W-2 Benefit Issuance

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CARES WISCONSIN WORKS BENEFIT ISSUANCE

INTRODUCTION

The CARES Benefit Issuance (BI) subsystem issues monthly W-2 payments by paper check or through Electronic Fund Transfer (EFT).

The BI subsystem performs the following:

1. Issues payments through the three issuance cycles:
   a. Monthly Pulldown;
   b. Delayed Payment; and
   c. Daily.

2. Tracks initial and ongoing payments made to Wisconsin Works (W-2) Assistance Groups (AGs);

3. Maintains payment history; and

4. Tracks returned, re-issued, and intercepted payments.

W-2 payments disbursed by check are mailed to the participant's mailing address.

W-2 payments disbursed through EFT are transferred directly to a participant's financial institution account or a participant's prepaid debit card.

All Job Access Loan (JAL) and vendor payments are disbursed as checks. JAL checks are mailed directly to the agency for pickup, while vendor payments are mailed to vendors on behalf of participants.

CHAPTER 1: WISCONSIN WORKS PAYMENTS

The Wisconsin Works (W-2) participation period starts on the sixteenth of the month and ends on the fifteenth of the following month.

New participants placed in paid placements between the first and fifteenth of the month receive their first payments on or around the first day of the following month. New participants placed between the sixteenth and last day of the month receive their initial payments in two parts: the first part on or around the tenth day of the month following placement and the second part on or around the first day of the second month following placement.

Initial payments are prorated for participants placed partway into a participation period.

Ongoing participants receive monthly payments for entire participation periods on or around the first of the month. Refer to the *Wisconsin Works Manual*, Chapter 10 for detailed information regarding W-2 payments.

PAYMENT CYCLES

Monthly Pulldown Cycle: Monthly Pulldown generally occurs five days prior to the end of each month. W-2 payments issued from the Monthly Cycle are received on or around the first of each month. There are two types of payments issued in the Monthly Pulldown Cycle:

1. Participant payments; and

2. Vendor payments.

W-2 Delayed Payment Cycle: W-2 payments issued from the Delayed Payment Cycle are received on or around the tenth day of the following month. The Delayed Payment Cycle issues payments to:

1. New participants placed in paid placements between the sixteenth and last day of the month; and

2. Ongoing participants moved from non-paid to paid placements between the sixteenth and the last day of the month.

Daily Cycle: The Daily Cycle issues auxiliary and Job Access Loan (JAL) checks. The checks are disbursed on the same day the request is approved in CARES.

> ➢ **Note:** The CARES Batch Calendar identifying Monthly Pulldown and W-2 Delayed Cycle dates is located in CARES Worker Web (CWW)(password required). In the left-hand navigation menu under **Worker Tools**, click **Reference Tools**, then **Ref Table Search**, and enter "TBIC" in the **Table ID** field. The date for each cycle changes monthly, depending on when weekends and holidays occur.

ISSUANCE TYPES

The CARES BI subsystem issues monthly W-2 payments by paper check or through Electronic Fund Transfer (EFT). The default payment type is a paper check issued to the primary person on the W-2 case. Paper checks are the only option available for JAL and vendor payments.

ELECTRONIC FUNDS TRANSFER PAYMENTS

Electronic Funds Transfer (EFT) deposits payments electronically to a financial institution account or pre-paid debit card. Participants must complete the *Electronic Funds Transfer* form (10791) if they want to receive their payments via EFT.

It is important to inform all W-2 participants in paid placements that EFT is a payment option available to them. Using EFT reduces incidents of lost, forged, and stolen W-2 checks and decreases the time involved in processing stop payments and re-issuing payments.

When establishing an EFT, the Financial and Employment Planner (FEP) should inform the participant when the first payment will be deposited into the participant's bank account. If the FEP completes the **W-2 EFT Information** section on the CWW **Liquid Assets** detail page prior to Adverse Action, the payment will be deposited on or around the first of the next month.

> ➢ **Note:** Adverse Action is the last day of the month a change can be made in CARES to affect eligibility or payment issuance for the following month. The CARES Batch Calendar identifying Adverse Action dates is located in CWW (password required).

EXAMPLE: If the FEP adds the W-2 EFT information to the CWW **Liquid Assets** detail page for a checking, savings, or prepaid debit card account on February 2, then the first EFT payment will be deposited on or around March 1. If the FEP doesn't enter the EFT information until after Adverse Action, then the first EFT payment will be deposited on or around April 1.

> ➢ **Note**: EFT payments can only occur during the Monthly Pulldown Cycle. A participant requesting EFT will receive a W-2 payment issued during a Delayed or Daily payment cycle as a paper check.

To set up an EFT payment, the FEP must enter the required account number and routing number information for the participant's financial institution or prepaid debit card account. This information is needed in order to send electronic W-2 payments to that participant's account.

Financial Institution Name And Address Information		
Account Number:	123456789	
Name:	ABC Bank	
Address:		
City:		State:
ZIP:	-	
W-2 EFT Information		
★ Use for W-2 EFT?	Y - Yes	Routing Number: 078515623
Confirm Account Number:	123456789	Confirm Routing Number: 078515623 ✕

If a pending or potential payment exists, the CWW **W-2 Potential Payment Amounts** page displays in the driver flow after the **W-2 Placement** page.

W-2 Potential Payment Amounts   Cancel ☐

Participation Begin Date	Participation End Date	Estimated Pay Date	Gross Pay Amount	Prorated Pay Amount	Placement
08/16/2016			$653.00	$0.00	CSJ - COMMUNITY SERVICE JOB

Payment Information

How to End EFT

To end an EFT payment, the FEP must navigate to the **Liquid Assets** detail page and change the **Use for EFT** response from a "Yes" to a "No".

If the participant needs to change the existing EFT, and the account type is the same (e.g. participant was using checking account and opens new checking account), the FEP can type over the existing account number on the **Liquid Assets** detail page and update the EFT information. This will create a historical record of the previous account(s). If the participant needs to change the existing EFT information, and the account type is different (e.g. checking account closed and participant will be using a prepaid debit card), the FEP must end the current EFT by checking the **Use for EFT** response from a "Yes" to a "No". The FEP may then change the existing EFT information or enter new information. .

VENDOR PAYMENTS

How to Query Vendor Information

FEPs must use the Vendor Lookup tool on the CWW **W-2 Vendor Payment** page to determine if a particular vendor's information exists in CWW. FEPs may query vendor information by:

1. Vendor Name;

2. Social Security Number (SSN); or

3. Tax Identification Number (TIN).

All vendors listed in CWW are required to have a SSN or TIN. Querying by the SSN or TIN is the most accurate way to see if a vendor is listed in the database. The Vendor Lookup search results display the Vendor Number, Vendor Name, Vendor Type, and Vendor Address.

Vendor Lookup

Vendor Query

- ● Vendor Name   `JO`   ● Starts With ○ Contains
- ○ TIN   `_____`
- ○ SSN   `___ - __ - ___`   [Go]

Search Results

Vendor Number	Vendor Name	Vendor Type	Vendor Address
121	JOERS, PAUL	LANDLORD - NOT A REAL ESTATE AGENT	12135 POTTER RD MILWAUKEE, WI. 53226-3638
123	JOHNSON, SAMUEL	LANDLORD - NOT A REAL ESTATE AGENT	2039 5TH ST MILWAUKEE, WI. 53212-3161
124	JOURDAIN PROPERTIES, INC.	LANDLORD - NOT A REAL ESTATE AGENT	4343 60TH ST MILWAUKEE, WI. 53216-1209
125	JONES, ROBERT L.	LANDLORD - NOT A REAL ESTATE AGENT	5451 GREEN BAY AVE MILWAUKEE, WI. 53209-5006

If a vendor name is not listed in the Vendor Lookup, the agency must send a *Taxpayer Identification Number (TIN) Verification* form (6448) and a *STAR Vendor Information* form (DOA-6457) to the vendor. After the vendor completes the form and returns it to the agency, the agency must fax the form to the W-2 CARES Help Desk at (608) 327-6125. Both forms are located on the W-2 CARES Help Desk website at https://dcf.wisconsin.gov/w2/partners/toolbox/helpdesk. The W-2 CARES Help Desk will notify the W-2 Agency once the vendor has been added to CWW. Once the vendor has been added to CWW, the FEP must return to the **W-2 Vendor Payment** page to set up the vendor payment.

➢ **Note**: Vendor payments are only issued during the Monthly Pulldown Cycle. When adding a new vendor, forms must be submitted to the W-2 CARES Help Desk no later than the 8th calendar day of the current month in order for a vendor payment to be sent the next month.

Example: Judy applies and is found eligible for W-2 on September 20, 2016. She requests that her W-2 check be sent as a vendor payment to her landlord to pay her rent. Judy's FEP queries for the landlord in Vendor Lookup, but the search does not return any results. Judy's FEP must submit the forms to add Judy's landlord as a vendor to the W-2 CARES Help Desk no later than October 8, 2016, in order for Judy's check to be sent as vendor payment to her landlord in November. Once the Help Desk notifies Judy's FEP that the vendor has been added to the Vendor Lookup, Judy's FEP returns to CWW to complete setting up the vendor payment prior to Monthly Pulldown.

Setting Up Vendor Payments

To set up a vendor payment, the FEP must navigate to the CWW **W-2 Vendor Payment** page and enter the:

1. Vendor number, using the Vendor Lookup tool;
2. Vendor amount;
3. Vendor reason; and
4. Participant's account number with the vendor (if one is required).

Once the vendor number is selected using the Vendor Lookup tool, the remainder of the vendor information will auto-populate on the **W-2 Vendor Payment** page. Only one vendor may be added for a case.

Vendor payments established prior to Monthly Pulldown will generate a check from CARES to the vendor for the amount listed on this screen. If the amount of the participant's payment is less than the amount of the vendor payment, CARES will issue a vendor payment for the available amount of the participant's monthly payment If a pending or potential payment exists, the CWW **W-2 Potential Payment Amounts** page displays in the eligibility driver flow after the **W-2 Placement** page.

> ➢ **Note**: Vendor payments are only issued during the Monthly Pulldown Cycle. The Delayed and Daily Cycles do not issue vendor payments.

Reviewing Vendor Payment History

To view the vendor payment history for a participant on the **W-2 Vendor Payment** page, enter a past date in the Updated on or before field, and click Go.

How to End a Vendor Payment

To end a vendor payment, enter one of the following in the **End/Delete Reason** field in the upper left corner of the **W-2 Vendor Payment** page:

1. AE - AGENCY ERROR; or
2. NL - NO LONGER VALID.

AUXILIARY PAYMENTS

Auxiliary payment (also called supplemental or replacement payments) requests are processed using CARES screen BICS (W-2 AUXILIARY REQUEST) . These payments are issued through the Daily Payment Cycle. Auxiliaries supplement a monthly W-2 payment, replace a cancelled check, or replace a failed EFT payment. Auxiliary payments are always issued as paper checks. No vendor payments, sanctions, or recoupments are deducted from auxiliary payments. However, if an overpayment has been established for the participant, an auxiliary payment can offset benefit recovery claims posted in CARES.

When an auxiliary payment is issued for a month in which no other payment is made, CARES will automatically tick the federal 60 month clock when generating the auxiliary payment. The tick occurs during the BI Batch Cycle run in the evening. If an auxiliary payment is cancelled on CARES screen BICC (CANCEL W-2 AUXILIARY/JAL REQUEST) the same day it is requested, no tick will occur.

An auxiliary payment for the next month can only be entered after the Monthly Pulldown Cycle.

Authorized Auxiliary Approvers

The auxiliary payment process in CARES requires action by two different agency staff. The only W-2 agency staff that can approve an auxiliary payment are those listed on CARES screen BIAW (W-2 AUXILIARY AUTHORIZED APPROVERS).These staff can approve auxiliary requests only for the offices in which they are authorized. If an approver requests an auxiliary payment, a different approver must process the approval, as CARES will not allow the same individual to request and approve the same auxiliary payment.

If a FEP requests an auxiliary payment for a participant whose case belongs to an office that has no auxiliary approvers listed on BIAW, CARES will display the following error message: BXS - OFFICE HAS NO AUTHORIZED APPROVERS, NO AUX ALLOWED. CARES cannot issue an auxiliary payment until the agency adds approvers to BIAW for the office to which the case belongs.

Each agency decides whom to assign as auxiliary approvers. The minimum number of approvers per office is two and the maximum is ten.

BIAW collects and displays designated W-2 auxiliary approvers. Agencies must designate auxiliary approvers on the *Job Access Loan, W-2 Auxiliary Payment, and/or Performance Outcome Payment Claim Approval Designation* form (2582), then fax the form to the W-2 CARES Help Desk at 608-327-6125 who will update BIAW. Each time an agency needs to add or delete approvers, the agency must fax the completed *Job Access Loan, W-2 Auxiliary Payment, and/or Performance Outcome Payment Claim Approval Designation* form (2582) to the W-2 CARES Help Desk. The agency's Security Officer and Administrator must sign the form.

CARES users can query BIAW by:

- Entering a W-2 agency's eligibility office number (this is the 55XX or 56XX number) or WP office number in the PARMS field. This allows the user to view the designated approvers for that office; or
- Entering the CARES logon ID of a specific FEP or FEP supervisor in the PARMS field. This allows the user to view offices for which that FEP or FEP supervisor is an authorized approver.

```
BIAW                W-2 AUXILIARY AUTHORIZED APPROVERS        11/12/13   10:20
                                                              XCTO69 WORKER
LAST UPDATED: 01 09 2013                               LAST UPDATED BY: XCTS48

OFFICE: 0811  DANE CO W2 EMPLOYMENT AND TRAINING
MAXIMUM USERS ALLOWED FOR THE OFFICE: 01


  USER ID        NAME










NEXT TRAN: ____        PARMS: 0811_____
```

How to Request a W-2 Auxiliary

When an auxiliary payment is needed, the FEP must complete the auxiliary request on BICS.

```
BICS                     W-2 AUXILIARY REQUEST              11/12/13 10:40
                                                            XCTO69 WORKER
 COUNTY: 40   OFFICE: 1575  CASE: 6700236061   CAT: WW C   SEQ: 01
 PAYEE : ANDREA LEVERS                          WORKER: XCTO06
 REGULAR BENEFIT AMOUNT:      628.00   CLAIM INDICATOR: Y

 AUX   AUXILIARY    PART. PRD    CHECK       CHECK DATE  BENEFIT    BENEFIT  OFFSET
 RSN   REQ AMT      END DATE     NUMBER      MM DD CCYY) NUMBER     DATE     IND
                    (MM DD CCYY)
 ___  _____   __ __ ___  _____   __ __ ___                          _
 ___  _____   __ __ ___  _____   __ __ ___                          _
 ___  _____   __ __ ___  _____   __ __ ___                          _
 ___  _____   __ __ ___  _____   __ __ ___                          _
 ___  _____   __ __ ___  _____   __ __ ___                          _
 ___  _____   __ __ ___  _____   __ __ ___                          _

   TOTAL:              0

 ADDRESS:  657   ELM ST

   CITY:  MILWAUKEE       STATE: WI ZIP: 532010000

 NEXT TRAN: ____        PARMS: 6700236061/WW C/01_____
```

> **EXAMPLE**: The FEP grants good cause for several hours during the participation period of February 16, 2013, through March 15, 2013. When requesting the auxiliary payment, the PART. PRD END DATE entered is 03 15 2013. CARES will use this date to determine the Benefit Period (also called Benefit Month). The Benefit Period will correctly display on the Benefit Issuance query screens.

> ➢ **Note**: When a participant is placed in a paid placement between the sixteenth and the last day of the application month, CARES issues a separate check during the Delayed Cycle for the partial participation days that occurred during this period. If the FEP makes an auxiliary request for this initial placement period, the FEP must enter the last day of the month in the PART. PRD END DATE field rather than the fifteenth of the following month.

> **EXAMPLE**: Guinness applied for W-2 on January 18, 2013, and the FEP places him in a CSJ placement on January 20, 2013. His first W-2 payment is generated on February 6, 2013, for the period of January 20, 2013, through January 31, 2013. Because of non-participation, Guinness's FEP sanctioned several hours. The FEP later granted good cause for those hours and issued an auxiliary payment. When requesting the auxiliary payment, the PART. PRD END DATE must be entered as 01 31 2013.

Approving W-2 Auxiliary Requests

CARES screen BIWA (W-2 AUXILIARY REQUEST APPROVAL) displays auxiliary requests waiting for approval. If three different auxiliaries are requested at one time on BICS for the same case, three different auxiliary requests will display on BIWA and can be denied or approved individually. If multiple auxiliary requests are approved on the same day, only one check will be generated for the total sum of all approved auxiliary requests.

After a FEP makes an auxiliary request, CARES sends alert 394 to all approvers for that office during the nightly BI batch run notifying the approver of the pending request. (See Chapter 7 for detailed alerts information). The alert is automatically deleted for all approvers once any of the approvers either approves or cancels the request.

If an auxiliary request is cancelled or held, CARES generates alert 023 to the FEP who requested the auxiliary, notifying the FEP of the cancelled or held check. (See Chapter 7 for detailed alerts information)

```
BIWA                W-2 AUXILIARY REQUEST APPROVAL           11/14/13   14:30
                                                             XCTS48 WORKER

APP    CASE              WORKER  OFC     REGULAR    REQUEST   AUX   BENEFIT
IND    NUMBER    CAT SEQ   ID    NUM     BENEFIT    AMOUNT    RSN   PERIOD

 P   0100321224 WW C 01  XCTY39  1581     673.00     400.00   907   04 01 2013
 P   0100321224 WW C 01  XCTY38  1581     673.00     500.00   907   05 01 2013
 P   0100321224 WW C 01  XCTY38  1581     673.00     500.00   907   06 01 2013
 P   0100321224 WW C 01  XCTY38  1581     673.00     500.00   907   07 01 2013
 H   4002254844 WW P 01  XTE224  1581        .00     100.00   ARP   03 01 2013
 P   4002254844 WW P 01  XTE224  1581     673.00    9999.00   956   01 01 2013




NEXT TRAN: ____      PARMS: _____
```

How to Cancel a W-2 Auxiliary Request

W-2 auxiliary payments are issued from the Daily Cycle. CARES screen BICC (CANCEL W-2 AUXILIARY/JAL REQUEST) displays auxiliary payments that can be cancelled. For this reason, auxiliary payments must be cancelled on BICC. The cancellation must be entered before the end of the workday or a payment will be issued.

```
BICC           CANCEL W-2 AUXILIARY/JAL REQUEST            11/13/13   14:55
                                                           JX9320 WORKER

COUNTY: 99  CASE: 8136343586  CAT: WW C  SEQ: 01
PAYEE: MILDRED J BOYD                          WORKER: XMW302

    CANCEL  CLAIM      TYPE   REASON    AMOUNT    PERIOD

            6900390776  JL    JAL       670.00    11 04 2013










            TOTAL :        670.00

NEXT TRAN: ____    PARMS: 8136343586/WW C/1_____
```

CHAPTER 2: WISCONSIN WORKS AND VENDOR PAYMENT DISTRIBUTION, INTERCEPTION, AND REPLACEMENT

WISCONSIN WORKS REPLACEMENT CHECKS

CARES screen BICS (W-2 AUXILIARY REQUEST) allows certain actions depending upon whether the agency is requesting an auxiliary payment, a replacement check, or a manually issued payment.

An auxiliary payment supplements a payment amount for a particular month, a failed Electronic Funds Transfer (EFT), or, in rare instances, when CARES fails to generate a payment.

A replacement check replaces a prior month's payment that is lost, destroyed, or returned to the state and needs to be re-issued to the participant. A Financial and Employment Planner (FEP) can only create a replacement check to replace a payment that has already been issued. The replacement check needs to link with the benefit number of the original payment.

Manually issued payments are checks issued by the Wisconsin Works (W-2) agency and are not disbursed by CARES. This type of replacement payment is rarely used. However, these types of payments may be necessary in one of two situations:

1. If CARES is down for an extended period of time. Until CARES is available, FEPs must run eligibility for every benefit month for which a payment was issued manually.

2. An Exception occurs prior to confirming W-2. In this situation, the FEP must issue a payment to the participant, as soon as CARES is available; the FEP must run eligibility and confirm the open W-2 Assistance Group (AG) for the month the agency issued the manual payment.

In both situations, manually issued payments must be recorded on BICS on the same day confirmation is completed. On that screen, the OFFSET INDICATOR is not enterable because CARES did not issue the payment.

FEPs must enter specific reasons from CARES reference table TARC for particular payment types. The chart below lists the type of payment, the parameters needed for the payment type, and the necessary reason codes for the payment type.

Type of Payment	Required Fields and Values
Supplementary Auxiliary Payment (Case / Category / Sequence)	Auxiliary Reason Codes - 907, 908, 909, 910, 937 (allowed only when replacing a failed EFT payment) and 938 (allowed only the same day the FEP confirms W-2).
Replacement Check (Case / Cat / Seq / Benefit Number)	Replacement Reason Codes – 900 and 901.
Manually Issued Payment (Case / Cat / Seq / / M)	Manual Issuance (MI) codes - 949, 950, 951, and 952

WISCONSIN WORKS AND VENDOR CHECKS DISTRIBUTED TO THE AGENCY

There are three ways to deliver W-2 checks to the agency rather than directly to the participant:

1. Change the mailing address on the CARES Worker Web (CWW) **General Case Information** page to the agency's address;

2. Place a hold on a check; or

3. Intercept a check that has already been generated in the Monthly Pulldown Cycle.

➢ **Note**: If an address change is made prior to Adverse Action, then the next payment will be mailed to the new address.

➢ **Note:** Address changes and check holds must only occur when requested by the participant.

EXAMPLE: A participant's February payment is issued on or around March 1. The participant reports a new mailing address on February 2. The FEP enters this new address on February 6, which is prior to Adverse Action. The participant's next check will be mailed to the new address on or around March 1. If the FEP hadn't entered the new address until after Adverse Action, then the first check the participant would receive at the new address would be the March payment, which is mailed on or around April 1.

HOLDING A WISCONSIN WORKS CHECK

By holding a W-2 check, the W-2 agency is having the check delivered directly to the agency rather than mailing to the W-2 participant. Agencies must only hold payments at the participant's request.

To hold a check, FEPs must complete the **W-2 Hold Payments** page in CWW before CARES generates a W-2 check. If the field 'Does the participant want his/her payments held at the agency?' on this screen is blank, CARES will mail the W-2 payment to either the mailing address in CWW or to the financial institution if EFT is selected. Entering a Y-Yes will redirect the check to the W-2 agency for the agency to disburse to the participant.

Checks will continue to be held until the FEP ends the hold on the **W-2 Hold Payments** page by either changing the indicator to N-No or deleting the Y-Yes and leaving the field blank. When a payment is being held at the W-2 agency, the **W-2 Hold Payments** page will be scheduled at each review.

Record all checks returned or sent to the W-2 office on CARES screen BIRB (RETURN BENEFITS) (see Chapter 4).

An intercept is applied *after* CARES generates a W-2 check, but *before* it is mailed from Madison. The intercept process is only for emergency situations. A FEP can only request an intercept during the two days following the Monthly Pulldown Cycle. The intercept process cannot be applied if the participant has their W-2 payment scheduled as an EFT payment.

When an agency intercepts a payment, CARES generates a report for the Department of Children and Families' mailroom staff. Mailroom staff use this report to physically pull paper checks from the thousands that have been printed, but not yet mailed. These pulled checks are then bundled and couriered to W-2 agencies.

➢ **Note**: A FEP should only request a check intercept at the participant's request when there is an emergency situation, for example, domestic violence, lost housing, etc. Do not request an intercept to correct an administrative error, e.g., the agency did not correctly enter hours to be sanctioned, etc. If a payment is generated for too high an amount, the agency must establish an overpayment. If the payment is generated for too little an amount, the agency must do an auxiliary payment.

Requesting a W-2 Intercept

FEPs use CARES screen BIHD (BENEFIT INTERCEPT REQUEST) to request an intercept of a monthly W-2 payment. This screen is only available for the two days after the Monthly Pulldown Cycle. FEPs access the screen by entering the case number, category, sequence, and benefit number of the payment that needs to be intercepted into the PARMS field.

For FEPs with security levels of 25, the only enterable field is INTERCEPT REASON. The values for intercept reasons are in CARES reference table TIRC. FEPs with security levels of 25 must have the intercept request approved on CARES screen BIIA (BENEFIT INTERCEPT REQUEST APPROVAL) by a FEP or FEP supervisor with a security level of 50 or higher.

```
 BIHD                    BENEFIT INTERCEPT REQUEST           10/26/13 17:34
                                                             XCTS48 WORKER

 COUNTY: 53         UNIT:     0     WORKER : XCTV56
 CASE  : 1150750812 CAT : WW C     SEQ NUM:  1

 PAYEE NAME     : WPOP-CLAIM1        TEST

 MAILING ADDRESS: 1548              JOHNSON              ST

                  BELOIT            WI 535113355

 INTERCEPT DATE : 10 26 13            INTERCEPT REASON: ___

 BENEFIT NUMBER : 100073863           BENEFIT DATE    : 10 25 13




 NEXT TRAN: ____       PARMS: 1150750812/WW C/1/100073863_____
```

Approving a W-2 Intercept Request

BIIA is only accessible to FEPs and FEP supervisors with security levels of 50 or higher. The approving FEP must have access to the office in which the case resides and must approve the Benefit Issuance (BI) intercept within two days of the Monthly Pulldown Cycle. If the approver does not complete the screen before the BI Intercept Cycle, the payment will go out in the regular monthly mailing to the address listed on the check.

```
BIIA              BENEFIT INTERCEPT REQUEST APPROVAL          10/26/13 17:39
                                                              XCTS48 WORKER

COUNTY: 40           UNIT:     0     WORKER : XCTG04
CASE  : 1113033614   CAT : WW C      SEQ NUM: 01

PAYEE NAME      : TERRY          J BARBARA

MAILING ADDRESS: XXXXXXXXX XXX    XXXXXXXXXXXXXXXXXXXX       XXXXX
                 CASE COPIED ON 2013-09-09
                 XXXXXXXXXXXXXX WI 999999999

INTERCEPT DATE : 10 25 13             INTERCEPT REASON: ACH

BENEFIT NUMBER : 100073857            BENEFIT DATE    : 10 25 13


DO YOU WANT TO APPROVE THIS INTERCEPT REQUEST: N



NEXT TRAN:  ____     PARMS: 1113033614/WW C/1/100073857_____
```

BIIA displays the same fields as BIHD and the additional intercept question.

Requesting a Vendor Intercept

FEPs use CARES screen BIVI (VENDOR INTERCEPT REQUEST) to request an intercept of a W-2 vendor check. This screen is only available for the two days after the Monthly Pulldown Cycle. FEPs access the screen by entering the case number, category, sequence, and benefit number of the payment that needs to be intercepted into the PARMS field at the bottom of the screen.

For FEPs with security levels of 25, the only enterable field is INTERCEPT REASON. The values for intercept reasons are in CARES reference table TIRC. FEPs with security levels of 25 must have the intercept request approved on BIVA by a FEP or FEP supervisor with a security level of 50 or higher.

BIVI works similarly to BIHD.

```
BIVI                    VENDOR INTERCEPT REQUEST           11/27/13 14:48
                                                           XCTS48 WORKER


COUNTY: 40          UNIT:    0     WORKER : XCTV59
CASE  : 5150747050  CAT : WW C     SEQ NUM: 01


PAYEE NAME     : SANFERD          SUSIE


MAILING ADDRESS: 2000         W  FOND DU LAC              AV

                MILWAUKEE         WI 532051122

INTERCEPT DATE : 11 27 13             INTERCEPT REASON: ___

BENEFIT NUM                     VENDOR CHECK DATE        VENDOR CHECK NUM
100074034                       11 25 13                 J4009005




NEXT TRAN: ____     PARMS: 5150747050/WW C/1/100074034/J4009005_____
```

Approving a Vendor Intercept Request

CARES screen BIVA (VENDOR INTERCEPT REQUEST) is only accessible to FEPs and FEP
supervisors with security levels of 50 or higher. The approving FEP must have access to the office in
which the case resides and must approve the intercept within two days of the Monthly Pulldown
Cycle. If the approver does not complete the screen before the BI Intercept Cycle, the payment will
go out in the regular monthly mailing to the address listed on the check.

➢ **Note**: Sometimes, a vendor payment issued in the Monthly Pulldown Cycle includes
payments on behalf of multiple W-2 participants issued to a single vendor in a single check.
This is particularly true for utility company payments. In these circumstances, the agency
cannot intercept the vendor payment. If the agency attempts an intercept, an error message
will display asking the agency to contact the W-2 CARES Help Desk for assistance.

BIVA works similarly to BIIA.

```
BIVA              VENDOR INTERCEPT REQUEST APPROVAL        11/12/13 11:51
                                                          XCTO69 WORKER


COUNTY: 40          UNIT:     0    WORKER : XCT546
CASE  : 0700448209  CAT : WW C     SEQ NUM: 01

PAYEE NAME     : AUSTIN           RUTH

MAILING ADDRESS: 4569            MAIN                ST

               MILWAUKEE        WI 53201

INTERCEPT DATE :                   INTERCEPT REASON: ACH

BENEFIT NUMBER           VENDOR CHECK DATE           VENDOR CHECK NUM
100065681                08 25 09                    J4009014


DO YOU WANT TO APPROVE THIS INTERCEPT REQUEST: N



NEXT TRAN: ____     PARMS: 0700448209/WW C/01/100065681/J4009014_____
```

CHAPTER 3: WISCONSIN WORKS AND VENDOR PAYMENT DETAILS AND HISTORY

BENEFIT ISSUANCE QUERY SCREENS

Most of the Wisconsin Works (W-2) Benefit Issuance (BI) history query screens are identified on CARES screen MNBH (BENEFIT ISSUANCE HISTORY MENU), with the exception of one useful BI screen IQAP, which is not on MNHB. The screens that contain W-2 payment information are CARES screens:

- IQAF (AFDC/W-2 ISSUANCE HISTORY - DISBURSEMENT);
- IQAD (AFDC/W-2 ISSUANCE HISTORY – DETAILS);
- IQAV (AFDC/W-2 VENDOR HISTORY);
- IQAP (AFDC/W-2 ISSUANCE HISTORY – DISPOSITION)
- IQWD (VIEW W-2 PAYMENT CALCULATION).
- IQAM (AFDC/W-2 ISSUANCE HISTORY-PAYMENT PRD); and
- IQAT (AFDC/W-2 YEARLY SUMMARY);

These screens show information on every W-2 payment issued to, or on behalf of, a participant. All of these screens require a case number in the PARMS. Some also require the category, sequence, benefit number, and check number.

Viewing the W-2 Payment History

IQAF displays all regular payments made to a W-2 Assistance Group (AG) including:

- The benefit number (assigned byCARES);
- The check number (assigned by the Department ofAdministration);
- The date the payment wascreated;
- The payment amount; and
- The payment disposition if the payment was refunded or returned is displayed.

If the payment is to a vendor, the amount will display as $0 on this screen. Details of the vendor payment are on IQAD and IQAV.

If a case received AFDC payments in the past, the payments appear on IQAF.

To request an auxiliary payment on IQAF, select the desired payment, then press PF18. BICS will display and the information for the auxiliary payment can be entered.

To request a replacement check, select the payment from IQAF that needs to be replaced by entering an X or S in the SEL field, then press PF19. The BICS screen will display with the IQAF benefit number and benefit date auto-populated. Enter the required information to complete the request.

```
IQAF               AFDC/W-2 ISSUANCE HISTORY - DISBURSEMENT   11/12/13   12:01
                                                          XCTO69 WORKER
  CASE        CAT    SEQ    PRIMARY PERSON NAME
  4700467045                CARTER, CATHERINE

SEL CAT SEQ  BENEFIT     CHECK    CHK/EFT   CHK/EFT   **DISPOSITION** CTY   OFF
RTN CD  NUM    NUM        NUM      DATE     AMOUNT   CD RSN  DATE    NUM  NUM IND

  _ WW C 01  100065564  J2008003  07 22 09  575.00   IS      07 21 09  40  5605
  _ WW C 01  100065349            06 01 09     .00   IS      06 01 09  40  5605









                                                               PAGE :   1
   PF14 IQAD  PF15 IQAP  PF16 IQAT  PF17 IQWD  PF18 BICS-SUPPL  PF19 BICS-REPL
  NEXT TRAN: ____        PARMS: 4700467045_____
```

WISCONSIN WORKS AND VENDOR ISSUANCE HISTORY DETAILS

Viewing Details of the W-2 Issuance History

IQAD displays details of specific W-2 and auxiliary payments. IQAD may be accessed by choosing a
payment on IQAF. Users may select a payment by entering an X or S in the SEL field and pressing
PF14. Users can also access IQAD by entering the case/cat/seq/benefit number in the PARMS field.
If more than one month of payments is included in a single auxiliary payment, IQAD displays each
payment month that was included.

EXAMPLE: If an auxiliary payment is requested on BICS for June, July, and August all at the same
time, one check will be issued and sent to the participant. The IQAD display for that check will list
each month's payment amount.

```
IQAD                AFDC/W-2 ISSUANCE HISTORY - DETAILS       11/12/13   12:05
                                                          XCTO69 WORKER
  CASE NUM      CAT     SEQ    BENEFIT NUM      TOTAL VENDOR AMT
  6700236061    WW C    01      100052368           .00
  PAYEE TYPE:   PR                              ADDRESS IND:
  PAYEE NAME:   LEVERS, ANDREA                  AFFIDAVIT RCV DT:
  BANK NAME:                                    REPL CHK  NUM:
    ADDRESS:    657   ELM ST                    REPL CHK DATE:
                MILWAUKEE WI 53201              CHK/EFT DATE: 04 28 04
                                               RUN TYPE IND: W

SEL  BEN    BEN    PERIOD         BENEFIT      RECOUP       OFFSET      RETURNED
     TYPE   RSN    COVERED          AMT         AMT          AMT          AMT

  _   MN           04 01 04       606.00       67.00         .00          .00






   PF14 IQAV       PF15 IQAF      PF16 IQAP      PF17 IQAM     PF18 IQWD
  NEXT TRAN: ____       PARMS: 6700236061/WW C/01/100052368_____
```

Viewing Details of the Vendor History

IQAV displays details for specific vendor checks. This includes a summary of all actions taken by either W-2 agency staff or Bureau of Finance (BOF) when coding returns, re-issuing checks, or placing stop payments. Both current and historical information is displayed.

IQAV combines fields that are displayed on CARES screens IQAF, IQAP, and IQAD for regular W-2 payments. If there are no vendor payments for a particular benefit number, IQAV is not viewable.

```
IQAV           AFDC/W-2 ISSUANCE HISTORY - VENDOR DETAILS    11/12/13   12:15
                                                         XCTO69 WORKER
CASE          CAT    SEQ   BENEFIT NUM  BENEFIT TYPE   BENEFIT RSN    PERIOD
2700246721    WW C    2    100065257         JL          JAL         05 26 09

VENDOR NAME                               VENDOR NUM    VENDOR AMT
CONLEY, JACK                                  58          950.00


VENDOR            VENDOR            TWO            VENDOR
CHECK NUM         CHECK DT          PARTY ?        TYPE
J1000004          05 27 09             Y           LN


VENDOR     VENDOR      VENDOR         VENDOR      VENDOR RTN      VENDOR REPL
DISP RSN   DISP        DISP DT        RTN  AMT    METHOD          CHECK NUM
  RNR      CN          09 08 09           .00
  PR       RT          09 08 09        950.00        3
           IS          05 26 09           .00


        PF14 IQAD        PF15 IQAP       PF16 IQAM       PF18 NEXT VENDOR
NEXT TRAN: ____      PARMS: 2700246721/WW C/02/100065257/JAL/05262009___
```

Viewing the Disposition of the W-2 Payment History

IQAP displays detailed historical information regarding all actions taken by either W-2 agency staff or BOF staff when coding returned payments, re-issuing checks, or placing stop payments on specific benefit numbers. The most current disposition displays on IQAF. This screen cannot be viewed if there has only been one disposition.

```
IQAP           AFDC/W-2 ISSUANCE HISTORY - DISPOSITION    11/12/13 12:19
                                                       XCTO69 WORKER
CASE          CAT    SEQ   BENEFIT NUM
1700321013    WW C    1    100052885


DISP              HISTORICAL         RETURN METHOD        DISP
RSN               DISP CODE          INDICATOR            DATE
RM                RT                 3                    08 31 2004
P3                RT                 3                    08 31 2004
                  IS                                      06 24 2004







        PF14 IQAF                            PF15 IQAD
NEXT TRAN: ____      PARMS: 1700321013/WW C/01/100052885_____
```

View the W-2 Payment Calculation

IQWD displays the participation period time frames for the payment selected from screens IQAF, IQAD, and IQAM. This screen is available only when the W-2 payment is generated from the Monthly Pulldown or Delayed Cycles. It also displays a summary of all deductions taken from the payment for the participation period. IQWD will not display auxiliary payments or Job Access Loans (JALs).

If a FEP adjusts non-participation hours on CARES screen WPNH (NON-PARTICIPATION HISTORY) after the Monthly Pulldown Cycle, this screen will display the amount to be recouped or supplemented.

```
IQWD                VIEW W-2 PAYMENT CALCULATION              11/12/13   12:20
                                                             XCTO69 WORKER
  CASE: 6700236061   CAT: WW C   SEQ: 01   BENEFIT NUM: 100050965

  PARTICIPATION PERIOD: 11 16 2003  THRU  12 15 2003   PAYMENT MONTH: 200401
  LAST UPDATED DATE   : 12 23 2003

        ORIGINAL PAYMENT                        ADJUSTED PAYMENT

   BASE W-2 PAYMENT   :       673.00    BASE W-2 PAYMENT   :       673.00
   DRUG FELON         : -       0.00    DRUG FELON         : -       0.00
   RECOUPMENT         : -       0.00    RECOUPMENT         : -       0.00
   LEARNFARE PENALTY  : -       0.00    LEARNFARE PENALTY  : -       0.00
   HOURLY REDUCTION   : -       0.00    HOURLY REDUCTION   : -       0.00
   VENDOR PAYMENT     : -       0.00    VENDOR PAYMENT     : -       0.00
   ------------------------------       ------------------------------
   CHECK/EFT AMOUNT   :       673.00    ADJUSTED W-2 PAYMENT:      673.00

                                        CALCULATED SUPPLEMENT:       0.00
                                        CALCULATED RECOVERY  :       0.00

            PF14 IQAF      PF15 IQAD
  NEXT TRAN: ____      PARMS: 6700236061/WW C/01/100050965_____
```

W-2 Issuance History by Payment Period

IQAM displays payment transactions for a specified period of time, including all auxiliaries, and monthly and delayed payments made for a payment month. It itemizes deductions for recoupments or offsets, hourly sanctions, Learnfare sanctions, and Drug Felon sanctions. IQAM also displays W-2 vendor payments made from the Monthly Pulldown Cycle.

To access this screen, a date or date range must be entered in the PARMS field after the case number. By entering one month (in format MMCCYY), the total payments for that month will be displayed. By entering a date range (in format MMCCYY/MMCCYY), all payments generated for that range of dates will be displayed.

JAL payment information does not display on this screen.

```
IQAM        AFDC/W-2 ISSUANCE HISTORY - PAYMENT PERIOD        11/12/13   12:23
                                                              XCTO69 WORKER
CASE          BEG PERIOD      END PERIOD
4700319445    01 2006         12 2006
CURRENT PRIMARY PSN NAME     HANOVER, HOLLY  P

   CAT SEQ   BEN       BEN     BEN BEN     BEN  RECOUP/ DOCKING/ RTN AMT/    VENDOR
SEL CD       NUMBER    PERIOD  RSN TYP     AMT  OFFSET  DR FELON LFARE FN       AMT
_ WW C  1 100059315 06 01 06      MN    673.00     .00      .00   673.00        .00
                                                   .00      .00      .00
_ WW C  1 100058957 05 01 06      MN    673.00     .00      .00      .00        .00
                                                   .00      .00      .00
_ WW C  1 100058578 04 01 06      MN    673.00     .00      .00      .00        .00
                                                   .00      .00      .00
_ WW C  1 100058264 03 01 06      MN    673.00     .00      .00      .00        .00
                                                   .00      .00      .00
_ WW C  1 100057966 02 01 06      MN    673.00     .00      .00      .00        .00
                                                   .00      .00      .00

  TOTALS FOR THE PERIOD                  4038.00     .00      .00   673.00        .00
                                                     .00      .00      .00
    PF14 IQAV      PF15 IQAF      PF16 IQAP     PF17 IQAD    PF18 IQWD
  NEXT TRAN: ____      PARMS: 4700319445/012006/122006_____MORE...
```

W-2 Yearly Payment Summary

IQAT displays a summary of W-2 payments, payment reductions, annual totals paid to participant and vendors, and total deductions for fines, sanctions, recoupments, vendor payments and returned payments made throughout the year. This screen also displays any AFDC payments received.

JAL payment information is not included in the totals on this screen.

```
IQAT               AFDC/W-2 YEARLY SUMMARY            11/12/13 12:28
                                                      XCTO69 WORKER
CASE        CAT  SEQ FROM YR TO YR  PRIMARY PERSON NAME
3700262132 WW C  1   2001    2001   GARFIELD-VENDOR   ANNA

YEAR CAT SEQ GRANT        RECOUP/     DOCKING/ VENDOR/   CASH REFUND   CHECK/EFT
     CD      AMOUNT  LFARE FINE   DRUG FELON  VEND RTN      AMOUNT        AMOUNT

2001 WW  C  1    303.00         .00         .00      .00        .00       303.00
                                .00         .00      .00



                  PF14 IQAF
  NEXT TRAN: ____      PARMS: 3700262132/WW C/01/2001/2001_____
```

CHAPTER 4: RETURNED WISCONSIN WORKS AND VENDOR CHECKS

WISCONSIN WORKS AND VENDOR CHECKS RETURNED TO THE AGENCY

Wisconsin Works (W-2) agencies are responsible for tracking receipt and disbursement of all W-2 participant payments and vendor checks handled within their agencies. In addition to following the processes outlined in this chapter, agencies must establish internal processes to manage returned checks.

□ **Note**: When checks are returned, agencies should check CARES screen ACWI (WISCONSIN WORKS CLOCKS) to ensure that clocks ticked correctly. (See Wisconsin Works Manual, Section 2.10.5)

Returned W-2 Checks

When a participant returns a CARES generated W-2 check, the Financial and Employment Planner (FEP) must document on CARES screen BIRB (RETURN BENEFITS) the returned checks' information and disposition. There can be multiple reasons for returns, such as postal returns, voluntary returns by participants, or loss of participant contact. BIRB is also used to record partial returns. Agencies can view a list of return reasons on CARES table TRRC.

For checks that will be returned to Madison, the user must not enter RM (Returned to Madison) on BIRB. The FEP will return to BIRB a second time to enter RM when the agency is prepared to return a check to Madison to have the check cancelled.

Checks can be entered individually or in batches on BIRB. Use F16 to generate a new page if more than 10 checks must be entered.

Once the agency has entered the returned check information, the agency will determine if:

1. The check will be released and re-issued to the payee; or

2. The check will be returned to Madison and removed from the participant's total payment.

When W-2 agency staff enters a returned W-2 check on BIRB, CARES automatically cancels the payment. At the same time, the payment is recorded as CN – Cancelled, which reflects that the payment was never actually issued. The Returned (RTN), Not Released (RNR), and CN disposition codes will appear on CARES screen IQAF for this payment.

Once the agency has completed BIRB, historical information for this payment will display on CARES screen IQAP (AFDC/W-2 Issuance History –Disposition).

The payment tracking on BIRB can be used for audit purposes.

```
BIRB                        RETURN BENEFITS                  11/12/13 12:33
                                                             XCTO69 WORKER

COUNTY: 13

     CASE     CAT  SEQ  BENEFIT   BENEFIT    BEN FS   RETURNED  DISP   CHECK    RTN
    NUMBER   CODE  NUM    NUM      PERIOD    RSN ENV    AMT      RSN     NUM     MTH
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _
   _____   ___   __   _____  ___ ___   ___ _   _____  __   _____  _



        PF16 UPDATE AND REFRESH
   NEXT TRAN: ____      PARMS: 2700246721/WW C/01_____
```

▢ **Note**: Do not enter overpayment claim payments on BIRB. Payments made toward Benefit Recovery (BV) claims with personal checks or money orders must be entered on CARES screen BVCP (POST CLAIM PAYMENT) or BVMP (POST MULTIPLE REPAYMENTS). If an overpayment exists for the returned W-2 check, do not enter the returned W-2 check as a payment on BVCP or BVMP. Instead the agency must request an adjustment of the overpayment to reflect the returned check from the department's Public Assistance Collection Unit (PACU).

Returned Vendor Checks

When a CARES generated W-2 vendor check is returned, the agency must complete CARES screen BIVR (RETURNED VENDOR BENEFITS). There can be multiple reasons for returns, such as postal returns or voluntary returns. Agencies can view a list of return reasons on CARES table TRRC. The functionality on BIVR is identical to BIRB and uses the same disposition reason reference table. The only difference is that the user must enter the vendor check number in the PARMS field to access this screen.

For checks that will be returned to Madison, the user must not enter RM (Returned to Madison) on BIVR. The FEP will return to BIVR a second time to enter RM when the agency is prepared to return a vendor check to Madison to have the check cancelled.

Vendor checks can be entered individually or in batches on BIVR. Use F16 to generate a new page if more than ten checks must be entered.

Once the agency has entered the returned vendor check information, the agency determines if:

1. The check will be released and re-issued to the payee; or

2. The check will be returned to Madison and removed from the participant's payment totals.

When W-2 agency staff process a returned vendor check on BIRB, CARES automatically cancels the payment. At the same time, the payment is recorded as CN – Cancelled, which reflects that the payment was never actually issued. The Returned (RTN), not Released (RNR) and CN disposition

24

codes will appear on CARES screen IQAV (AFDC/W-2 ISSUANCE HISTORY – VENDOR DETAILS) for this payment.

Once the agency has completed BIVR, historical information for this payment will display on CARES screen IQAV.

The payment tracking on BIVR can be used for audit purposes.

```
BIVR                   RETURN VENDOR BENEFITS                11/12/13 13:43
                                                             XCTO69 WORKER

COUNTY: 13

CASE          CAT SEQ BENEFIT    BENEFIT     BEN   RETURNED      DISP CHECK      RTN
NUMBER        CODE NUM NUM        PERIOD      RSN   AMT           RSN  NUM        MTH
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _
_____     ___ __ _____     _____     __    _____    __  _____    _


        PF16 UPDATE AND REFRESH
NEXT TRAN: ____      PARMS: _____
```

RELEASE OR RE-ISSUANCE OF RETURNED WISCONSIN WORKS AND VENDOR CHECKS

Releasing and Reissuing Returned W-2 Payments

When W-2 checks, including auxiliary and held payments, are returned to the agency, agency staff must first determine if the check is approved to be released or reissued. The agency can then update CARES screen BIRR (RELEASE/RE-ISSUE RETURNED BENEFITS) with the appropriate disposition code. BIRR has two updatable fields: SELECTION and DISPOSITION REASON. The remaining fields on BIRR are auto-populated by CARES.

The agency must:

1. Complete BIRB with the reason the check was returned to the agency, e.g., postal return due to incorrect address; and

2. Complete BIRR to indicate if the check was released, reissued, or mailed to Madison to be refunded to the W-2 agency.

Once the agency updates BIRR, the updated information displays on CARES screen IQAF (AFDC/W-2 ISSUANCE HISTORY - DISBURSEMENT) and CARES screen IQAP (AFDC/W-2 ISSUANCE HISTORY - DISPOSITION).

```
BIRR            RELEASE/RE-ISSUE RETURNED BENEFITS          11/12/13 13:39
                                                           XCTO69 WORKER


COUNTY: 40   SUPERVISORY UNIT:    0   SELECTION: _ (R - RELEASE/I - RE-ISSUE)



   CASE              CATEGORY    SEQ      BENEFIT      DISPOSITION
   NUMBER            CODE        NUM      NUMBER       REASON

   2700246721        WW C        02       100065449    ___






NEXT TRAN: ____      PARMS: 2700246721/WW C/02/100065449_____
```

At the end of each month, any checks that have not been re-issued to the participant will be listed on WebI Report 16.

For all checks listed on this report, the agency must, on a monthly basis:

1. Write the case number on all check(s) being returned;

2. Ensure that the total amount of the checks being returned and the total amount on this report match; and

3. Send via certified mail or courier (such as FedEX) all W-2 and vendor checks being returned along with a copy of Report 16 to Bureau of Finance (BOF):

>   Department of Children and Families
>   Bureau of Finance
>   201 E. Washington Ave, Room A200
>   P.O. Box 8916
>   Madison, WI 53708-8916

□ **Note**: A participant is allowed to request a replacement for a W-2 payment that has been cancelled for up to six years from the date of issuance. The work program office that issued the original check must complete an auxiliary for the payment. The W-2 agency must contact the W-2 CARES Help Desk if it need(s) assistance processing the request.

Released/Reissued Vendor Payments

CARES screen BIVE (RELEASE/RE-ISSUE VENDOR BENEFITS) is used to capture the disposition reason for vendor checks returned to the W-2 agency. Users must complete BIVE before the check can be re-issued or released to the vendor. Similar to BIRR, this screen has two updatable fields: SELECTION and DISPOSITION REASON.

Once this screen is coded, the return and release information is displayed on CARES screen IQAV (AFDC/W-2 VENDOR HISTORY).

```
BIVE              RELEASE/RE-ISSUE VENDOR BENEFITS          11/12/13 13:47
                                                           XCTO69 WORKER


         SUPERVISORY UNIT:     0   SELECTION: _ (R - RELEASE/I - RE-ISSUE)



     CASE        CATEGORY       SEQ       BENEFIT      VENDOR     DISPOSITION
    NUMBER         CODE         NUM       NUMBER     CHECK NUM      REASON

   2700246721    WW C          02        100065257   J1000004        ___





    NEXT TRAN: ____      PARMS: 2700246721/WW C/02/100065257/J1000004_____
```

CHAPTER 5: LOST, STOLEN, OR DESTROYED WISCONSIN WORKS CHECKS

There are specific procedures that must be followed for Wisconsin Works (W-2) and vendor checks that are reported lost, stolen, or destroyed. Agencies must take action as soon as a participant reports such a loss.

WISCONSIN WORKS AND VENDOR CHECK STOP PAYMENT PROCESS

When a participant reports a lost, stolen, or destroyed W-2 or vendor check, the Financial and Employment Planner (FEP) must:

1. Enter a stop payment request on CARES screens BISP (W-2/JAL STOP PAYMENT REQUEST) or BIVS (Vendor Stop Payment Request). Requesting a stop payment begins a series of events that take place between the agency, the Bureau of Finance (BOF), and the financial institution that issues payments for the State of Wisconsin.

2. Within 10 calendar days, submit a completed *Affidavit of Lost, Destroyed, or Stolen Checks or Benefits* form (82) to BOF. Agencies must keep a copy of the original affidavit for its records (this is not necessary for vendor checks); and

3. Mail the completed form to the department's Bureau of Finance (BOF)at:

   Department of Children and Families
   Bureau of Finance
   201 E. Washington Ave, Room A200
   P.O. Box 8916
   Madison, WI 53708-8916

☐ **Note:** Never require a police report or allow any other reason to delay completing BISP.

The day after the agency makes the stop payment request on BISP, BOF asks the state's financial institution to stop payment on the check. Once BOF is notified by a financial institution that the W-2 check or vendor payment has not been cashed, BOF enters a stop payment on CARES screen BICB (CANCEL W-2/JAL BENEFITS) and issues a replacement.

If the participant has a pattern of lost, stolen, or destroyed checks, other options should be considered. For example, encourage the participant to use an alternative mailing address or to receive W-2 payments via Electronic Funds Transfer (EFT).

If BOF has not entered the received date of the affidavit on BISP within 15 calendar days of the stop payment request, the FEP receives alert 027 for a W-2 check or alert 154 for a vendor check, notifying the FEP that BOF has not received the affidavit. When FEPs receive this alert, they must immediately send a copy of the original affidavit to BOF.

```
BISP                    W-2/JAL STOP PAYMENT REQUEST           11/12/13 13:49
                                                              XCTO69 WORKER

CASE  : 7700467676 CAT : WW C  SEQ NUM: 01  BENEFIT NUM: 100065411
COUNTY: 40          UNIT:     0

PAYEE NAME: SAMANTHA          SUTTER

REQUEST DATE: 11 12 13      STOP PAYMENT/CANCEL REASON: ___

MAILING ADDRESS:
564            FOURTH            ST          CHECK DT  : 06 17 09
                                             CHECK NUM : J2008003
MILWAUKEE      WI 53218                       CHECK AMT :   235.00

COMMENTS :

_____

_____

LOST/STOLEN/DESTROYED AFFIDAVIT
      SENT DATE:      __ __ __
      RECEIVED DATE: __ __ __
NEXT TRAN: ____      PARMS: 7700467676/WW C/01/100065411_____
```

```
BIVS                    VENDOR STOP PAYMENT REQUEST       11/27/13 14:48
                                                          XCTS48 WORKER

CASE  : 5150747050 CAT : WW C  SEQ NUM: 01  BENEFIT NUM: 100074034
COUNTY: 40          UNIT:     0

PAYEE NAME: SUSIE           SANFERD

REQUEST DATE: 11 27 13      STOP PAYMENT REASON: ___

MAILING ADDRESS:

2000       W  FOND DU LAC          AV       CHECK DT  :  11 25 13
                                            CHECK NUM :  J4009005
MILWAUKEE      WI 532051122                  CHECK AMT :     50.00



LOST/STOLEN/DESTROYED AFFIDAVIT RCVD DATE: __ __ __

NEXT TRAN: ____      PARMS: 5150747050/WW C/1/100074034/J4009005_____
```

CANCELLED PAYMENTS

When the agency initiates a stop payment, notification is sent to the BOF financial manager the next morning so that the payment can be cancelled.

There are two CARES screens that only the department's BOF may update to cancel payments:

- BICB, which cancels W-2 payments; and
- BIVC, which cancels vendor payments.

Checks Not Yet Cashed

When a W-2 check with a stop payment request has not been cashed, BOF takes the following steps to cancel the payment:

1. Enters CARES disposition reason SSR – SUCCESSFUL STOP PAYMENT WITH REPLACEMENT on CARES screen BICB;

2. Issues a replacement check; and

3. Enters the replacement check details on BICB.

The FEP does not have access to screen BICB, but can view CARES screen IQAD (AFDC/W-2 ISSUANCE HISTORY – DETAILS) to view the information entered by BOF. IQAD displays the specific benefit number, replacement check number, and issuance date.

When participants state that they did not cash the check, and the checks have not yet been cashed, BOF asks the state's financial institution to reimburse the state for replacement checks.

If for some reason an agency must place a stop payment on a replacement check, agencies must contact the W-2 CARES Help Desk.

If the W-2 agency receives the original CARES-issued check after a payment has been stopped, the agency must write Payment Stopped across the face of the check and return it to BOF.

Checks Cashed

When a W-2 check with a stop payment request has been cashed, the following steps to cancel the payment must be taken:

1. The department's BOF mails a photocopy of the cashed check to the W-2 agency.

2. The participant or vendor examines the copy of the cashed check. If participants or vendors claim they did not endorse or receive payment from the check, they must:

    a. Complete the *Affidavit - Forged Endorsement* form (2789) and the *Handwriting Specimens* form (2790) in the presence of a witness; and
    b. Sign and date the back of the photocopied check.

3. Agency staff must write the CARES case number and CARES benefit number in the upper left-hand corner of forms 2789 and 2790 and make a copy of the individual's driver's license, State of Wisconsin Photo ID, or any other item containing the individual's signature.

4. The agency must mail the following to BOF:
    a. Two copies of the *Handwriting Specimens* form (2790);
    b. Three copies of the *Affidavit - Forged Endorsement* form (2789) (Give a fourth copy to the participant);
    c. The signed and dated photocopy of the check ; and
    d. A photocopy of a signed driver's license, photo identification card, or other document with the participant's signature.

5. When BOF receives these documents, BOF staff will:

   a. Enter CARES disposition reason CWR - Cashed with Replacement on CARES screen BICB within five business days of receipt of a forgery affidavit for a W-2 check, which issues a replacement check.

      The user does not have access to screen BICB, but can view CARES screen IQAD (AFDC/W-2 ISSUANCE HISTORY – DETAILS) to view the information entered by BOF. IQAD displays the specific ~~benefit~~ issuance number, replacement check number, and issuance date.

   b. Notify the state's financial institution and initiate a forgery investigation.

      If the financial institution determines that participant has not cashed the original check, the financial institution will BOF will replace the check and seek reimbursement by contacting the original cashing institution.

      If the financial institution determines that participant has cashed their original checks, the financial institution will refuse to reimburse the state for the replacement. When this occurs, BOF enters RRF - REFUND REFUSED BY FINANCIAL INSTITUTION on BICB, which will double the amount of the payment on CARES screen IQAF (AFDC/W-2 ISSUANCE HISTORY - DISBURSEMENT) and generate alert 025 to the FEP who last confirmed eligibility. The amount is doubled because the participant received two payments for the same period. The department's Public Assistance Collections Unit (PACU) creates overpayment claims when BOF is notified from the state's financial institution that a forgery did occur.

How to Cancel a Vendor Check with a Stop Payment Request

Agencies enter stop payment requests for vendor checks using BIVS. When the agency completes BIVS, BOF will enter the disposition codes on CARES screen BIVC (CANCEL VENDOR BENEFITS). The disposition information entered on BIVC will be the same and have the same codes that are used for entering dispositions for regular checks on BICB, but the information is displayed on CARES screen IQAV (AFDC/W-2 ISSUANCE HISTORY – VENDOR DETAILS) rather than IQAD.

Other than entering dispositions on BIVC, the W-2 agency must follow all of the same steps described in the How to Cancel a W-2 Payment section for vendor payments.

```
BIVS                    VENDOR STOP PAYMENT REQUEST        11/27/13 14:48
                                                          XCTS48 WORKER

CASE  : 5150747050 CAT : WW C  SEQ NUM: 01  BENEFIT NUM: 100074034
COUNTY: 40       UNIT:      0

PAYEE NAME: SUSIE          SANFERD


REQUEST DATE: 11 27 13    STOP PAYMENT REASON: ___

MAILING ADDRESS:

2000        W  FOND DU LAC            AV        CHECK DT  :  11 25 13
                                               CHECK NUM :  J4009005
MILWAUKEE       WI 532051122                    CHECK AMT :     50.00




LOST/STOLEN/DESTROYED AFFIDAVIT RCVD DATE: __ __ __

NEXT TRAN: ____     PARMS: 5150747050/WW C/1/100074034/J4009005_____
```

CHAPTER 6: JOB ACCESS LOANS

JOB ACCESS LOAN APPROVAL AND ISSUANCE PROCESS

Financial and Employment Planners (FEPs) request Job Access Loan (JAL) checks in the Benefit Recovery (BV) subsystem in CARES. FEPs must complete CARES screens BVJL (JOB ACCESS LOAN INFORMATION) and CARES screen BVJW (JOB ACCESS LOAN WORKSHEET) in order to request a JAL. Once the agency approves a JAL (by pressing PF24 on BVJL), CARES sends the payment request to the Benefit Issuance (BI) subsystem for approval and payment processing. An agency must have JAL approvers listed on CARES screen BIJA (JAL AUTHORIZED APPROVERS) before the agency can request a JAL. The JAL approval process requires that one FEP request the loan and a different FEP or FEP supervisor approve the payment, similar to the auxiliary payment procedure.

Authorizing Approvers for JALs

In order to issue JALs, agencies must have authorized approvers designated on BIJA. To designate JAL approvers, an agency must submit the *Job Access Loan or W-2 Auxiliary Payment and/or Performance Outcome Payment Claim Approval Designation* form (2582) to the W-2 CARES Help Desk at dcfw2careshd@wisconsin.gov or fax it to 608-327-6125. The agency must submit the form each time it needs to add or delete approvers. The minimum number of approvers per W-2 eligibility office is two and the maximum number of approvers is ten.

BIJA can only be updated by state staff and displays in read-only mode for non-state staff. When BIJA is queried by office number, all staff designated as JAL approvers for that office will display. Querying by office number will also bring up any history of updates made for that office.

When queried by user ID (also referred to as CARES ID), BIJA will bring up a screen for each office in which that FEP or FEP supervisor is an approver.

```
BIJA                JAL AUTHORIZED APPROVERS            11/12/13   10:26
                                                       XCTO69 WORKER

 LAST UPDATED: 12 03 2013                        LAST UPDATED BY: XCTS48

 OFFICE: 1581  MILWAUKEE W-2 WP - NORTHERN/ROSS
 MAXIMUM USERS ALLOWED FOR THE OFFICE: 06


   USER ID         NAME
   XCTO68          ABCD           WORKER
   XCTO69          EFGH           WORKER
   XCTT80          EMILY          SIEKERT
   XCTW19          IJKL           WORKER
   XCTW20          MNOP           WORKER




 NEXT TRAN: ____     PARMS: 1581_____MORE...
```

Requesting Approval for a JAL

Once a JAL request is processed by pressing PF24 on CARES screen BVJL, the request is sent to CARES screen BIAJ (JAL REQUEST APPROVAL). At the same time, JAL approvers for the office in which the case resides receive alert 440. JAL approvers can perform these functions on BIAJ:

- Approve a JAL;
- Place a hold on the JAL request; or
- Select a payment and use the PF keys to go directly to pertinent screens.

Approved JAL checks are sent to the agency for pick up.

If the JAL approver puts a hold on a loan, the FEP requesting the loan will receive alert 441.

```
BIAJ                    JAL REQUEST APPROVAL          11/13/13   14:55
                                                      JX9320 WORKER

APP  CASE        CLAIM       OFC   WORKER  REQUEST    REQUEST       VENDOR
IND  NUMBER      NUMBER      NUM     ID    DATE       AMOUNT        NUMBER

 P   8136343586  6900390776  1583  XUM022  11 04 2013    670.00




           A - APPROVE      H - HOLD    S - SELECT
PF13 IQAF  PF14 BVJL   PF15 BVJW
NEXT TRAN: ____       PARMS: 8136343586/WW C/1_____
```

JAL Payment History

CARES screen IQAF (AFDC/W-2 ISSUANCE HISTORY – DISBURSEMENT) displays all Wisconsin Works (W-2) and JAL payments made to a W-2 Assistance Group (AG) (see Chapter 2) including:

- The benefit number (assigned by CARES);
- The check number (assigned by the Department of Administration);
- The date the payment was created;
- The payment amount; and
- The payment disposition if the payment was refunded or returned is displayed.

JOB ACCESS LOAN REPAYMENT AND CANCELING PAYMENTS

How to Post Repayments

W-2 agencies must encourage individuals with active JAL cases should be encouraged to make online payments at http://dwd.wisconsin.gov/epayment/. This is the preferred payment option.

When an agency receives a cash JAL payment the agency must send the JAL Repayment to the Bureau of Finance – Public Assistance Collections unit (PACU) (even if the check is made out to the agency):

> Department of Children and Families Bureau of Finance – PACU
> 201 E. Washington Ave, Room A200
> P.O. Box 8938
> Madison, WI 53708-8938

PACU will make the entry in CARES.

Monthly repayments, including in-kind repayments, must be entered into CARES within five working days of receipt. When cash and in-kind payment types are received together, the W-2 agency must record the in-kind payment type on CARES screen BVCP and then return the cash payment to PACU for processing .

Dunning Notices

A dunning notice will be issued if a full monthly payment is not posted for loans in status O – Open, each month in accordance with the repayment agreement. For example, if the repayment agreement requires both cash and an in-kind repayment, both must be entered onto BVCP, or a dunning notice will be issued.

The FEP may use the ADJUSTMENT DATE field to enter the date of the payment when the date of the payment date differs from the posting date.

SPARC Entry

Effective January 2017, W-2 agencies must record receipt of JAL repayments that the W-2 agency processes in SPARC at http://dcfsparc.wisconsin.gov/.

How to Cancel JAL Requests prior to Check Issuance

JAL payments are issued from the Daily Cycle and must be cancelled on CARES screen BICC (CANCEL W-2 AUXILIARY/JAL REQUEST) before the end of the day or a payment will be issued.

When a JAL request is cancelled, the JAL status on CARES screen BVJL will automatically change back to I - Intake. If the FEP that cancelled the JAL request is different from the FEP that requested the payment, alert 446 will immediately be sent to the FEP who requested the JAL.

The FEP who receives alert 446 must go back to BVJL and determine the disposition of the JAL request. The FEP can change the loan amount, update the repayment amount, change the in-kind hours, or deny the JAL request.

CARES screen BICC displays cancelled JALs.

```
BICC             CANCEL W-2 AUXILIARY/JAL REQUEST          11/13/13   14:55
                                                            JX9320 WORKER

COUNTY: 99  CASE: 8136343586  CAT: WW C  SEQ: 01
PAYEE: MILDRED J BOYD                                   WORKER: XMW302

      CANCEL  CLAIM        TYPE    REASON      AMOUNT    PERIOD

              6900390776   JL      JAL          670.00   11 04 2013




                         TOTAL :       670.00
NEXT TRAN: ____     PARMS: 8136343586/WW C/1_____
```

RETURNED JOB ACCESS LOAN CHECKS

JAL Checks Returned to the Agency

When a participant returns a JAL check or the check is returned in the mail, the agency must complete CARES screen BIRB (RETURN BENEFITS). There can be multiple reasons for returns, such as postal returns, voluntary returns, or loss of participant contact. BIRB is also used to track partial returns. Agencies can view a list of return codes on CARES table TRRC.

For checks that will be returned to Madison, the user must not enter RM (Returned to Madison) on BIRB. The FEP must return to BIRB a second time to enter the RM when the agency is prepared to return a check to Madison to have the check cancelled. CARES will then change the JAL claim status to H – Hold, which stops the collection process.

```
BIRB                        RETURN BENEFITS              11/12/13 12:33
                                                          XCTO69 WORKER

COUNTY: 13

    CASE    CAT  SEQ  BENEFIT  BENEFIT   BEN FS  RETURNED  DISP  CHECK   RTN
    NUMBER  CODE NUM   NUM     PERIOD    RSN ENV    AMT    RSN    NUM    MTH
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _
    _____  ____ __  _____  _____  ___ _ __  _____ __  _____ _


        PF16 UPDATE AND REFRESH
NEXT TRAN: ____     PARMS: 2700246721/WW C/01_____
```

The W-2 agency must then mail the check to Madison where the BOF staff will notify the PACU of the returned JAL check. PACU staff will change the JAL status to W - Write-off, which adjusts the loan's outstanding balance to zero.

Send all returned JAL checks to BOF.

> Department of Children and Families
> Bureau of Finance
> 201 E. Washington Ave., Rm A200
> P.O. Box 8916
> Madison, WI 53708-8916

LOST, STOLEN, OR DESTROYED JOB ACCESS LOAN CHECKS

There are specific procedures that must be followed for JAL checks that are reported lost, stolen, or destroyed. As soon as a JAL recipient reports such a loss, the FEP must:

1. Enter a stop payment request on CARES screen BISP (W-2/JAL STOP PAYMENT REQUEST);

2. Ask JAL recipient to complete the *Affidavit of Lost, Destroyed, or Stolen Checks of Benefits form (82)*; and

3. Send this completed form to the BOF staff as soon as possible after the recipient reports the loss.

When a JAL payment is coded as lost, destroyed, or stolen, a replacement check will not be immediately issued. Once BOF is notified by a financial institution that the JAL check has not been cashed, the FEP must stop payment and start a new JAL application. There are no auxiliary or replacement JAL checks.

If a JAL check is cashed after a stop payment is issued, the following will occur:
1. BOF mails a photocopy of the cashed check, the *Affidavit - Forged Endorsement form (2789)*, and the *Handwriting Specimens form (2790)*, to the W-2 agency;

2. The participant must examine the copy of the cashed check and complete the *Handwriting Specimens form (2790)* in the presence of a witness;

3. If participants or vendors claim they did not endorse or receive payment from the check, they must:

   a. Complete the *Affidavit - Forged Endorsement form (2789)*; and
   b. Sign and date the back of the photocopied check;

4. Agency staff must write the CARES case number and CARES benefit number in the upper left-hand corner of forms 2789 and 2790 and make a copy of the individual's driver's license, photo ID, or any other item containing the individual's signature; and

5. The agency must mail the following to BOF:
   a. Two copies of the *Handwriting Specimens form (2790)*;
   b. Three copies of the *Affidavit - Forged Endorsement form (2789)* (Give a fourth copy to the participant);

c. The signed and dated photocopy of the check ;and
d. A photocopy of a signed driver's license, photo ID, or other document with the participant's signature.

JOB ACCESS LOAN STOP PAYMENT PROCESS

When a participant reports that a JAL check is lost, stolen or destroyed, or if the agency issues a JAL check in error, the FEP must enter a stop payment request on CARES screen BISP. Requesting a stop payment begins a series of events that take place between the agency, BOF, and the financial institution that issues payments for the State of Wisconsin.

The day after the agency makes a stop payment request, BOF asks the state's financial institution to stop payment on the check. If the stop payment reason is because the agency issued a check in error, CARES will categorize the claim for that check as written-off.

The agency must:

1. Submit a completed *Affidavit of Lost, Destroyed, or Stolen Checks or Benefits* form (82) to BOF within 10 calendar days;

2. Keep a copy of the original affidavit for its records;and

3. Mail or courier the original affidavit to BOF

➢ **Note:** Never require a police report or allow any other reason to delay completing BISP.

If BOF has not entered the received date of the affidavit on BISP within 15 days of the stop payment request, the FEP receives alert 027, that the affidavit has not been received in Madison. When FEPs receive this alert, they must immediately send a copy of the original affidavit to BOF.

```
BISP                 W-2/JAL STOP PAYMENT REQUEST          11/12/13 13:49
                                                           XCTO69 WORKER

CASE  : 7700467676 CAT : WW C  SEQ NUM: 01  BENEFIT NUM: 100065411
COUNTY: 40          UNIT:    0

PAYEE NAME: SAMANTHA          SUTTER

REQUEST DATE: 11 12 13      STOP PAYMENT/CANCEL REASON:  ___

MAILING ADDRESS:
564           FOURTH            ST          CHECK DT  : 06 17 09
                                            CHECK NUM : J2008003
MILWAUKEE      WI 53218                      CHECK AMT :    235.00

COMMENTS :

_____

_____

LOST/STOLEN/DESTROYED AFFIDAVIT
      SENT DATE:    __ __ __
      RECEIVED DATE:  __ __ __
NEXT TRAN:  ____      PARMS: 7700467676/WW C/01/100065411_____
```

CHAPTER 7: BENEFIT ISSUANCE ALERTS

All Benefit Issuance (BI) alerts are case level alerts. These alerts let agency staff know that an action has been taken or that staff need to take action on a case. Many BI processes generate alerts because they are done in separate steps by different agency staff, by the Bureau of Finance (BOF), or automatically by CARES/CWW.

ALERTS GENERATED BY THE AUXILIARY ISSUANCE PROCESS

The alerts on this table are created for the auxiliary issuance process.

ALERT	GENERATED WHEN	SENT TO	AGENCY ACTION
023 - HELD/CANCELLED AUX REQUEST	The auxiliary approver enters H (Held) or C (Cancelled) on BIAW.	The FEP who requested the auxiliary on BICS.	This alert is informational only. No action is required.
024 - EFT FAILED. DO AUX., FIX AGET	BOF enters the FEF (Failed EFT) on CARES screen BICB for a failed EFT. The FEF displays on IQAF for the failed payment.	The FEP who last confirmed eligibility for the W-2 Assistance Group.	An auxiliary must be requested and approved immediately using auxiliary reason 937.
025 - INITIATE RECOUPMENT	BOF enters the RRF (Refund Refused by Financial Institution) on BICB when the financial institution refused to refund the stop payment amount because the check was cashed. The reason RRF displays on IQAF for the affected payment. The payment amount issued to the participant is doubled when RRF is entered.	The FEP who last confirmed eligibility for the W-2 Assistance Group.	The PACU creates a benefit recovery claim so the over payment can be recouped.
394 - W-2 AUX WAITING APPROVAL	A FEP completes BICS to request an auxiliary payment.	All approvers listed on BIWA for the appropriate office.	Approvers review the auxiliary request on BIAW. This alert is automatically deleted as soon as the auxiliary is approved on BIAW.

ALERTS GENERATED BY VENDOR STOP PAYMENT

The alerts listed on this table are created during the vendor stop payment process.

ALERT	GENERATED WHEN	SENT TO	ACTION
150 - INITIATE VENDOR RECOUPMENT	BOF enters the RRF on BIVC. The financial institution refused to refund the stop payment when the original vendor check and a replacement vendor check were both cashed by the payee. When RRF is entered, the amount issued to the vendor is doubled.	The FEP who last confirmed eligibility for the W-2 Assistance Group.	The agency must pursue the vendor to recoup the double payment.
151 - VENDOR SP REPLACEMENT SENT	BOF enters the SSR (Successful Stop Payment with Replacement) on BIVS. BOF then issues a replacement check to the vendor.	The FEP who last confirmed eligibility for the W-2 Assistance Group.	This alert is informational only. No action is required.
154 - VENDOR AFFID FOR STOP PYMT	The Affidavit of Lost, Destroyed or Stolen Checks or Benefits receipt date is not entered on BIVS within 15 days of the stop payment request.	The FEP who last confirmed eligibility for the W-2 Assistance Group.	The FEP must obtain the affidavit and enter the receipt date on BIVS. The FEP must immediately send BOF the affidavit at the address listed below. If the affidavit was already sent, the FEP must inform the BWF Work Programs Help Desk

ALERTS GENERATED BY THE JOB ACCESS LOAN PROCESS

The alerts on this table are created during the Job Access Loan (JAL) request, approval and cancellation processes.

ALERT	GENERATED WHEN	SENT TO	**ACTION**
440 - JAL REQUEST WAITING APPROVAL	The FEP completes the JAL request by pressing PF24 on BVJL.	All approval FEPs and supervisors listed on BIJA for the office in which the case resides.	Approvers review the JAL request on BVJL. This alert is automatically deleted as soon as the JAL is approved on BIAJ.
441 - JAL REQUEST HELD	The approval FEP or supervisor enters H (Held) on BIAJ.	The FEP who requested the JAL on BVJL.	No action necessary. If the JAL is later approved, this alert is automatically deleted from the requester's alert page.
446 - JAL BENEFIT REQUEST CANCELLED	The FEP cancels the JAL request on BICC.	The FEP who requested the JAL.	No action necessary. The JAL status is automatically updated to I (Intake) status when the JAL payment request is denied on BIAJ.

ALERTS GENERATED BY WISCONSIN WORKS/JOB ACCESS LOANS STOP PAYMENT REQUEST

The alerts listed on this table are created during the W-2 and JAL stop payment process.

ALERT	GENERATED WHEN	SENT TO	ACTION
025 - INITIATE RECOUPMENT (only for W-2 payments)	BOF enters the RRF (Refund Refused by Financial Institution) on BISP when the financial institution refused to refund the stop payment amount because the original check was cashed. The payment amount issued to the participant is doubled when RRF is entered.	The FEP who last confirmed eligibility for the W-2 Assistance Group.	The FEP must create a Benefit Recovery claim for the duplicate issuance.
026 - REPLACEMENT FOR STOP PAYMENT	A successful stop payment was made and a replacement check was issued by BOF directly to the participant. The SSR (Successful Stop Payment with Replacement) displays on IQAF for this payment.	The FEP who last confirmed eligibility for the W-2 Assistance Group.	This alert is informational only. No action is required.
027 – W-2 SP AFF NOT RECEIVED BY FM	The Affidavit of Lost, Destroyed or Stolen Checks or Benefits receipt date is not entered on BISP within 15 days of the stop payment request.	The FEP who last confirmed eligibility for the W-2 Assistance Group.	The FEP must obtain the affidavit from the participant and enter the receipt date on BISP. The affidavit must be immediately forwarded to BOF. If the affidavit was already sent, the FEP must inform the BWF Work Programs Help Desk

CONTACT INFORMATION

Returned W-2, Vendor and JAL Checks send to:
Department of Children and Families
Bureau of Finance
201 E. Washington Ave., Rm A200
P.O. Box 8916
Madison, WI 53708-8916

JAL Repayments send to:
Department of Children and Families
Bureau of Finance – PACU
201 E. Washington Ave., Rm A200
P.O. Box 8938
Madison, WI 53708-8938

BWF Work Programs Help Desk
Phone: 608-422-7900
Fax: 608-327-6125
Email: bwfworkprogramshd@wisconsin.gov
Website: https://dcf.wisconsin.gov/w2/partners/toolbox/helpdesk