</b>	26	27	28	Mar 1	2

---

# Appendix

## Additional Resources

---

### Languages

- Adult Basic Education/English as a Second Language Directory  
<https://dcf.wisconsin.gov/refugee/abe-esl>

### Work History

- Job Center of Wisconsin (Resume Tool, Labor Market Information)  
<https://jobcenterofwisconsin.com/Default.aspx>
- O\*NET (Career Exploration, Occupation Search)  
<https://www.onetonline.org/>

### Work Programs

- FoodShare Employment and Training (FSET)  
<https://www.dhs.wisconsin.gov/foodshare/fset.htm>
- Division of Vocational Rehabilitation (DVR)  
<https://dwd.wisconsin.gov/dvr/>
- Workforce Innovation and Opportunity Act (WIOA) Programs  
<https://dwd.wisconsin.gov/wioa>
- DCF Fatherhood Programs  
<https://dcf.wisconsin.gov/fatherhood/homepage>
- Unemployment Insurance  
<https://dwd.wisconsin.gov/ui/>
- DCF Refugee Services  
<https://dcf.wisconsin.gov/refugee>
- Wisconsin Department of Veterans Affairs  
<https://dva.wi.gov/>

### Education History

- Wisconsin's GED/HSED Program  
<https://dpi.wi.gov/ged>

### Post-Secondary Education

- Wisconsin Technical College System  
<http://www.wtcsystem.edu/>
- The University of Wisconsin System  
<https://www.wisconsin.edu/>

**Military Service**

- O\*NET Military Crosswalk Search  
<https://www.onetonline.org/crosswalk/MOC/>
- Military Ranks and Discharge Types  
<https://www.military.com/>
- DWD Veterans Services  
<http://wisconsinjobcenter.org/veterans/>
- Wisconsin Department of Veterans Affairs  
<https://dva.wi.gov/>

**Housing**

- Wisconsin Home Energy Assistance Program (WHEAP)  
<http://homeenergyplus.wi.gov/category.asp?linkcatid=239>
- Rental Help in Wisconsin  
<https://www.hud.gov/states/wisconsin/renting>

**Transportation**

- Driver License Types  
<http://wisconsin.gov/Pages/safety/enforcement/agencies/dl-types.aspx>
- Public Transit  
<http://wisconsin.gov/Pages/travel/pub-transit/default.aspx>

**Legal Issues**

- Ex-Offender Toolkit  
<http://wisconsinjobcenter.org/exo/default.htm>
- The National Reentry Resource Center  
<https://csgjusticecenter.org/nrrc>

**Child and Youth Supports**

- Wisconsin Child Care Information  
<https://dcf.wisconsin.gov/childcare>
- Women, Infants, and Children (WIC) Program  
<https://www.dhs.wisconsin.gov/wic/index.htm>
- Wisconsin Head Start Association  
<http://whsaonline.org/>
- Wisconsin Afterschool Network  
<http://wiafterschoolnetwork.org/>

### **Family Barriers**

- Supplemental Security Income (SSI) Benefits  
<https://www.ssa.gov/benefits/ssi/>
- Social Security Disability (SSDI) Benefits  
<https://www.ssa.gov/planners/disability/>
- Services for Children with Delays or Disabilities  
<https://www.dhs.wisconsin.gov/children/index.htm>

### **Non-Custodial Parents**

- Wisconsin Child Support Program  
<https://dcf.wisconsin.gov/cs/home>
- DCF Fatherhood Programs  
<https://dcf.wisconsin.gov/fatherhood/homepage>

### **NCP Referral**

- Noncustodial Parent Services  
<https://dcf.wisconsin.gov/w2/parents/ncp>