Wisconsin Works Manual

Release 25-04
October 20, 2025

W-2 Manual Version 25-04 Updates

Operations Memo /Coversheet	Update Description	Updated Sections	Date Effective
Operations Memo 25-07	Listed sections were updated to clarify format and scheduling flexibility for Fact Finding Reviews as announced in OM 25-07.	12.2.6	October 20, 2025
Operations Memo 25-08	Listed sections were updated to clarify the eligibility verification process as announced in OM 25-08.	4.1.3	October 20, 2025
Operations Memo 25-09	Listed sections were updated to expand eligibility for family stabilization payments to ARP and TEMP placements as announced in OM 25-09.	9.3.2	October 20, 2025
Coversheet 25-03	Listed sections were: • Updated to improve formatting, organization, and readability of program information; • Renumbered or removed to account for new sections.	Chapter 7	October 20, 2025
Coversheet 25-03	Section 1.2.5 was created to describe the Adult and Youth Education Navigator positions.	1.2.5	October 20, 2025
Coversheet 25-03	The *What to Bring with You* publication (2372-P) has been updated and renamed to the *Giving Proof* publication (2372-P).	1.4.6	October 20, 2025

Coversheet 25-03	The Information Requiring Eligibility Verification table has been updated to include suggest sources of verification for: • Digital financial accounts, and • Educational Aid.	4.1.2	October 20, 2025
Coversheet 25-03	Section 8.2.2.2.1 was updated to clarify that statements indicating the amount of study time a student requires can come in various forms.	8.2.2.2.1	October 20, 2025
Coversheet 25-03	Section 9.5.1 was created to highlight the importance and reasoning for providing services to Noncustodial Parents, as well as the resources available to them.	9.5.1	October 20, 2025
Coversheet 25-03	Listed sections were: • Updated to improve formatting, organization, and readability of program information; and • Moved out of chapter 7 and into section 9.6.	9.6.1 9.6.2	October 20, 2025

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Welcome

Welcome to the W-2 Manual. This manual contains policies and procedures used by W-2 agency workers who determine eligibility, provide case management services, and issue payments for Wisconsin's W-2 employment program.

Notice: The content within this manual is the sole responsibility of the State of Wisconsin's Department of Children and Families (DCF). This site will link to sites outside of DCF where appropriate. DCF is in no way responsible for the content of sites outside of DCF.

To sign up for emails notifying you of a new W-2 Manual release, go to http://dcf.wisconsin.gov/w2/partners/ops-memos

01 Wisconsin Works (W-2) Introduction

1.1 W-2 Overview and Basic Assumptions

1.1.1 W-2 Overview

The *W-2* program is one of Wisconsin's *TANF* programs and provides employment preparation services, case management, and cash assistance to eligible families. W-2 has the following paid placements: *CSJ*, *W-2 T*, *TEMP*, *CMC*, and *ARP*. In addition, several unpaid placements provide case management and employment retention services.

Statutory provisions for W-2 are included in Wisconsin Statutes under Chapter 49, Public Assistance and Children and Family Services. W-2 Administrative Rules are found in DCF 101, DCF 102, DCF 103, and DCF 120 of the Wisconsin Administrative Rules.

Contact and location information for each W-2 agency is available on the W-2 Agency Locator website.

***History**: Release 24-01; Release 12-06.*

1.1.2 W-2 Basic Assumptions

The *W-2* agency must collaborate with individuals to identify needed resources, assign appropriate activities, and provide services that are:

1. Strengths-based;

2. Family-centered; and

3. Consistent with the individual's interests and goals.

The agency must provide all services in a culturally and linguistically competent manner to ensure accessibility for all individuals, including but not limited to:

- Qualified refugees;
- Former refugees; and
- Individuals with limited English proficiency.

W-2 policies are guided by the consistent application of the following Basic Assumptions:

1. **Work is the best way for parents to support their families.** Stable employment is a key factor of economic stability. W-2 assists parents with preparing for, securing, and maintaining stable employment. W-2 also provides assistance navigating the *SSI* and *SSDI* application process for parents unable to work due to a disability.

2. **Family income should improve when parents work.** W-2 is committed to helping parents find the best possible job. W-2 also connects parents with work supports (e.g. *EITC*, FoodShare, *BC*, *CS*, and Wisconsin Shares Child Care) to help parents stay employed.

3. **Consistent work is essential for parents to achieve economic stability.** The path toward economic independence and stability looks different for everyone. W-2 is committed to assisting parents both before and after they secure employment. W-2 also connects interested parents to education and training before or after they find a job, to help parents improve their employability and opportunities for advancement.

4. **W-2 participants are parents as well as job seekers.** Working parents have multiple family and work obligations. W-2 collaborates with parents to identify and balance these obligations and assists parents connected to other

programs or supports in integrating these activities into their family's service plan.

5. **Eligible parents must be willing to participate in exchange for W-2 benefits.** Parents must participate to the best of their abilities to be eligible for W-2 benefits.

6. **Families benefit from participating in W-2.** W-2 supports parents in defining their goals and provides information on available options and resources to meet their family's individual needs. W-2 works with both custodial parents in a two-parent household and extends services to noncustodial parents when appropriate.

7. **W-2 matches the needs of working parents with the needs of local employers.** W-2 families are best served when the skills and interests of W-2 participants are matched with the needs of local employers within the community.

***History**: Release 24-01.*

1.2.1 Receptionist

All *W-2* agencies must have a staff member who performs the role of a Receptionist. This individual may perform other functions within the agency as well.

The role of the Receptionist is to meet with individuals as they enter the W-2 agency.

Receptionist must:

- Inform individuals of all programs and services available through the agency.

- Initiate the application process by generating the Application Registration form (See 1.4.2.1) for any individual that wishes to apply for or indicates an interest in learning more about the W-2 program.

- Schedule an appointment with a *RS* the same day or no later than the following working day using Client Scheduling in *CWW*.

***History**: Release 24-01; Release 17-01; Release 13-03.*

1.2.2 Resource Specialist

All *W-2* agencies must have a staff member who performs the role of a *RS*. This individual may perform other functions within the agency as well.

The role of the RS is to understand an applicant's needs and assist in determining which programs or services are likely to support their efforts to find and maintain employment.

The RS will perform these primary functions:

1. Understand an applicant's situation and perform the initial review of need for employment-related services. The RS will:

    a. Ask the applicant what brought them into the office.

    b. Ask the applicant what they need to find and/or keep a job.

    c. Gather information through the *WWP* Informal Assessment Driver Flow about the applicant's recent job search efforts, employment skills, work history, education, and potential barriers to employment or participation in work activities.

    d. Determine how the household composition and circumstances affect the applicant's ability to work or participate in work activities.

    e. Identify whether the applicant is in a crisis situation (e.g., homeless, victim of domestic violence, no food in the house, etc.) and the potential need for a Family Stabilization Payment. (See 9.3.1) Give the applicant a copy of the Domestic Violence Brochure (2614-P). (See 1.4.6)

    f. Identify the need for any necessary accommodations to help the applicant complete the application process.

    g. Assess current child support case status and inform the applicant of the child support pass through policy for individuals in a *W-2 Paid Employment Position* placement. (See 15.1.1)

2. Inform each applicant about the services available and assist the applicant in determining what programs and services are likely to support their employment search. The RS must refer the applicant to any programs in which the applicant has indicated an interest. The RS must explain the:

a. Services that are available through the W-2 program including:

1) W-2 Employment Position placements;

2) Individualized case management services; and

3) Supportive services.

b. Eligibility and participation requirements including:

1) W-2 eligibility criteria;

2) Participation requirements for W-2 payments; and

3) W-2 Employment Position placements;

4) W-2 24-month placement time limits and 48-month state lifetime limit. (See 2.10).

c. Job Center Partner programs and other workforce development programs including:

1) *DVR*;

2) *UI*;

3) *FSET*;

4) *WIOA*; and

5) Other employment programs and resources available through the Job Center of Wisconsin and within the community.

d. Supportive service programs including:

1) Foodshare;

2) Wisconsin Medicaid and BadgerCare Plus;

3) Wisconsin Shares Child Care Subsidy Program;

4) *EA*;

5) *WIC*;

6) *WHEAP*; and

7) Any local housing assistance programs.

e. Services available through the local *CAP* agency.

3. The RS may initiate the *CWW* interactive interview to record non-financial and financial information such as income, assets, and family composition.

4. As a condition of W-2 eligibility, the RS may:

a. Assign up-front job search activities to an applicant. (See 2.9.2)

b. Require an applicant to apply for other appropriate public assistance programs or resources. (See 2.6.1)

At no point can the RS determine final eligibility or placement in a W-2 employment position. These are the responsibilities of the *FEP* based, in part, on the information collected by the RS.

CWW may refer applicants to the Child Support program via the CWW/*KIDS* automated interface, based on information the RS enters on the CWW **Absent Parent** page.

History:*Release 24-01; Release 21-09; Release 19-02; Release 17-02; Release 13-02.*

1.2.3 Financial and Employment Planner (FEP)

State statute requires that each *W-2* agency have at least one *FEP*.

The FEP must provide individualized case management services and supportive services for participants in *W-2 Employment Position*s.

The FEP must:

- Be the primary case manager and hold the ultimate responsibility for the case, including correct eligibility determination for W-2;
- Coordinate with other agencies to facilitate needed services such as mental health or substance abuse treatment, education, training, *educational needs assessment*, *career assessment*, *vocational evaluation/assessment*, and other formal assessments;
- Meet with the applicant within five working days after the date the W-2 agency receives a signed Application Registration form; (See 1.4.2.1)
- Use the information gathered at the first meeting to determine eligibility and make a placement determination within seven working days of the first meeting.

The main functions of the FEP include:

- Eligibility determination;
- Assessment;
- Employability planning;
- Service referral; and
- Ongoing case management.

The FEP must:

1. Determine eligibility for W-2 and *JAL*s, including:
    a. Verifying information necessary to process the W-2 application;
    b. Scanning verification timely into *ECF*;
    c. Ensuring that all data is entered into *CWW*, *CARES*, and *WWP* accurately and timely; and

d. Ensuring that correct payments are issued in a timely manner.

2. Provide information on financial literacy, life skills, and workplace bests practices.

3. Complete an informal assessment (See 5.2.1), assessing for both strengths and barriers, including reviewing and updating information gathered by the *RS* using the WWP **Informal Assessment Driver Flow**.

4. Determine whether a *Formal Assessment* by a qualified assessing agency is needed using the:

   a. WWP *Informal Assessment* information;

   b. *Educational Needs Assessment*;

   c. *Career Assessment*; and

   d. Any other information provided by the participant. (See 5.5.2)

5. Consider barriers to employment in determining the level of employability, making placement decisions, and referrals to other services. Provide accommodations and modifications as needed to support full engagement in work activities or employment. (See 1.3.1)

6. Assign reasonable job search activities prior to, or after, the determination of W-2 eligibility.

7. Determine placement in a W-2 employment position and the need for an Family Stabilization Payment. (See 19.3.1)

8. Work with the participants to develop a W-2 *EP* based on their goals and assessment results, including an educational needs assessment, and career assessment.

9. Design a plan to move the participant to unsubsidized employment as quickly as possible and within the time limits of the W-2 program. Documenting requirements for assigned W-2 activities and incorporating Learnfare activity requirements as necessary. (See Chapter 6)

10. Ensure applicants and participants have the necessary supportive services, accommodations, service aids, and communication assistance required to participate to the fullest extent possible upon program entry. (See the Job Accommodation Network)

11. Assess participants' progress in their assigned activities and determine whether they have the hard and soft skills necessary to obtain and retain unsubsidized employment as quickly as possible after application.

12. Work with the participants to update the *EP* as needed based on the assessment progress and remaining months of eligibility.

13. Identify nonparticipation; determine good cause; and record participation, good cause, and make-up hours in WWP.

14. Explain policies governing eligibility, including the responsibilities and requirements outlined in the *PA*. Secure the applicant's signature on the PA prior to beginning a ***W-2 Employment Position***. These policies include, but are not limited to:

    a. Explaining that failure to cooperate during the application phase may result in ineligibility;

    b. Providing information on the Fact Finding Process;

    c. Emphasizing that W-2 is a time-limited program (See 2.10); and

    d. Explaining the W-2 agency's discrimination complaint process (See 1.4.6).

15. Refer applicants who supply questionable information for front-end verification. (See 13.2.1)

16. Refer participants suspected of fraudulent activity for fraud investigation. (See 13.4.1)

17. When necessary, refer individuals to other community services such as:

    a. Food pantries;

    b. Domestic abuse services;

    c. Homeless shelters;

    d. Literacy councils;

    e. Child welfare agencies;

    f. *DVR*; and

    g. *AODA* / mental health services.

18. Assure that final eligibility information for W-2 is transmitted to the child support agency, and that participants cooperate with their child support agency. The FEP must also review with the participant their child support assignment during eligibility reviews;

19. Explain and assess the Learnfare status for *Dependent Child*(ren) in a *W-2 Group* and provide or arrange for Learnfare case management. Ensure enrollment and attendance for dependent child(ren) subject to Learnfare requirements. (See Chapter 16)

20. Provide follow-up case management services for 12 months to participants who progress from a W-2 employment position to an unsubsidized position to encourage and support job retention and advancement. A participant may continue to receive follow-up case management services beyond the 12-month follow-up period when requested. (See 7.2.3)

21. Maintain a working relationship with the Job Center partners and other agencies that provide workforce development programs.

22. Explain the W-2 lifetime limit and placement time limit policies. (See 2.10)

23. Position participants to achieve the best outcomes possible within the time limits of the program by providing early access to barrier remediation and employment supports.

24. Communicate the importance of full engagement in activities and careful transition planning to maintain independence.

25. Ensure participants with long-term barriers to work are referred to alternative programming for services able to meet their individual needs.

All FEPs must be trained in accordance with state law and administrative rule. (See Wisconsin Administrative Rules, Chapter DCF 103)

Public assistance workers, including financial and employment planners, are required by Wis. Stat. ss. 48.981(2)(a) and 48.981(2)(a)13 to report suspected child abuse and neglect.

Suspected child abuse and neglect includes suspicion of child abuse of an unborn child and includes the belief that abuse or neglect will occur.

To report suspected child abuse or neglect, a public assistance worker must contact either by phone or personally the local Child Welfare agency, the local sheriff, or local police department and provide the facts and circumstances contributing to the

suspicion. Additional information regarding how to make a report of suspected child abuse or neglect can be found in Wis. Stat. s. 48.981(3).

***History**: Release 24-01; Release 21-09; Release 21-07; Release 19-02; Release 17-02; Release 17-01; Release 13-02.*

1.2.4 Coordinating with Partner Agencies

1.2.4.1 Public Workforce System
1.2.4.2 Wisconsin Job Centers
1.2.4.3 Public and Community Based Supportive Services
1.2.4.4 Child Welfare

W-2 applicants and participants are often connected to other services within their community.

The W-2 agency is responsible for ensuring integration of services across programs and providers to reduce duplication of effort and improve employment opportunities and outcome for each participant and W-2 group.

To do this, the W-2 agency must establish and maintain effective relationships with the following partner agencies:

1. Public Workforce System;
2. Wisconsin Job Centers;
3. Public and Community Based Supportive Services;
4. Child Welfare; and
5. Income Maintenance (IM).

1.2.4.1 Public Workforce System

W-2 agencies must establish and maintain effective relationships with the following workforce providers and programs:

1. Job Service programs;
2. *FSET* programs;
3. Refugee Employment and Training providers, and other services provided by *VOLAG* and *MAA*;
4. Workforce Development Boards and services provided through *WIOA* programs, including Youth, Adult and Dislocated Worker programs;

5. Adult literacy providers;

6. Adult job training administered by the Wisconsin Technical Colleges;

7. RISE Partnership for Wisconsin;

8. *DVR*;

9. Veteran's Employment Relations Teams;

10. *CAP* Agencies; and

11. Other local regional business associations, community-based organizations, and economic development programs.

1.2.4.2 Wisconsin Job Centers

The Wisconsin Job Center system is part of the workforce system led by Wisconsin's eleven independently operated, regional Workforce Development Boards.

Job Center partners include:

- Job Service;
- *DVR*;
- Technical colleges;
- County human service agencies; and
- Other community organizations.

JobCenterOfWisconsin.com, operated by the Wisconsin Department of Workforce Development and the Wisconsin Job Center system, is an online Wisconsin-centered employment exchange, linking employers across Wisconsin and bordering states with anyone looking for a job.

To find the closest Job Center or talk with a customer service representative, visit the JobCenterOfWisconsin.com contact page. JobCenterOfWisconsin.com is a free resource available 24/7 to both employers and job seekers.

1.2.4.3 Public and Community Based Supportive Services

W-2 participants are often connected to other local supportive services, many of which continue to be available to support participants after they move into unsubsidized employment.

W-2 agencies must establish, maintain, and coordinate effective relationships with the following community-based supportive services:

1. County and tribal programs, including FoodShare, BadgerCare Plus, Medicaid, *CS*, and Child Care Administration. (See 1.4.1)

2. Community-based supportive services including, but not limited to:

   - *CAP* agencies;
   - Transportation services;
   - Housing services;
   - Domestic violence services;
   - Mental health services;
   - *AODA* services;
   - Emergency services; and
   - Other services including volunteer organizations.

1.2.4.4 Child Welfare

W-2 agencies must have a process for identifying families currently receiving services from both W-2 and Child Welfare programs to coordinate services across programs.

When a participant is involved in a Child Welfare family case plan, the W-2 *EP* should take those activities into consideration and ensure there is no conflict or overlap of services or assigned activities.

When the child(ren) in a *W-2 Group* are temporarily absent due to child welfare issues, W-2 agencies must meet the specific Child Welfare agency coordination requirements outlined in section 2.8.2.2.

***History**: Release 24-01; Release 20-05.*

1.2.5 Education Navigators

1.2.5.1 Adult Education Navigators
1.2.5.2 Youth Education Navigators

1.2.5.1 Adult Education Navigators

All W-2 agencies should have a staff member who performs the role of an Adult Education Navigator.

The role of the Adult Education Navigator is to support W-2 Adults in their participation in educational programs and activities.

The Adult Education Navigator will perform these primary functions:

- Assess W-2 Adults and place them on a fitting education track.
- Help W-2 Adults navigate enrollment processes, which can include, but is not limited to:
  - Registration;
  - Orientation sessions;
  - Providing enrollment documentation like transcripts and TABE scores; and
  - Overcoming pre-enrollment barriers.
- Coordinate and collaborate with available local resources and programs.
- Help W-2 Adults access Supportive Services, which can include, but is not limited to:
  - Basic school supplies (e.g., notebooks, folders, pencils);
  - Technology (e.g., laptop or tablet);
  - Mobile internet or a hotspot;
  - Transportation assistance;
  - Clothing;
  - Home school materials (e.g., desk, lamp, chair, headphones);
  - Educational extra-curricular activities (e.g., forensics, financial literacy, field trips);
  - Graduation expenses (e.g., cap and gown); and
  - Other educational expenses approved by the state.
- Establish and maintain outreach methods to W-2 Adults enrolled in educational programs to monitor progress, address barriers, and sustain motivation.
- Distribute education attainment incentives (e.g., gift cards).
- Act as a resource and liaison for adult education opportunities and needs of the participant. This can include, but is not limited to:
  - Assistance enrolling into a technical college;
  - Finding and applying for grants and scholarships; and
  - Navigating the education system.

1.2.5.2 Youth Education Navigators

All W-2 agencies should have a staff member who performs the role of a Youth Education Navigator.

The role of the Youth Education Navigator is to support the children of W-2 participants in their participation with educational programs and activities.

The Youth Education Navigator will perform these primary functions:

- Provide support for educational progress and attainment by assisting youth overcome barriers to academic success.
- Develop and maintain connections with schools and educational programs, while evaluating the growth and needs of the program.
- Identify and perform services to address the specific needs of youth, which can include, but is not limited to:
    - Assist with re-enrolling in a local school if they have dropped out or moved;
    - Identify alternative educational options for students outside of the public school system;
    - Assist with enrolling and completing GED or HSED, if appropriate;
    - Find suitable childcare options for youth that are parents; and
    - Enhance positive behavior by mediating disputes and encouraging healthy social skills.
- Connect youth with resources to assist with vocational training, college, technical school, or employment opportunities.
- Assist youth with referrals to additional services to enrich and improve life skills.
- Help youth access Supportive Services, which can include, but is not limited to:
    - Basic school supplies (e.g., notebooks, folders, pencils);
    - Technology (e.g., laptop, tablet);
    - Mobile internet or a hotspot;
    - Transportation assistance;
    - Clothing;
    - Home school materials (e.g., desk, lamp, chair, headphones);
    - Educational extra-curricular activities (e.g., forensics, financial literacy, field trips);
    - Graduation expense (e.g., cap and gown); and
    - Other educational expenses approved by the state.
- Establish and maintain connection with youth to monitor progress, facilitate success, and maintain motivation.

History: Release 25-04.

1.3.1 Reasonable Accommodations

1.3.1.1 Reasonable Accommodations for Applicants
1.3.1.2 Reasonable Accommodations for Participants
1.3.1.2.1 Reasonable Accommodations and Good Cause

W-2 agency staff must:

- Follow the guidelines set forth by the *ADA*; and

- Be familiar with the civil rights standards in service delivery and resources available to ensure the W-2 program is accessible to, and accommodates, individuals with disabilities. (See the DCF Civil Right Compliance webpage)

If an individual discloses a disability, reasonable accommodations must be offered.

The *FEP* must incorporate into the participant's *EP* all disability-related services and accommodations recommended through a formal assessment. (See 5.5.1.2)

1.3.1.1 Reasonable Accommodations for Applicants

Reasonable accommodations must be offered to applicants who have a disability. Examples include:

- Reading materials aloud to applicants who have a learning disability; and

- Going to an individual's home, or other mutually-agreeable location, to complete the W-2 application in-person.

1.3.1.2 Reasonable Accommodations for Participants

W-2 agencies must:

1. Ensure participants have the necessary services and reasonable accommodations to successfully engage in assigned W-2 activities; and

2. Work with employers to put needed accommodations into place for participants transitioning to unsubsidized employment.

The W-2 agency is responsible for:

1. Identifying the need for the accommodation;

2. Identifying the accommodation itself; and

3. Ensuring the accommodation is provided at all assigned activities such as a basic education lab or a work experience site.

The Job Accommodation Network (JAN) is an online resource found at askjan.org that provides guidance on workplace accommodations and disability employment issues. Case managers may find JAN helpful when identifying and arranging accommodations for a participant.

JAN offers several ways to obtain confidential, personalized assistance, including by:

- Phone,
- Email, and
- The Searchable Online Accommodation Resource (SOAR).

The FEP must work with the participant and their medical providers to identify any necessary accommodations.

1.3.1.2.1 Reasonable Accommodations and Good Cause

Good cause must be accepted without requiring further documentation when a formal assessment indicates that an individual's impairment may become acute, resulting in the need for the individual to be absent from assigned activities.

See 11.3.1 for more information on good cause.

Individuals with chronic conditions affected by environmental factors must be given good cause for nonparticipation when certain conditions exist, such as air temperatures below a certain degree or an air quality alert.

Examples of conditions affected by environmental factors include but is not limited to:

- Respiratory problems;
- Multiple Sclerosis;
- Severe allergies; and
- Other conditions.

EXAMPLE: Allie relies on public transportation to get to her W-2 assignments. Allie's formal assessment says she has severe asthma made worse by prolonged exposure to cold. Allie must be given good cause for nonparticipation at times when air temperature would affect her condition.

***History**: Release 24-01; Release 19-02; Release 16-01..*

1.4.1 Where to Apply for W-2

1.4.1.1 Applying for W-2 and Income Maintenance Programs

Any individual may apply for *W-2* online in *ACCESS* or by contacting their local W-2 agency.

Applicants unable to complete an application in ACCESS, may contact their local W-2 agency to complete the application process. All applicants must complete the W-2 application to be eligible for W-2 services.

Applicants must apply at the W-2 agency that serves the geographical area in which they reside with the following exceptions:

- An applicant who resides in an area served by a W-2 agency that services more than one geographical area may apply at any of that agency's W-2 offices.

- An applicant who is a victim of domestic abuse may apply at any W-2 agency.

- An applicant who resides in a treatment facility without a primary residence to return to must apply at the W-2 agency that serves the geographical area where the treatment center is located. If the applicant maintains a primary residence and intends to return to it, the applicant must apply at the agency that serves the geographical area in which the primary residence is located.

- An applicant who is homeless may apply in any geographical area, however, agencies should encourage them to apply in the geographical area in which they anticipate finding permanent housing.

1.4.1.1 Applying for W-2 and Income Maintenance Programs

W-2 agencies must coordinate with agencies providing Income Maintenance (IM) programs [FoodShare and Medicaid/BadgerCare Plus] to:

1. Ensure services delivered under W-2, FoodShare, and Medicaid/BadgerCare Plus programs are coordinated in a way that effectively serve the recipients of those services (Wis. Stat. s. 49.143(2)(d)); and
2. Ensure procedures are in place to protect the application filing date for FoodShare.

IM Consortia and Tribal IM agencies are encouraged to co-locate staff at the W-2 agency to meet caseload needs and provide access to eligibility determination services for FoodShare and Medicaid/BadgerCare Plus.

If IM Consortia and Tribal IM agencies are not co-located, W-2 agencies must provide individuals who request FoodShare with:

1. A computer and the ACCESS website (access.wi.gov) if the individual wants to apply online.

2. The current agency phone numbers if the individual wants to apply by phone.

    IM agency phone number can be found at http://www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm.

3. The paper form *FoodShare Wisconsin Registration (F-16019A)* if the individual does not want to apply online or by phone.

    If the individual opts for the paper FoodShare application, the W-2 agency must fax the completed form using http://www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm to get the appropriate document processing unit fax number.

***History**: Release 24-01; Release 20-05; Release 20-03; Release 13-02; Release 12-06.*

1.4.2 Applying For W-2

1.4.2.1 How to Initiate a W-2 Request
1.4.2.2 Using An Authorized Representative
1.4.2.3 Applicant or Participant Signatures
1.4.2.4 Interview and Meeting Options

To request a *W-2* application, an applicant can:

1. Submit a W-2 application online through *ACCESS*; or
2. Contact their local W-2 agency.

Initiating the W-2 Application Process

The W-2 application process begins on the date the applicant provides the agency with a signed Application Registration form (RFA)* that is generated from the *CWW* **Print Application Registration** page.

For online applications submitted via ACCESS, the process starts as soon as the online application is submitted.

If an applicant chooses to take an Application Registration form home to review, the Receptionist must explain that the application process cannot begin, and the application date cannot be set, until the agency receives the signed form.

Scheduling Appointments Through ACCESS

Before submitting a W-2 application through ACCESS, applicants will be presented with the option to select an available appointment time to meet with a FEP over the next five 5 working days. The FEP must meet with the applicant during their scheduled appointment time.

Scheduling an Appointment with the RS (Resource Specialist)

Applicants who submit an ACCESS application do not need to meet with an *RS*.

Once the Receptionist begins the application process, the agency must schedule an appointment for the applicant with an RS on the same day or the following working day using the Client Scheduling feature in CWW.

See section 1.2.2 for more detail on the role of the RS.

Maintaining Schedule Availability

Agencies must maintain their client scheduling availability in CWW for at least 10 working days into the future.

Appointment Scheduling for ACCESS Applicants

Applicants applying in ACCESS are responsible for scheduling an interview appointment with a FEP in ACCESS or by contacting their local W-2 agency.

If an applicant does not schedule an appointment in ACCESS or does not attend their appointment scheduled in ACCESS, the W-2 agency may contact the applicant to schedule an appointment.

If an applicant does not schedule an appointment in ACCESS or contact their local W-2 agency, the W-2 agency may deny the application after 30 days.

Creating a Request for Assistance (RFA)

The W-2 agency must create an RFA in CWW for all application types, including applications through ACCESS. For ACCESS applications, the application date is the date the ACCESS application was submitted.

Paper Applications Forms

Agencies must only use the paper form Wisconsin Works (W-2) and Related Programs Registration (14880) when:

1. CWW is unavailable and the applicant cannot wait for availability to resume; or

2. There is not sufficient time to generate the CWW Application Registration form before the W-2 agency closes to the public.

The W-2 agency must scan into *ECF* the signed copy of the CWW-generated Application Registration form, or the paper registration form used if CWW was unavailable.

1.4.2.1 How to Initiate a W-2 Request

To initiate a *W-2* request, the W-2 agency must enter the request via the *CWW* **Record New Group Level Program Request** on the **Case Summary** page to generate the CWW Application Registration form.

For detailed instructions on how to process W-2 requests, see the Request for Assistance (RFA)/Case Processes for W-2 desk aid.

1.4.2.2 Using an Authorized Representative

There are times when an applicant is unable to personally complete the application forms. W-2 agencies must accept all forms, including the Application Registration form and online ACCESS application, from an applicant's legally responsible relative or guardian. For example:

Authorized Representative	Situation
Spouse	A spouse can submit the Application Registration form or ACCESS application for their partner.
Parent	A parent can submit the Application Registration form or ACCESS application for their dependent child.
Legal Guardian	A legal guardian can submit an Application Registration form or ACCESS application for their ward.
An Individual acting responsibly for an incompetent or incapacitated applicant	An individual acting responsibly for an incompetent or incapacitated applicant can submit the Application Registration form or ACCESS application on their behalf.

When an applicant chooses to use an authorized representative, both the applicant and the authorized representative must sign the Authorization of Participant Representative (2375) form.

The authorized representative is responsible for submitting the signed Application Registration form or ACCESS application, as well as any required documents. The agency must not refuse an authorized representative unless the authorization itself appears to be fraudulent.

1.4.2.3 Applicant or Participant Signatures

A written or electronic signature must be obtained for documents that are reviewed by external parties such as a release of information or Fact Finding documents.

Unless specified otherwise, all other documents submitted to the W-2 agency can be obtained with one of the four signature types listed below. W-2 agencies must provide

the option to sign all documents in whichever acceptable signature method the applicant or participant prefers.

1. **Written signature:** The applicant physically signs the document.

2. **Electronic signature:** The applicant electronically signs the document via an electronic signature software.

3. **Telephonic signature:** The applicant telephonically signs the document during a recorded call using Genesys.

    - Only documents with the language “or Telephonic Signature Interaction ID” in the signature box can be signed telephonically.

    - For telephonic signatures for anything other than an eligibility review, FEPs must read whatever document is being telephonically signed, e.g., W-2 application, W-2 Participation Agreement, Employability Plan, etc., in order to record the agreement being made between the FEP and the participant.

    - The FEP must read the language that is in the telephonic signature display in Genesys. The Telephonic Signature Interaction ID generated in Genesys must be documented on the signature line and in case comments.

4. **ACCESS signature:** Where specified in policy, certain signatures can be obtained as part of the application process in ACCESS.

The FEP must provide a signed copy of the document to the applicant or participant, regardless of signature type.

1.4.2.4 Interview and Meeting Options

All interviews and meetings with an applicant or participant can be conducted in one of three ways below.

Applicants and participants have the option to choose whichever acceptable meeting format they prefer.

Acceptable meeting formats the W-2 agency must offer include:

1. **In-person:** The applicant or participant meets physically in-person with a W-2 agency worker.

2. **Video call:** The applicant or participant and a FEP use a video platform to meet where each person can see and hear one another.

3. **Telephonically:** The applicant or participant and a FEP use a telephone to meet.

W-2 agency workers must document in comments which meeting format was used.

Note: This meeting format flexibility does not apply to the Refugee Cash Assistance (RCA) Program.

***History**: Release 24-01; Release 22-05; Release 20-05; Release 20-03; Release 17-01; Release 14-03; Release 13-02; Release 12-06.*

1.4.3 Completing the W-2 Application

Intake Interview

The applicant must complete an intake interview with the *FEP* within five working days of submitting the online *ACCESS* application or a signed Application Registration form. Job Access Loan applicants must also complete the Job Access Loan Application (2482).

Applicant Signature

All *W-2* and *JAL* applicants and adults in the *W-2 Group* must sign the Application Summary at the end of the interview.

By signing the Application Summary, the applicant:

1. Attests that all information provided in the application is correct and complete; and

2. Attests to understanding and agreeing to some basic policies of the W-2 program, such as authorizing the W-2 agency to request and receive information from other sources, and understanding the fraud rules.

The agency must scan the signed copy of the **Application Summary's Signature** page into ECF.

Alternative Methods for Collecting Applicant Signature(s)

- The FEP may conduct a home visit to secure the applicant signature(s) on the required forms.
  - The FEP must document the home visit in *CWW* case comments.
- The applicant must sign the *Wisconsin Works (W-2) and Related Application (2471)* if CWW is unavailable during the intake interview. This form is equivalent to the **Application Summary** page generated in CWW.
  - The agency must scan the entire form into ECF.
- The applicant must sign the *Back-up Applicant/Participant Signature (11154)* if the FEP is unable to print the Application Summary.
  - To do this, the FEP must choose the **Mail Summary** option on the CWW **Generate Summary** page.

- The FEP must attach the signed Back-up Applicant/Participant Signature form to the mailed Signature Page when the participant returns it to the agency.

Completed Application

An application for W-2 is complete when the following has occurred:

1. The applicant has completed the intake interview with the FEP;

2. The FEP has entered all eligibility information into CWW; and

3. The applicant or authorized representative's signature (See 1.4.3.2) on the CWW Application Summary that prints from the CWW **Generate Summary** page has been collected by the FEP.

Note: W-2 applicants applying in ACCESS will sign the application summary in ACCESS.

***History**: Release 24-01; Release 22-05; Release 20-05; Release 20-03; Release 14-03; Release 13-02; Release 12-06; Release 11-06.*

1.4.4 Determining Eligibility and Making a W-2 Placement

Within seven working days after the interview appointment the *FEP* must:

1. Determine W-2 eligibility, and

2. Assign the most appropriate W-2 placement for eligible applicants.

W-2 eligibility is determined using all financial and nonfinancial eligibility criteria. (See Chapter 2 and Chapter 3) When the applicant needs additional time to gather verification, the eligibility process may be extended up to 30 days from the date the agency receives the signed Application Registration form. (See 4.1.3)

Two activities may be assigned by the *RS* or the FEP as a condition of eligibility when appropriate:

- Up-front job search activities (See 2.9.2), and

- The requirement to apply for other appropriate public assistance programs. (See 2.6.1)

To make the most appropriate placement decision, the FEP, with the applicant, must discuss and review the:

- Informal assessment results (see 5.2);

- *Educational Needs Assessment* results (see 5.3);

- *Career Assessment*s results (see 5.4);

- Progress made in up-front job search, if assigned (See 2.9.2); and

- Any *Vocational Evaluation/Assessment* or formal assessment results from the application process (See 5.1.1).

The FEP must make a placement determination within 12 working days after the date the agency receives the signed Application Registration form (five days to meet with the FEP and seven days for the FEP to make an eligibility determination and placement).

The placement determination time frame must not be extended to accommodate a longer job search, and the up-front job search requirement must not be used to delay an eligibility determination or placement. (See 2.9.2.2)

***History**: Release 24-01; Release 19-07; Release 19-02; Release 17-01; Release 13-02.*

1.4.5 Application Processing Time Frame

Below are the application processing time frames:

Time Frame	Required Action
The same day or the following working day after an individual applies for *W-2* by submitting the signed Application Registration form (See 1.4.2):	□ A W-2 agency representative must schedule and hold an appointment between the applicant and a *RS*. □ If this initial meeting is with a *FEP*, then no later than seven working days after this meeting, the FEP must determine W-2 eligibility and make the most appropriate W-2 placement for the applicant.
No later than five working days after an individual applies for W-2 by completing the application in ACCESS or by submitting the signed Application Registration form:	□ The W-2 agency must hold an interview between the FEP and the applicant. □ If the applicant applies using the signed Application Registration form, the agency must schedule this interview. □ If the applicant applies in ACCESS, the applicant must either schedule this interview in *ACCESS* or by contacting their local W-2 agency. Agencies may contact applicants to schedule interview appointments. **Note**: W-2 agencies must provide availability in ACCESS for appointment scheduling within five days of the application being submitted and must maintain available intake appointments in *CWW* Client Scheduling for a minimum of the next 10 working days to avoid delays in appointment scheduling and application processing.
No later than seven working days after the first meeting with the FEP	□ The FEP must determine W-2 eligibility and make the most appropriate W-2 placement for the applicant.

The W-2 agency representative must schedule all appointments through Client Scheduling in CWW. If the agency extends the application time frame, agency staff must document the reason in case comments.

The agency may extend the application time frame for up to 30 calendar days from the application date for the following:

- The applicant requests to reschedule the RS or FEP appointment; or
- The applicant requests more time to submit verification.

EXAMPLE 1: Mariah arrives at the W-2 office on Thursday, March 10, at 4:00 p.m. She wants to apply for W-2 services but cannot stay to complete an application.

Mariah has several options.

1. She can return to the W-2 agency at a later date to apply.

2. She can wait a few minutes for the agency staff to generate the Application Registration form for her to sign and submit.

   If Mariah chooses this option, the W-2 agency must:

   1. Schedule a meeting with the RS the following day, March 11.

   2. Schedule a meeting with the FEP no later than March 17 (five working days after the date the W-2 agency received the signed Application Registration form).

3. She can take a paper *Wisconsin Works (W-2) and Related Programs Registration form (14880)* with her and return it at her convenience.

   If Mariah chooses this option, the W-2 agency must explain that the application process cannot begin until the agency receives the signed form.

   If Mariah chooses to return the paper form on Friday, March 11, the W-2 agency must:

   1. Schedule a meeting with her that day or no later than Monday, March 14 (the following working day after her application date of Friday, March 11).

   2. Schedule a meeting with the FEP no later than Friday, March 18 (five working days after the date the W-2 agency received the signed Application Registration form).

EXAMPLE 2: Noel visits a W-2 agency to apply for W-2. The following table outlines her application, eligibility determination, and placement timeline.

Event	Date	Action
Application Submitted	Thursday, March 10	Noel applies for W-2 in person.
FEP Meeting	Friday, March 11	Noel meets with a FEP who completes the *CWW* intake interview and pends Noel's application for asset verification.
Verification Submitted	Friday, March 18	The agency receives a copy of Noel's most recent bank statement.
Eligibility Determination and Placement	Tuesday, March 22	The FEP must determine W-2 eligibility and make the most appropriate W-2 placement as soon as possible but no later than March 22 (seven working days after the meeting with the FEP).

***History**: Release 24-01; Release 20-05; Release 20-03; Release 17-01; Release 13-02.*

1.4.6 Required W-2 Forms and Publications During the Application Process

Certain forms and publications are required to be distributed at specific times during the *W-2* application process. Below is a list of the forms and publications that are available if *CWW* is not functioning, along with a description of each form, and distribution guidance.

Form	Description
W-2 Benefits and Services Offered at Wisconsin Works Agencies (11890-P)	This brochure describes the benefits and services available at the W-2 agency in one page and must be given to every individual who requests assistance of any kind. W-2 agencies must have this brochure available at all office locations. At a minimum, W-2 agencies should supply greeters, receptionists, and resource specialists with this brochure to give to individuals they interact with.
Giving Proof (2372-P)	This publication describes types of documentation an applicant may need to provide to verify specific information needed to determine W-2 eligibility and must be given to the applicant at the time they inquire about W-2. Similar information is provided in *ACCESS* for online applicants.
W-2 Rights and Responsibilities (398-P)	This brochure outlines a participant's rights and responsibilities when participating in W-2 and *RCA* programs. This brochure must be provided to participants and reviewed during the application process. Applicants must initial the signature page of the CWW Application Summary acknowledging they received this brochure.
Wisconsin Works (W-2) Participation Agreement (10755)	This form outlines participation requirements of a W-2 participant. During the application process, the *FEP* must provide this form to the applicant and thoroughly review it. The agency worker, applicant, and all adults in the W-2 Group must sign this form. The agency must give the participant a signed copy of the *PA* and scan the original into *ECF*. This form may be reviewed again during *EP*

	updates and W-2 reviews. W-2 agencies should review the PA with participants unclear on a participation requirement explained in the PA.
Good Cause Notice (5600-P)	This publication must be given to all W-2 applicants when they apply for W-2 and documented in CWW case comments. For applicants who applied in ACCESS, the W-2 agency does not have to provide the physical publication; applicants read and indicate their understanding in ACCESS. The Good Cause Notice must also be provided physically to participants and documented in CWW case comments: • When a child is added to the *W-2 Group*; • When a parent leaves the W-2 Group; • At reapplication for continued benefits; and • If a participant disclose a circumstance that may meet the *CS* good cause criteria (See 15.6.1). See section 15.6.1 for more information on the good cause notice language in ACCESS. For other relevant CS-related forms and publications, see Chapter 15.
Notice of Assignment: Child Support, Family Support, Maintenance, And Medical Support (2477)	All W-2 applicants must receive this form. The W-2 agency must help the applicant understand how child support payments are assigned if they begin receiving child support payments while receiving W-2 services. (See 15.1.3) The agency must document the form was provided in CWW case comments.

Domestic Violence Brochure (2614-P)	The Domestic Violence Brochure must be provided at the appointment with the RS or when an applicant who submitted an ACCESS application interviews with the FEP. If the appointment with the FEP is virtual, the FEP must provide an electronic copy of the brochure during the intake appointment. For safety reasons, it is important that W-2 agency staff point out the brochure so that the applicant can decide if it is safe to keep. Including the brochure in a stack of other papers may put an individual at risk if they are unaware of it.
TANF Electronic Benefit Transfer Transaction Restrictions Flyer (2947-P)	The *TANF EBT* Restrictions Flyer must be provided to all W-2 applicants during the application process and at eligibility reviews. The flyer identifies specific merchant locations where TANF funded assistance cannot be accessed and specifies types of electronic benefit transfer transactions that are prohibited.

***History**: Release 25-04; Release 24-09; Release 24-06; Release 24-01; Release 23-02; Release 21-02; Release 20-05; Release 19-02; Release 14-01; Release 11-06.*

1.5.1 W-2 Eligibility Reviews

1.5.1.1 Conducting W-2 Eligibility Reviews Virtually
1.5.1.2 Discussing Confidentiality Situations

The *W-2* agency is required to meet with participants to conduct a W-2 eligibility review at least once every six months. (See 1.4.2.4)

Eligibility reviews must be conducted in person or virtually by phone or video call.

1.5.1.1 Conducting W-2 Eligibility Reviews Virtually

During a virtual W-2 eligibility review, the *FEP* must review the participant's eligibility information and notify them of all verification items and required forms that must be submitted.

After conducting a virtual W-2 eligibility review, the FEP must:

- Summarize information from the interview;
- Collect the participant's signature;
- Generate a current Case Summary; and
- Send the Case Summary and other required forms to the participant unless they prefer to pick them up at the W-2 agency.

1.5.1.2 Discussing Confidentiality Situations

The FEP must discuss the participant's confidentiality situation at each eligibility review to address any safety concerns. Confidentiality situation refers to any situation that makes the participant's case confidential. (See 4.5.2)

***History**: Release 24-01; Release 22-05; Release 18-04; Release 18-02.*

02 Nonfinancial Eligibility

2.1 Introduction

2.1 Introduction

Applicants must meet both financial and nonfinancial eligibility criteria in order to be considered eligible for *W-2* services or a *JAL*.

See 3.1 for information on financial eligibility.

***History**: Release 25-03.*

2.2.1 List of Criteria

To be nonfinancially eligible for *W-2* services and *JAL*s for any month, an applicant or participant must meet the criteria listed below.

For eligibility information regarding minor parents, noncustodial parents, pregnant women, and pregnant women with at-risk pregnancies, see 7.5.2, 7.5.1, 7.5.3, and 7.4.6 respectively. For information on verifying the criteria listed below, see Chapter 4.

1. Be a *Custodial Parent (CP)*. (See 2.3.1)

2. Be 18 years of age or older.

3. Be a U.S. citizen or qualified non-citizen. (See 2.4.1)

4. Be a resident of Wisconsin and, unless the applicant is a migrant worker, demonstrate an intent to continue living in the state.

5. Cooperate, unless good cause or other exceptions exist, with efforts to establish paternity of the *Dependent Child* or children and secure and enforce child support orders.

   This cooperation requirement extends to any *W-2 Group* member who is a custodial parent of a child whose paternity has not been established or who has a noncustodial parent. The requirements for custodial parents and noncustodial parents to cooperate with child support are outlined in 15.3.1.

6. Assign the rights to any support or maintenance (child or family support) to the state when in a W-2 placement that requires it. (See 15.1.1)

7. Provide all requested documentation within seven working days after receiving the request for information from the W-2 agency. (See 4.1.3)

8. Have made a good faith effort, as determined by the W-2 agency on a case-by-case basis, to obtain employment and have not refused any bona fide offer of employment, including a job quit, within 180 calendar days immediately preceding application.

   This condition only applies to applicants applying for one of the two *W-2 Paid Employment Position*s and does not apply to *ARP* and *CMC*. The W-2 agency has the discretion to define when a bona fide offer of employment has been made and what demonstrates a good faith effort.

9. Have cooperated with the W-2 agency's assistance with finding employment if the current application is within 180 calendar days of a previous application for W-2 services by the individual.

   This condition applies only to:

   1. Applicants applying for one of the two *W-2 Paid Employment Position*s and does not apply to CMC and ARP; and
   2. Noncooperation with the efforts of the W-2 agency to assist the individual in obtaining employment and does not pertain to every aspect of the application, such as providing income verification.

10. Not receive *SSI* or state supplemental payments. If an individual has been determined eligible for SSI, they remain eligible for W-2 until they actually receive a SSI payment.

11. Not receive *SSDI*. If an individual has been determined eligible for SSDI, they remain eligible for W-2 until they actually receive an SSDI payment.

    An adult disabled before age 22 may be eligible for child's disability benefits if a parent is deceased or starts receiving retirement or disability benefits.

    The adult disabled before age 22 receives the benefit based on a parent's Social Security earnings record.

    The adult must be unmarried, age 18 or older, and have a disability that started before age 22.

    FEPs must code this disability income as 'SSDC' in CARES Worker Web. For more information, see the Social Security Administration's Disability benefits eligibility webpage.

12. Not participate in a strike on the last day of the month. If eligibility is determined prior to the last day of the month and the applicant is on strike, they are ineligible. If a participant in a W-2 employment position goes on strike, that participant becomes ineligible for W-2.

13. Cooperate in applying for other public assistance programs or resources that the *FEP* believes may be available to the individual. (See 2.6.1)

14. Apply for or provide an *SSN* for all W-2 Group members, unless exempt. (See 2.7.1)

15. Report changes in circumstances that may affect eligibility within 10 calendar days after the change, except for temporary absence of a child which must be reported within five working days. (See 2.8.1)

16. Cooperate in providing information needed to verify school enrollment status or good cause for the Learnfare program for children ages 6-17 in a W-2 Group whose parent is placed in a *TMP*, *CSJ*, or *W-2 T* placement. (See Chapter 16) Cooperate in providing school enrollment status and expected graduation date for a *Dependent 18-year-old* when the parent's W-2 eligibility is being determined based on that child as a dependent 18-year-old.

17. Cooperate with the requirement to search for unsubsidized employment throughout their participation in a W-2 employment position. This condition does not apply to *CMC*s, *ARP*s, or AmeriCorps VISTA volunteers. (See 2.9.1)

18. Cooperate with providing eligibility information for other *W-2 Group* member(s).

19. Cooperate with providing information for quality assurance reviews.

20. Not be a fugitive felon. (See 42 U.S.C. 608(a)(9)(A)(i))

21. Not be violating a condition of probation or parole imposed under federal or state law.

22. State in writing whether they have been convicted in any state or federal court of a felony that has an element of possession, use, or distribution of a controlled substance. (See 11.8.1)

23. Have no other W-2 Group member participating in a W-2 employment position. This condition does not apply to an individual applying for a *JAL* only.

24. Beginning on the date the individual has attained the age of 18, the total number of months in which the individual has actively participated does not exceed the 48-month state lifetime limit. (See 2.10.1)

25. Have a medically verified pregnancy if they are pregnant with no other dependent children. (See 7.5.3 and 7.4.6)

***History**: Release 25-03; Release 21-09; Release 18-02; Release 16-01; Release 13-03; Release 13-02; Release 13-01.*

2.3.1 Determining Who is a Custodial Parent

Only one *W-2 Group* may receive a W-2 payment for a *Dependent Child*. If there is no legal custody or placement order, the *Parent* with whom the dependent child resides is considered the *Custodial Parent (CP)*. Dependent children must be included in the household where they reside.

In some situations, the primary residence of a dependent child may not be clear. If the primary residence of a dependent child is uncertain, court documents can be used to determine if there is a primary caretaker designated.

If there is joint legal custody of a child and the custody is split equally in half, the parents can be asked to decide which parent is considered the primary caretaker caregiver. If the parents cannot decide, the *FEP* should compare the parents' activities and responsibilities against the following list and determine which parent is making more decisions in caregiving for the child.

1. If the parents reside in different school districts, where does the child attend school? Who selected the school?
2. Who helps the child with homework or school-related tasks?
3. If there are tuition expenses for the child's education, who pays them?
4. If the child is enrolled in day care, who arranges for and pays these costs?
5. Who is responsible for taking the child to and from school or day care?
6. Which parent is listed as the emergency contact at the child's school or day care?
7. Who arranges medical and dental care for the child? Who selects the physician and dentist?
8. Who maintains the child's medical records?
9. Who initiates decisions regarding the child's future?
10. Who responds to medical or law enforcement emergencies involving the child?
11. Who provides food or clothing for the child when the child visits the other parent?
12. Who disciplines the child?
13. Who plays with the child and arranges activities?
14. Are more of the child's toys, clothing, or personal items kept at one parent's home than the other's?

FEPs must use the best available information to determine who is the custodial parent, and document in case comments the basis of the determination.

***History**: Release 25-03.*

2.4.1 Verifying U.S. Citizenship or Qualified Non-Citizen Status

2.4.1.1 Presumptive Eligibility for Non-Citizens
2.4.1.2 Handling Missing or Questionable Immigration Documentation
2.4.1.3 Verifying Custodial Parent Relationships for Non-Citizen Children
2.4.1.4 SAVE

When applying for *W-2*, all individuals in the *W-2 Group* must verify U.S. citizenship or qualified non-citizen status.

When verifying U.S. citizenship or qualified non-citizen status:

- U.S. citizenship only needs to be verified once. (See 4.1.2 for allowable documentation.)
- If an applicant is not a U.S. citizen or national, they must provide immigration documentation that the W-2 agency must verify through *SAVE*.
- The Non-Citizen Eligibility Documentation Appendix lists documents that can be used to verify qualifying status. The W-2 agency cannot specify which type of document an applicant must present to show their immigration status.

All documents issued by *United States Citizenship and Immigration Services (USCIS)* containing a photo serve as verification of identity and immigration status.

2.4.1.1 Presumptive Eligibility for Non-Citizens

Once an applicant provides documentation identifying their status as a qualified non-citizen, they are presumptively eligible for W-2 until the *FEP* verifies their status through *SAVE*.

The FEP must not delay or deny the applicant's eligibility for W-2 based on the applicant's immigration status while verification is pending.

If an applicant's immigration status has already been verified through the *FDSH*, this is considered valid for W-2, and the FEP does not need to request additional documentation or reverify through SAVE.

A non-citizen's immigration status may change over time. The table below outlines the required verification steps based on FDSH verification.

Scenario	Required Verification
The individual's new immigration status has been verified through the FDSH.	This is considered valid verification.
The individual's new immigration status **has not** been verified through the FDSH.	The individual must provide immigration documentation of the new status and the FEP must verify it through SAVE.

FEPs should not update the immigration status code of individuals who were previously verified as a:

- Refugee;
- Asylee;
- Cuban/Haitian entrant;
- Individual granted withholding of deportation/removal;
- Victim of trafficking; or
- Iraqi or Afghan special immigrant.

Individuals in these statuses are exempt from the five-year ban on certain public benefits even if their immigration status later changes, and updating the immigration status code could cause the individual to incorrectly lose eligibility for the benefits. For example, a refugee whose immigration status changes to Lawful Permanent Resident should remain coded as a refugee.

2.4.1.2 Handling Missing or Questionable Immigration Documentation

The FEP must presume an applicant has the immigration status they claim until the applicant has the opportunity to present the appropriate documentation, when:

- An applicant does not present documentation, and their status has not been verified through the FDSH; or
- An applicant presents a document that:
    - Does not appear to be official;
    - Does not apply to the person presenting it; or
    - Is expired.

If the applicant does not have documentation of their immigration status, the FEP should refer the individual to the local USCIS office to obtain it.

The FEP must make every effort to assist in obtaining the required documentation in cases where:

- The participant is hospitalized or medically disabled;
- The participant can demonstrate good cause for their inability to present documentation; or
- Securing such documentation would constitute undue hardship for the participant.

2.4.1.3 Verifying Custodial Parent Relationships for Non-Citizen Children

Children of non-citizen adults receive their own USCIS documentation, which does not verify their relationship to family members. The FEP must verify custodial parent relationships of non-citizens using the same procedures used for U.S. citizens. (See 2.3.1)

2.4.1.4 SAVE

The *Systematic Alien Verification for Entitlements (*SAVE) is the federal system used to verify an applicant's immigration status.

To acquire access to the SAVE system, W-2 workers must submit the *CARES Automated Systems Access Request (F-00476)* form to the CARES Security staff. Not all workers are allowed access to the SAVE system.

Workers can access SAVE through:

- The **Immigrant/Refugee Information** page in CWW; or
- The SAVE website.

The manual for using this system and for verifying alien status is located at: https://prd.cares.wisconsin.gov/help/ph/process_help/h82/82.htm.

***History**: Release 25-03; Release 19-03; Release 18-04; Release 14-03.*

2.4.2 Qualified Non-Citizens

2.4.2.1 W-2 Time Limits for Qualified Non-Citizens

The following qualified non-citizens (formerly referred to as “Qualified Aliens”) may be eligible for *W-2*:

1. An alien lawfully admitted to the United States for permanent residence under the *Immigration and Nationality Act (INA)*;

2. An alien who is granted asylum under section 208 of the Immigration and Nationality Act;

3. A refugee who is admitted to the United States under section 207 of the Immigration and Nationality Act, including Special Visa Immigrants from Iraq and Afghanistan under section 1059 of H.R. 1815;

4. An alien who has been certified as a victim of trafficking;

5. An alien who is paroled into the United States under section 212(d)(5) of the Immigration and Nationality Act for a period of at least one year;

6. An alien whose deportation is being withheld under section 243(h) or 241(b)(3) of the Immigration and Nationality Act;

7. Cuban and Haitian aliens, as defined in section 501(e) of the Refugee Education Assistance Act of 1980;

8. An American Indian born in Canada who is at least 50% American Indian by blood, or an American Indian born outside of the United States who is a member of a federally recognized Indian tribe;

9. An alien who has been battered or whose child has been battered, who is no longer residing in the same household with the batterer, and who meets the requirements of 8 U.S.C. s. 1641(c);

10. An alien who is granted conditional entry pursuant to section 203(a)(7) of the Immigration and Nationality Act as in effect prior to April 1, 1980;

11. Amerasian Immigrants, as defined in section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act of 1988;

12. An alien who is lawfully residing and is one of the following:

    a. An armed forces veteran who received an honorable discharge that was not on account of alienage and who completed either 24 months of

continuous active duty or the full period for which the individual was called, unless the individual received a hardship discharge under 10 U.S.C. s. 1173, early discharge under 10 U.S.C. s. 1171, or a discharge due to a disability incurred or aggravated in the line of duty.

b. On active duty in the armed forces of the United States, other than active duty for training.

c. The spouse of an individual described in subdivision a. or b., or the unremarried surviving spouse of an individual described in subdivision a. or b. if the marriage was for one year or more or the individual had a child in common.

13. An alien who is lawfully residing in the United States and authorized to work by *United States Citizenship and Immigration Services (USCIS)*.

2.4.2.1 W-2 Time Limits for Qualified Non-Citizens

W-2 for qualified non-citizens is not paid with federal funds, so they are exempt from the 60-month federal lifetime limit. Qualified non-citizens are subject to the 48-month state lifetime limit and 24-month placement time limits.

CARES will automatically disregard federal months for qualified non-citizens if the individual:

- Belongs to one of the qualified non-citizen groups listed above; and
- Is coded as such on the **Immigrant/Refugee Information** page in *CWW*.

W-2 agencies must not manually enter a federal month of *TANF* assistance for any month a qualified non-citizen participates in W-2. (See 2.10.9) In a two-parent case where one parent is a qualified non-citizen and the other is a U.S. citizen, the U.S. citizen will only use months of federal TANF assistance when the U.S. citizen is in a paid placement.

***History**: Release 25-03; Release 21-09; Release 20-03; Release 16-01.*

2.4.3 U.S. Citizenship for Foreign-Born Children

Some foreign-born children, including adopted children, residing permanently in the United States acquire U.S. citizenship automatically if at least one custodial parent is a citizen. To be eligible, a child must meet the following requirements:

1. Have at least one U.S. citizen parent (by birth or naturalization);

2. Be under 18 years of age;

3. Be currently residing permanently in the U.S. in the legal and physical custody of the U.S. citizen parent;

4. Be a lawful permanent resident; and

5. If the child is the adoptive child of the U.S. citizen parent, the child must also meet the requirements applicable to adopted children under the *Immigration and Nationality Act (INA)*, Section 101(b)(1).

Proof of citizenship verification is not automatically issued to children who acquire *derivative citizenship*. A parent may apply for a *United States Citizenship and Immigration Services (USCIS)* certificate of citizenship for the child or a passport for their child. If the parent does not present one of these documents for a child and there is no documentation issued by the USCIS proving citizenship status, the *FEP* can make a determination of derivative citizenship by verifying at least three requirements listed above. However, FEPs should encourage parents to obtain official documentation to avoid future citizen verification problems for the child.

***History**: Release 25-03.*

2.4.4 Reviewing Immigration Status

Many non-citizens acquire citizenship over time. Therefore, the *FEP* should review non-citizen status at each eligibility review. However, citizenship only needs to be verified once. (See 4.1.2)

History: Release 25-03.

2.5.1 Cooperation with Child Support

Both *Custodial Parents (CP)* and noncustodial parents are required to cooperate in good faith with the efforts directed at establishing child support and paternity for any minor child of that parent.

Each *Custodial Parent (CP)* in the *W-2 Group* must cooperate in good faith with efforts to:

1. Identify and locate an absent parent;

2. Establish paternity of any child of the custodial parent; and

3. Obtain support payments or any other payments or property to which that parent and any minor child of that parent may have rights to.

Each noncustodial parent in the *W-2* Group must cooperate in good faith with efforts to:

1. Establish paternity of an alleged child of the noncustodial parent; and

2. Obtain support payments or any other payments or property the noncustodial parent may be responsible for.

For more information on child support cooperation, see 15.3.1.

***History**: Release 25-03.*

2.6.1 Accessing Other Public Assistance Programs/Resources

A *FEP* may require a *W-2* applicant or participant to apply for and accept other public assistance programs or resources that may be available, prior to being determined eligible for W-2 services or during W-2 participation.

Other sources of public assistance or resources may include, but are not limited to:

- Unemployment Insurance;
- Worker's Compensation;
- Child Support;
- Social Security Survivor benefits; and
- Veterans benefits.

The requirement to apply for these other public assistance programs or resources must be provided to the applicant or participant in writing. The written notification must:

1. Include a due date by which the individual must apply for the program or resource; and
2. State that the individual may be ineligible for W-2 or a *JAL* if they refuse to apply for or refuse to accept other public assistance programs or resources.

The W-2 agency may also encourage the applicant or participant to access, on a voluntary basis, other services which may help the applicant find employment. Examples of these services include *WIOA* programs and *DVR* programs.

History: *Release 25-03.*

2.7.1 Providing Social Security Numbers

2.7.1.1 Initial SSN Exemptions
2.7.1.2 Timeframe for Providing an SSN

Every *W-2 Group* member, including newborns, must provide a Social Security Number (SSN), or proof that they have applied for one, unless the individual is initially exempt.

2.7.1.1 Initial SSN Exemptions

An individual is initially exempt if they do not have an SSN, do not have a work authorization, and belong to one of the following qualified non-citizen groups:

1. Cuban/Haitian entrants, as defined in section 501(e) of the Refugee Education Assistance Act of 1980;

2. Certified, foreign-born victims of trafficking;

3. Parolees (alien paroled into the U.S. for at least one year under section 212(d)(5) of the *Immigration and Nationality Act (INA)*);

4. Certain battered aliens who meet the requirements of 8 U.S.C. s. 1641(c); or

5. Any qualified non-citizen (see 2.4.2) who cannot apply for an SSN until their immigration status paperwork has been revised.

An initially exempt individual must continue working towards obtaining an SSN to remain eligible for *W-2*. If assistance is needed, the W-2 agency must help the individual complete the process. (See 4.1.3)

See 4.1.2 for recommended sources of allowable verification.

2.7.1.2 Timeframe for Providing an SSN

Once an SSN application date is verified, the individual has at least six full calendar months from the SSN application date to provide the SSN. The SSN must be provided by the end of the 13th full calendar month after the month of the SSN application date.

The *FEP* may collect the SSN at any point beginning in the seventh full calendar month and ending in the 13th full calendar month. This policy aligns with Health Care and FoodShare policy.

To support the policy of all three programs, beginning in the seventh full calendar month and ending in the 13th full calendar month, CWW will prompt the FEP or *IM* worker to collect the SSN anytime the FEP or IM worker completes an:

- Intake;
- Review/Renewal; or
- Program Add.

Note: The timeframe described above also applies to individuals who are initially exempt. For initially exempt individuals, the individual has at least six full calendar months from the W-2 Initial Exemption Date in *CWW* to provide the SSN. The SSN must be provided by the end of the 13th full calendar month after the month of the W-2 Initial Exemption Date in CWW.

EXAMPLE 1: Moira applies for W-2 in January 2025. The IM worker previously verified that her son Hashim's SSN application date is February 10, 2024. Because the SSN application date is **more than** six full calendar months in the past at the time of the W-2 intake, CWW will prompt the FEP to pend for or enter Hashim's SSN.

EXAMPLE 2: Moira applies for W-2 in January 2025. The IM worker previously verified that her son Hashim's SSN application date is August 10, 2024. Because the SSN application date is **less than** six full calendar months in the past at the time of the W-2 intake, CWW will not prompt the FEP to pend for or enter Hashim's SSN.

At the June 2025 W-2 review, the SSN application date will be **more than** six full calendar months in the past and CWW will prompt the FEP to pend for or enter Hashim's SSN.

EXAMPLE 3: Moira applies for W-2 in January 2025. The IM worker previously verified that her son Hashim's SSN application date is August 10, 2024. Because the SSN application date is **less than** six full calendar months in the past at the time of the W-2 intake, CWW will not prompt the FEP to pend for or enter Hashim's SSN.

In March 2025, the IM worker completes an IM renewal. Because Hashim's SSN application date is **more than** six full calendar months in the past at the time of the IM renewal, CWW will prompt the IM worker to pend for or enter Hashim's SSN.

EXAMPLE 4: Moira applies for W-2 in January 2025. The IM worker previously verified that her son Hashim's SSN application date is August 10, 2024. Because the SSN

application date is **less than** six full calendar months in the past at the time of the W-2 intake, CWW will not prompt the FEP to pend for or enter Hashim's SSN.

However, Moira informs the FEP that Hashim received his SSN. The FEP enters Hashim's SSN into CWW and the SOLQ-I data exchange verifies Hashim's SSN. The requirement that all individuals in the W-2 Group must provide an SSN has been met.

EXAMPLE 5: Moira applies for W-2 in January 2025. The IM worker previously verified that her son Hashim's SSN application date is November 10, 2024. Because the SSN application date is **less than** six full calendar months in the past at the time of the W-2 intake, CWW will not prompt the FEP to pend for or enter Hashim's SSN.

Moira loses W-2 eligibility in April 2025 and reapplies for W-2 in June 2025. Because Hashim's SSN application date is now **more than** six full calendar months in the past, CWW will prompt the FEP to pend for or enter Hashim's SSN.

Note: Because a W-2 eligibility review is required every six months, the latest that CWW would prompt the FEP to pend for or enter the SSN is the 12th calendar month after the SSN application date or the W-2 Initial Exemption Date in CWW. Therefore, the latest possible verification deadline would occur in the 13th calendar month after the SSN application date or the W-2 Initial Exemption Date in CWW.

If the W-2 agency determines that a W-2 Group member has refused to provide or apply for an SSN, the entire W-2 Group is ineligible for W-2.

W-2 agencies must **only** use SSNs and personally identifiable information for the direct administration of the program. Each time a *FEP* requests an SSN, the FEP must inform the individual:

1. That disclosure is mandatory for eligibility determination;
2. How the agency will use the number; and
3. Under what statutory or other authority the agency is requesting the number.

See below for an example statement:

> *Provision of your SSN or cooperation in applying for an SSN is required to determine eligibility for Wisconsin Works (W-2). The number you provide to the agency will be verified for program management. Wisconsin Stat. s. 49.145 (2)(k).*

***History**: Release 25-03; Release 19-03; Release 16-01; Release 13-01.*

2.8.1 When to Report Changes

To remain eligible for *W-2*, participants must notify the W-2 agency of a change in circumstance that may affect eligibility.

The following table outlines the required reporting timeframe based on the change in circumstance.

Change in Circumstance	Required Reporting Timeframe
Any change in circumstance that may impact eligibility, such as a change in Wisconsin residency, increased income or assets, etc. (See 2.2.1)	10 *calendar days*
The absence of a child. (See 2.8.2)	Five *working days*

The agency must respond to reports in a timely manner and keep case data up to date.

***History**: Release 25-03.*

2.8.2 Temporary Absence of a Child

2.8.2.1 Child Welfare Case-by-Case Exception
2.8.2.2 Coordinating Services with the Child Welfare Agency

Applicants and participants who meet all financial and nonfinancial eligibility requirements are eligible for all *W-2* services even if the *Dependent Child*(ren) is temporarily absent from the home provided **the following four conditions are all met**:

1. The child will not be, or has not been, continuously absent for more than three months and is expected to return to the parent's household.

2. The child's absence is not the result of removing the child under a dispositional order, which places custody of the child outside the home, indefinitely or for three or more months.

3. The custodial parent continues to exercise responsibility for the care and control of the child: for instance, the parent is responsible for decisions about the child's education, healthcare, and any medical treatment, or travel while the child is out-of-home.

4. The applicant or participant must report the absence of a child within five working days.

   The parent's requirement to report the child's absence to the W-2 agency within five working days begins the day the parent knows the child is absent from the home.

   NOTE: The five-day notification period is a federal *TANF* requirement and the time frame differs from the W-2 10-day notice of change requirement.

The temporary absence of a child policy is not applicable if there is at least one dependent child remaining in the home because then the dependent child requirement is met for W-2 nonfinancial eligibility.

2.8.2.1 Child Welfare Case-by-Case Exception

A case-by-case exception may extend the three-month temporary absence period to six months for child welfare-related absences if **all** of the following conditions are met:

1. The custodial parent is cooperating in and satisfactorily completing W-2 agency's assigned activities.

2. The applicant or participant must report the child's temporary absence due to child welfare issues to the *W-2* agency within five working days.

    a. The five-day reporting requirement begins when the parent knows the child is absent due to child welfare issues.

    b. The W-2 agency will accept a report of a child's temporary absence from the Child Welfare agency as a report from the parent.

    c. The W-2 agency must inform the parent if the Child Welfare agency reports a child's absence on their behalf.

    d. If the Child Welfare agency is involved with the family, the W-2 agency worker must coordinate with the Child Welfare agency to implement communication procedures to meet the reporting requirements.

3. The Child Welfare agency confirms the child was removed from the home due to child welfare issues (note that juvenile justice involvement alone does not meet this requirement).

4. The parent maintains an appropriate home for the child as determined by the W-2 and Child Welfare agencies (e.g., the parent is not in a treatment center or other out-of-home placement).

    The W-2 agency should contact the Child Welfare agency with any concerns about the safety of the home.

    Note: The parent's participation in out-of-home care for mental health, *AODA,* or medical care for no longer than one month during the child's absence from the home does not preclude eligibility based on temporary absence provided the home remains appropriate for the child based on determinations by the W-2 and Child Welfare agencies.

5. The Child Welfare agency's permanency plan and any other Child Welfare agency plan states that the child is expected to be reunified with the parent in the parent's household within six months and the child while in the out-of-home placement.

6. The child's out-of-home placement type supports reuniting the child with the parent in the parent's household within six months of the child's temporary absence from the home (e.g., child is not in a pre-adoptive placement).

7. The custodial parent is cooperating with and is on track to complete all Child Welfare agency requirements for reunification.

For each month the child welfare exception is applied, the W-2 agency must:

1. Verify condition 1 above is met; and
2. Contact the Child Welfare agency to determine whether conditions 2-7 above are met.

2.8.2.2 Coordinating Services with the Child Welfare Agency

The temporary absence policies for child welfare situations require significant communication and collaboration between the *W-2* agency and Child Welfare agency.

The *W-2* agency must develop and implement procedures to ensure ongoing communication and coordination with the Child Welfare agency, including, but not limited to:

1. Identification of families receiving services from both agencies;
2. Contact with the Child Welfare agency's primary worker for the family a minimum of every other week, including more frequent contact when there are changes that may impact W-2 participation or goals developed with the Child Welfare agency;
3. Coordinating with the Child Welfare agency to include activities assigned by the Child Welfare agency for the parent's reunification with the child(ren) as part of the parent's W-2 *EP*, when the activities are approvable W-2 activities; and
4. Exchange of relevant information between both agencies to improve services and reduce duplication, including:
    a. Updates on out-of-home placement or legal orders impacting the custodial parents ongoing care and control of the child(ren);
    b. Sharing of assessment results; and
    c. Coordination of referrals to other resources (e.g., *AODA*, mental health support programs, community programs, etc.).

Confidential information should be shared in accordance with federal and state confidentiality laws.

***History**: Release 25-03.*

2.8.3 Temporary Absence and Kinship Care

An individual is not eligible for *W-2* services under the temporary absence policy when an out-of-home child is in Kinship Care.

However, provided all policy requirements are met, the individual may be eligible for W-2 under the temporary absence policy if at least one out-of-home child is not in Kinship Care (e.g., foster care). (See 2.8.2)

***History**: Release 25-03.*

2.8.4 Temporary Absence and Incarceration

W-2 participants whose incarceration renders them temporarily unable to participate in work activities or retain care and control of their children will remain eligible for W-2 payments for up to 30 days, provided they remain otherwise financially and nonfinancially eligible.

The 30-day timeframe allows for short-term incarceration without having to disrupt a participant's activities, payments, and child care by disenrolling and then re-enrolling them in W-2.

W-2 participants who experience incarceration for more than 30 consecutive days are not eligible for W-2 payment.

For more information on incarceration of W-2 participants including information on activity assignment, good cause, and the Huber program, see 11.7.1.

***History**: Release 25-03; Release 20-01.*

2.9.1 Introduction

When appropriate, The *W-2* applicants may be assigned to search for unsubsidized employment as a condition of eligibility. This is often referred to as an “up-front job search.”

If an applicant fails to participate in up-front job search requirements without good cause, the W-2 agency may deny the individual’s application.

In addition, W-2 participants may be required to look for employment. If a W-2 participant fails to cooperate with employment search requirements without good cause, the W-2 agency may close the participant’s case. (See 11.5.1)

***History**: Release 25-03.*

2.9.2 Up-Front Job Search Activities as a Condition of Eligibility

2.9.2.1 Allowable Up-Front Job Search Activities
2.9.2.2 Up-Front Job Search Time Frames
2.9.2.3 Up-Front Job Search Participation and Barriers
2.9.2.4 Employment During Up-Front Job Search

The goal of up-front job search activities is to rapidly connect the applicant to sustainable employment.

Not all applicants are appropriate for an up-front job search. When deciding whether to assign up-front job search activities as a condition of eligibility, the *RS* and the *FEP* must use the best available information. This includes information gathered through:

- The informal assessment process;
- The *educational needs assessment*;
- The *career assessment*; and
- Any additional *vocational evaluation/assessment*s or formal assessments obtained to date. (See Chapter 5)

Assignment of up-front job search activities must be made on a case-by-case basis. *W-2* agencies must not assign up-front job search without regard to an individual's circumstances.

In two-parent households (see 14.1), either or both parent(s) applying for W-2 assistance may be assigned to up-front job search activities, depending on their individual circumstances.

W-2 workers should use the following table as a starting point for determining whether to assign up-front job search.

Applicants are **likely** to be appropriate for up-front job search if they:	Applicants are **unlikely** to be appropriate for up-front job search if they:
• Have or can arrange access to safe and reliable child care; • Have stable housing; • Have access to safe and reliable transportation; • Have a recent employment history; or • Possess marketable skills in the	• Do not have access to safe and reliable child care; • Are unhoused and not ready to find immediate work; • Do not have access to safe and reliable transportation; • Have no employment history, have not been employed recently, or have a history of failed

current labor market.	employment; • Have barriers preventing them from entering the labor market, such as being 18- or 19-year-old and not having a high school diploma or GED; • Are in a domestic abuse situation; • Meet the characteristics of a W-2 T placement (see 7.4.2); or • Are otherwise unprepared to begin work in the next 12 working days.

2.9.2.1 Allowable Up-Front Job Search Activities

When assigning up-front job search activities, the W-2 agency must:

1. **Record** the assignment of up-front job search activities on the W-2 Up-Front Requirements *CWW* page;
2. **Develop** an individualized *EP* for all applicants assigned to up-front job search activities; and
3. **Assist** the applicant in their up-front job search activities.

(See the Activity Codes Appendix for up-front job search activity codes and definitions)

Examples of W-2 agency support in the up-front job search, includes but is not limited to:

- Conducting career assessment and career exploration activities to help match applicants with appropriate job leads;
- Developing job opportunities by identifying job openings, marketing applicants to employers, and securing job interviews;
- Helping applicants create resumes and complete job applications;
- Structuring employment searches to meet applicants' needs, including independent job search, job club activities for peer support, and job lead sharing;
- Providing job leads to businesses hiring individuals with the applicant's skills; and
- Maintaining regular communication with the applicant throughout the job search to review progress and offer support.

2.9.2.2 Up-Front Job Search Time Frames

Individuals determined ready for unsubsidized employment may be assigned up-front job search and job readiness activities if they have:

1. Filed a W-2 application with a W-2 agency and do not have an open W-2 case with that W-2 agency or any other W-2 agency;
2. A pending W-2 case closure in CARES due to ineligibility, their W-2 placement has been end-dated, and they contact the same or a different W-2 agency to request assistance from W-2; or
3. Relocated into a new W-2 geographical area.

EXAMPLE: Laura's CMC placement ended on June 5 and she returned to work. Her FEP offered follow-up case management services, but Laura declined.

Laura's FEP enters her earned income into CWW and ends her W-2 placement. Laura's W-2 eligibility is pending closed for June 30.

On June 25, Laura notifies the W-2 agency that she lost her job and submits a new request for W-2. Based on an assessment of Laura's work history, education, and employment skills, the agency determines that it is appropriate to assign Laura to up-front job search before making a new placement determination.

The assignment of up-front job search activities may take place while the applicant is waiting to meet with the FEP and while the FEP is making the eligibility and placement decisions.

The FEP must not extend the application process past the 12 working days (five days to meet with the FEP and seven days for the FEP to make an eligibility determination and placement) to accommodate a lengthier job search. (See 1.4.4)

W-2 agencies **must not** assign up-front job search activities if any of the following conditions exist:

1. A participant has continued ongoing W-2 eligibility in one agency. This includes circumstances where a participant's CMC placement is ending, they are unemployed, and they meet eligibility criteria for a different cash assistance placement.
2. A *CMF* or *CMF+* participant contacts the FEP to request a paid W-2 placement because their employment has ended.
3. An individual is pregnant and applying for a *CMC* placement or an *ARP* placement.

4. An individual is an AmeriCorps VISTA volunteer.

5. A participant moves from one W-2 geographical area to another and neither W-2 eligibility nor the W-2 placement has ended.

6. A participant moves from one county to another county where both counties operate under one W-2 agency.

2.9.2.3 Up-Front Job Search Participation and Barriers

The FEP determines, on a case-by-case basis, whether an applicant has made a good faith effort to obtain employment by completing assigned up-front job search activities.

Throughout the application period, the FEP should check in with the applicant to determine how the up-front job search activities are going and offer support.

If the applicant is not completing the assigned activities, the FEP must:

1. Discuss the situation with the applicant;
2. Determine if any barriers exist; and
3. End up-front job search activities if barriers are identified that make the applicant unable to find employment in the application timeframe.

If no barriers are identified and the applicant does not provide good cause for failing to meet the up-front job search requirements, the FEP may deny the application. (See 11.3.1)

2.9.2.4 Employment During Up-Front Job Search

If an applicant finds unsubsidized employment during up-front job search, the FEP must place the applicant in the CMF placement or the prorated *CSJ* placement. The FEP cannot place the applicant in CMF+ because only participants in a CSJ, W-2 T, or TMP placement may be placed in CMF+.

Applicants that find unsubsidized employment during up-front job search may be eligible for the following placements based on their weekly work hours:

Work Hours per Week	Eligible Placement	Eligibility Requirements	Employment Verification

30 hours or more	CMF placement	The applicant must meet nonfinancial eligibility requirements. (See 3.1 and 7.2.3.4)	If employment verification is unavailable immediately, the FEP may use the applicant's verbal statement to place them in CMF, develop the EP, and assign case management activities. (See 7.2.3.1)
Less than 30 hours	Prorated CSJ placement	The applicant must meet **both** nonfinancial and financial eligibility requirements. (See Chapters 2, 3, and 7.4.1.4)	The FEP must verify that the applicant has started work, confirm wages, and determine the expected weekly hours before assigning a prorated CSJ placement. (See 4.1.3)

Note: Case closure policies in Section 11.5.1 for failing to verify eligibility information do not apply to W-2 applicants. The case closure policies only apply to W-2 participants in open and ongoing W-2 cases.

EXAMPLE: Joseph has a history of employment as a marble finisher; however, his employer of five years went out of business. Joseph has a high school diploma, a valid driver's license, and owns a vehicle.

On the fourth working day of up-front job search, Joseph informs his FEP that he interviewed with a local manufacturing company and was offered a full-time position starting the following working day.

Using Joseph's stated employment and employment start date, the FEP conducts an informal assessment and identifies few to no known barriers to employment. After running eligibility, the FEP determines that Joseph meets all of the nonfinancial eligibility requirements for a CMF placement and explains the possible CMF+ stipend and the W-2 agency job retention incentives Joseph may be eligible for with continued employment.

***History**: Release 25-03; Release 19-02; Release 18-02; Release 17-01; Release 16-01; Release 13-01; Release 12-05.*

2.9.3 Employment Search as an Ongoing Eligibility Requirement

Unless the participant is unable to work due to a disability and is applying for *SSI/SSDI*, the activities assigned on the *EP* should be focused on helping that participant gain the skills and experience needed to secure and maintain stable employment. As such, most W-2 participants will be assigned to one of the following employment search activities:

1. ES – Employment Search
2. CE – Career Planning & Counseling
3. MO – Job Readiness / Motivation
4. LF – Life Skills

(See the Activity Codes Appendix for definitions of these activity codes)

Note that failure to comply with these activities may result in case closure for noncooperation with program requirements. (See 11.5.1 and 11.5.2) This requirement applies only to individuals in *TEMP*, *W-2 T*, and *CSJ* placements and does not apply to individuals in a *CMC* and *ARP* placements or to individuals who are AmeriCorps VISTA volunteers.

***History**: Release 25-03; Release 19-02; Release 12-05.*

2.10.1 Introduction to Time Limits

Time limits stress mutual responsibility between the W-2 program and participants.

W-2 eligibility is subject to three time limits:

- **Employment Position 24-Month Limit** – W-2 participants can be placed in a *W-2 Employment Position* (*TEMP*, *CSJ*, and *W-2 T*) for up to 24 months per position. (See 2.10.3)
- **State 48-Month Lifetime Limit** – W-2 participants can receive W-2 services for up to 48 months over their lifetime. (See 2.10.2)
- **Federal 60-Month Lifetime Limit** – Individuals can receive federal *TANF* cash assistance for up to 60 months. (See 2.10.9)

The goal of W-2 participation is to help participants reach their employment and earnings goals and support growth toward economic self-sufficiency.

***History**: Release 25-03; Release 21-09; Release 17-02; Release 11-06.*

2.10.2 State 48-Month Lifetime Limit

2.10.2.1 W-2 Group Limit
2.10.2.2 Native American Exemptions
2.10.2.3 TANF Received in Another State
2.10.2.3.1 TANF Received in Another State and Time Limit Extensions

The 48-month state lifetime limit is the cumulative total number of months an individual, or any adult member of an individual's *W-2 Group,* has participated in or received benefits under, at least one of the following:

1. A *W-2 Employment Position* at any time during a month, including *TEMP*, *CSJ*, or *W-2 T*, even if the payment was reduced to $0.

2. Any *TANF* funded program in this state or any other state for which the participant received TANF cash assistance while in that program. (See 2.10.2.3) This includes Tribal TANF funds and some months in a *CMC* placement. (See 2.10.8)

3. The *AFDC* JOBS program from October 1, 1996, to W-2 implementation in September 1997. AFDC participation counts toward the 48-month state lifetime limit if the individual was:

    1. Included in the Standard Filing Unit in an open AFDC assistance group (including sanctioned adults);
    2. Age 18 or older;
    3. Coded with a JOBS registration code of mandatory (M), voluntary (V), or PFR Demonstration with a code of (P) or (R); and
    4. Enrolled in JOBS under experimental or non-experimental PFP, WNW, Experimental or Control PFR.

Months of participation in the CMF+ placement where a monthly $50 supplemental payment is received do not count towards the state 48-month lifetime limit. (See 7.2.3.5.1)

2.10.2.1 W-2 Group Limit

The 48-month state lifetime limit applies to all adults in the *W-2 Group*.

Any month during which any adult in the W-2 Group participates in a W-2 employment position counts towards the individual’s 48-month state lifetime limit for both the parent in the placement and the non-placed parent. This includes:

- Second parents;

- Stepparents;
- Adult *SSI*/*SSDI* recipients; and
- *Non-marital Co-parent*s.

See 2.10.9 for information on what counts toward the 60-month federal lifetime limit.

In W-2 Groups with more than one adult member, the adult member with the greatest number of accumulated months determines the W-2 Group's 48-month state lifetime limit.

When a new adult enters a W-2 Group, the group's total cumulative number of months increases if the new member has accumulated more months than the primary individual.

When an adult leaves a W-2 Group they take with them the months accumulated while in the W-2 group and any months they accumulated before joining the W-2 group.

EXAMPLE 1: Mary is in a W-2 Group consisting of herself and her 4-year-old daughter. She has accumulated 30 months towards her 48-month state lifetime limit. Because she is the only adult in the W-2 Group, the W-2 Group is credited with 30 months toward the 48-month state lifetime limit.

John, Mary's husband, moves in with Mary and joins the W-2 Group. John has accumulated 35 months toward his 48-month state lifetime limit prior to moving back in with Mary.

Because John has the greater number of months accumulated towards the state lifetime limit, the W-2 Group's new total is 35 months towards the 48-month state lifetime limit.

EXAMPLE 2: After ten months, John moves out of the home and exits the W-2 Group. At the time John left the W-2 Group, he and Mary had used an additional 10 months toward the 48-month state lifetime limit reaching a total of 45 months (35 + 10).

With John out of the W-2 group, The W-2 Group's new total is 40 accumulated months toward the 48-month state limit, reflecting:

- Mary's original 30 months before John joined the W-2 group; and
- The 10 additional months accumulated while John was in the W-2 group.

John keeps his 45 accumulated months toward the 48-month state limit.

*Dependent 18-year-old*s are considered to be children in the W-2 Group and are not subject to time limits.

Once a dependent 18-year-old turns 19 or graduates from school, the individual becomes an *Excluded Adult* and is no longer included in the W-2 Group.

If a dependent 18-year-old has a *Dependent Child* and applies for services independent of their parents, they would form their own W-2 Group with their dependent child and become subject to the 48-month state lifetime limit.

2.10.2.2 Native American Exemptions

Any adult in the *W-2 Group* is exempt from the 48-month state lifetime limit for any month in which they are living in a federally recognized American Indian reservation, an Alaskan Native village, or an Indian country occupied by an Indian tribe, if during that month the following applies:

1. At least 1,000 individuals were living on the reservation, in the village, or in the Indian country; and

2. At least 50 percent of the adults were unemployed.

2.10.2.3 TANF Received in Another State

In Wisconsin, TANF months accumulated in other states count toward the 48-month state lifetime limit.

When there is evidence that an applicant has received TANF cash assistance in another state, the *FEP* must:

1. Determine the number of months TANF cash assistance was received in the other state by contacting the appropriate agency or individual. Note that:

    - Only months of TANF cash assistance received after September 1, 1996, count toward the 48-month state lifetime limit.
    - If the contact cannot confirm that the assistance received in the other state was TANF, do not count the month(s).
    - The months of TANF cash assistance received in the other state do not have to be verified in writing.

2. Enter the verified month and years that TANF was received in the other state in the WWP Time Limit Tracking application as OTF-Benefits from Another State. In the details field, the FEP must indicate the date verified and any other relevant information.

EXAMPLE: Annabelle moves to Wisconsin from Illinois and applies for W-2. When the FEP contacts Illinois, the case worker confirms that Annabelle received TANF benefits for 24 months in Illinois.

If Annabelle is found eligible for W-2, Annabelle will start in W-2 with 24 months accumulated toward her Wisconsin 48-month state lifetime limit.

2.10.2.3.1 TANF Received in Another State and Time Limit Extensions

If an individual who has received more than 48 months of TANF assistance in another state is eligible for W-2 but has used 48-months of their state lifetime limit, the FEP must determine eligibility for a state lifetime limit extension based on the time limit extension criteria at application.

When applying the time limit extension criteria, the FEP must:

1. Use information obtained during the W-2 informal assessment; and
2. Attempt to contact the other state for more specific information about the applicant.

If the FEP is unable to obtain additional information, the information gathered through the informal assessment must be used to determine eligibility for a time limit extension.

(See 2.10.6 for more information on time limit extensions.)

***History**: Release 25-03; Release 21-09; Release 18-02; Release 17-02; Release 11-06.*

2.10.3 24-Month Employment Position Time Limits

2.10.3.1 Restoring 24-Month Time Limits

Participation in a *TEMP*, *CSJ*, or *W-2 T* employment position is limited to 24 cumulative months. Each employment position has its own 24-month placement time limit and, therefore, a participant has 24 months in each of the placement types.

If the individual's payment is reduced, even to $0, the month in the placement still counts toward the 24-month placement time limit.

See 2.10.8.3 for information on when participation in a *CMC* placement can count toward a 24-month placement time limit.

The 24-month placement time limit is determined by the employment position placement on the last working day of the month. If the W-2 placement on the last working day of the month is not a TEMP, CSJ, or W-2 T, the most recent employment position placement will determine the 24-month placement time limit.

A month counts toward the appropriate 24-month time limit even if the participant was in a TEMP, CSJ, or W-2 T placement for only a single day in that month.

EXAMPLE 1: John is placed in a CSJ on January 1. On January 28, John is placed in a W-2 T placement and remains in the placement through the end of the month.

The month of January will count toward John's W-2 T 24-month placement time limit because that was John's last placement in the month that is subject to a 24-month placement time limit.

January will not count toward John's CSJ 24-month placement time limit.

EXAMPLE 2: Rebecca is placed in a CSJ placement on April 1. On April 4, Rebecca finds unsubsidized employment, is placed in a *CMF* placement, and remains in that placement through the end of the month.

The month of April will count toward Rebecca's CSJ 24-month placement time limit because Rebecca participated *at least one day* in April in a placement that is subject to a 24-month placement time limit.

EXAMPLE 3: Lucy is placed in a CSJ on June 2. On June 29, Lucy loses W-2 eligibility and her case closes.

The month of June will count toward Lucy's CSJ 24-month placement time limit because Lucy participated *at least one day* in June in a placement that is subject to a 24-month placement time limit.

2.10.3.1 Restoring 24-Month Time Limits

The 2009-2011 Biennial Budget (2009 Wisconsin Act 28) eliminated the 24-month placement time limit for Trial Jobs, CSJ, and W-2 T employment positions, and, in some instances, CMC placements effective October 30, 2009.

The 2011-2013 Biennial Budget (2011 Wisconsin Act 32) restored the 24-month placement time limit for Trial Jobs, CSJ, W-2 T, and, in some instances, CMC placements effective January 1, 2012. The restored language is the same language that was eliminated under 2009 Wisconsin Act 28.

For a 26-month time period (November 2009 through December 2011), there were no 24-month employment position placement time limits. However, while the 24-month placement time limit was eliminated during this time period, the Department of Children and Families continued to count months that participants accumulated in these W-2 employment positions for both federal and state time limits (as applicable) in WWP and displays this count in the Time Limit Tracking module.

***History**: Release 25-03; Release 21-09; Release 17-02; Release 11-06.*

2.10.4 Time Limit Notifications to Participants

FEPs must explain to *W-2* applicants and participants that *W-2 Employment Position* payments are time-limited.

FEPs and participants in paid placements should discuss and create a plan that matches participants' employment goals, through building skills and training, which line up with opportunities in the local labor market.

At a minimum, the FEP must go over the participant's time limit status:

- At every eligibility review;
- At every employability plan review; and
- When assigning participants to a new paid placement.

For individuals in the CMD (case management denied) placement, policy requires that the FEP reassess monthly to see if the individual is appropriate for a time limit extension (see 2.10.6.8.1).

Time limit information is also included on Notices of Eligibility when eligibility reviews are completed.

***History**: Release 25-03; Release 21-09; Release 17-02; Release 11-06.*

2.10.5 Subtracting Months of Eligibility

The *FEP* must adjust an individual's time limit by subtracting the entire month of participation in the Time Limit Tracking application if a:

1. Participant voluntarily returns the full amount of a *CSJ* or *W-2 T* payment within one year of the payment issuance date. The refund can be made in cash, by personal check, money order, or by returning the issued payment.

   If the voluntarily returned payment is from a *W-2 Paid Employment Position* participant who is sanctioned, see 2.10.9.1 for changing the Federal Indicator in the Time Limit Tracking Application.

2. *W-2* payment is returned to the agency due to an undeliverable address and the participant does not pick up the check within 30 days.

3. Participant repays in full payments received from an overpayment caused by agency error or inadvertent participant error. When the entire overpayment is repaid, those months of eligibility must be restored.

   See 2.10.9 for cases of *IPV*, sanctioned participation, or fraud.

4. *TEMP* employer does not request a TEMP subsidy for a month of employment.

There are times when a month of participation will count toward an individual's 48-month state lifetime limit and 24-month placement time limit, but the FEP must adjust the Federal Indicator so the month does not count toward the federal lifetime limit. (See 2.10.9.1)

See 2.10.2.3 for adding month of eligibility when *TANF* is received from another state.

***History**: Release 25-03; Release 21-09; Release 17-02; Release 11-06.*

2.10.6 Time Limit Extensions

2.10.6.1 24-Month Time Limit Extension Criteria
2.10.6.2 State 48-Month Time Limit Extension Criteria
2.10.6.3 Local Labor Market Conditions Criteria
2.10.6.4 Valid Documentation for Family-Related Challenges Time Limit Extension
2.10.6.5 Processing Initial Time Limit Extensions
2.10.6.6 Processing Subsequent Time Limit Extensions
2.10.6.7 Reaching 24-Month and 48-Month Time Limits Concurrently
2.10.6.8 Time Limit Extension Decisions and Assessment
2.10.6.8.1 CMD Placements
2.10.6.8.2 Case Management Practices and Time Limit Extension Approvals

There may be opportunities for time limit extensions of the 24-month placement time limits and 48-month state lifetime limits for *TEMP*, *CSJ*, *W-2 T,* and *CMC* participants. The *W-2* agencies must work intensively with participants prior to and during time limit extension periods to help the participant overcome barriers or challenges.

For information on time limit extensions for CMC participants, see 2.10.8.4.

W-2 agencies have decision-making authority for all time limit extension approvals and denials.

For the purposes of this section

"Reasonable unsubsidized employment opportunity" means a job the participant could get that pays at least minimum wage and conforms to all applicable federal and state laws.

Making “all appropriate efforts to find unsubsidized employment” means that the participant has participated in all assigned activities.

2.10.6.1 24-Month Time Limit Extension Criteria

All time limit extension decisions must be made on a case-by-case basis.

The W-2 agency must use the placement extension criteria listed in the following table to determine whether a 24-month time limit extension is appropriate.

Placement	Extension Criteria	Additional Notes
TEMP	The Participant has: • Made all appropriate efforts to find unsubsidized employment; and • Been unable to do so because the local labor market conditions preclude a reasonable unsubsidized employment. opportunity for that participant.	Since subsidized employment positions in TEMP specifically target high-quality, high-wage opportunities, the likelihood of extending a TEMP placement is typically rare.
CSJ	The Participant has: • Made all appropriate efforts to find unsubsidized employment; and • Been unable to do so because the local labor market conditions preclude a reasonable unsubsidized employment opportunity for that participant and, for the same reason, there are no TEMP opportunities available.	See 2.10.6.3 for documentation required to approve a 24-month placement time limit extension for local labor market conditions.
W-2 T	The Participant has: • Made all appropriate efforts to find unsubsidized employment; • Significant barriers that prevent participation in other W-2 placements or unsubsidized employment; and • Completed a valid formal assessment.	See 5.5 for more information on valid formal assessments.

2.10.6.2 State 48-Month Time Limit Extension Criteria

All time limit extension decisions must be made on a case-by-case basis.

To be eligible for a 48-month state lifetime limit extension, a participant must meet at least one of the following 48-month state lifetime limit extension criteria listed in the following table.

Extension Criteria	Details	Required Documentation
The participant has made appropriate efforts to find unsubsidized employment and has been unable to do so because the local labor market conditions preclude a reasonable unsubsidized employment opportunity for that participant.	In order to approve a time limit extension based on local labor market conditions, the agency must demonstrate or document any one of the following circumstances: • The inability of W-2 participants with similar skills or engaged in job searches in similar geographic and occupational areas, to find unsubsidized jobs; or • The unavailability of jobs in labor market sectors that match the individual's skills or are within a reasonable distance and travel time of the individual's home, as supported by specific examples of layoffs in these labor market sectors or by labor market data published by the Wisconsin DWD or the US Department of Labor.	See 2.10.6.3 for required documentation.
The participant is unable to work because of a personal disability or incapacitation.	Examples include: • Physical health; • Mental health; • Cognitive limitations; • Learning disabilities; • Domestic abuse; or • Substance abuse.	A valid formal assessment must have been completed to approve.
The participant is unable to work because they need to remain at home to care for a member of the *W-2 Group.*	The *W-2 Group* member in need of care must have an incapacity so severe that without in-home care provided by the W-2 participant, the health and well-being of the W-2 group member would be significantly affected.	A valid formal assessment must have been completed to approve.
The participant has significant limitations to employment.	Examples include: • Limited academic skills; • A learning disability; or	A valid formal assessment must have been completed to

	• Serious mental health challenges that impact their ability to obtain or retain unsubsidized employment, but do not meet *SSDI* or *SSI* eligibility requirements.	approve.
The participant has significant limitations to employment due to family-related challenges affecting a member of the W-2 Group.	Examples include: • Legal issues; • Family crises; • Housing instability; • Homelessness; and • Responsibilities related to a child's school or medical needs.	See 2.10.6.4 for required documentation.
The participant is unable to work to due to current participation in a substance abuse treatment program.	The program must be certified to provide treatment for substance abuse under ss. DHS 75.10 to 75.15 or psychosocial rehabilitation services as approved by the department.	Additional documentation is not required.
The participant's W-2 group includes a member who has experienced domestic violence or extreme cruelty.	This includes, but is not limited to, the use or attempted use of: • Physical, sexual, verbal, psychological, economic, or technological abuse; or • Any other coercive behavior committed, enabled, or solicited to gain or maintain power and control over a victim.	Additional documentation is not required.

2.10.6.3 Local Labor Market Conditions Criteria

A *W-2* agency may provide a 24-month placement time limit extension or a 48-month state lifetime limit extension on a case-by-case basis if the agency determines that a participant's efforts to find unsubsidized employment have been unsuccessful due to the local labor market conditions.

Local Labor Market Time Limit Extension Approvals

In order to approve a time limit extension based on local labor market conditions, the agency must provide documentation or evidence supporting at least one of the following circumstances:

- Limited employment outcomes for similar participants:

  Specific examples show that other W-2 participants with comparable skills, or who are conducting job searches in similar geographic or occupational areas, are also unable to secure unsubsidized jobs.

- Local job market decline in the participant's field:

  Published labor market data, or specific examples such as business closures or workforce reductions, demonstrate a local economic downturn or ongoing lack of available jobs in the labor market sectors that match the participant's skills.

- Lack of accessible job opportunities within a reasonable travel distance:

  Published labor market data or specific examples, indicate a continued unavailability of jobs within reasonable participant travel time—defined as no more than 60 minutes travel time one-way, using available transportation, from the participant's home to the employer, including travel time related to any necessary child care.

Documentation may include:

- Case histories of other comparable participants (with any personally identifiable information removed);
- Press coverage regarding the local job market or local business conditions;
- Agency correspondence with historical or potential placement sites;
- Current labor market data obtained from public or private sources; or
- Products of current locally relevant labor market studies or research.

If the agency approves an extension based on local labor market conditions, FEPs should conduct assessments, including *Career Assessment*s, with the participant and create an *EP* with assigned activities that focus on training to build skills valuable in the current local labor market.

2.10.6.4 Valid Documentation for Family-Related Challenges Time Limit Extension

In order to approve a 48-month state lifetime limit extension for a participant due to family-related challenges affecting the W-2 Group, the agency must have valid documentation.

Valid documentation of family-related challenges must reflect current circumstances. This includes:

- Court, medical, criminal, child protective services, social services, psychological, school social worker, school guidance counselor, or law enforcement records regarding legal problems, family crisis, homelessness, children's school or medical activities, or domestic abuse or physical or emotional harm to the parent or child;
- Voluntary disclosure or identification from the Domestic Abuse Screener that the applicant or participant or group member is a survivor of domestic abuse or is at further risk of domestic abuse;
- Written and signed statements from others with knowledge of the circumstances on which the family problems hardship claim is based, including, but not limited to, statements from public or private social services agencies providing services to the W-2 group, school counselors, domestic violence or homeless shelter service providers, attorneys, etc.;
- Written statement by the applicant or participant; or
- Any other supporting documentation, including formal assessments. (See 5.5 for more information on valid formal assessments.)

If the individual does not have a verified barrier, limitation, or family problem as required above or is not participating in all assigned activities, the *FEP* may deny a 48-month state lifetime limit extension.

2.10.6.5 Processing Initial Time Limit Extensions

The FEP must have a discussion with the participant about the possibility of a time limit extension no later than the month WWP displays:

- 18 months for the 24-month placement time limit; and
- 42 months for the 48-month state lifetime limit.

If a person applies for W-2 with more than 18 months on a 24-month placement time limit or 42 months on the 48-month state lifetime limit, the discussion must take place at application.

When determining eligibility for an initial time limit extension, the FEP must:

1. Complete the *W-2 Agency Time Limit Extension Approval Record* (5214) or the *W-2 Agency Time Limit Extension Denial Record* (5215) form that corresponds with the decision;
2. Provide the participant with a copy of the completed form; and
3. Scan the completed form into *ECF*.

The FEP must enter the time limit extension decision in the Time Limit Tracking module no later than the end of the month WWP displays:

- 20 months for the 24-month placement time limit; and
- 44 months for the 48-month state lifetime limit.

Note: This does not apply to applications received after WWP displays 20 months used for the 24-month placement time limit or 44 months used for the 48-month state lifetime limit.

Time limit extensions may be granted for six months from the first calendar day after the participant's:

- 24th month for placement time limit extensions; and
- 48th month for state lifetime limit extensions.

If a participant is denied an extension or declines it, the FEP must continue to work with the participant during the period of time before their W-2 case closes to determine if circumstances have changed which would result in being granted a time limit extension.

2.10.6.6 Processing Subsequent Time Limit Extensions

After an initial 24-month placement time limit or 48-month state lifetime limit extension approval is granted, the W-2 agency can determine that a subsequent time limit extension period is necessary.

There is no limit to the number of subsequent time limit extensions a participant may receive.

The FEP must discuss the possibility of subsequent time limit extensions with the participant no later than the third month of the extension.

When determining eligibility for a subsequent time limit extension, the FEP must:

1. Complete the *W-2 Agency Time Limit Extension Approval Record (5214)* or the *W-2 Agency Time Limit Extension Denial Record (5215)* form that corresponds with the decision;
2. Provide the participant with a copy of the completed form;
3. Scan the completed form into *ECF*; and
4. Enter the extension decision into the Time Limit Tracking application no later than the month prior to the current time limit extension end month.

If the agency approves a subsequent extension, a participant's activity assignment should reflect their assessment results, local labor market information, and anticipated time for the participant to be ready to work or referral to other programs.

2.10.6.7 Reaching 24-Month and 48-Month Time Limits Concurrently

The FEP must determine eligibility for a 48-month state lifetime limit extension rather than a 24-month placement time limit extension if a participant is going to reach either of the following within six months prior to reaching the 48-month state lifetime limit:

- Their 24th month in a TEMP, CSJ, or W-2 T; or
- The end of a 24-month placement time limit extension.

The FEP must then enter the 48-month state lifetime limit extension into the Time Limit Tracking application before the participant reaches the end of their 24th month or the end of a 24-month placement time limit extension.

EXAMPLE: Mary will reach her 24th month in a CSJ on July 29. While reviewing Mary's time limit history in preparation for a time limit discussion, her FEP sees that Mary will reach her 48th month of her state lifetime limit on October 31. Because Mary will reach 48 months three months after reaching her 24th month, the FEP determines eligibility for a 48-month state lifetime limit extension and enters the 48-month state lifetime limit extension approval by July 29. This extends both the 24-month placement time limit as well as the 48-month state lifetime limit. Any subsequent time limit extensions will be made to the 48-month state lifetime limit.

2.10.6.8 Time Limit Extension Decisions and Assessment

The *FEP* must complete and submit the *WWP* Informal Assessment Driver Flow if:

1. An initial 24-month placement time limit or 48-month state lifetime limit extension is going to be denied; and
2. The WWP Informal Assessment driver flow has not been completed within 12 calendar months prior to the participant's 24th or 48th month.

The FEP cannot deny a time limit extension until the WWP Informal Assessment Driver Flow is completed and submitted.

If the WWP Informal Assessment indicates the need for a formal assessment, a time limit extension cannot be denied until the formal assessment is complete.

2.10.6.8.1 CMD Placements

When a participant is denied a time limit extension or the participant declines a time limit extension for either the 24-month placement time limit or 48-month state lifetime limit, the *FEP* must offer the *CMD* placement.

The CMD placement is a case management placement for individuals who have reached their time limit and are no longer eligible for a paid placement.

The goals of the CMD placement are to:

- Help connect the individual to employment;
- Connect the individual and family to services in the community; and
- Reassess on a monthly basis whether the individual should receive a time limit extension.

To be eligible for the CMD placement, the participant must meet W-*2* financial and nonfinancial eligibility criteria, with the exception of exceeding the 24-month placement time limit or 48-month state lifetime limit.

Services provided to a CMD participant will depend largely on the:

- Reason for the time limit extension denial or the participant's decision to decline the extension; and
- Participant's placement at the time of the extension denial or decline.

Participants who were denied a time limit extension due to nonparticipation should be reassessed to determine which activity assignments will best match the participant's needs and help the participant increase participation. These assignments may be similar to those assigned during their W-2 employment position placement.

FEPs must meet with CMD participants weekly.

Every 30 days, the FEP must meet with the participant (see 1.4.2.4) to review the CMD placement. During the meeting, the FEP must reassess the case to:

- Determine whether the participant has consistently participated and reassess whether barriers to employment exist; and
- Reconsider whether the individual is appropriate for a time limit extension.

The FEP must thoroughly document in PIN comments the details of the:

1. Weekly meetings;
2. 30-day reassessment process; and
3. Reason(s) the participant is going to remain in the CMD placement, if that is the FEP's decision.

2.10.6.8.2 Case Management Practices and Time Limit Extension Approvals

When a participant is approved for a 24-month placement time limit or 48-month state lifetime limit extension, the FEP must continue to review the participant's goals as part of ongoing case management and reinforce the objective of fulfilling employment goals within the time limits of the W-2 program. This includes:

- Reviewing the EP with the participant frequently to ensure activities are making progress towards the participant's goals;
- Reviewing relevant labor market data to confirm that employment goals are in line with the job opportunities available in the local labor market;
- Continuing to conduct informal assessment to determine whether potential barriers to employment exist and referring to formal assessment information as appropriate (see 5.2.1);
- Reviewing whether accommodations would support the participant and if they have the tools and resources needed to succeed at activities (see 1.3.1.2); and
- Reviewing the Supportive Service Plan to ensure the participant has access to benefits and services which will support them as they work towards their employment goals and provide a plan for addressing needs and ensuring success following exit from the program (see 9.2.1).

***History**: Release 25-03; Release 22-05; Release 21-09; Release 20-03; Release 19-02; Release 17-02; Release 11-06.*

2.10.7 Reapplying for W-2 Services After Reaching a Time Limit

The *W-2* agency must process a W-2 application for anyone who requests W-2 services. This includes individuals who have previously reached their 24-month placement time limit or 48-month state lifetime limit.

If the applicant meets W-2 financial and nonfinancial eligibility criteria (as determined by the informal assessment) and has reached the 24-month placement time limit or 48-month state lifetime limit, the *FEP* must determine eligibility for a time limit extension at reapplication.

When applying the time limit extension criteria, the FEP must consider the applicant's prior W-2 participation and current circumstances. If the FEP determines that the applicant does not meet the time limit extension criteria and plans to deny a time limit extension, the FEP must ensure that during previous W-2 participation:

1. The individual was properly screened and assessed; and
2. Accommodations and services necessary to address the participant's barriers were provided.

For applicants who have reached either a 24-month placement time limit or 48-month state lifetime limit and no relevant formal assessment information is available, the FEP must:

1. Determine the best placement type to assign; and
2. Offer a time limit extension that allows for completion of any necessary formal assessments needed to support the time limit extension decision.

***History**: Release 25-03; Release 21-09; Release 19-02; Release 17-02; Release 11-06.*

2.10.8 CMC Time Limits and Extensions

2.10.8.1 60-Month Federal Lifetime Limit
2.10.8.2 48-Month State Lifetime Limit
2.10.8.3 24-Month Placement Time Limit
2.10.8.4 CMC Participant Time Limit Extensions

The *CMC* placement is for eligible parents with newborns. (See 7.4.5)

Whether a participant's time in a CMC placement counts against the 24-month placement time limit, 48-month state lifetime limit, or 60-month federal lifetime limit depends on the participant's W-2 placement history and the timing of the child's birth.

Time Limit Type	CMC placement months count
24-Month Placement Time Limit	Only if the: 1. Child is born more than 10 months (304 days) after the date the individual was first determined eligible for *AFDC* or a *TEMP*, *CSJ*, or *W-2 T* placement; and 2. Participant moved directly into a *CMC* from a TEMP, W-2 T, or CSJ placement.
48-Month State Lifetime Limit	Only if the child is born more than 10 months (304 days) after the date the individual was first determined eligible for *AFDC* or a *TEMP*, *CSJ*, or *W-2 T* placement.
60-Month Federal Lifetime Limit	Only when there is a W-2 T or CSJ placement immediately preceding the CMC placement.

2.10.8.1 60-Month Federal Lifetime Limit

CMC placement months count toward the 60-month federal lifetime limit **only if** the payment is considered ongoing cash assistance. The CMC payment is considered ongoing cash assistance when there is a W-2 T or CSJ placement immediately preceding the CMC placement.

CMC placement months do **not** count toward the federal lifetime limit when:

- There is a gap after any previous *W-2 Paid Employment Position* (CSJ or W-2 T) or there is no previous W-2 T or CSJ placement.
- The individual moves to the CMC placement directly from a W-2 case management, TEMP, or *ARP* placement.

EXAMPLE 1: Lanye was in a W-2 T placement for nine months before having a baby. She then moved directly into the CMC placement. Because she moved directly from a W-2 T placement to a CMC placement, the CMC months will count against the 60-month federal lifetime limit. Since Lanye had the baby less than 10 months after she was first determined eligible for the W-2 T placement, the CMC months will not count towards her 48-month state lifetime limit.

EXAMPLE 2: Renee has never received *W-2* or AFDC in the past. Renee applied for W-2 and was placed in an ARP placement. When Renee had her baby, she moved to a CMC placement. Because Renee has never been determined eligible for AFDC or a TEMP, CSJ, or W-2 T placement, the CMC months will not count toward the 60-month federal lifetime limit.

For more information on the 60-month federal lifetime limit, see 2.10.9.

2.10.8.2 48-Month State Lifetime Limit

CMC placement months count toward the 48-month state lifetime limit **only if** the child is born more than 10 months (304 days) after the date the individual is first determined eligible for AFDC or a TEMP, CSJ, or W-2 T placement.

The 304-day period must be counted from the first *W-2 Employment Position* placement begin date.

CMC placement months do **not** count toward the 48-month state lifetime limit when:

- The CMC participant's child is born less than 10 months from the date the individual was first determined eligible for AFDC or a TEMP, CSJ, or W-2 T placement;
- Eligibility was determined prior to October 1, 1996; or
- The birth was the result of sexual assault or incest and the incest or sexual assault has been reported to a physician and law enforcement authorities.

EXAMPLE 1: Rochelle was in a W-2 T placement for 24 months before having a baby. She then moved directly into the CMC placement. Because it has been more than 10 months since she was first found eligible for the W-2 T placement, the CMC months will count against the 48-month state lifetime limit.

EXAMPLE 2: Julie, a former W-2 participant, has a child, applies for W-2, and is found eligible for CMC. She was first determined eligible for a CSJ two years prior to her current application. Therefore, the months in CMC will count against the 48-month state lifetime limit because her baby was born more than 10 months after she was first determined eligible for a CSJ.

2.10.8.3 24-Month Placement Time Limit

CMC placement months count toward a 24-month placement time limit **only if** the:

1. Child is born more than 10 months (304 days) after the date the individual is first determined eligible for AFDC or a TEMP, CSJ, or W-2 T placement; and
2. Participant moved directly into a CMC from a TEMP, W-2 T, or CSJ placement.

The 304-day period must be counted from the first employment position placement begin date.

Months will count against the 24-month placement time limit of the employment position placement from which they moved. The participant will be in a CMC placement, but the 24-month placement time limit months used will reflect their previous employment position.

EXAMPLE 1: Matilda was in a CSJ placement for 24 months before having a baby. She then moved directly from the CSJ placement to the CMC placement. Because she moved directly from a paid employment position placement to a CMC placement, the CMC months will count toward the CSJ 24-month placement time limit.

EXAMPLE 2: Latashia was in a CSJ placement, for one year and left the W-2 program. Two years later, she applies for W-2 and is placed directly in a CMC placement. Because Latashia did not move directly from a TEMP, W-2 T, or CSJ placement to the CMC placement, the CMC months will not count toward a 24-month placement time limit.

2.10.8.4 CMC Participant Time Limit Extensions

CMC participants are automatically eligible for the 24-month placement time limit and 48-month state lifetime limit extensions.

The FEP must enter a time limit extension covering the time until the child turns 8 weeks of age and review the CMC case prior to the end of the eight-week CMC time period, to determine if the CMC participant wants and is eligible for continued W-2 services.

If the participant would like additional W-2 services or cash assistance after the child turns 8 weeks of age, the FEP must follow normal eligibility determination policies, including time limit extension eligibility, if necessary.

***History**: Release 25-03; Release 21-09; Release 17-02; Release 11-06.*

2.10.9 Federal 60-Month Lifetime Limit

2.10.9.1 Changing the Federal Indicator

Federal law allows states to establish their own lifetime limit for federal *TANF* cash assistance of up to 60 months. Wisconsin has established a 48-month lifetime limit for federal *TANF* cash assistance; however, the lifetime limit varies by state.

Regardless of which state federal TANF assistance is received, it is counted as part of the 60-month federal lifetime limit and Wisconsin's 48-month lifetime limit.

Wisconsin calculates state and federal time limits differently. Not all months that count towards the 48-month state lifetime limit will also count toward the 60-month federal lifetime limit, and vice versa. For example, certain *CMC* placement months may only count toward the federal lifetime limit. (See 2.10.8)

Only months of assistance that are paid for with Federal TANF funds (in whole or in part) count toward the federal lifetime limit. (See 9.4.3)

A month counts towards the 60-month federal lifetime limit if the individual:

1. Receives an actual payment of $1 or more through participation in a *CSJ* or *W-2 T* placement. (See 2.10.2.1)

    - Months where the full payment was sanctioned to $0 prior to W-2 pulldown do not count towards the federal lifetime limit.

    Note: If the placement on the last working day of the month is a *TEMP* placement (*TMP* or *TNP*), and there was a payment of $1 or more for a CSJ or W-2 T placement in the same calendar month, the month will also count toward the individual's 60-month federal lifetime limit due to receipt of federally funded TANF cash assistance.

    - Months where a delayed payment is received count towards the month for which there was participation.

2. Receives a CMC payment and a W-2 T or CSJ placement immediately preceded the CMC placement. (See 2.10.8 for more information on time limits for CMC placements)

3. Receives transportation assistance while in an unpaid, case management only placement and certain conditions are met. (See 9.4.3)

4. Received TANF cash assistance in any other state. (See 2.10.2.3.1)

5. Is a parent in the *W-2 Group* and is married to the placed parent who receives an actual CSJ or W-2 T payment of $1 or more.

- Months do not count toward the 60-month federal lifetime limit if the individual is a *Non-marital Co-parent* and is not the parent in a W-2 placement during a month.

The individual is exempt from having months count towards the federal lifetime limit if the individual:

1. Is a qualified non-citizen or the placed parent in the W-2 Group is a qualified non-citizen. (See 2.4.2)

    - W-2 payments made to qualified non-citizens are paid through state funds, not federal TANF funds; therefore, those months do not count towards the federal lifetime limit.

2. Lives or has lived on a federally recognized American Indian reservation, an Alaskan Native village, or an Indian country occupied by an Indian tribe during a month where at least 50% of the adults were not employed. (See 2.10.2.2)

3. Received a $50 supplemental payment through participation in a CMF+ placement. Supplemental payments made to CMF+ participants are paid through state funds, not federal TANF funds; therefore, those months do not count towards the federal lifetime limit.

EXAMPLE 1: Judy and Joan are married and have adopted a child. Judy is participating in a CSJ placement. For every month that Judy receives a payment for her CSJ participation, Joan also uses a month that counts toward both the federal 60-month limit and state 48-month lifetime limits.

EXAMPLE 2: Melissa and Keith live together as *Non-marital Co-parents* and have two children. Melissa is in a W-2 T placement. For each month that Melissa receives a payment for her W-2 T participation, Keith will also uses a month that only counts toward the state 48-month lifetime limit. Because Keith is not married to Melissa, his months do not count towards his federal 60-month lifetime limit.

EXAMPLE 3: Ahmed and Julienne are married and have one child. Ahmed is a qualified non-citizen and is participating in a CSJ placement. Julienne is a U.S. citizen. For each month Ahmed participates in a CSJ placement, Julienne also uses a month which only counts toward the state 48-month lifetime limit. Because Ahmed is a qualified non-citizen and his CSJ payment is paid through state funds and not federal TANF funds, these months do not count towards Ahmed or Julienne's federal time limits. If Julienne became the placed parent, those months would count towards her federal time limit, but they would not count towards Ahmed's time limit because he is a qualified non-citizen.

EXAMPLE 4: Hilda applies for *W-2* on May 22. Her *FEP* places her in a W-2 T placement starting May 25. Hilda will receive a delayed payment in June for her May

participation. In the Time Limit Tracking module, Hilda will use a W-2 T month for May and the month used will count toward both the state 48-month lifetime limit and federal 60-month lifetime limits based on her participation from May 25 to May 31.

2.10.9.1 Changing the Federal Indicator

The number of months for which an individual receives a TANF payment must equal the number of federal months used. If a discrepancy exists between payments received and federal lifetime months, the FEP, or the FEP's supervisor, must adjust the individual's 60-month federal time limit by changing the Federal Indicator for the month of participation in the WWP Time Limit Tracking application from "Yes" to "No" in the following situations:

1. An individual in a W-2 employment position voluntarily returns in full a payment that was sanctioned due to nonparticipation.

2. An individual repays in full an overpayment for W-2 payments they should not have received due to:
    a. Intentional Program Violation (IPV);
    b. Sanctioned participation that was not entered in a timely manner by the W-2 agency; or
    c. Fraud.

3. A system error in the Time Limit Tracking application caused an individual who meets the exemptions listed above to incorrectly use a month of their 60-month federal lifetime limit.

By updating the Federal Indicator, the month will still count towards an individual's state and placement limit, if applicable, but will not count towards the federal 60-month lifetime limit.

For information on subtracting entire months of eligibility, see 2.10.5.

***History**: Release 25-03; Release 21-09; Release 18-02.*

2.11 Residential Substance Use Disorder Treatment

A *W-2* participant who is receiving *RSUD* treatment may remain eligible for W-2 if the participant is able to participate in activities and retain care and control of their children, provided they remain otherwise financially and nonfinancially eligible.

***History**: Release 25-03.*

03 Financial Eligibility

3.1 General Financial Eligibility

3.1 General Financial Eligibility

All applicants must meet both nonfinancial and financial eligibility criteria to be considered eligible for W-2 services or a JAL.

There are two exceptions:

- *Minor Parent*s
    - Minor parents are eligible for case management services regardless of income or assets.
- *CMF* or *CMF+* placements
    - Participants in a CMF or CMF+ placement do not have to meet the financial eligibility requirements to be eligible for ongoing case management services.

W-2 financial eligibility is determined by both a gross income test and an asset test.

When testing prospectively for income and assets (see 3.2.2.1), the FEP must not combine months of income ineligibility and months of asset ineligibility to create two consecutive calendar months of financial ineligibility.

EXAMPLE:

February:

- While participating in a *CSJ*, Judy receives $5,000 as a legal settlement on February 11 and reports this to her FEP on February 12.
- Judy's FEP enters the initial settlement as income in February and uses the bank statement Judy provides as verification.

March:

- At Judy's next appointment on March 15, Judy indicates that she spent $2,200 of the settlement in February and plans to spend the remainder in March.
- Judy's FEP enters the remaining $2,700 as an asset in March.

April:

- Judy confirms on April 6 that she spent the remainder of the settlement and provides another bank statement as verification.
- Judy is again under the income and asset limits for W-2 and remains eligible for her CSJ placement as she didn't exceed either the income or asset limits for two consecutive months.

Month	Event	Income Limit	Asset Limit	Eligibility Status
February	Judy receives a legal settlement of $5,000	Over	Under	Eligible
March	Judy spends $2,200 of the settlement and has $2,700 remaining	Under	Over	Eligible
April	Judy confirms the settlement was spent	Under	Under	Eligible

History:*Release 23-07; Release 16-01.*

3.2.1 115% Gross Income Test

If the total countable income (see 3.2.7) of the *W-2 Group* at application is less than or equal to 115% of the *FPL* for the size of the W-2 Group, the group may be considered for all W-2 services or a *JAL*.

See 3.2.8 for income that is disregarded.

The FPL changes in February of each year. These figures were effective February 1, 2025.

W-2 Group Size	Annual 115% FPL	Monthly 115% FPL
1	$18,000	$1,500
2	$24,324	$2,027
3	$30,648	$2,554
4	$36,972	$3,081
5	$43,296	$3,608
6	$49,620	$4,135
7	$55,944	$4,662
8	$62,268	$5,189
9	$68,592	$5,716
10	$74,928	$6,244
11	$81,252	$6,771
12	$87,576	$7,298
13	$93,900	$7,825
14	$100,224	$8,352
15	$106,548	$8,879
16	$112,872	$9,406
17	$119,196	$9,933
18	$125,520	$10,460
Each Additional Person Add		$527

EXAMPLE: Jonathan applied for W-2 on May 5. Jonathan has a family size of three. The monthly 115% gross income limit for his family size is $2,554. At the time of application, his total income equaled $2,450 per month. Jonathan tells his worker that his $250 Unemployment Insurance will end effective June 30. In this example, Jonathan is financially ineligible for W-2 for both May and June and, unless Jonathan's income drops for some other reason, he would not be eligible for W-2 until July.

***History**: Release 25-01; Release 24-03;Release 23-07; Release 23-01; Release 22-02; Release 20-03; Release 20-02; Release 19-01; Release 16-01; Release 14-03; Release 14-01; Release 12-06; Release 10-02; Release 09-02.*

3.2.2 Estimating Income

3.2.2.1 Prospective Income Eligibility
3.2.2.2 Estimating Monthly Income

3.2.2.1 Prospective Income Eligibility

Available earned and unearned income is tested prospectively for *W-2* eligibility. Prospective Income testing uses the best estimate of income and circumstances to determine what income will be received by the W-2 group each month.

3.2.2.2 Estimating Monthly Income

To determine the best estimate of monthly earned income for individuals paid an hourly rate, and unearned income for the W-2 Group, a *FEP* must use the following table:

Payment Frequency	Calculation
If paid weekly	**Earned:** (hourly rate) x (average hours per week) x (4.3 weeks per month)
	Unearned: (weekly amount) x (4.3 weeks per month)
If paid biweekly	**Earned:** (hourly rate) x (average hours biweekly) x (2.15 weeks per month)
	Unearned: (biweekly amount) x (2.15 weeks per month)
If paid monthly	**Earned and Unearned:** monthly amount (this includes self-employment and other averaged income)
If paid twice monthly	**Earned and Unearned:** (amount) x (2 times per month)

The FEP must not adjust the prospective income estimate due to missed work or an irregular increase in work hours. A W-2 Group must be prospectively ineligible for two consecutive months before the case closes.

The W-2 Group’s income affects eligibility only and does not affect the amount of the W-2 payment. The payment amount is determined solely by the employment position in which the adult is participating.

***History**: Release 23-07.*

3.2.3 Income Availability

The FEP may only count income that is actually available for use by the applicant or participant.

Income is available when: the individual has a legal interest in it and has the legal ability to make it available for support and maintenance.

Income is considered unavailable when: the individual can reasonably document that it cannot be accessed for 31 or more days.

Unavailability may be documented through various methods including a letter from the source stating when the person will receive the income. Income is counted beginning in the first month it is received and thereafter. Income must not be counted until the amount and the payment date are known.

> **EXAMPLE:** Kate has won a lawsuit filed on her behalf due to a car accident. Under the terms of the settlement, Kate will receive monthly payments for up to ten years. Kate has not yet received the first payment of the insurance settlement and she is not sure at this time when she will because the settlement was appealed by the insurance company. This income must not be counted until Kate knows when she will begin receiving the insurance settlement or when she actually begins to receive it, whichever is first.

A payment received must not be counted as an asset and income in the same month. (See 3.3.1) Current payments must be counted as income in the month received. Any amount remaining becomes an asset in the following months.

***History**: Release 23-07.*

3.2.4 Fluctuating Income

When income amounts vary, the *W-2* agency must use an average. Irregular income must also be averaged over the period between payments. When the income amount or the frequency is inconsistent or unpredictable, the income may only be counted for the month in which it is received.

> **EXAMPLE:** Bob applied for W-2 services and reports that he works for a local garage between 5 and 20 hours per month. In January, he received a paycheck for $169, in February he received $200, and in March he received $80. To create an average income amount, add together the three months of income (169 + 200 + 80 = 449), then divide the total income by the number of months (449/3 = $149.66). Compare the averaged income amount of $149.66 plus other sources of income against the 115 percent gross income test (See 3.2.1) to determine financial eligibility.

***History**: Release 23-07.*

3.2.5 Prorating Income

3.2.5.1 Lump Sum Payments
3.2.5.1.1 Annual Lump Sum Payments
3.2.5.1.2 Other Lump Sum Payments
3.2.5.2 Contractual Income

3.2.5.1 Lump Sum Payments

Lump sum payments are one-time payments of either earned or unearned income.

Some lump sum payments are intended to cover a specific period of time that extends to a future month, such as settlement income related to a specific injury. Some lump sum payments are intended to cover a specific period of time in the past, such as an Unemployment Insurance benefit back payment.

Unless it is disregarded income (See 3.2.8), lump sum income must be counted as follows.

3.2.5.1.1 Annual Lump Sum Payments

Income received on a yearly basis or less often should be converted to a monthly amount. The agency should count only income that is predictable in amount and frequency, such as land contract income or income from a trust fund. Count the prorated income beginning in the month it is received.

> **EXAMPLE:** Joan receives $900 every six months on a land contract. To create an average monthly amount, divide $900 by six months (900/6 = $150). Compare the averaged monthly amount of $150 plus any other sources of income against the 115 percent gross income test to determine financial eligibility.

3.2.5.1.2 Other Lump Sum Payments

If the lump sum payment is not intended to cover a specific period of time in the future or is intended to cover a period of time in the past, the income may only be counted as income for the month in which it is received and an asset for the following months. (See 3.2.3)

EXAMPLE 1: Ariana inherits $5,000 from her grandmother on February 16. Ariana receives a one-time check for the inheritance. Ariana's FEP should count this as income for February, and as an asset for any month thereafter that Ariana keeps the inheritance balance in her account.

EXAMPLE 2: While participating in a CSJ placement, Leslie received a retroactive $3,000 lump sum unemployment insurance payment on December 11, 2020.This lump sum provides payments retroactive for the week ending July 18, 2020 through the week ending November 7, 2020. Leslie's FEP should count the lump sum as income for December, and as an asset for any month thereafter. The agency must not prorate this retroactive payment, because it is intended to cover a time period in the past and was not available to Leslie during the claimed months.

If the lump sum payment is intended to cover a specific period of time that extends to a future month, the income must be prorated over the period the income is intended to cover beginning in the month it is received.

EXAMPLE 3: While participating in a *W-2 T* placement, John wins a lawsuit settlement of $6,000 on November 18. The settlement states that the payment is intended to support John's medical costs over the next six months in order to help him recover from an injury incurred while shopping at a local store. John's FEP should average the $6,000 over six months, starting when John receives the payment in November.

3.2.5.2 Contractual Income

Types of Contractual Income	Proration Method
Annual income (intended to provide support for the entire year) not paid on an hourly basis	Must be prorated over 12 months.
Non-Annual income (intended to provide support for only a portion of the year), not paid on an hourly basis	must be prorated over the period the income is intended to cover.

Contractual income that is paid on an hourly basis should be estimated in accordance with 3.2.2.

EXAMPLE 1: Shanice works full-time at a public school as a Teacher's Aide. She has worked in this position for the last 3 years and receives a 12 month contract every August. She earns

$15,480 annually and has elected to receive her income over 12 months, even though she is only working September through June. She does not supplement her income during the summer. Shanice's FEP should average her income over 12 months: $15,480/12 =$1,290.

EXAMPLE 2: Betty has worked for 5 years at a public school as a part-time nurse. She receives a contract for 12 months every August and has elected to receive her income from September through June. She earns $19,500 per school year. In the summer, she supplements her income with a job at the Girl Scout campgrounds in the first aid tent. Betty's school income is not her annual income. Betty's FEP should average Betty's school income over the 10 months she has elected to receive it: $19,500/10 = $1,950.

EXAMPLE 3: Tamika has been employed as a school bus driver for 3 years. She is paid by the hour. This employment stops at the end of the school year and resumes at the beginning of the next school year. Since Tamika is paid on an hourly basis, the income from her bus driving job must not be treated as contractual income.

***History**: Release 23-07; Release 21-06; Release 16-01.*

3.2.6 Changing Estimated Income

Once determined eligible for *W-2*, if the *W-2 Group* has an income amount expected to exceed the 115 percent gross income limit (See 3.2.1) for at least two consecutive months, the group becomes ineligible for W-2.

Participants must report any change in earned or unearned income within 10 calendar days of the occurrence. The *FEP* must redetermine the best estimate (See 3.2.2) for all income at each review, and when any change in the income's source, rate of pay, or payment schedule has been reported.

Overpayment claims must be established only for untimely reports of changes.

***History**: Release 23-07.*

3.2.7 Counting Income

3.2.7.1 Child Support Income
3.2.7.2 Supplemental Security Income (SSI) and Caretaker Supplement (CTS) Income
3.2.7.3 Other Temporary Employment Income
3.2.7.4 Farm and Self-Employment Income
3.2.7.5 Lawful Permanent Residents

All W-2 Group members' earned and unearned income is counted in determining the 115 percent gross income test (See 3.2.1) unless specifically disregarded in 3.2.8.1.

3.2.7.1 Child Support Income

Count non-regular collections of arrears as an asset. (See 3.3.1)

3.2.7.2 Supplemental Security Income (SSI) and Caretaker Supplement (CTS) Income

Any adult's *SSI* and/or *CTS* payments must be counted as the SSI parent's income.

Children's SSI payments must not be counted in the W-2 Group's income. (See 3.2.7.1)

Retroactive CTS payments must be counted as income in the month it was received. Any amount of the payment remaining must be counted as an asset in the following month.

3.2.7.3 Other Temporary Employment Income

Income from temporary employment must be counted in determining W-2 financial eligibility. Examples of temporary employment includes but is not limited to:

- Seasonal landscaper,
- Delivery driver,
- Substitute teacher,

- Construction worker,
- Nursing assistant, etc.

3.2.7.4 Farm and Self-Employment Income

Self-employment income is earned directly from one's own business rather than as an employee with a specified salary from an employer. Self-employment income is reported to the IRS as:

1. Farm,
2. Self-employment,
3. Rental, or
4. Royalty income.

All self-employment income is earned income, except royalty income and rental income where the individual does not actively manage the property 20 or more hours a week.

The FEP must identify a self-employment business using the following criteria:

1. By IRS Tax Forms

2. By Organization

Self-employment income can come from a business organized in one of three ways:

a. A sole proprietorship is an unincorporated business owned by one person.

b. A partnership exists when two or more persons conduct business. Each contributes money, property, labor, or skills, and expects to share in the profits and losses. Partnerships are unincorporated.

c. An S corporation is a business that elects to pass corporate income, losses, and deductions through its shareholders. Shareholders report income and losses on their personal tax returns and are taxed at individual income tax rates.

3. By Employee Status

a. Does not have federal income tax and FICA payments withheld from a paycheck.

b. Does not complete a W-4 for an employer.

c. Is not covered by employer liability insurance or worker's compensation.

d. Is responsible for his or her own work schedule.

Any wages or salary that an individual receives from a corporation owned by another W-2 group member shall be considered wages from employment and not self-employment income.

The W-2 agency must count the gross receipts from farm and self-employment businesses. Gross receipts must not be adjusted based on expenses. Monthly farm and self-employment income must be calculated using:

- IRS tax forms completed for the previous year; or
- Average monthly anticipated earnings using the Self-Employment Income Report (DHS 00107).

Calculate self-employment income based on anticipated gross earnings using the Self-Employment Income Report Form (SEIRF) when:

1. The business was not in operation for at least one full month in the prior tax year;

2. The business has not been in operation for six or more months at the time of the application; or

3. There was a significant change in circumstances and the taxes no longer represent the current earnings.

FEPs must ensure the change is significant, and not just a normal fluctuation in the business, seasonal employment, or a circumstance that does not affect income over time. Examples of a significant change in circumstances include, but are not limited to:

1. The start of a business.

2. The owner sold a part or all of his or her business.

3. The owner is ill or injured and will be unable to operate the business.

4. There's a substantial cost increase causing less profit for each unit sold.

5. Sales are consistently below previous levels beyond normal sales fluctuations.

6. The business is consistently earning above previous levels beyond normal fluctuations.

3.2.7.5 Lawful Permanent Residents

Lawful permanent residents (LPRs) may be required by *United States Citizenship and Immigration Services (USCIS)* to have a sponsor sign an affidavit of support to ensure the immigrant does not become a public charge. LPRs that have income available to them from their *Sponsor*, must have that income counted when determining W-2 financial eligibility.

Some non-citizens have both an agency sponsor and an individual sponsor such as a church or family member. These “sponsors” do not meet the USCIS definition of a sponsor if they have no legal obligation to provide financial support beyond the LPRs first month in the United States, and they do not have to ensure the LPR does not become a public charge.

Disregard sponsor’s income for the following groups:

1. Non-citizens granted asylum (asylees) under section 208 of the *Immigration and Nationality Act (INA)*;

2. Refugees who are admitted to the United States under section 207 of the INA;

3. Non-citizens paroled into the United States (parolees) under section 212(d)(5) the INA for a period of at least one year;

4. Non-citizens whose deportation is being withheld under section 243(h) of the INA;

5. Amerasian Immigrants, as defined in section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act of 1988; and

6. Cuban-Haitian entrants.

***History**: Release 25-01; Release 23-07; Release 22-10: Release 19-06; Release 16-01; Release 14-03; Release 10-02; Release 10-01.*

3.2.8 Disregarded Income

3.2.8.1 Disregarded Income

3.2.8.2 Income with Limited Disregards

All earned and unearned income of all the *W-2 Group* members is counted in determining the 115 percent gross income test (See 3.2.1) with the exception of the income listed in this section. Income listed in this section is disregarded either in whole or under limited circumstances.

3.2.8.1 Disregarded Income

The agency must disregard the following income in determining the 115 percent gross income test:

1. Child Support Income: Regular collections of current child support, maintenance payments, family support (combination of child support and maintenance) or regular collections of child support arrears.

2. Tax Refunds: The agency must disregard as income the entire amount of any federal income tax refund in the month received. This includes federal tax refunds that result from federal over-withholding and from tax credits. Agencies must also disregard as income the portion of a state tax refund resulting from the state EITC in the month received. (See 3.3.4)

3. Loans and *JAL*s: Any loan unless available for current living expenses. If available for current living expenses, loans must be counted as assets even if there is a repayment schedule. JALs must be disregarded.

   Reverse Mortgage Loan Proceeds (1993 Wisconsin Act 88): Payments made to a borrower must be treated as proceeds from a loan and not as income. Undisbursed funds must be treated as equity in a borrower's residence and not as proceeds from a loan.

4. W-2 Placements: Payments from these placements: W-2 *TEMP* (*TMP*, *TNP*), *CMF+*, *TSP*, *CSJ*, *W-2 T*, *ARP*, and *CMC*.

5. Jail or Prison Income: Income earned while incarcerated from a jail or prison job. Note: this does not include income earned while participating in the Huber Program.

6. In-Kind Income: Any gain or benefit that is not in the form of money paid directly to the household such as, meals, clothing, housing, and garden produce.

7. Vendor Payments: *Vendor Payment*s, such as rent paid by a community organization on the household's behalf.

8. Kinship Care: Kinship Care payment for the needs of a non-legally responsible relative child who is not included in the W-2 Group.

9. Foster Care: Foster Care payments for the needs of a foster child who is not included in the W-2 Group.

10. Earned Income and *SSI* payments of a Dependent Child: Income earned by a *Dependent Child* in a W-2 Group, and any SSI payments the dependent child receives.

11. Federally Funded Benefits: Any income or resources distributed under the following federal laws are disregarded:

    a. *Agent Orange Settlement Fund:* Payments received from the Agent Orange Settlement Fund or any other fund established in settling "In Re Agent Orange product liability Settlement Fund litigation MDL No. 381 (EDNY)". Apply this disregard retroactively to January 1, 1989, and continue to disregard as long as payments are identified separately.

    b. *Radiation Exposure Compensation Act:* Payments from any program under the Radiation Exposure Compensation Act (PL 101-426) paid to compensate injury or death resulting from exposure to radiation from nuclear testing ($50,000) and uranium mining ($100,000). Apply this disregard retroactively to October 15, 1990. Continue to disregard as long as payments are identified separately.

    c. *Nazi Persecution Victims:* Payments under PL 103-286 to victims of Nazi persecution.

    d. *Benefits for Children of Vietnam Veterans Who Are Born with Spina Bifida:* Payments under PL 104-204 paid to any child of a Vietnam veteran for any disability resulting from spina bifida.

    e. *Benefits for Children of Vietnam Veterans Born with Birth Defects other than Spina Bifida:* Payments received under PL 106-419 for children with birth related disabilities other than spina bifida who were born to women veterans that served in Vietnam during the period February 28, 1961 to May 7, 1975.

    f. *Crime Victims Fund:* Any amount of crime victims compensation received under section 1403 of the Victims Crime Act of 1984 (42 U.S.C. 10602). Benefits include, but are not limited to, those paid under the:

        1) Antiterrorism and Effective Death Penalty Act of 1996

        2) Crime Victims Compensation Program (Chapter 950, Wis. Stat.)

    g. *National Flood Insurance Program:* Payments under PL 109-64 provided for flood mitigation activities with respect to a property.

    h. *Medicare Prescription Drug, Improvement and Modernization Act:* Drug subsidies and drug discounts received as a benefit under this law.

i. *Nutrition Program Benefits*:

1) National School Lunch Act (PL 79-396)

2) Food Stamp Act of 1977 (PL 88-525)

3) Child Nutrition Act of 1966 (PL 89-642). This program includes *WIC*.

j. *Tribal Settlements*:

1) Indian Tribes; Sub-marginal Lands (PL 94-114)

2) Disbursement of Minor's Share of Judgment Funds (PL 95-433)

3) Lands Held in Trust for the Benefit and Use of the Pueblo of Santa Ana (PL 95-498)

4) Lands Held in Trust for the Benefit and Use of the Pueblo of Zia (PL 95-499)

5) Shoalwater Bay Indian Tribe, Dexter-by-the-Sea Claim Settlement Act (PL 98-432)

6) Chippewas of Lake Superior (PL 99-146)

7) Saginaw Chippewa Indian Tribe of Michigan Distribution of Judgment Funds (PL 99-346)

8) Chippewas of the Mississippi (PL 99-377)

9) Michigan Indian Land Claims Settlement Act (PL 105-143)

10) Section 707, Title VII Miccosukee Settlement (PL 105-83)

11) Mississippi Sioux Tribes Judgment Fund Distribution Act of 1998 (PL 105-387)

12) Claims Resolution Act of 2010 (PL 111-291): All proceeds received from the Cobell v. Salazar Class Action Trust Case settlement under this act must be disregarded as income in the month received and as a countable asset for one year from the date of receipt.

k. *Miscellaneous Federal Benefits*:

1) Housing Act of 1949 (PL 81-171)

2) Older Americans Act (PL 89-73), including Title V - Community Service Employment for Older Americans

3) Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (PL 91-646)

4) Robert T. Stafford Disaster Relief and Emergency Act (PL 93-288)

5) Housing and Community Development Amendments of 1978 (PL 95-557); however, wages from the act may be counted as income.

6) Low Income Energy Assistance Act of 1981 (PL 97-35)

7) Old Age Assistance Claims Settlement Act (PL 98-500)

8) Workforce Innovation and Opportunity Act (PL 113-128)

9) State Department Refugee Resettlement Reception and Placement (R and P) grant cash income (45 CFR 400.66)

10) Pandemic Emergency Assistance Funds established by the American Rescue Plan Act of 2021 (Including the Living Independently through Financial Empowerment (LIFE) Program) (PL 117-2)

11) Payments from the Chafee Program for Successful Transition to Adulthood for youth who aged out of foster care.

12. Educational Aid: The following educational aid or resources are disregarded:

a. *Scholarships for tuition and books:* Scholarships received for tuition and books, including scholarships from public or private organizations.

b. *Student Financial Aid:* Any student financial aid received under any state program or federal program. This includes the following aid received under the Higher Education Act of 1965 (PL 89-329).

1) Basic Educational Opportunity Grants (BEOG or PELL grants)

2) Presidential Access Scholarships (Super PELL grants)

3) Supplemental Educational Opportunity Grants (SEOG)

4) State Student Incentives Grants (SSIG)

5) Federal Direct Student Loan Program (Formerly GSL and FFELP)

a) Supplemental loans for students

b) Robert T. Stafford Student Loans

c) PLUS loans for parents

d) Federal Consolidated Loan Program

6) Federal Work Study Funds

7) TRIO Grants (disadvantaged youth grants)

a) Upward Bound

b) Student Support Services

c) Robert E. McNair Post-Baccalaureate Achievement

8) Robert C. Byrd Honors Scholarship Program

9) College Assistance Migrant Program (CAMP)

10) High School Equivalency Program (HEP)

11) National Early Intervention Scholarship and Partnership Program

12) Montgomery GI Bill for Active Military, Reserve Military and Veterans

13) Veteran's Education Assistance Program (VEAP)

14) Carl Perkins Loans (formerly NDSL)

a) Indian Vocational Education Program

b) Native Hawaiian Vocational Education Program

c) State Vocational and Applied Technology Programs which include:

(1) State Program and State Leadership Activities

(2) Displaced Homemakers, Single Parent, and Single Pregnant

(3) Women programs

(4) Sex Equity Program

(5) Programs for Criminal Offenders

(6) Secondary School Vocational Education Program

(7) Postsecondary and Adult Vocational Education Program

(8) State Assistance for Vocational Education Support Programs by Community Based Organizations

(9) Consumer and Homemaking Education Program

(10) Comprehensive Career Guidance and Counseling Program

(11) Business-Labor-Education Partnership for Training Program

d) National Tech-Prep Education Program

e) State-administered Tech-Prep Education Program

f) Supplementary State Grants for Facilities and Equipment and Other Program Improvement Activities

g) Community Education Employment Centers Program

h) Vocational Education Lighthouse Schools Program

i) Tribally Controlled Post-secondary Vocational Institutions Program

j) Vocational Education Research Program

k) National Network for Curriculum Coordination in Vocational and Technical Education

l) National Center or Centers for Research in Vocational Education

m) Materials Development in Telecommunications Programs

n) Demonstration Centers for the Training of Dislocated Workers Program

o) Vocational Education Training and Study Grants Program

p) Vocational Education Leadership Development Awards Program

q) Vocational Educator Training Fellowships Program

r) Internships for Gifted and Talented Vocational Education Students Program

s) Business and Education Standards Program

t) Blue Ribbon Vocational Education Program

u) Educational Programs for Federal Correctional Institutions

v) Vocational Education Dropout Prevention Program

w) Model Programs of Regional Training for Skilled Trades

x) Demonstration Projects for the Integration of Vocational and Academic Learning Program

y) Cooperative Demonstration Programs

z) Bilingual Vocational Training Program

aa) Bilingual Vocational Instructor Training Program

ab) Bilingual Materials, Methods, and Techniques Program

13. Gifts: The agency must disregard as income the entire amount of the gift. A gift is:

a. Received unconditionally, without a purpose specified for the use of the money;

b. Not received due to legal obligation; and

c. Not received as repayment for goods or services.

3.2.8.2 Income with Limited Disregards

Some income may be disregarded under limited circumstances:

1. AmeriCorp VISTA: Disregard AmeriCorps *VISTA* income unless the VISTA agency director verifies that volunteers are receiving the equivalent of minimum wage. If the VISTA volunteer is receiving minimum wage or more, count the VISTA income in determining gross income.

2. Operation Fresh Start: Disregard Operation Fresh Start income unless the agency director verifies that participants are receiving the equivalent of minimum wage. If the

Operation Fresh Start participant is receiving minimum wage or more, count the income in determining gross income.

3. Indian Tribal Judgment Funds Use or Distribution Act (PL 93-134): Disregard per capita shares and income of $2,000 per year or less.

4. Rehabilitation Act of 1973 (PL 93-112): Disregard wages, allowances, or reimbursements for transportation or personal assistance services costs paid to reasonably accommodate an employee, such as a vehicle modification made to accommodate a disability or a payment by *DVR* to support a rehabilitation plan.

***History**: Release 24-02; Release 23-07; Release 23-06; Release 23-01; Release 21-12; Release 21-11; Release 20-06; Release 16-01; Release 14-03; Release 13-03; Release 11-02; Release 10-02.*

3.3.1 $2,500 Gross Asset Test

If the total countable assets of the *W-2 Group* at application are equal to or less than $2,500 in combined *Equity Value*, the group may be considered for all W-2 services or a *JAL*.

***History**: Release 23-07.*

3.3.2 Asset Availability

3.3.2.1 Joint Accounts and Property

Only assets that are actually available for use may be counted.

An asset is available: if the person has a legal interest in it and has the legal ability to make it available for support and maintenance.

An asset is unavailable: when the individual can reasonably document that it cannot be accessed for 31 or more days.

A payment may not be counted as an asset and income in the same month. Count income in the month received and any amount remaining as an asset in the following months.

Crowdfunding payments must be counted as an asset in CARES Worker Web (CWW) as soon as funds are generated and available in the crowdfunding account, unless the individual can reasonably document that it cannot be accessed for 31 or more days.

3.3.2.1 Joint Accounts and Property

Equal shares of jointly held accounts and property should be deemed available to each person whose name is listed as an owner.

:***History**: Release 23-07.*

3.3.3 Changing Estimated Assets

Once eligible for *W-2*, if the *W-2 Group*'s assets are expected to exceed $2,500 for at least two consecutive months, the group becomes ineligible for W-2. Participants must report any change in assets within 10 calendar days of the occurrence.

The *FEP* must enter only changes in assets over $100 when notified. At review, the FEP must incorporate all reported changes in assets regardless of amount.

EXAMPLE 1: Maya's father dies and he leaves her his car. The *Equity Value* of the car is $13,000. Maya intends to keep the car. While $10,000 of the equity value is disregarded, the remaining $3,000 equity value puts Maya $500 over the $2,500 asset limit. Maya reports taking possession of the car on February 10th. When Maya's worker runs eligibility on February 10th, Maya fails the *W-2* asset test for the months of March and April and Maya's case will close effective February 28th.

EXAMPLE 2: Carolyn received her tax refund of $2,505 on April 16th. She expects to use most of the money to pay past bills and other living expenses. She may continue in her *CMU* placement as it is not expected that her assets will remain over the $2,500 limit for two consecutive months. The agency may ask Carolyn to send in her bank statement both months to check if she is over the asset limit for two consecutive months.

EXAMPLE 3: Amy is participating in a (*CSJ*) placement and is taking classes to become a childcare provider. She wants to start a childcare program in her neighborhood but does not have the start-up money. She starts a crowdfunding campaign to raise funds. Her goal is to raise at least $4,000. She informs her FEP on January 6, that she has started a crowdfunding account, and calls her FEP each week the account gains $100 or more to report the amount. By February 1, she raises $1,836. Amy's FEP counts the $1,836 as a liquid asset in *CWW* for February, and Amy remains under the asset limit. The crowdfunding account continues to grow and generates $2,743 by March 1. This puts Amy over the asset limit for March. Amy's FEP must continue to review her financial eligibility to determine if she remains under the income and asset limits. If Amy's crowdfunding account has the same amount or more by April 1, Amy would be ineligible for W-2 in May because she would be over the asset limit for two consecutive calendar months (March and April). If the FEP determines that she is over the asset limit, Amy's case would close on April 30.

History: *Release 23-07.*

3.3.4 Counting Assets

3.3.4.1 Homestead
3.3.4.2 Vehicles
3.3.4.3 Other Assets
3.3.4.4 Individual Development Accounts
3.3.4.5 Federal Income Tax Refunds

The *equity value* of all assets not specifically disregarded must be counted.

> **EXAMPLE:** Susan owns a coin collection worth $5,000. She also has a legal debt against the collection in the amount of $3,000. In this case, $2,000 shall be counted as an asset.

3.3.4.1 Homestead

The value of the W-2 Group's primary home serving as the *homestead* for the *W-2 Group* shall be excluded as an asset when the home is valued at 200% of the statewide median value or less.

FEPs shall count any home valued at more than 200% of the statewide median home value as an asset.

The home should be disregarded as an asset, regardless of home value, when any of the following hardship criteria are met:

- No member of the W-2 group has the legal right to sell the home.

  EXAMPLES:

  - The home is subject to pending legal process(es);
  - The home is jointly owned with a person not in the W-2 Group and does not consent to selling their share;
- The W-2 Group had a recent sudden loss of income due to death, divorce, separation, or non-payment of support;
- The W-2 Group includes an incapacitated group member; or

- The W-2 Group is or has been subject to domestic abuse or is at risk of further domestic abuse; or if the home is jointly owned with the abuser, and the abuser is not a member of the W-2 Group.

FEPs shall determine the W-2 Group's home value using a reliable source, such as:

1. Home value produced from an appraisal, realtor, or a recent final sale value; and
2. Online valuation tools, such as Zillow, or Real Estate Maximums, RE/MAX.

FEPs shall compare the W-2 Group's home value to 200% of the previous year's year-to-date statewide median home price, as reported by the Wisconsin Realtor Association's (WRA) Wisconsin Housing Statistics

- Navigate to the Wisconsin Housing Statistics year-to-date median price data and multiply it by two to determine if the individual's home is valued at more than 200% the statewide median home value.

The home value shall exclude the value of land used for agricultural purposes.

In urban situations, the homestead usually consists of a house and lot. A home can consist of a house and more than one lot when the lots adjoin one another.

In farm situations, the home consists of the house and buildings together with the total acreage property upon which they are located and which is considered part of the farm. In situations where the land is on both sides of a road, it is still considered a part of the home.

EXAMPLE 1: Carmon is applying to W-2 in August of 2022 and reports being a homeowner. Their FEP finds that Carmon does not meet any of the home value hardship criteria and enters Carmon's home address into Zillow which reports the home is valued at $350,000. Carmon's FEP cross references the Wisconsin Realtor Association's data for median home price using the 2021 year-to-date data, which is $240,000. 200% of the 2021 median home value is $240,000 x 2 = $480,000. Since Carmon's home is valued at less than 200% of the statewide median home value, their home is disregarded as an asset.

EXAMPLE 2: Alex is applying to W-2 in August of 2022 and reports being a homeowner. During application, Alex self-reports escaping a domestic violence situation to their FEP. Regardless of the value of Alex's home, the home is disregarded from the asset test due to meeting hardship criteria.

EXAMPLE 3: Zara is applying to W-2 in August of 2022 and reports being a homeowner. Their FEP determines Zara does not meet any of the home value hardship criteria. Zara provides documents from an appraisal she had done a year ago reporting her home is valued at $500,000. Using the year-to-date data for 2021 median home price, 200% of the 2021 median home value is $240,000 x 2 = $480,000 Zara is ineligible for W-2 because her home's value is greater than 200% of the statewide median home value and does not meet any hardship exemption criteria.

3.3.4.2 Vehicles

*FEP*s must disregard the first $10,000 of combined *equity value* of the W-2 Group's vehicles. FEPs must count any equity value amount over $10,000 as an asset to be tested against the $2,500 asset limit.

FEPs must not increase a vehicle's equity value by adding value for low mileage or items such as optional equipment or mobility devices. FEPs may use either of the following sources to verify vehicle value:

- Kelly Blue Book; or
- J.D. Powers New and Used Car Prices.

EXAMPLE: Chrystal's FEP checks Kelly Blue Book and verifies Chrystal's car has a market value of $6,700. However, Chrystal verifies that there is a lien recorded on the title for an outstanding amount of $4,000. The equity value of the vehicle is $2,700 (6,700 - 4,000 = 2,700).

The vehicles listed below with a "No" must not be counted in the asset test. (See 3.3.1)

Common Vehicles	Asset
Non-motorized Camping Trailer	No
Trailer Home	No
Moped	Yes
Motorized Golf Cart	Yes
Motorized Boat	Yes
Non-motorized Boat	No
Non-motorized, Nonfarm Livestock Trailer	No
Junk Car	Yes
Airplane	Yes
Snowmobile	Yes
Motorcycle - any number of wheels	Yes
Motorized Riding Garden Mower	No
Log-skidder	No
Farm Truck, Tractor, or Other Farm Vehicle used directly to produce income	No
Farm Tractor - Nonfarm Use	Yes

3.3.4.3 Other Assets

Household and personal effects are exempt unless they are of unusual value.

3.3.4.4 Individual Development Accounts

*IDA*s are funded by the Office of Community Services under the Assets for Independence Act (AFIA).

IDAs are designed to help individuals and families with low-income accumulate assets and build financial stability. In an IDA program, an eligible individual signs a savings agreement with a participating agency to save earned income for a specified purpose. The participant's savings are put in a segregated bank account and matched with program funds. The savings and match can only be withdrawn and used for purposes specified in the program.

The match funds reserved for a participant in an IDA account, and the accrued interest for the participant's savings and the match, are not available to the participant and, therefore, are disregarded as assets for W-2 eligibility.

If a W-2 agency uses AFIA funds to establish IDAs, the participant's savings in those IDAs are disregarded as an asset for W-2 eligibility.

3.3.4.5 Federal Income Tax Refunds

The agency must disregard as an asset the entire amount of any federal tax refund for a period of 12 months from the date of receipt. The federal tax refund is considered disregarded income in the month received. (See 3.2.8.1)

If a case is failing for exceeding the countable asset limit, the W-2 agency must ask the individual if they have received a federal tax return in the previous 12 months.

The W-2 agency must take the following steps if the individual reports a federal tax return:

1. Subtract the federal tax return amount from the amount of the individual's existing countable assets, enter the corrected amount into CWW, and run eligibility;

2. Enter a case comment explaining the adjustment to countable assets;

3. Verify the tax return amount (see 4.1.3); and

4. Scan any relevant documents into ECF.

If the W-2 agency subtracts the federal tax refund from multiple countable assets, W-2 agencies must specify in case comments the amount of the federal tax refund that was disregarded from each countable asset.

EXAMPLE 1 - APPLICANT

On April 2, 2011 Jackie applies for W-2. She provides a bank statement indicating she has a checking account with a $3,000 balance.

The FEP must take the following actions:

- Enter the $3,000 checking account into CWW;
- Complete the driver flow; and
- Run eligibility.

The CWW **Eligibility Run Results** page indicates that Jackie failed W-2 eligibility with a 024 reason code (countable assets are over program limits). Because Jackie failed W-2 eligibility for exceeding the asset limit, the FEP must ask Jackie if she received any state or federal income tax refunds in the past 12 months. Jackie tells the FEP that in February she received both a $1,000 state income tax refund and a $2,000 federal income tax refund, but she doesn't have verification with her.

The FEP must take the following actions:

1. Subtract the $2000 federal tax refund from the CWW checking account entry;
2. Change the verification for the asset **Type** and **Asset Amount** to ? – NOT YET VERIFIED;
3. Request Jackie to provide verification of her federal tax refund amount, and the date she received it;
4. Enter a case comment indicating the amount and reason for the subtraction; and
5. Run eligibility.

Note: the FEP does not need to take any action on the state refund because Jackie received it two months ago and state EITC payments are only disregarded as income and assets the month they are received.

Jackie returns the following week with verification that she received a $2,000 federal tax refund on February 15.

The FEP must take the following actions:

1. Change the verification for the Asset Type and Asset Amount to indicate the type of verification Jackie provided; and

2. Run eligibility.

EXAMPLE 2 - ONGOING CASE

On April 10, Laticia calls to report she just received a $1,000 federal income tax refund and a $430 state income tax refund. The state income tax refund is the result of the state EITC. Both the full federal income tax refund and the state income tax return that is the result of the EITC are disregarded as income in the month received.

The FEP must take the following actions:

1. Enter a case comment in CWW identifying:

   a. the amount of the tax refunds,

   b. the dates Laticia received them; and

   c. information on why the tax refunds were disregarded.

2. Follow the appropriate income tax disregard policy if Laticia fails W-2 eligibility for exceeding the asset limit in subsequent months.

***History**: Release 23-07; Release 22-07; Release 20-03; Release 13-02; Release 11-02.*

04 Case Processing Requirements

4.1 W-2 Eligibility Verification Requirements

4.1.1 Introduction

The *W-2* agency must verify nonfinancial and financial information provided by the W-2 applicant or participant to determine whether the individual qualifies for, or remains eligible for, W-2 services or a Job Access Loan.

***History**: Release 24-13.*

4.1.2 Information Requiring Eligibility Verification

The chart below provides a list of eligibility criteria along with suggested sources of allowable verification. The list of sources to verify an eligibility item is not exhaustive, but provides a sampling of the possible sources.

*FEP*s must verify the following only once per lifetime of the case: (See 4.1.4)

- identity;
- Social Security number;
- Birth date; and
- Citizenship.

FEPs must verify other eligibility criteria at every eligibility review and when new information is reported or received through a data exchange. FEPs must conduct eligibility reviews at least once every six months. If valid verification documentation already exists via data exchange or in the Electronic Case File (ECF), do not request additional verification.

For example, if a legible copy of the applicant's current lease is in ECF, rather than pend the case for additional verification of Wisconsin residency, FEPs must use this existing documentation to verify Wisconsin residency.

Eligibility Criteria	Suggested Sources of Verification	ECF Code
Identity (verify identity only for all adults in the W-2 Group and only once)	Driver's License State Issued ID Card Student ID Card U.S. Government ID Card Military ID Card Native American ID Card or other tribal membership documentation issued by a Federally recognized Tribe Any photo ID document issued by *United States Citizenship and Immigration Services (USCIS)* U.S. Passport Enhanced Driver's License Any unexpired immigration document	ID

	Any other reliable document that verifies identity	
	DX (DATA EXCHANGE) code when entered by *CARES* in the **Identity Verification** field SC (SSI 1619b SSDI OR MEDICARE) code when entered by an *IM* Worker in the **Identity Verification** or **Identity MA Verification** field. If the code is entered only in the **Identity MA Verification** field, the FEP will need to enter the code in the **Identity Verification** Field. DE (DATA EXCHANGE) code when entered by an IM Worker in the **Identity Verification** or **Identity MA Verification** field. If the code is entered only in the **Identity MA Verification** field, the FEP will need to enter the code in the **Identity Verification** field. **SAVE database	Not applicable
Birth Date (verify birth date only once)	Certified copy of Birth Certificate (must be marked "For Administrative Use") Hospital Birth Record Driver's License U.S. Passport State Issued ID Card Certificate of Naturalization (must be marked "For Administrative Use") Certificate of Citizenship (must be marked "For Administrative Use") Native American ID Card or other tribal membership documentation issued by a Federally recognized Tribe CARES birth query (Wisconsin births only) Any unexpired immigration document Any other reliable document that verifies birth date	ID
	State Online Query Internet (SOLQ-I) data exchange (SSA Verification** field is V - VERIFIED) NB (Continuously Eligible Newborn) code when entered by an IM Worker	Not applicable

	MB (Medicaid Birth Claim) code when entered by an IM Worker	
Wisconsin *Residency* (verify residency at application and thereafter only if questionable) **Reminder:** Do not require residency verification for homeless or migrant assistance groups newly arrived to the area. For all other W-2 Groups, verify residency for the primary person.	Landlord inquiry or current lease Utility bill for water, gas, electricity, or telephone that includes name and *Address* Mortgage receipt Subsidized housing program approval Weatherization program approval Signed statement from a shelter or individual providing temporary residence	SUE
	Pay check stub including name, address, employer's name, address and phone number	EI
	Wisconsin Driver's License Wisconsin ID Card	ID
	Wisconsin Motor Vehicle Registration	VI
	School registration record	WLCM or SCHL, as appropriate
	Any other reliable document that verifies Wisconsin residency	WMSC, or as appropriate
U.S. Citizenship (verify citizenship only once)	Certified copy of Birth Certificate (must be marked "For Administrative Use") Baptismal Certificate or other religious record that lists a U.S. place of birth Hospital Birth Record or other medical birth record that lists a U.S. place of birth Native American ID Card or other tribal membership documentation issued by a Federally recognized Tribe Certificate of Naturalization (should be marked "For Administrative Use") Certificate of Citizenship (should be marked "For Administrative Use") U.S. Passport Enhanced Driver's License Citizenship documents issued by the U.S. Department of State to U.S. citizens born abroad	ID

	Final adoption decree that lists a U.S. place of birth U.S. Citizen ID Card or Northern Mariana Card	
	DX (DATA EXCHANGE) code when entered by CARES in the **US Citizenship Verification** field. **CARES birth query (Wisconsin births only) **SAVE database MB (MEDICAID BIRTH CLAIM) code when entered by an *IM* Worker in the **US Citizenship Verification** or **US Citizenship MA Verification** field. If the code is entered only in the **US Citizenship MA Verification** field, the FEP will need to enter the code in the **US Citizenship Verification** field. NX (CONTINUOUSLY ELIGIBLE NEWBORN) code when entered by CARES in the **U.S. Citizenship Verification** field NB (CONTINUOUSLY ELIGIBLE NEWBORN) code when entered by an IM Worker in the **US Citizenship Verification** or **US Citizenship MA Verification** field. If the code is entered only in the **US Citizenship MA Verification** field, the FEP will need to enter the code in the **US Citizenship Verification** field. DE (DATA EXCHANGE) code when entered by an IM Worker in the **US Citizenship Verification** or **US Citizenship MA Verification** field. If the code is entered only in the **US Citizenship MA Verification** field, the FEP will need to enter the code in the **US Citizenship Verification** field.	Not applicable
Qualifying Non-Citizen Status	Please see W-2 Manual 2.4.1.	ID
Marital Status (verify only if questionable)	Certified copy of Marriage Certificate (must be marked “For Administrative Use”) Judgment of Divorce	LEGAL
Custody of Children (verify only if questionable)	Court order	LEGAL
	** KIDS child support disbursement query	Not applicable

Cooperation with Jail Staff (verify for Huber Program participants only)	Agency form; court order; city or county records; lawyer statement or record	LEGAL
Social Security Number (SSN) (verify only once)	**Data Exchange verifying verbal statement of individual's SSN **Note:** This is the preferred form of verification for SSN. If the data exchange returns a "V-Verified" from the *SSA*, there is no need to scan paper verification into ECF.	Not applicable
	The following documents may be used as verification if the data exchange is unavailable or results in a discrepancy and must be scanned into ECF: Social Security Card Pay stub displaying the SSN W-2 Tax Form displaying the SSN Other reliable documents displaying both the name and SSN	SSN
SSN Application Date (verify only if individual does not have SSN)	Form SS-5, Application for Social Security Number SSA document (e.g., receipt for SSN Application) Other written statement or agency form stating that the individual has applied for an SSN Oral statement from representatives of other state agencies, hospital staff, or other third parties verifying that a record exists of the individual's application for an SSN. **For newborns only:** Hospital discharge letter (must specifically reference the application for a SSN)	SSN
	For exempt qualified non-citizens: See 2.7.1	Not applicable
Earned Income	Dated check stubs for the past 30 days Letter from employer stating pay frequency, rate per hour, and average hours per pay period. Income tax return for the previous tax year	EI

	Self-employment business tax records *Self-Employment Income Report Form (F-00107)*	SEI
	Any other document that verifies earned income	SEI or EI as appropriate
	**CARES data exchange	Not applicable
Unearned Income	Social Security Award Letter Unemployment Compensation Award Letter Divorce paperwork identifying a financial settlement Documentation of court awarded compensation Compensation Award Letter Veteran's Administration Award Letter Any other document that verifies unearned income	UI
	** CARES data exchange	Not applicable
Educational Aid Loans, scholarships, grants	Financial Aid Award Letter Scholarship and Grant Award Letter School Records/Transcripts documenting aid received Loan Servicer Notices confirming disbursement of funds Summary of financial aid received from StudentAid.gov, educational institution, or the direct loan servicer Work study pay stub	SCHL
Financial Accounts* (Savings, Checking, Prepaid Debit Cards, Digital Financial Accounts, etc.)	Current financial, bank, credit union, loan, prepaid debit card, and digital financial account (Chime, Venmo, Cash App, PayPal, Zelle, etc.) statement(s) ***Note**: Do not verify closed accounts or cards	BNK

Insurance Policies	Life insurance policy and the insurance company's statement on the policy's current cash value	LIP
Trust Funds	Trust agreement Court order	AST
Other Savings or Investments Certificates of Deposit, Retirement Accounts (including IRA and KEOGH accounts), Stocks or Bonds	Statement from stockbroker	AST
	Copy of bonds	SB
	Current bank, credit union, or savings and loan statement	BNK
Real Estate	Deeds or titles Real estate receipts or tax records Statement of current value from local business	AST
Vehicles Cars, trucks, boats, campers, snowmobiles, and other motorized vehicles	Car title or registration Written statement from car dealer Loan papers or sales receipt State Division of Motor Vehicle statement	VI
Pregnancy	Medical statement from a doctor or other qualified medical provider (not allowed for At Risk Pregnancy). *At Risk Pregnancy (ARP) Medical Information/Verification* (4070) form or a letter from a physician on the physician's letterhead that contains all the information listed in 7.4.6.2.	See 4.4.6
School Enrollment Status Required for children subject to Learnfare (see 16.2.3) and for a *Dependent 18-year-old*)	Report Card Statement from school or school district* Any other document that verifies school enrollment status* ***Note**: Verification for Dependent 18-year-olds must include expected graduation date.	WLCM for Learnfare SCHL - for Dependent 18-year-olds

Proof of a current and valid driver's license Required for a *JAL* for the purchase or repair of a vehicle	State of Wisconsin Department of Transportation's webpage, "Check driver license information" statement Please see W-2 Manual Section 17.2.1.3.	VI
Proof of motor vehicle liability insurance Required for a JAL for the purchase or repair of a vehicle	Printed or electronic documentation showing proof of motor vehicle liability insurance Please see W-2 Manual Section 17.2.1.3.	VI
Proof of permission from a probation, parole or extended supervision agent to purchase a vehicle Required for a JAL for the purchase of a vehicle	A note on Department of Corrections letterhead or an e-mail sent via the state e-mail system to the *FEP* by a probation, parole, or extended supervision agent Please see W-2 Manual Section 17.2.1.3.	VI

** Do not scan these items. Verification for these items is available via CARES queries and data exchanges.

History: *Release 25-04; Release 24-13; Release 20-06; Release 19-03; Release 18-04; Release 18-02; Release 17-01; Release 16-01; Release 14-03; Release 13-03; Release 13-02; Release 13-01; Release 12-02; Release 11-02.*

4.1.3 Requesting Verification from W-2 Participants

Whenever possible, the *FEP* must attempt to verify eligibility information via *CARES*, data exchange, and *ECF*. If that is not possible, the applicant or participant is responsible for obtaining verification of information that is necessary and appropriate in order for the *W-2* agency to make a correct eligibility decision.

The applicant or participant has seven working days from the date the verification request is made to provide the needed verification. W-2 agencies must inform the applicant or participant in writing of the verification items required, including the due date.

The W-2 agency may extend the verification due date if:

1. Extenuating circumstances exist that make the verification requirements unduly burdnsome; or

2. The verification submitted by the individual is questionable or contradictory.

If the individual is	The verification due date may be extended
An applicant	Up to 30 days from the date the agency receives a signed Application Registration form. (See 1.4.2 and 1.4.4)
A participant	Up to 30 days from the date of the initial request for verification.

The W-2 agency must help the individual provide verification if the individual:

1. Has made a reasonable effort and cannot obtain the required verification;

2. Does not have the power to produce the verification; or

3. Requires assistance.

If the agency is unable to assist, the FEP must not deny an application or close a case based on the information that could not be obtained. The agency must use the available information to process the case and then reassess the case when the agency receives the requested information.

W-2 agencies have seven working days from the date they receive verification to process it.

If the applicant or participant is able to produce the information, but refuses or fails to do so, they are not eligible and the W-2 agency must deny the application or close the case.

Agencies must refer questionable verification or reporting supplied by applicants or participants for fraud investigation. (See 13.4.1)

***History**: Release 25-04; Release 24-13.*

4.1.4 Frequency of Verification

The following items must only be verified once per lifetime:

- Identity;
- Social Security Number;
- Birth date; and
- Citizenship.

To ensure these items are only verified once, the *FEP* must scan copies of the documents used to verify these items into *ECF* in the appropriate folder based on the document type. See the ECF User Guide Document Lists and Codes for more information on document types.

Applicants do not need to resubmit verification for identity, SSN, birth date, or citizenship if verification of these items is stored in ECF. If an applicant has one of these items stored in ECF from a previous case, The FEP must:

1. View the verification documents stored in ECF from the previous case; and

2. Enter case comments documenting that these items were viewed in ECF and previously known to *CWW*.

Other eligibility criteria should be reviewed at every eligibility review and when new information is reported or received through a data exchange. (See 4.1.5)

***History**: Release 24-13.*

4.1.5 Using Data Exchanges to Verify Eligibility

4.1.5.1 Income and Eligibility Verification System Data Exchanges
4.1.5.1.1 Unemployment Insurance Benefits Data Exchange Process
4.1.5.1.2 State Wage Information Collection Agency Process
4.1.5.1.3 State Online Query Internet Process
4.1.5.2 Discrepancies and Alerts
4.1.5.3 Data Exchange Monitoring Reports

CWW exchanges data with federal and state databases as well as databases maintained by private agencies in order to verify information provided by applicants and participants. This CWW process is called data exchange, or *DX*, because it is a two-way flow of information in which a request is sent to another state or federal agency and the requested information is returned to CWW. Information exchanged through CWW DX includes:

- Unemployment insurance benefits;
- Earned income through wages;
- *SSN*s;
- *SSI* payments;
- Other *SS* income;
- Incarceration status (see 11.7.1); and
- Citizenship or Qualified Non-Citizen Status (see 2.4.1).

4.1.5.1 Income and Eligibility Verification System Data Exchanges

IEVS is a system that collects and exchanges income and resource data electronically between *CWW* and state and federal agencies.

The following are included in the IEVS data exchanges:

- Unemployment insurance benefits;
- Earned income through wages;
- *SSN*s;

- *SSI* payments; and
- Other *SS* income.

Discrepancies identified through the IEVS-related data exchanges must be reviewed by W-2 agency staff. (See 4.1.5.2)

4.1.5.1.1 Unemployment Insurance Benefits Data Exchange Process

Under the *UIB* data exchange process, UIB *DX* automatically enters *UI* information received from state UI databases during intake, review, person add, and program add driver flows. The UIB DX requests UI information for all W-2 Group members over age 14 as long as there is a valid SSN (Verification Code V, C, or W) on the CWW Household Members page. If the DX returns UI income information, CWW automatically updates the Unearned Income Gatepost and the Unearned Income pages.

CWW also completes the UIB DX via a monthly batch process on the 2nd Saturday of the month and will automatically update the UI income for individuals who have had changes in their UI benefits. The monthly process also automatically end-dates UI benefits if no UI extension has been granted. Whenever UI income is updated via the monthly batch process, CWW enters a system-generated case comment.

There are limited situations in which CWW cannot automatically update the UI income information. In these situations, a discrepancy occurs. The *FEP* must resolve the discrepancy before running eligibility and confirming W-2. (See 4.1.5.2)

4.1.5.1.2 State Wage Information Collection Agency Process

The quarterly *SWICA DX* compares wage and income information provided by Wisconsin employers with information entered on the *CWW* **Earned Income** page. A discrepancy occurs if the monthly SWICA income plus other income budgeted for that month exceeds 115% of FPL for two consecutive months in a quarter. The FEP must update the earned income information on the **Employment Queries** page necessary to complete case processing before running eligibility and confirming W-2. (See 4.1.5.2)

Because SWICA matches may not happen until participants have been open for several months, *FEP*s should use the CWW **Employment Queries** page when processing intakes, reviews, program adds, and person adds to determine if applicants and participants are correctly reporting income and employment.

4.1.5.1.3 State Online Query Internet Process

The *SOLQ-I DX* is a web service that is initiated during intake, review, person add, and program add driver flows from the *CWW* **General Case Information** page. The SOLQ-I DX requests *SSN*, *SS* income, and *SSI* income information from the Social Security Administration. The SOLQ-I requests information for all W-2 Group members who have a valid SSN (Verification Code V, C, or W) on the CWW **Household Members** page. If an individual's SSN is verified and Social Security income or SSI income exists, CWW automatically updates the information on the CWW pages before the FEP gets to the page in the driver flow, unless there is a discrepancy.

Similar to the UIB data exchange process, if the SOLQ-I data exchange cannot update the SSN, Social Security, or SSI information, a discrepancy occurs. The *FEP* must resolve the discrepancy before running eligibility and confirming W-2. (See 4.1.5.2) If there is a discrepancy, the Benefits Received page displays a message notifying the FEP that SOLQ-I was either successful or unavailable.

4.1.5.2 Discrepancies and Alerts

Federal law requires *FEP*s to follow-up on all *IEVS DX* discrepancies identified during the DX process. FEPs must take action on IEVS DX discrepancies within 45 days for 80 percent of all discrepancies, including taking action to correct the case. The remaining 20 percent may exceed 45 days only if Third-Party Verification is outstanding. The FEP must take action on the remaining 20 percent no later than 90 days after the discrepancy was identified.

FEPs must take the following steps to process DX matches and follow-up on discrepancies:

1. **Identify discrepancies.** Once a discrepancy is set on a case, it displays in the information bar at the top of the page in CWW (next to Action Items and Documents).

   The primary worker on the case will also see the discrepancy under the **My Tasks** section of the worker's **CARES Worker Web Home** page. Because in mixed cases, CWW considers IM workers the primary workers and FEPs secondary workers, FEPs cannot see their discrepancies on their **CARES Worker Web Home** pages. CWW notifies secondary workers of discrepancies by sending an alert. FEPs can then see their discrepancies by:

   a. Checking the Discrepancies list on the participant's **Case Summary** page;

b. Searching for discrepancies using the **Caseload Management Search Criteria** page; or

c. Using existing WebI reports to identify discrepancies.

2. **Review the information returned via the DX and compare it to information entered in CWW**.

3. **Contact the participant or a third-party source to resolve the discrepancy and request verification, if necessary.** The FEP must use the best available information to complete the data exchange process. The discrepancy must be resolved through the FEP's action within 45 days of the match date, unless third-party collateral evidence is outstanding.

4. **Update the appropriate CWW pages with the new information received.** If the income was from employment, the FEP must also review and, if needed, update employment information on the *WWP* **Work History** page. The FEP may also need to re-evaluate the individual's W-2 placement based on newly verified employment information.

5. **Run eligibility and confirm W-2 benefits.** If possible, FEPs must resolve discrepancies before running eligibility and confirming benefits. Re-running eligibility may result in a case closure. If this is the case, the FEP must also determine if an overpayment occurred and, if it has, calculate the amount and establish a benefit recovery claim.

6. **Update the status of the discrepancy.** If the FEP is the secondary worker, the FEP must provide a written update to the discrepancy in case comments. If the FEP is the primary worker, the primary worker updates the status of the discrepancy by choosing one of the drop-down options.

Important Note: The secondary worker must not update the status of the discrepancy. If the secondary worker updates the status of the discrepancy, CWW will remove it from the information bar and from the primary worker's My Task discrepancy count total. If this occurs, the primary worker may not ever know that the discrepancy existed. However, if the primary worker updates the status of the discrepancy before the secondary worker has an opportunity to follow-up on it, the alert will remain for the secondary worker as a reminder. For that reason, in cases with both a primary and a secondary worker, the secondary worker must provide updates to discrepancies in case comments.

The FEP should not verify information that has already been verified. (See 4.1.2) Information such as identity, SSN, birth date, or citizenship, must be verified only once per lifetime. (See 4.1.4) However, the FEP must verify employment and income at every eligibility review and when DX reports new information that changes frequently, such as earned and unearned income.

For more information on Data Exchange and IEVS, see Process Help 44 Data Exchange.

4.1.5.3 Data Exchange Monitoring Reports

In addition to the **Caseload Management Search Criteria** page, *FEP*s can access the *DX* reports in WebI to view listings of all individuals who have outstanding data match discrepancies, and to monitor their progress in meeting the 45 and 90-day *IEVS* requirements for completing discrepancy reviews.

The following reports are in the Data Exchange folder in WebI Employment Programs, Report Monitoring subfolder.

DX Reports 1 and 2
Data exchange Report 1 provides a county summary. Report 2 provides a detailed report by county of all matches with incomplete dispositions/discrepancies due for 45 days or more.

DX Reports 3 and 4
Data exchange Report 3 provides a county summary. Report 4 provides a detailed report by county of the overdue dispositions/discrepancies completed during a specific month.

DX Reports 5 and 6
Data exchange Report 5 provides a W-2 agency summary. Report 6 provides a detailed report by agency of all matches that are due within 45 days and incomplete dispositions/discrepancies.

DX Report 7
Data exchange Report 7 provides a Worker ID summary and gives W-2 agency staff another tool to use to manage their dispositions/discrepancies.

DX Report 8
Data exchange Report 8 provides a statewide summary.

***History**: Release 20-05; Release 20-03; Release 19-02; Release 13-03.*

4.2.1 Requesting Information from Third Party Sources

4.2.1.1 Requesting Confidential Information

The applicant or participant has primary responsibility for obtaining verification. However, by signing the *Wisconsin Works (W-2) and Related Programs Application* form (2471), the individual acknowledges that the *W-2* agency may request information not considered confidential from any person it deems appropriate and necessary for the administration of W-2.

Cooperation of the third party is expected within seven working days of the agency's request. The W-2 agency may extend the seven working day time limit if it is unduly burdensome. Wisconsin State statute does not provide for compensation for the third party.

Applicants and participants must not be penalized when a third party fails to cooperate with a verification request. The *FEP* must never delay eligibility determination and initial placement while waiting for information from a third party.

The placement decision must be made using the best available information, including consulting with appropriate agencies at the time of application. Eligibility must be reassessed when information from third-party sources is received.

During the application process, the FEP may refer the applicant for screenings or assessments, some of which require information from a third-party source. However, referrals for screenings and assessments are not eligibility requirements and are therefore not subject to verification time lines discussed here. (See 5.1.1.2)

4.2.1.1 Requesting Confidential Information

When requesting confidential information, the FEP must use the *Authorization for Disclosure of Confidential Information* form (10779).

This form meets federal and state requirements for the confidential release of information from treatment providers, including:

- *AODA* treatment;
- Mental health treatment;
- Domestic violence counseling;
- HIV/AIDS; and
- Medical conditions.

History:*Release 24-13.*

4.2.2 Protecting W-2 Participant Information

4.2.2.1 Protecting Confidential Information about W-2 Participants

Information concerning *W-2* applicants and participants generally must not be disclosed for any reason except:

1. When it is necessary for the administration of the W-2 program; or

2. Under certain circumstances, when requested by law enforcement officers. (See 4.2.3)

If the information requested is not directly related to program administration, it must not be provided.

4.2.2.1 Protecting Confidential Information about W-2 Participants

To provide effective services to W-2 participants, it is often necessary to obtain highly sensitive, confidential information.

Information related to the following is considered confidential for purposes of the W-2 program:

1. Physical health, including HIV/AIDS;

2. Mental health;

3. Disabilities and impairments, including physical disabilities, learning disabilities, cognitive impairments, and developmental disabilities;

4. Alcohol and substance abuse; and

5. Domestic abuse.

Records related to confidential information may include but are not limited to:

1. Assessments, including vocational and functional evaluations;

2. Screening and test results;

3. Treatment notes;

4. Diagnoses; and

5. Services and accommodations.

See 4.4.2 for information on scanning confidential information into the Electronic Case File. See 4.4.6 for information on accessing and referencing confidential information about W-2 participants.

Confidential information is protected more heavily than general information about the W-2 participant. In general, the disclosure and use of confidential information between staff members should only occur when their assigned duties require that they have access to the information.

An individual or program in possession of confidential information (for example, a federally-assisted substance abuse program) may not release confidential information except as authorized by the individual. Anyone who receives confidential information may not again disclose it without the individual's consent and cannot retain this information unless confidentiality can be maintained.

W-2 agencies may disclose confidential information in the following circumstances without a release of information:

1. To other staff within the W-2 agency when their assigned duties require they have access to the information;

2. To another W-2 agency if the individual changes agencies; and

3. To staff from the *DCF*, which has direct administrative control over the W-2 program.

EXAMPLE 1: Juanita is a W-2 T participant. Her FEP referred her to a mental health specialist for a formal mental health assessment. Based on the results of the assessment and a diagnosis of depression and situational anxiety disorder, the FEP assigned Juanita to weekly mental health counseling appointments and limited hours at a work experience site. After six months, Juanita was ready to begin employment search. Juanita's FEP shared with the employment readiness workshop facilitator Juanita's mental health diagnosis, the necessary accommodations she would need to successfully participate in the job readiness workshop, and stressed that Juanita's diagnosis and accommodations must be kept confidential. The sharing of this information was based on the workshop facilitator's assigned duties requiring access to the information to be able to direct Juanita towards employment that would not cause anxiety as well as provide the accommodations Juanita needs in order to maintain employment.

EXAMPLE 2: Roberta is a new W-2 T participant who has been diagnosed with post-traumatic stress disorder due to a traumatic event from her past. Roberta confided this in her FEP and shared some counseling records from her former doctor. Later that day, Roberta's FEP shared with her co-worker the details of Roberta's past and asked for advice on finding Roberta a new doctor. The sharing of Roberta's past was not based on the co-worker's assigned duties requiring access to the information because the FEP could have kept the details confidential while still seeking advice on referring Roberta to a local mental health professional.

***History**: Release 24-13; Release 19-02; Release 18-04.*

4.2.3 Releasing Information to Law Enforcement

If a law enforcement officer believes, on reasonable grounds, that a warrant has been issued and is outstanding for the arrest of a W-2 participant, the *W-2* worker, at the request of the law enforcement office, may notify a law enforcement officer when the participant appears to obtain their W-2 payment.

The W-2 agency may release the current address of W-2 participants to a law enforcement officer who meets all of the following conditions:

1. The officer provides, in writing, the name of the recipient; and

2. The officer demonstrates, in writing, the following:

    a. The recipient

        1) Is a fugitive felon under 42 U.S.C. s. 608(a)(9);

        2) Is violating probation or parole imposed under state or federal law; or

        3) Has information that is necessary for the officer to conduct their official duties;

    b. The location or apprehension of the participant is within the official duties of the officer; and

    c. The officer is making the request in the proper exercise of their duties.

The W-2 agency is not required to report an applicant or participant to police simply because a worker is aware that the individual has an outstanding warrant. If there is any concern that an applicant or participant may cause harm to themselves or others, whether there is a warrant involved, the agency should take the initiative to contact the police.

History: *Release 24-13.*

4.3.1 Record of Verification

W-2 eligibility information requiring verification must be either “validated” or “documented.”

- ***Validation*** for the purpose of verifying W-2 eligibility information, means placing original items of verification evidence (or a copy thereof) in the case file.

  Validation may be done by:

  1. Making a photocopy of an original document and then scanning it into *ECF*;
  2. Using an *IEVS* match report;
  3. Using a query response from *SAVE*; or
  4. Using a *CARES* birth query result.

  Photocopies of verification items should be marked with the:

  1. Date the document was obtained; and
  2. Initials of the staff person who obtained the document and scanned it into ECF. (See 4.4.2)

  If the validation occurred through a CARES *DX*, the verification code will automatically populate in CARES.

  When validating eligibility information, the worker is not required to enter case comments documenting how the eligibility criteria were verified.

- ***Documentation*** for the purposes of verifying W-2 eligibility information means describing the relevant verification evidence that is either entered as a case comment in CWW or a case note scanned into ECF based on a conversation with the individual or an observation, inspection, conversation, or collateral contacts by the W-2 worker.

  The worker must enter comments as a formal record of case action or eligibility-related information for an individual by the end of the working day following the day the action or contact with a participant occurred to ensure chronological documentation.

***History**: Release 25-03; Release 24-13; Release 20-03.*

4.3.2 Marking Vital Records, “Administrative Use Only”

Vital records are maintained by the Wisconsin Department of Health Services and are official records of:

- Births;
- Deaths;
- Marriages; and
- Divorces.

These documents are referred to as:

- Birth Certificates;
- Death Certificates;
- Marriage Certificates;
- Divorce and Annulment Certificates; and
- Any data related to the above documents, e.g., printed birth query information from *CARES*.

Agencies must refer questionable verification or reporting supplied by applicants or participants for fraud investigation. (See 13.4.1)

To mark a vital record with “Administrative Use Only,” the *FEP* must:

1. Make a photocopy of the original document;
2. Stamp the photocopy with “Administrative Use Only”; and
3. Scan the stamped photocopy into *ECF*.

Originals must not be stamped or scanned into ECF, but must be returned to the W-2 applicant.

Following this process will ensure compliance with Wis. Stat. s 69.30 (2) which requires that vital records be marked, “Administrative Use Only.”

Although Certificates of Naturalization and Certificates of Citizenship are not considered vital records, W-2 agencies must also use the vital records process for these documents.

***History**: Release 24-13.*

4.3.3 Case and PIN Comments

Workers must record comments using *CWW* and *WWP* by the end of the working day following the day the action or contact with a participant occurred to ensure chronological documentation.

When a *FEP* makes a change to a W-2 case that leaves eligibility unconfirmed for other programs, the FEP must notify the Income Maintenance (IM)/Child Care (CC) worker to confirm eligibility for the other programs. In addition to comments, whenever the FEP or IM/CC worker makes a change in a case, the worker must also notify the other worker via e-mail, fax, or phone contact to ensure timely processing of the W-2, CC, and IM cases.

There are two types of comment entries, case comments and PIN comments.

Case Comments

Case comments are entered into CWW and should be entered when the interaction is describing a case-level event that impacts eligibility issues, such as:

- Case reviews;
- Verification;
- Adding or deleting household members, etc.

PIN Comments

PIN comments are entered in WWP and should be entered when the interaction is describing an individual level event, such as:

- Good cause;
- Informal assessment summary;
- General notes recording individual contact as it relates to work program participation, etc.

PIN comments are required as a formal record of all Work Programs-related information for an individual.

W-2 agencies may not disclose confidential information in comments and must note that further details are in ECF and/or the WWP **Participant Barrier** page. Below are examples of appropriate language that can be used when cross-referencing this information:

1. "Participant has been referred for a formal assessment. See WWP **Participant Barrier** page for further details."

2. “Participant is currently restricted per completed medical capacity form to no more than 30 minutes of continuous sitting or standing. ECF contains complete medical information and diagnosis provided by the doctor.”

See 4.2.2.1 for a listing of confidential information that must never be entered in comments.

***History**: Release 25-03; Release 24-13; Release 20-03; Release 18-04; Release 14-03.*

4.3.4 Supportive Services Tracking

Workers must record provided supportive services and supportive service payments through the required documentation on the Supportive Services page in WWP.

***History**: Release 25-02.*

4.4.1 Electronic Case File (ECF)

The Electronic Case File (ECF) is a paperless case file system that uses document imaging (scanning) to store case file materials in an electronic format.

To ensure the effectiveness of *ECF* in maintaining consistent retention of and access to case file documentation, *W-2* agencies must follow program policy with respect to the maintenance of case file information.

***History**: Release 24-13.*

4.4.2 Scanning Requirements

W-2 agencies are required to scan all paper documents except attendance documentation that contains confidential information into ECF and comply with the following scanning guidelines:

1. ***Ongoing Case Documentation***: All ongoing case scanning must be completed within 30 calendar days of:

   a. The reported/required case action having been performed in *CARES*, *CWW*, or *WWP*; or

   b. Being received in the W-2 agency.

   This includes the scanning of documents turned in at intake, review, and those dropped off or mailed into the agency.

2. ***Confidential Information***: All confidential information except attendance documentation that contains confidential information must be scanned into ECF under the appropriate document codes. (See 4.4.6)

3. ***Case Review Monitoring***: Files requested for review by the *DCF* must be scanned into ECF, in their entirety, within 10 working days of receiving the request. This may include cases requested for monitoring purposes, ad hoc queries, or any other monitoring purpose.

4. ***Transfer Cases***: When transferring a case, agencies must scan all relevant material prior to transferring the case.

If the agency is unable to meet these requirements, agency staff must notify the appropriate DCF regional staff.

***History**: Release 24-13; Release 21-07; Release 18-04.*

4.4.3 Record Retention Requirements

The following table outlines the required W-2 agency record retention time frames based on record type:

Record Type	Required Retention Time frame
W-2, *JAL*, and *EA* case-related paper documents not scanned into *ECF*.	Three years after a case closes.
Audio tapes of Fact Finding Reviews.	Three years after the case closes.
Case-related paper documents if any litigation, claim, or audit involving the case is unresolved. **Note**: The terms “litigation,” “claim,” and “audit” include lawsuits, Fact Finding Reviews, Departmental Reviews, Intentional Program Violation claims, federal or state audits, Legislative Audit Bureau audits, etc.	Through the duration of the investigation, and three years from the date the issue was resolved.

Agencies may destroy paper documents properly scanned and stored in ECF at any time.

However, it is recommended that agencies retain paper documents scanned into ECF for at least a week in the event of a scanner operator error. This includes copies of:

- Birth certificates,
- Social Security cards;
- Marriage certificates, etc.

Agencies must return original documents to the owner. (See 4.4.1)

W-2 agencies must not delete any document from ECF unless the document is scanned under the wrong case. In this situation, the agency must either re-index the document to the correct case or delete and rescan the document. See ECF Handbook sections 1.4 and 5.1.3 for more information.

***History**: Release 24-13; Release 18-04; Release 13-01.*

4.4.4 Scanning Consistency within an Agency

4.4.6.1 Supporting Documentation for Applications

To minimize subjectivity between agency workers storing documents in *ECF*, agencies should:

1. Use the documentation matrix found in the ECF User Guide Document Lists and Codes; and

2. Develop additional internal guidelines on document storage as needed.

4.4.6.1 Supporting Documentation for Applications

All supporting documents for applications must be stored in the appropriate category, if one exists.

If there is not an existing document type in which the document most appropriately belongs, the agency worker should consider the document as part of the application and include it with the application in Sub-folder Case Information under Document Type APP.

For applications that have supporting documentation, the agency worker should notate the top of each document prior to scanning into ECF referencing the application the type of supporting documentation.

EXAMPLE: A worker storing Job Access Loan applications should file positive or negative notices in the Sub-folder Correspondence under Document Type NOD and file rental agreements in the Sub-folder Expenses under Document Type SUE. When doing so, the worker should put a notation at the top of the document prior to scanning referencing “JAL verification.”

***History**: Release 24-13.*

4.4.5 Storing Confidential Information Outside of ECF

All confidential information, with the exception of the paper documents listed below, must be stored in *ECF*. See 4.2.2.1 for information that is considered confidential for purposes of the W-2 program.

The following confidential paper documents must be stored in a sealed envelope in the paper file under lock and key:

1. Confidential documents retained in case of scanner operator error (see 4.4.3);

2. Confidential paper copies of any document an agency determines must be kept long-term; and

3. Attendance documentation that contains confidential information.

Agencies must return original documents to the owner. (See 4.4.1)

See the ECF User Guide Confidential & Restricted Documents appendix for more information on the different types of document security in ECF.

***History**: Release 24-13; Release 18-04.*

4.4.6 Access to ECF by an Applicant, Participant, or Authorized Representative

An applicant, participant, or authorized representative may request to view and copy any records pertaining to the applicant or participant's case file, including documents stored in *ECF*. Due to the confidential nature of ECF, at no time may a third party be given unsupervised access to ECF. If a representative requests review of an individual's file, the W-2 agency must:

- Have an agency representative sit with the representative to review the case file documentation in ECF; or
- Print out the appropriate documentation for the representative.

See 12.2.6 for scenarios where the agency may charge for this service.

***History**: Release 24-13.*

4.5.1 Introduction

Confidential cases in CARES Worker Web (CWW) restrict access to the case and the information the case contains. When a case is confidential in CWW, the corresponding participant data in *WWP*, CARES Work Programs screens, and ECF are also made confidential.

***History**: Release 24-13; Release 19-02.*

4.5.2 Making a W-2 Case Confidential

W-2 applicants and participants may request to have their cases made confidential at any time.

Additionally, the *FEP* must make an individual's case confidential in *CWW* in the following situations:

1. When the individual requests the case be made confidential;

2. When the individual is enrolled in the Safe at Home program;

3. When the individual is a victim of or is under the threat of domestic violence or physical harm;

4. When the individual is an employee of a W-2 agency;

5. When the individual is included in another CWW case that is confidential; or

6. Any situation in which the FEP believes restricting access to an individual's case information is necessary for the individual's protection and well-being.

If the individual was included in another CWW case that closed within the last three years and was confidential at the time of closing, the FEP must discuss with the individual whether the W-2 case should be made confidential.

When making a case confidential in CWW:

If the Individual is	The FEP must
Already currently enrolled in both W-2 and another assistance program in CWW (i.e., FoodShare, BadgerCare, or Wisconsin Shares).	Contact the appropriate agency as needed if the confidential status changes. Both assigned workers and their supervisors will have access to the case and its documents.
Enrolled in CWW for another assistance program and the case is already confidential at the time of W-2 application.	Contact the appropriate agency to gain access to the case. After the FEP obtains access to the case, the FEP must return the case to confidential status immediately.

Only enrolled in W-2 in CWW and requests another assistance program when the case is already confidential.	Work with the appropriate worker from the other assistance program to allow access to the confidential case. After the other worker obtains access to the case, the other worker must return the case to confidential status immediately.

***History**: Release 24-13.*

4.5.3 Accessing Confidential Cases in W-2

Only the *FEP* assigned to the confidential case and the FEP's assigned supervisor can access the:

- Case in *CWW*;
- Corresponding participant data in *WWP* and the CARES Work Programs screens; and
- Case's documents in ECF.

If the participant is enrolled in another assistance program, the Income Maintenance (IM) worker assigned to the individual's case and the IM worker's immediate supervisor can also access information from the individual's case.

Other staff within the *W-2* agency can access information from a confidential case only when their duties require that they have access to the information. If such access is required, staff must work with the FEP assigned to the confidential case or the FEP's supervisor to obtain the needed information.

***History**:Release 24-13; Release 19-02.*

4.6.1 W-2 Agency Case Transfers

W-2 Participants can relocate and have their W-2 case transferred to the agency serving their new geographical area.

The sending and receiving W-2 agencies must follow all guidance, procedures, and timelines outlined in the Bureau of Working Families (BWF) W-2 Program Case Transfer Process Guide.

It is the responsibility of both the sending and receiving W-2 agencies to work collaboratively and efficiently to ensure the transfer process does not negatively affect the participant.

The sending W-2 agency must initiate a transfer no later than 2 working days after they learn of a participant's relocation and is responsible for notifying the participant of the transfer. The sending W-2 agency must also attempt to contact the participant using various means, including an in-person meeting, phone call, email, etc.

The W-2 agency must give participants who are experiencing homelessness or domestic violence the option to receive services from the new W-2 agency, or remain with the agency that is currently serving them.

The participant's placement, Employability Plan, and all assigned activities will remain open during the transfer process and be transferred to the receiving agency.

The sending W-2 agency must provide good cause for all nonparticipation caused by the moving and transfer process and document the rationale in PIN comments. Please see 11.3.3 for relevant good cause reasons.

EXAMPLE: Maria is currently placed in a CSJ in Milwaukee. Her FEP learns that Maria will be moving to La Crosse. Maria's work experience is on site in Milwaukee and she will not be able to participate or complete this activity during the moving and transfer process to her new agency in La Crosse. Maria's FEP in Milwaukee must provide good cause for her nonparticipation until she is fully transferred to the new agency in La Crosse and her EP can be updated to reflect activities in her new area.

The receiving W-2 agency must meet with the participant within 10 working days from the date of transfer as reflected in the transaction list in WWP to conduct an Informal Assessment. The participant must remain in their existing W-2 placement and assigned activities until meeting with the new W-2 agency.

Once the new FEP completes an informal assessment, they can determine with the participant if any changes should be made to the participant's:

- Placement;
- Activities;
- Supportive services;
- Accommodations, etc.

All results must be documented in PIN comments and on the appropriate *WWP* pages, and any necessary changes must be made on the new *EP*. For more information on transferring assessment information, see 4.6.2.

CMF or *CMF+* placements can be transferred to the receiving agency like any other placement. If an individual enrolled in a CMF or CMF+ placement loses the employment that led to the CMF or CMF+ placement while enrolled in W-2, the individual may seek W-2 services in the county where the individual has relocated.

***History**: Release 25-01; Release 24-13; Release 21-07; Release 20-03; Release 19-02; Release 16-01; Release 13-01.*

4.6.2 Transferring Formal Assessments

When processing a newly transferred case, the receiving W-2 agency must check the *WWP* Participant Barriers page to see if any formal assessments were completed during a prior W-2 episode. If so, the W-2 agency must obtain copies of the following information from the previously assigned W-2 agency:

1. All formal assessments and treatment notes from the past 12 calendar months; and

2. Any additional information and assessments, regardless of age, that were used to determine how the participant was last served by the previously assigned W-2 agency.

If the information is	The W-2 Agency Must
Scanned into ECF	Obtain the information from ECF.
Not scanned into ECF	Contact the previously assigned W-2 agency and request formal assessments and treatment notes from the prior W-2 agency.

The previously assigned W-2 agency is required to provide all copies of requested documentation to the requesting W-2 agency so that it is received within seven working days.

Copies of confidential documents cannot be faxed or emailed. The requested documentation must be:

- Scanned into ECF using the WPM code;
- Sent by US mail or other delivery services with tracking; or
- Sent through a courier service.

A formal assessment from a transferred case may only satisfy the formal assessment requirement for a *W-2 T* placement if the formal assessment for the stated barrier/disability was completed within the 12 months prior to the agency transfer.

If the formal assessment for the stated barrier/disability was not completed within the 12 months prior, the new W-2 agency will need to request that a new formal assessment be completed within 30 days of making a new W-2 T placement. (See 5.5.1.1)

***History**: Release 25-01; Release 24-13; Release 19-02; Release 18-04.*

05 Assessment

5.1 Introduction

5.1 Introduction

Under *W-2*, assessment is the process of gathering information to develop an Employability Plan (EP) customized for the participant that will result in either a:

- Successful employment outcome to start the individual on a career path; or, if appropriate,
- Path to eligibility for *SSI*, *SSDI*, or both.

Certain types of assessments are required for all W-2 applicants and participants, including:

- Informal Assessment (see 5.2); and
- Educational Needs Assessment (see 5.3).

The information gathered through these required assessments help the FEP in identifying whether additional Formal Assessments (see 5.5) are needed to develop the participant's *EP*.

The assessment process is conducted in collaboration with the applicant or participant. The FEP must:

- Discuss the results of each assessment with the participant; and
- Work together with the participant when deciding which W-2 placement and activities are assigned as part of the EP.

***History**: Release 24-11; Release 24-07; Release 19-07; Release 19-02.*

5.1.1 Assessment at Application

5.1.1.1 Assessment with Former W-2 Participants at Application
5.1.1.2 Referral for Formal Assessment at Application

During the application process and prior to placing the individual in a *W-2* placement, the W-2 agency must work with the applicant to:

- Complete an informal assessment (see 5.2);
- Complete an *Educational Needs Assessment* (see 5.3);
- Start the process of career assessment (see 5.4); and
- Obtain the results of any career assessments, vocational evaluation/assessments, or formal assessments, if available from prior W-2 episodes (see 4.6.2).

Using the assessment information gathered at application, the worker may require the applicant to participate in up-front job search activities as a condition of eligibility (see 2.9.2).

To make the initial W-2 placement and develop the *EP*, the *FEP* must use the best information available during the application timeframe using the:

- Results of the informal assessment, educational needs assessment, and career assessment, if available;
- Progress made during assignment to up-front job search activities, if assigned; and
- Results of any other vocational evaluation/assessments or formal assessments, if available.

5.1.1.1 Assessment with Former W-2 Participants at Application

When an individual applies for W-2, the W-2 agency must:

1. Determine if the individual received W-2 in the past; and
2. Obtain prior assessment information.

If prior assessment information is current and relevant to the individual's current situation, this information may be used to aid in decision-making for the initial placement and EP.

If the individual received W-2 in the past, the W-2 agency must check the *WWP* Participant Barriers page to see if any formal assessments were completed previously. If so, the applicant's W-2 agency must obtain all copies of:

- Formal assessments;
- Treatment notes; and
- Any additional information from *ECF*.

If the formal assessment is not available in ECF and the individual was previously assigned to a different agency, the current W-2 agency must contact the previously assigned agency. The previously assigned W-2 agency is required to provide all copies of requested documentation to the current W-2 agency so that it is received within seven working days. (See 4.6.2)

The FEP should consider a formal assessment acceptable if completed within one year prior to *W-2 T* placement.

Results from a prior formal assessment may only be used if the assessment:

1. Contains the necessary elements; and
2. Is relevant to the employment barrier in question.

If the prior formal assessment results have an expiration date that indicates the results are no longer valid or there is reason to believe the formal assessment information does not reflect the participant's current circumstances, then a new formal assessment must be completed. (See 5.5.1.1)

5.1.1.2 Referral for Formal Assessment at Application

During the application process, the FEP may also refer the applicant for *vocational evaluation/assessment* and/or formal assessment of employment barriers. (See 5.5.1) However, completing referrals for vocational evaluation/assessments or formal assessments are not eligibility requirements.

The FEP must never delay eligibility determination and initial placement because of a pending assessment.

The placement decision must be made using the best available information during the application timeframe. (See 1.4.4) The W-2 placement may be adjusted later, if needed, when additional assessment information is received.

To gather assessment results, W-2 agencies are encouraged to consult with other employment and training resources, and accept previous assessments done by other agencies if appropriate.

***History**: Release 24-11; Release 20-03; Release 19-07; Release 19-02; Release 17-01; Release 11-01.*

5.1.2 Assessment as Part of Ongoing Case Management

Prior to making a change in *W-2* placement, the W-2 agency must work with the participant to:

- Complete and submit the *WWP* Informal Assessment Driver Flow (see 5.2); and
- Complete an educational needs assessment (see 5.3).

The following assessments are considered an ongoing activity, are part of general W-2 case management, and can be completed throughout ongoing case management as a participant's needs change:

1. ***Educational Needs Assessment*:** Standardized educational needs assessment tools,, such as *TABE* or *BEST*, should be used to determine a participant's educational levels. (See 5.3.1)

2. ***Career Assessment*:** The **Career Assessment** page in WWP is a stand-alone page that is designed to identify a participant's *work styles*, *skills*, and *interests*. Completing the **Career Assessment** page will ensure that workers have sufficient detail to develop EPs and assign meaningful activities.

3. **Job Readiness Assessment:** The **Job Readiness** page in WWP is a stand-alone page with questions that are designed to guide conversation to complete a thorough job readiness assessment. Completing the **Job Readiness** page will ensure workers have sufficient detail on work preferences, history, applications, interviews, and contacts to develop EPs and assign meaningful activities.

4. **WWP Informal Assessment:** The FEP may also choose to complete or edit the WWP Informal Assessment when there is reason to believe that reviewing the WWP Informal Assessment questions or specific pages may help initiate conversation about a potential barrier that is affecting the participant's ability to work or participate in assigned activities.

5. **Additional Approaches to Informal Assessment:** The W-2 agency may also use alternative approaches to supplement the information gathered through the WWP Informal Assessment Driver Flow. (See 5.2.1)

***History**: Release 24-11; Release 20-03; Release 19-07; Release 19-02; Release 17-01.*

5.2.1 Informal Assessment

Informal assessment is an ongoing case management practice, which starts during the *W-2* application period and continues until the individual no longer receives W-2 services.

A comprehensive informal assessment via the *WWP* Informal Assessment Driver Flow must be completed and submitted prior to initial W-2 placement and at each placement change.

The purpose of the informal assessment process under W-2 is to help the FEP better understand the goals and needs of the individual and their family to determine the:

- Individual's ability to become employed;
- Services and activities necessary for the individual to secure and maintain stable employment;
- Appropriate W-2 placement of a participant;
- Existence of potential disabilities or other specific limitations;
- Need for further career assessment and planning;
- Need for vocational evaluation/assessment; and
- Need for a formal assessment of any disabilities or other employment barriers by a qualified assessing agency or individual.

Multiple approaches to informal assessment can be used, based on individual needs. Additional approaches to conducting informal assessment may include:

- Automated screening and assessment tools available within the W-2 agency;
- Information gathered through case management meetings;
- Worksite performance evaluations;
- Goal setting exercises/tools (e.g., where do you want to be in six months? Two years?, etc.); and
- Experience with following through on job search and other assigned activities.

***History**: Release 24-11; Release 22-05; Release 19-02.*

5.2.2 Informal Assessment Driver Flow and Inventory

The *WWP* Informal Assessment Driver Flow covers the following assessment categories related to an individual's ability to become employed and remain employed:

- Language(s)
- Work History
- Participation in other Work Programs
- Education History
- Post-Secondary Education
- Military Service
- Housing
- Transportation
- Legal Issues
- Participant Barriers
- Child and Youth Supports
- Family Barriers

The WWP Informal Assessment Driver Flow also includes a **Non-Custodial Parents** page that provides an opportunity for applicants and participants who are noncustodial parents (NCPs) to discuss their role as a parent, and share basic information about the custodial parent and their child(ren) . In addition, the **NCP Referral** page is intended to help the *W-2* worker determine if the agency could offer services to help the NCP of the individual's child(ren).

While moving through the WWP Informal Assessment Driver Flow, the W-2 worker must gather information about the individual's:

- personal strengths;
- Work styles;
- Interests: and
- Skills that may help the individual secure employment or that may be further developed through activities assigned in the *EP*.

The W-2 worker must work with the individual to identify resources to address any unmet needs identified during the informal assessment process.

In addition to the information gathered through completion of the WWP Informal Assessment Driver Flow, the following inventory must be covered as part of the *informal assessment* process and reviewed with each *W-2* applicant or participant at application and as a part of ongoing case management.

- Personal strengths, interests, and goals;
- Job skills (including transferable skills);
- Job readiness (including work preferences, history, applications, interviews, and contacts);
- Recent job search efforts;
- Results from the *Career Assessment* that evaluate work styles, skills, and interests;
- Current neighborhood environment and schools;
- Household budgeting/money management strategies;
- Access to social supports (e.g., family members, church, friends);
- Other needs or barriers identified by the participant that impede their ability to participate in W-2 activities or find and retain a job.

Informal assessment inventory items are not eligibility requirements. Eligibility determination and initial placement must not be delayed due to a pending assessment.

The placement decision must be made using the best available information during the application timeframe. (See 1.4.4)

The following table outlines the timeline and requirements for an applicant or participant that does not have the **Job Readiness** or **Career Assessment** page completed in WWP.

W-2 status	Assessment Type not completed	Scheduling and Completion Requirements
New or re-applying to W-2	Job Readiness Assessment	Must be scheduled within 30 days of an application and **must** be completed within 30 days of placement.
	Career Assessment	Must be scheduled within 30 days of an application and **should** be completed within 30 days of placement.
Current participant	Job Readiness Assessment	Must be scheduled within 30

		days of an EP review and **must** be completed before the next EP review.
	Career Assessment	Must be scheduled within 30 days of an EP review and **should** be completed before the next EP review.

Informal assessment must also include observations by the worker about the individual's ability to complete assigned activities and/or perform job search.

When an applicant or participant is having difficulty completing assigned activities, this may be an indication of underlying barriers to employment and should result in further conversations with the individual about the appropriateness of the activities being assigned and the need for additional supportive services.

***History**: Release 24-11; Release 24-07; Release 20-03; Release 19-02, Release 17-01.*

5.2.3 WWP Informal Assessment

5.2.3.1 Participant Barriers Questions
5.2.3.2 Required Timing for WWP Informal Assessment
5.2.3.3 WWP Informal Assessment with Two-Parent Households
5.2.3.4 WWP Informal Assessment with Children Present
5.2.3.5 Documenting Confidential Information in WWP Informal Assessment Notes and Details

The *WWP* Informal Assessment Driver Flow is intended to provide a framework to guide the interactive conversation needed to complete a comprehensive *Informal Assessment*.

The *W-2* worker is required to ask all questions that appear in the WWP Informal Assessment Driver Flow, including additional questions that appear based on the answers provided. The W-2 worker must also ask follow-up questions and engage the applicant or participant in further conversation beyond the prescribed questions to obtain information needed to identify potential barriers to employability.

This process is intended to ensure that the W-2 worker has sufficient detail on the W-2 applicant or participant's skills, abilities, interests, and goals to inform *Case Management* decision-making.

5.2.3.1 Participant Barriers Questions

The WWP Informal Assessment Driver Flow includes a **Participant Barriers** page with questions to collect information about the applicant or participant's health and personal life that may affect the individual's ability to obtain and maintain employment. The WWP **Informal Assessment - Participant Barriers** page consists of five sections:

1. Physical Health
2. Mental Health
3. Alcohol and Other Drug Abuse (AODA)
4. Cognitive and Learning Needs
5. Domestic Abuse Screen

The *FEP* must use the responses to the WWP Informal Assessment Participant Barriers questions provided to determine whether the individual could benefit from a *Formal Assessment* by a qualified professional or assessing agency. (See 5.5.2)

The responses also provide basic information to inform case management decision-making until the formal assessment information is received.

When administering the Participant Barriers questions as part of the WWP Informal Assessment, the W-2 worker must explain to the applicant or participant the:

1. Purpose of the Participant Barriers questions; and

2. Type of follow-up services that may result from providing answers to the questions.

The W-2 worker should explain the Participant Barriers questions using positive language and emphasize how the applicant or participant may benefit from answering the questions.

The W-2 worker must ask each of the Participant Barriers questions; however, the applicant or participant may decline to answer the questions on this page without risk of sanction or case closure. If the applicant or participant declines to answer a Participant Barriers question, the W-2 worker must indicate this in WWP by checking the corresponding refused box and move on to the next question.

If the applicant or participant indicates that any of the issues identified on the **Participant Barriers** page may impact their ability to participate in W-2, the FEP must document the:

1. Barrier in WWP and refer the individual for formal assessment; and

2. Formal assessment referral date on the corresponding WWP **Barrier Details** page.

If the individual declines the offer for formal assessment, the FEP must indicate that the referral was declined on the corresponding WWP **Barrier Details** page.

Due to the potential for safety risks, there are several exceptions to the instructions for the Participant Barriers questions and formal assessment referral specific to the Domestic Abuse Screen questions. The FEP must follow all instructions for administering the Domestic Abuse Screen in Section 5.6.1.

5.2.3.2 Required Timing for WWP Informal Assessment

The WWP Informal Assessment Driver Flow is required to be completed and submitted prior to initial W-2 placement and at each placement change. The WWP Informal Assessment Driver Flow must always reflect the most recent and up-to-date information the W-2 worker has about the participant and their family.

The FEP must revisit the informal assessment inventory as needed and edit the appropriate WWP Informal Assessment pages to document any reported changes as part of the ongoing case management process.

The FEP must also complete and submit the WWP Informal Assessment to aid in identifying potential barriers to gaining or maintaining employment or additional service needs when:

- The individual requests to have the WWP Informal Assessment questions reviewed; and
- The FEP is considering denying an initial extension for a 24-month placement time limit or the 48-month state lifetime limit and the WWP Informal Assessment has not been completed or updated within 12 calendar months prior to the participant's 24th or 48th month in an ongoing case. (See 2.10.6.8)

The FEP may also choose to complete the WWP Informal Assessment when there is reason to believe that reviewing the WWP Informal Assessment questions may help initiate conversation about a potential barrier that is affecting the participant's ability to work or participate in assigned activities. (See 11.1)

5.2.3.3 WWP Informal Assessment with Two-Parent Households

If the W-2 group is a *W-2 Two-Parent Household*, the WWP Informal Assessment must be completed with each parent separately, unless both parents request the WWP Informal Assessment be completed with the other parent present. (See 14.2.1)

An individual must never be asked to complete the Domestic Abuse Screen while their partner or any other individual is present. (See 5.6.1)

5.2.3.4 WWP Informal Assessment with Children Present

The WWP Informal Assessment Driver Flow touches on sensitive topics individuals may not feel comfortable discussing in front of their children.

When completing the WWP Informal Assessment, the W-2 agency must inform the individual of available child care options that may be used while completing the driver flow.

If requested, the W-2 agency should assist with connecting the participant to these child care options before completing the informal assessment questions.

5.2.3.5 Documenting Confidential Information in WWP Informal Assessment Notes and Details

The WWP Informal Assessment Driver Flow also includes Notes and Details fields for the W-2 worker to document additional information pertinent to the case management process.

The W-2 worker must never enter confidential information in the WWP Notes and Details fields, with the exception of the **Participant Barriers** and **Family Barriers** pages.

The **Participant Barriers** and **Family Barriers** pages prompt workers to ask questions about conditions that are considered confidential for purposes of the W-2 program and have security features to restrict access to these pages.

See 4.2.2.1 for a listing of confidential information that must never be entered on WWP pages without the additional security protections.

***History**: Release 24-11; Release 21-09.*

5.3.1 Educational Needs Assessment

The educational needs assessment is used to determine if the W-2 applicant or participant needs, or would benefit from, education and training activities including:

1. A course of study meeting the high school graduation equivalency standards established under Wis. Stat. s. 115.29 (4);

2. Technical college courses;

3. Educational courses that provide an employment skill;

4. English as a second language (ESL) courses;

5. Adult basic education courses, including but not limited to: literacy skills, remedial math, or reading courses; or

6. Employer−sponsored training.

The *W-2* agency is required to conduct an educational needs assessment with all new W-2 applicants and must reassess the participant for education and training needs before making a change in *W-2 placement*. The assessment must:

1. **Identify the applicant or participant's current educational levels**. Agencies must use a standardized educational assessment tool to determine educational levels if the FEP determines an educational needs assessment is needed. *TABE*, *BEST*, and *TABE/CLAS-E* are standardized educational assessment tools supported in *WWP*.

   The FEP must never delay eligibility determination and placement because completion of a standardized educational needs assessment tool is pending. If necessary to ensure timely placement, the FEP must use the best information available from the WWP Education History and Post-Secondary Education pages to fulfill the educational needs assessment requirement at application and inform the initial placement decision and EP.

   In some cases, the self-reported information gathered through the WWP Informal Assessment Driver Flow may not be enough to determine current educational levels. When completion of a standardized educational needs assessment tool is necessary to determine or confirm an individual's current educational levels, the tool must be scheduled and documented in WWP within 30 days of placement. See 6.4 for information on assignment of activities in WWP.

For an individual who has demonstrated reading and math skills through attainment of post-secondary education, a standardized educational assessment tool is not necessary.

Postsecondary education includes completion of any coursework or education beyond high school such as a:

- Continuing education certificate;
- Associate degree; or
- Baccalaureate degree.

If a standardized assessment tool, such as TABE or BEST, has been completed within the prior six months, the agency may use the results of that assessment to determine the individual's current educational level.

2. **Determine the individual's education and training needs**. In making this determination, the *FEP* must consider the following:

a. The information gathered about the individual's current educational levels.

The FEP must document this information:

1. On the appropriate *WWP* Informal Assessment pages (Education History, Post-Secondary Education);

2. On the WWP Test Scores Application; and

3. In PIN comments.

b. The level of education and training necessary to obtain full-time employment in the local labor market. The Department of Workforce Development maintains a website with Wisconsin labor market information at https://jobcenterofwisconsin.com/wisconomy/. From this website you can link to many useful resources, such as:

See section 8.4.1 for a list of education and training resources that can help provide information on in-demand occupations in Wisconsin, required training and experience, and available training and education program.

c. The individual's program employment goals.

Program employment goals are shorter-term employment goals that can be achieved through participation in the W-2 program and are part of the EP. (See 6.1.1)

If the FEP determines that the individual is eligible for W-2 and needs or would benefit from education or training activities, including a course of study meeting the high school graduation equivalency standards established under Wis. Stat. s. 115.29 (4), the education and training activities must be included in the individual's *EP*. See 8.3 for additional information on education and training activities.

EXAMPLE: Holly is found nonfinancially and financially eligible for W-2. During the WWP Informal Assessment, Holly explained that she has not completed high school. Holly also tells the FEP she has had several brief jobs as a short-order cook and her long-term employment goal is to become a manager of a restaurant. The FEP determines that a *CSJ* placement would be best for Holly. Holly's initial EP includes activity hours for completing a TABE testing. After completing the first week, she is assigned to 30 hours per week at a work experience site that combines food preparation experience with culinary skills training, and eight hours per week of tutoring to prepare her for her *GED*.

If the applicant or participant refuses to complete an educational needs assessment, such as the *TABE*, and there is no other information available as to the individual's current math and reading comprehension level, the W-2 agency may proceed to work with the individual as though there are no literacy or numeracy barriers.

***History**: Release 25-01; Release 24-11; Release 21-07; Release 20-03; Release 19-07; Release 19-02; Release 10-02.*

5.4.1 Career Assessment Overview

Career assessment is a broad spectrum of assessment tools that W-2 agencies can use to help individuals learn more about their work styles, skills, and interests.

The W-2 agency must offer career assessments to all applicants and participants. However, career assessments are not required to be completed as a condition of eligibility for the W-2 program.

An applicant or participant may decline completing a career assessment for any reason.

Career assessment results can be used to:

- Define a career path;
- Assign meaningful activities;
- Highlight strengths;
- Identify training needs; and
- Match the individual to employment opportunities.

More than one tool may be required to capture the three required elements:

- *Work styles* represent personality and temperament factors that influence how someone works, such as preferences for working with others or independently. Work style-focused career assessments can demonstrate the individual's attitudes and job readiness.
- *Skills* represent a person's competency to perform tasks which can improve with training and experience (e.g., computer programming). Skills-focused career assessments can include knowledge, aptitude, and ability. Skills can relate to a particular occupation, as typically listed in a job announcement to describe the tasks of a position.
- *Interests* represent activities individuals like or dislike doing. Interest-focused career assessments help individuals identify work-related interests and find the types of careers that match.

Do not use educational needs assessment tools in place of career assessment tools. Educational needs assessment tools should be used in tandem with career assessment tools to identify the education and training needed to allow individuals to obtain employment that fits their work styles, skills, and interests.

The results of both assessments complement each other and inform the EP development and assignment of meaningful activities. (See 5.1.2)

***History**: Release 24-11; Release 24-07; Release 19-07; Release 19-02; Release 11-06: Release 11-01.*

5.4.2 Career Assessment at Application

Initial Placement

FEPs must use informal assessment information when determining the initial placement for W-2 applicants. (See 7.1)

FEPs are required to develop career goals with all W-2 participants using the information available at initial placement.

If an applicant is not ready to identify a specific career field when the EP is initially developed, the focus of the program employment goal may be broadened to a field of interest or an industry sector. (See 6.1.1)

Because career assessment is not an eligibility requirement, the FEP must never delay eligibility determination and initial placement pending completion of a career assessment tool. The placement decision must be made using the best available information during the application timeframe. (See 1.4.4) The EP and W-2 placement may be adjusted later, if needed, when the career assessment results are received.

Timely Career Assessment

Career assessment must be offered to all applicants and assigned as an activity on the initial EP.

If an applicant is new to W-2 or is re-applying and does not have a career assessment documented in *WWP*, a career assessment must be scheduled within 30 days of application and should be completed within 30 days of placement.

If an applicant has completed a career assessment that identifies work styles, skills, and interests, and chooses to remain on the career path indicated by that assessment, or is already working in a career field available in the local labor market, another career assessment does not need to be done.

***History**: Release 24-11; Release 24-07; Release 20-03.*

5.4.3 Using and Documenting Career Assessment Results

Using Career Assessments to Inform Case Management

Career assessments and career exploration tools are used to help identify sectors, career pathways, training needs, and employment goals that match the career assessment results.

Career assessment tools can be administered throughout ongoing case management as an individual's skills, goals, and work readiness may change.

As an EP is developed, it is important to consider how the program employment goals fit into the applicant's or participant's long-term career plan. The EP should identify any goals that are part of the individual's long-term career plan. (See 6.1.1)

If a participant does not have a career assessment documented in *WWP*, the career assessment must be scheduled within 30 days of an EP review and should be completed before the next EP review.

To document the career assessment in WWP, the FEP must:

1. Assign Career Assessment as an activity on the EP using one of the following activity codes. (See 6.4.1)

Activity Code	Assignment Scenario
UC – Upfront Career Planning	For applicants who receive up-front career planning services geared toward assessment of their career interests and guidance in the career planning process. This activity must be ended at time of W-2 placement.
CE – Career Planning & Counseling	For participants who receive career planning and counseling services geared towards assessment of their career interests and guidance in the career planning process.
OC – Occupational Testing	For participants engaged in occupational testing related to employment. For example, some employers may require a typing test for a clerical position.

2. Post career assessment results on the **Career Assessment** page in WWP, including related occupations and how the career assessment results are

being applied to the EP and activities. The FEP must discuss career assessment results with the individual and give them the opportunity to provide input on their W-2 placement and the activities that are assigned as part of the EP.

3. Scan assessment results into the participant's Electronic Case File (ECF) using code WVAS.

If the applicant or participant declines to complete a career assessment, the worker must document that in PIN Comments.

***History**: Release 24-11; Release 24-07; Release 12-07; Release 20-03.*

5.5.1 Formal Assessment

5.5.1.1 When to Use a Formal Assessment
5.5.1.2 How to Use a Formal Assessment

A formal assessment is the process of establishing the:

- Extent and severity of any disabilities or other conditions (e.g., domestic violence, learning needs, need to care for disabled child) that may interfere with normal functioning in an employment setting or with an individual's ability to meet *W-2* program requirements;
- Effect of a disability or other potential *Barrier* on the Individual's capacity to obtain and maintain *Unsubsidized Employment*, participate in employment-related activities (e.g., work training activities or education), or otherwise meet W-2 program requirements;
- Need for supportive services, accommodations, auxiliary aids, or communication assistance;
- Conditions under which the person is capable of employment or employment related activities;
- Need to make reasonable modifications to policies, practices, and procedures when necessary to ensure equal opportunity for people with disabilities; and
- Appropriateness of specific assignments in the W-2 program.

The formal assessment process may include gathering information about the participant from one or more qualified assessment agencies or individuals.

5.5.1.1 When to Use a Formal Assessment

A FEP can determine the need for a formal assessment at any point; however, a formal assessment must be offered within 30 calendar days of any of the following situations:

1. An individual presents medical or other information, including their own statement that indicates they may have a disability or other barrier to participation in the W-2 program or employment; or
2. A W-2 agency staff or contractor observe behavior that indicates the need for a formal assessment.

The FEP must offer a referral for a formal assessment in any of the following situations:

1. A participant is placed in a *W-2 T* position. Participants placed in W-2 T must have a formal assessment scheduled and documented on the EP within 30 calendar days of placement into W-2 T; and

2. The results of the *WWP* Informal Assessment indicates a need for further evaluation for identification of a disability or other barrier to participation in the W-2 program or employment.

   Note: When a participant is referred for a formal assessment based on the information discussed during the WWP Informal Assessment, any relevant information must be shared with the assessing agency if the participant agrees to sign a release of information.

When offering a formal assessment, the FEP must:

1. Document the formal assessment referral date on the WWP **Participant Barrier Details** or in the **Family Barriers** page;

2. Open a FA -- Formal Assessment Pending status for participants who agree to a formal assessment (see 6.4.1); and

3. Have a formal assessment activity scheduled and documented on the EP within 30 calendar days of the referral date indicated on the corresponding WWP **Participant Barrier Details** or **Family Barriers** page.

The FEP can document the results on the **Participant Barriers Details** page without having to add an activity on the EP when the individual:

- Has an acceptable previously completed formal assessment; or
- Obtains a formal assessment without informing the FEP that they scheduled the appointment.

FEPs should consider a formal assessment acceptable if completed within one year prior to the WWP Informal Assessment or W-2 T placement. It may be necessary for the W-2 agency to follow-up with the agency or individual who completed the assessment to interpret the assessment results and determine if any new treatment is being explored.

If the prior formal assessment results have an expiration date that indicates the results are no longer valid or there is reason to believe the formal assessment information does not reflect the participant's current circumstances, then a new formal assessment must be completed.

Results from a prior formal assessment may only be used if the assessment:

1. Contains the necessary elements (see 5.5.3); and

2. Is relevant to the employment barrier in question.

For example, if a formal assessment completed eight months ago evaluated the need for AODA services, but the potential employment barrier indicated in the WWP Informal Assessment relates to learning needs, then a new formal assessment must be completed.

5.5.1.2 How to Use a Formal Assessment

The FEP must use the *W-2 Formal Assessment Agreement (2565)* to help explain the purpose of the formal assessment and the type of follow-up services and activities an individual may receive by completing it.

The FEP should strongly emphasize how the applicant or participant can benefit from completing the formal assessment process. The FEP must explain that assessment results will enable the individual and their FEP to make informed decisions about:

- Their W-2 placement;
- Their employment goals and the activities that will help reach those goals;
- Their ability to engage in training and education; and
- Any special services and work site accommodations they may need.

The applicant or participant must indicate at the bottom of the agreement their decision to complete or decline a formal assessment.

When a formal assessment is pending, the FEP must use the best information available to initially place an individual in an employment position.

Participating in a formal assessment may be counted as participation in an employment position. The FEP must document all formal assessment information in WWP utilizing the:

- WWP **Participant Barriers** and **Family Barriers** pages;
- Formal Assessment Status; and
- Employability Plan (EP), including PIN comments, as appropriate.

Within 30 days after receiving the results of the formal assessment, the FEP must:

1. Make necessary adjustments to the participant's placement; and

2. Revise the *EP* based on the formal assessment.

The services and accommodations that are recommended in the formal assessment must be incorporated into the participant's EP. This may include:

- Obtaining needed medical treatment or counseling;
- Receiving needed services from other providers in the community;
- Ensuring participants have the necessary services, reasonable modifications and accommodations to successfully engage in assigned W-2 activities; and
- Working with employers to put needed accommodations into place for participants making the transition to unsubsidized employment.

As part of the process of revising the EP, the FEP must:

1. Provide the participant with a written description of any needed services, activities, and reasonable modifications or accommodations using the form, *Services and Accommodations To Help You Do Your W-2 Activities (2564)*.

   If the FEP does not incorporate all of the recommended accommodations or modifications into the participant's EP, the FEP must document on the corresponding WWP **Participant Barrier** page the reason(s) the recommendation(s) were not incorporated. Any placement change based on a formal assessment must also be discussed with the participant and the participant's EP must be updated accordingly.

2. Advise the W-2 education, training, or work site providers of any needed reasonable modifications or accommodations to the W-2 education, training, or worksite.

   The W-2 agency must monitor the participant's W-2 education, training, or work site to ensure that previously specified services, modifications, or accommodations identified in the EP are provided.

***History**: Release 24-11; Release 22-05; Release 21-07; Release 20-03; Release 19-02.*

5.5.2 Qualified Assessing Agency

A formal assessment must be completed by one or more qualified assessing agencies or individuals.

A professional qualified to perform a formal assessment may include a:

- Medical or mental health professional;
- Social worker;
- Psychologist;
- Neuro-psychologist;
- Division of Vocational Rehabilitation counselor; or
- Similar qualified assessing agency or individual.

To be considered a qualified assessing professional, the agency or individual must demonstrate:

- A competency or successful completion of training in the appropriate field and be certified by an appropriate accreditation organization; and
- An understanding of the objectives of the assessment based on W-2 referral information, the initial interview, and stated purpose of the evaluation.

***History**: Release 24-11.*

5.5.3 Necessary Elements

The qualified assessing agency must provide an individualized written assessment that enables the *FEP* to adapt *W-2* activities to accommodate the needs of the participant. The assessment must include, at a minimum, the following elements:

1. Personal conditions/diagnosis that impact ability to function in activities of daily living and the ability to perform work;

2. Functional abilities;

3. Functional limitations related to employment and employability, and implications of those limitations on finding and maintaining employment;

4. General aptitude/cognitive level (applicable for formal assessments related to learning needs and traumatic brain injury);

5. Areas of deficit;

6. Range of recommended reasonable modifications and accommodations /assistive technology for the participant's *EP* (i.e., both work training under W-2 and in unsubsidized employment);

7. The ability to engage in training and education;

8. Recommended reassessment date; and

9. Summary of findings, including rationale for any disability determinations/diagnosis, prognosis, and recommendations for additional services, as appropriate.

The FEP must offer to assist the participant in selecting the appropriate assessing agency or individual.

Participants identified as being at-risk for two or more disabilities or conditions may need to be referred for multiple assessments.

Participants whose WWP Informal Assessment results indicate the potential for a particular disability or condition must be referred to an appropriate provider for formal assessment. Once completed, all formal assessment information must be documented on the WWP **Barrier Details** page.

***History**: Release 24-11; Release 19-02.*

5.5.4 Obtaining a Complete Assessment

The process for gathering formal assessment information will vary depending on the medical condition or employment barrier being addressed:

Medical condition or employment barrier type	Process for gathering formal assessment information
Learning or cognitive disability	The case worker may need to specify in writing to the assessing agency what type of information is needed. This may include: • A specific diagnosis; • Test findings that document both the nature and severity of the disability; • Any limitations to learning or other major life activities resulting from the disability and the degree to which it impacts the individual in the context of learning; • The impact the diagnosed learning or cognitive disability has on a specific major life activity; or • Specific recommendations for accommodations as well as an explanation as to why each accommodation is recommended.
Mental health condition or *AODA*	Assessment information may be gathered using the *Mental Health Report (126)* form. If the assessment information is collected through other methods such as a written evaluation developed by the assessing agency, it is important that the document covers the same content as the Mental Health Report to ensure that the caseworker is receiving adequate information to make case management decisions with the participant.

Other types of medical conditions	Assessment information may be gathered using the *Medical Examination & Capacity (2012)* form. Conditions that can be appropriately documented with the Medical Examination & Capacity form include, but are not limited to: • Short-term medical conditions and injuries that may require surgery, medical treatment, or physical rehabilitation; • Pregnancy; • Long-term medical conditions such as multiple sclerosis, fibromyalgia, or arthritis; and • When a participant presents themselves as unable to participate due to a medical problem(s) but is unable or unwilling to articulate the medical condition.
Barrier related to the care for another household member	The *Need to Care for Disabled Family Member (10786)* form must be used to gather the needed information for a formal assessment. (See 7.4.2) Although the information gathered with this form does not contain all of the required necessary elements of a formal assessment, it will serve as documentation of the need for the individual to be the sole provider of care when the individual is placed in a *W-2 T* and assigned to care for another member of the *W-2 Group* who is ill or incapacitated.

FEPs should record family barriers, including caretaking responsibilities, on the **Family Barriers** page in the *WWP* Informal Assessment and document non-confidential information in PIN comments.

When a participant has both a mental health condition and another type of medical condition and both conditions are potential barriers to employment that require formal assessment, the agency may need to request that the *Mental Health Report (126)* and the *Medical Examination & Capacity (2012)* forms are both completed by the appropriate service providers.

***History**: Release 24-11; Release 20-04; Release 19-02.*

5.5.5 Inadequate or Conflicting Formal Assessment Information

When obtaining formal assessment information for a participant with a medical or mental health condition, the *W-2* agency should first consult with any providers treating the participant for the condition.

If documentation provided does not contain information needed to determine an appropriate placement or necessary accommodations for the participant, the W-2 agency may refer the participant to another service provider for an independent assessment. (See 5.5.3)

If assessment information is gathered from multiple sources, and the information about the medical condition or the recommended services or accommodations needed conflicts, the agency should use the information from the provider who has provided an independent assessment.

If a participant has multiple service providers for different medical conditions and they provide different opinions about the accommodations needed, the *FEP* must assign activities and provide needed accommodations based on both assessments.

History*: Release 24-11; Release 14-03.*

5.5.6 Paying for Formal Assessment

The W-2 agency is responsible for paying for the participant's needed assessment costs when not covered by a third-party source, such as Medicaid.

***History**: Release 24-11.*

5.5.7 Payment Reductions

Under the *ADA* , an individual cannot be required to disclose a disability or be required to participate in a separate program for individuals with a disability. *W-2* agencies must comply with this federal law when assigning activities to W-2 participants.

A participant must be given the opportunity to disclose a disability or other *barrier* to participate in the W-2 program or employment before payment reductions are imposed.(See 11.1 and 11.2.2.1)

The following W-2 policies provide these assurances to participants:

1. W-2 payment reduction cannot be imposed on a participant for declining to complete a formal assessment.

2. A participant placed in a W-2 T or CSJ who has agreed to and is referred for a formal assessment may not receive a payment reduction for <u>any</u> assigned activity until:

    a. The formal assessment results are received by the W-2 agency and the formal assessment activity has been ended on the EP; or

    b. The W-2 agency has determined that the participant will not comply with the formal assessment referral (see 5.5.8.2) and the status and/or activity has been ended.

After the formal assessment activity has been completed on the EP and the *FEP*, in consultation with the participant, has made necessary adjustments to the participant's *EP*, the individual may receive a payment reduction for failing to participate in assigned W-2 activities without good cause. This may include an activity recommended by the qualified assessing agency such as mental health counseling or physical therapy.

***History**: Release 24-11; Release 22-05; Release 21-07; Release 19-02.*

5.5.8 When a Formal Assessment is Not Completed

5.5.8.1 When a Formal Assessment is Declined

5.5.8.2 When a Formal Assessment is Not Completed for W-2 T Participants

The participant's self-report of a barrier, or a service provider's statement as to a participant's the inability to participate which does not meet the definition of a formal assessment, is not sufficient by itself to confirm the existence of a barrier.

However, this information must be considered as part of the process of assessing for barriers to participation in *W-2* or employment. The agency must use this information in conjunction with a formal assessment and other substantiating information (e.g., behavioral cues, low *TABE* score, pattern of nonparticipation without good cause) to confirm the existence of a barrier.

> **EXAMPLE:** Jean submits an application for W-2. During the initial informal assessment meeting, Jean explains that she cannot engage in any type of W-2 activities because she has severe back pain. The FEP explains to Jean that a formal assessment is needed in order to fully understand how Jean's medical condition affects her ability to participate in W-2.
>
> Together, the FEP and Jean review the W-2 Formal Assessment Agreement and Jean indicates at the bottom of the agreement that she will obtain a formal assessment. The FEP gives Jean the Medical Examination & Capacity (2012) form to bring to her physician and follows up with a phone call to Jean's physician to explain what the form is and why a full formal assessment is needed.
>
> Meanwhile, the FEP has all of the needed documentation and verification to determine eligibility for W-2 and places Jean in a *W-2 T* while waiting for the results of the formal assessment.

5.5.8.1 When a Formal Assessment is Declined

If the participant declines a formal assessment and the participant's barrier is not yet confirmed, the W-2 agency should proceed to work with the individual as though they do not have a barrier to participation in the W-2 program or employment.

If the participant declines a formal assessment, the FEP must continue to informally assess and revisit the benefits of completing an assessment at each review of the participant's *EP*.

EXAMPLE: Naomi is applying for W-2. While completing the initial informal assessment, she tells her FEP that she has chronic migraine headaches and she will have to miss her work activities whenever the headaches flair up. The FEP explains to Naomi that a formal assessment completed by her physician will help determine what services and accommodations will help Naomi with W-2 participation.

Together, the FEP and Naomi review the W-2 Formal Assessment Agreement. After reviewing the agreement, Naomi states that she does not want to obtain a formal assessment and she indicates on the agreement that she is declining to complete a formal assessment. As a result, the FEP has no substantiating information about Naomi's migraines to determine the extent to which Naomi's medical condition will impact her ability to participate and no information regarding the types of services and accommodations Naomi needs.

Without additional information, the FEP must proceed to work with Naomi as though she does not have a barrier to participation in the W-2 program or employment.

The FEP should continue to watch Naomi's case closely for a pattern of nonparticipation without good cause and re-offer a formal assessment when appropriate.

5.5.8.2 When a Formal Assessment is Not Completed for the W-2 T Participant

Completion of a formal assessment for W-2 T participants is necessary to make the determination that the individual is not ready for unsubsidized employment and unable to successfully participate in one of the other W-2 employment positions. (See 7.4.2)

FEPs must offer assistance in obtaining the formal assessment throughout the entire process. The FEP must:

1. Refer participants to the appropriate assessing agency(s);

2. Request a formal assessment;

3. Attend or reschedule an appointment with the assessing agency if an individual has difficulty doing so; or

4. Obtain a formal assessment from the assessing agency if an individual has difficulty doing so.

FEPs must document in PIN comments any assistance offered or provided in obtaining the formal assessment.

If the individual is making attempts to complete the assessment and has been unsuccessful due to reasons outside of their control, they are cooperating with the assessment referral process and FEPs should continue to offer assistance as needed.

If the W-2 agency has determined that the participant is not complying with the formal assessment referral, the W-2 agency should work with the individual as though they do not have a barrier to participation in the W-2 program or employment and determine an alternate placement.

***History**: Release 24-11; Release 22-05.*

5.6.1 Domestic Abuse Screening

The Domestic Abuse Screen section of the *WWP* Participant Barriers page helps the *W-2* worker and *Applicant* or *Participant* determine if referrals for a domestic abuse assessment and services are needed. The W-2 agency must also provide space for an individual to voluntarily and confidentially disclose if they are or have been a victim of domestic abuse or are at risk of further domestic abuse.

The W-2 worker must only ask the Domestic Abuse Screen questions if it is safe to do so. An applicant or participant must never be asked to complete the Domestic Abuse Screen while their partner is present, or if there are any other individuals present, including children. In addition, if an applicant or participant voluntarily discloses that they are or have been a victim of domestic abuse or are at further risk of domestic abuse, they are not required to be screened.

If the W-2 worker determines that it is safe to ask the Domestic Abuse Screen questions, the W-2 worker must read aloud the initial statement and each screening question exactly as it is written in WWP.

The applicant or participant may decline to answer any or all of the Domestic Abuse Screen questions without risk of sanction or case closure.

If the applicant or participant declines to answer a screening question, the W-2 worker must indicate the refusal in WWP. The applicant or participant may also decline to complete the remaining questions at any time during the screening. If this happens, the W-2 worker must leave the remaining questions blank.

The applicant or participant may request to revisit the screening questions at any time. The W-2 agency may also administer the Domestic Abuse Screen at any time that the W-2 worker has reason to believe that the participant may need domestic abuse services.

One or more “yes” answers in response to the Domestic Abuse Screen questions may indicate the need to refer the applicant or participant to local domestic abuse and/or sexual assault services for safety planning, counseling, or housing needs. (See 5.6.2)

***History**: Release 24-11; Release 19-01.*

5.6.2 Domestic Abuse and Sexual Assault Services Information and Referral

A referral to a local domestic abuse and/or sexual assault agency may be made as a result of the Domestic Abuse Screen or as a result of the *W-2* worker's informal observations and discussions with the participant. (See 5.6.1)

If a *FEP* or other W-2 agency employee identifies a participant, or a participant self-identifies, as a past or present victim of sexual assault or domestic abuse or as being at risk of domestic abuse, the FEP or other W-2 agency employee must provide information on community-based sexual assault and domestic abuse services, including:

- Shelter and other programs for battered individuals;
- Sexual assault provider services;
- Medical services;
- Sexual assault nurse examiner services;
- Domestic abuse and sexual assault hotlines;
- Legal and medical counseling and advocacy;
- Mental health care;
- Counseling; and
- Support groups.

The FEP must discuss these services with the participant and offer a resource list in writing for them to take home.

If a participant would like a referral to counseling or to a supportive service provider, the FEP or other W-2 agency employee must provide one to an appropriate local agency.

The participant may not be penalized for declining or opting out of the referral.

The FEP must make the individual's case confidential in CWW when the individual is a victim of or is under the threat of domestic violence or other physical harm. (See 4.5.2)

***History**: Release 24-11; Release 19-02.*

5.6.3 Workplace Safety for Domestic Abuse Victims

When developing or modifying the *EP*, the *FEP* must take into consideration the results of the Domestic Abuse Screen (see 5.6.1) and any follow-up assessment information to ensure the participant can safely engage in assigned *W-2* activities without risk of violence from a partner.

The FEP should take into consideration for each activity:

- Time of day;
- Location;
- On-site supervision, etc.

***History**: Release 24-11; Release 19-02.*

5.7.1 Sharing Information with SSA

The *Mental Health Report (126)* and the *Medical Examination & Capacity (2012)* may be used as a communication tool between *SSA* and the *W-2* agency on *SSI* or *SSDI* applications.

The forms can be shared with SSA at any point in the application or appeal process as long as the *FEP* obtains a written release of information from the participant.

The participant can complete a release of information through either:

1. A form from the W-2 agency; or

2. Handwritten note that grants permission for the FEP to contact SSA.

A release of information:

Gives the FEP permission to obtain information from SSA.

Does not give the FEP authority to automatically get appointment letters or decision notices regarding a W-2 participant's case.

If information contained on either the Mental Health Report (126) or the Medical Examination & Capacity (2012) forms conflicts with SSA's decision, the FEP may need to follow up with both SSA and the provider to obtain the correct information. Conflicting decisions can be detrimental to participants if, for example, they are completely restricted from activity by the provider and deemed able to work by the SSA.

For more information on assisting a participant with the SSI application process, see 7.4.3.

***History**: Release 24-11.*

06 Employability Plan

6.1 Employability Plan Overview

6.1 Employability Plan Overview

An Employability Plan (EP) is a written agreement developed collaboratively between the *FEP* and the applicant or participant. During the *W-2* application period, if the applicant is assigned up-front job search, an *RS* may write the initial EP.

The EP is a written document that outlines how an applicant or participant will achieve a specific employment goal or, if appropriate, obtain *SSI* and/or *SSDI* benefits.

The EP details how the individual will participate in the W-2 program to achieve their goals and how the W-2 agency will assist them.

The agency worker must use the information gathered through the assessment process (See 5.1.1 and 5.1.2) to develop the EP around the applicant's or participant's:

- Strengths, interests, aptitudes, and needs;
- Prior education and work history;
- Strategies to overcome barriers to employment identified through informal and formal assessment;
- Assignment of work and training activities to achieve the employment goal; and
- Length of time remaining in the W-2 program. (See 6.1.1)

Each time an EP is developed or changed, The FEP must:

1. Fill out the EP page in *WWP*;
2. Give the applicant or participant an opportunity to sign the EP; and
3. Give the applicant or participant a copy of the completed EP.

If the applicant or participant refuses to sign the EP, the agreement is still considered binding because the individual committed themselves to W-2 participation when they signed the W-2 Participation Agreement.

When to develop an EP

The EP must be developed with all:

1. Applicants assigned to Up-Front Job Search (see 2.9.2); and

2. Participants who are assigned to any of the following:

   - A *TEMP*, *TSP*, *CSJ*, or *W-2 T* placement;
   - A *CMU*, *CMF*, *CMF+*, *CMD*, *CMJ*, or *CMN* placement;
   - A *CMC*, *CMP*, *ARP*, or *CMM* placement only in circumstances where the participant has volunteered to participate in activities as part of the W-2 program; and
   - A second parent in a two-parent household who participates in W-2 activities. (See Chapter 14)

The EP must be developed before placing a W-2 participant into an employment position or case management placement.

See 16.3.4 for information on when to develop Learnfare Case Management plans.

***History**: Release 24-11; Release 22-05; Release 21-07; Release 17-02; Release 16-01; Release 11-03.*

6.1.1 Parts of the Employability Plan

6.1.1.1 Goals
6.1.1.2 Employments
6.1.1.3 Activities
6.1.1.4 Supportive Services

The *EP* consists of four parts:

1. Goals (see 6.1.1.1);
2. Employments (see 6.1.1.2);
3. Activities (see 6.1.1.3); and
4. Supportive Services (see 6.1.1.4).

6.1.1.1 Goals

This section of the EP lists goals developed collaboratively between the *FEP* and the applicant or participant using assessment results. For each major goal added to the EP, additional smaller steps are added to document specific action steps to reach the major goal.

The four types of goals available on the EP include:

1. Primary and Secondary Employment Goals:

   There are shorter term employment goals that can be achieved through participation in the W-2 program which should be based on the following:

Based on	Considerations
The applicant's or participant's strengths, skills, work styles, interests, and needs.	Consideration should be given to the individual's prior work experience, prior education and training, professional goals, and assessments.
What can be realistically planned for.	Consideration must be given to all types of activities that may enable the applicant or participant to achieve their goal, including, but

	not limited to: • Job search/job readiness activities; • Work experience; • Educational activities; and • Job skills training and technical college participation. (See W-2 Manual Appendix - Activity Codes)
Industry and employment opportunities in the local labor market.	The FEP must review relevant labor market data to determine if employment goals align with the local labor market. Wisconsin's WisConomy and the Job Centers of Wisconsin are excellent resources for labor market information. The Job Centers of Wisconsin Skill Explorer may be used to align participants' skills, interests, and needs with potential occupations.
Length of time remaining in the W-2 program.	Immediate engagement in meaningful activities positions participants to achieve the best outcomes possible within the time limits of the W-2 program. If the applicant or participant is nearing a time limit, types of activities must reflect an increased focus on transitioning from the W-2 program.

If the applicant or participant is not ready to identify a specific occupation when the goals are initially developed, the focus of the goal may be broadened to a field of interest or an industry sector. Career assessments and career exploration tools should be used to help identify sectors, career pathways, training needs, and family-sustaining employment goals that may match the results of the assessed work styles, skills, and interests.

2. Other Program Goals:

   These are concrete short-term goals or outcomes the applicant or participant must achieve through W-2 participation on the way to reaching their employment goal. This may involve completing education or training courses or acquiring work experience in their field of interest. It may also involve overcoming a barrier to employment through assigned activities such as physical rehabilitation, treatment or counseling.

3. Long-Term Career Goals:

These goals are part of the individual's longer-term career plan. As the EP is developed, it is important to consider how the program employment goals and Other Program Goals fit into the applicant's or participant's longer-term career plan. Many industries have career pathways that enable employees to start in lower-skilled jobs and progress into increasingly higher paying jobs through training (e.g., Certified Nursing Assistant to Registered Nurse).

4. Personal Goals

Personal goals are additional goals not required for W-2 program participation. They are goals set by the individual that will strengthen the family and empower the individual to achieve their employment goals. Examples of personal goals include:

- Addressing child and family relationship problems;
- Involvement in support groups;
- Moving to a safer neighborhood;
- Attending individual or family counseling; and
- Purchasing a home.

EXAMPLE: After discussing Neema's career aspirations and previous experiences, Neema and her FEP identified a **primary goal** of becoming a mechanic because of Neema's passion for cars and desire to keep moving during the day. To reach this goal, they decided on a **secondary goal** to obtain an automative technician certification through a community college course in Neema's local area. Neema expressed a desire to work on communication in her family and to save for a larger apartment so they added **personal goals** of budgeting classes and family counseling to Neema's EP.

6.1.1.2 Employments

This section of the EP lists the applicant or participant's current employment(s) added from the Work History page in WWP, including average weekly hours. Average weekly hours and an individual's work schedule must be considered when scheduling other activities to include in the EP.

For Federal Work Participation, these hours count as "Core."

6.1.1.3 Activities

The applicant's or participant's program activity plan portion of the EP includes the specific program activities the individual engages in to achieve their primary employment goal. The full list of activities that may be assigned under W-2 can be found in the W-2 Manual Appendix - Activity Codes.

The activity portion of the EP, must include the following detail for each assigned activity:

1. The activity to be completed;

2. An activity description to ensure that the applicant or participant fully understands what the activity involves;

3. The provider of service and activity location;

4. The activity schedule(s), including a planned begin and end date, the specific days of the week, and the specific number of hours on each day that the activity is assigned; and

5. Any additional remarks to assist the applicant or participant.

6.1.1.4 Supportive Services

The W-2 agency is expected to provide supportive services to the applicant or participant throughout their participation in the W-2 program to help them complete the activities included in the EP.

Examples of supportive services include, but are not limited to:

- Onsite child care;
- Education/training funding;
- Transportation funding;
- Work-related clothing;
- Work-related equipment;
- Gift cards; etc.

***History**: Release 25-01; Release 24-11; Release 22-06; Release 21-07; Release 17-02; Release 17-01.*

6.1.2 How Formal Assessment Impacts the Employability Plan

Within 30 days after receiving the results of a formal assessment, the *FEP* must:

1. Make any necessary adjustments to the participant's placement; and

2. Revise the *EP* based on the formal assessment.

The participant's EP must be modified to include the services and accommodations recommended in the formal assessment to help the participant succeed in a work setting. (See 5.5.1.2)

***History**: Release 24-11.*

6.2.1 Developing the Employability Plan

6.2.1.1 Transitioning Participants into a CMF or CMF+ Placement Prior to the EP Appointment

Before placing a W-2 participant in an employment position or case management placement (see 6.1), an EP must be developed collaboratively during a meeting between the FEP and the participant. (See 1.4.2.4)

When the meeting occurs via phone or video call, the FEP must send a signed copy of the final EP to the participant.

When appropriate, the applicant's or participant's family members may also provide input. In a two-parent household, a meeting with each parent must be conducted to assess total family strengths and determine which parent is more appropriate for W-2 placement. (See Chapter 14)

The EP must be developed for a duration of no more than six months. The EP may be updated during that timeframe to reflect any changes in assignment of activities,; however, under no circumstances can the FEP change the activities in the EP without first discussing the change(s) with the participant.

6.2.1.1 Transitioning Participants into a CMF or CMF+ Placement Prior to the EP Appointment

If the agency has made repeated and varied attempts but is unable to connect with a participant transitioning from a paid placement to a *CMF* or *CMF+*, the agency may change the placement to CMF or CMF+ prior to the EP appointment. (See 7.2.3.5.3)

When this occurs, the agency must send an updated EP to ensure that the individual has in their possession an EP that aligns with the changes in activities. The EP end date must be 30 days after the date the CMF or CMF+ placement started on the new EP. This will give the participant the option to complete an EP appointment within 30 days or allow W-2 to close for noncooperation with program requirements.

History:*Release 24-11; Release 22-05; Release 21-07; Release 18-02; Release 11-05.*

6.2.2 Employability Plan Review

An *EP* review must occur at a minimum once every six months and be scheduled to occur before the date the EP ends. EP reviews may occur more frequently as needed, particularly if the participant is nearing a time limit.

The purpose of an EP review is to revisit a participant's goals and assigned activities, and determine if adjustments are needed to help move the participant towards achieving their employment goals.

The EP review must be completed during a meeting (see 1.4.2.4) between the FEP and the participant to ensure the EP is collaboratively created. This meeting also ensures that the participant has buy-in to achieving their goals and understands how the FEP and agency will support them.

When an EP review is conducted by phone, a copy of the EP must be mailed to the participant for their signature and returned to the agency. The worker must document in PIN comments how the EP was distributed and the date it was distributed.

If an EP review does not occur before the date the EP is set to expire because the participant missed an EP review appointment without good cause, the W-2 agency must follow the process outlined in 11.5.2 to close the case for noncooperation with program requirements.

***History**: Release 24-11; Release 22-05; Release 21-07; Release 20-03; Release 17-02; Release 11-05.*

6.2.3 Coordination with Other Programs

6.2.3.1 DVR Collaboration in Employability Plan Development

W-2 agencies are required to work with local Job Centers to jointly serve persons under the Job Center network delivery model. Working cooperatively with local partner agencies on EP development reduces duplication of effort across work programs and maximizes the resources available to the applicant or participant.

When developing the *EP*, the *FEP* and applicant or participant should incorporate input from other programs the individual is connected with, including but not limited to:

- Workforce Innovation and Opportunity Act (WIOA) program;
- Division of Vocational Rehabilitation (DVR);
- Wisconsin Technical College System (WTCS);
- Refugee Assistance Employment and Training Program; and
- Other mental health, child welfare safety services, housing, domestic violence, and *AODA* programs.

Agency workers working with participants interested in exploring other job center programs such as Job Service/Labor Exchange Services, WIOA, and DVR, should reach out to their local job center partners to discuss dual enrollment opportunities for the participant. Any activities included in the W-2 applicant's or participant's EP must conform with W-2 policy.

The FEP should consult with other Job Center agencies as appropriate when developing the W-2 EP. However, W-2 agency staff must ensure that a W-2 EP is attached to any jointly developed EP since this is the primary EP document for W-2 applicants or participants.

> **EXAMPLE:** Monica is working with a domestic violence victim program. Her advocate there is helping her find housing. Monica also attends weekly group counseling sessions and brings her daughter to individual counseling sessions every other week. Monica has signed the Authorization for Disclosure of Confidential Information (10779) form to allow her FEP to consult with her DV advocate and counseling professionals as needed. In developing her EP, Monica's FEP incorporates her housing search and domestic violence activities and reaches out to Monica's DV advocate and learns that Monica needs a new phone. The FEP provides Monica with a new phone and covers the first month's phone bill through supportive services.

6.2.3.1 DVR Collaboration in Employability Plan Development

W-2 participants with a disability may receive employment planning consultation from a DVR counselor without being enrolled in the DVR program. For these W-2 participants, DVR may provide technical assistance in the development of the W-2 employability plan using the recommendations from a disability or vocational assessment. This technical assistance may include:

- Recommending work or training activities to help move the participant towards employment in the local labor market; or
- Identifying specific disability accommodations or assistive technology to make work or training accessible to a participant.

For W-2 participants enrolled in both W-2 and DVR programs, the W-2 case manager and the DVR counselor should coordinate the W-2 Employability Plan and the DVR Individual Plan for Employment (IPE). (See W-2 Manual Appendix - W-2/DVR Technical Assistance Guide)

***History**: Release 24-11; Release 21-07.*

6.3.1 Travel Time

Workers must use the following guidance to determine when travel time should be included as part of the assignment of hours.

1. When two or more activities are assigned for the same day, the travel time (if any) between the two activities may be counted toward hours of participation. Travel time to the first activity and the time spent returning home after the last activity cannot be counted towards hours of participation.

2. When Employment Search (ES) is assigned, the travel time between interviews may be counted toward hours of participation. Travel time to the first job interview and the time spent returning home after the last one cannot be counted.

***History**: Release 24-11.*

6.3.2 W-2 Work Participation Documentation, Verification, and Supervision

The Federal TANF Regulations require states to have work verification procedures for all individuals receiving cash assistance through the TANF program. These procedures apply to all individuals in a:

- *CSJ* or *W-2 T* placement;
- *CMC* or *ARP* placement who are voluntarily participating in activities; and
- *CMF+* placement who are working in unsubsidized employment and must meet federal work participation requirements to be eligible for supplemental payment.

The TANF Regulations are explicit in requiring that all hours of work participation be supervised, documented and verified. (See W-2 Manual Appendix - TANF Work Participation Requirements)

***History**: Release 24-11; Release 18-02.*

6.3.3 Making Up Missed Hours of Participation

The participant's work schedule may fluctuate due to the need to make up work hours missed earlier in the week.

The following table outlines how make-up hours should be recorded:

If the Participant makes up missed hours:	The FEP must:
In the same week they were scheduled (Sunday – Saturday)	Record the hours in *WWP* under Make-Up hours.
Outside the week they were scheduled or not at all	Calculate all remaining missed hours as nonparticipation or apply the good cause policy when appropriate. (See 11.2.1 and 11.3.2)

***History**: Release 24-11; Release 21-07.*

6.4.1 Participation Statuses

While not part of the *EP*, Participation Statuses represent factors that may impact an individual's EP activity assignments, and must be taken into consideration when developing the EP.

Participation statuses do not have scheduled hours associated with them and do not require participation tracking

The following are available statuses to report for *W-2* participants:

Status	Report Status When
CD – Caring for Disabled Child (Valid for W-2)	An individual is providing care to a dependent child with a disability or incapacitation. Documentation of the need for the participant to be the sole provider of care must be provided. See 7.4.2.1 for acceptable forms of documentation. Reporting this status will exclude the participant from Federal Work Participation calculations.
CF– Caring for Other Family Member (Valid for W-2)	An individual is providing care to an adult W-2 Group member with a disability or incapacitation. Documentation of the need for the participant to be the sole provider of care must be provided. See 7.4.2.1 for acceptable forms of documentation. Reporting this status will exclude the participant from Federal Work Participation calculations.
EC – Child Care for Employment Skills Training (Valid for W-2 with a two-year maximum)	A W-2 participant is receiving *FEP*-authorized child care to enable the participant to engage in voluntary educational and training activities.

EI – Employer Intervention Services* (Valid for W-2 and Learnfare)	Services are directed at the employer to facilitate the resolution of job retention barriers faced by the participant. These services may include: • Enhancing communication channels between the employer and participant; • Employer counseling; • Providing acceptable worksite accommodations; and • Other on-site interventions with the employer.
FA – Formal Assessment Pending	An individual placed in a *W-2 T* or *CSJ* has agreed to and is referred for a formal assessment but has not yet completed the assessment. Participants cannot receive a payment reduction for nonparticipation recorded for assigned activities on days with this status open. (See 5.5.7)
SD–SS(D)I Advocacy/Application	he W-2 participant is in the process of applying for *SSI* or *SSDI* and the W-2 agency or another provider is providing related services. Examples include meeting with an SSI advocate or attorney, working with the FEP on filling out the SSI forms, attending hearings, etc.

*Note: This status is used to record **employer** intervention services provided by the W-2 agency. To record employment retention activities required by the participant, use the Job Retention Services (JR) activity code on the individual's EP.

***History**: Release 24-11; Release 21-07.*

7.1 Introduction

When determining the initial placement for *W-2* applicants, *FEP*s must use all information gathered from the:

- Informal assessment (see 5.2);
- *Educational Needs Assessment* (see 5.3);
- Any *Career Assessment* results that identify work styles, skills, and interests (see 5.4);
- Progress made in up-front job search, if assigned (see 2.9.2); and
- Results of any other *Vocational Evaluation/Assessment* or formal assessments (see 5.1.1).

When making initial placements, FEPs must also:

- Discuss and review all factors informing placement decision with the applicant;
- Never delay placement because a formal assessment is pending (see 5.1.1.2); and
- Document the reasons for the placement decision in PIN comments.

FEPs must provide ongoing case management including periodic reassessment of an individual's current placement as circumstances change.

Participants must be placed at the highest level of participation possible.

This chapter outlines the W-2 program placements and their eligibility criteria, participation requirements, time limits, and W-2 services available.

Some placements are specifically for applicants and others are specifically for ongoing participants. The table below provides a brief description of the W-2 placement types.

Placement Types	Description
TEMP, *CSJ*, Prorated CSJ, *W-2 T*	Placements that provide work experience and training for individuals who have barriers to unsubsidized employment.
CMC, ARP, CMP, CMM	Case management placements that acknowledge life circumstances (caring for a newborn, pregnancy, minor parents, etc.) and provide relevant employment supports and W-2 services.

CMU, *CMF*, *CMF+*, *CMJ*, *CMD*	Case management placements related to unsubsidized employment, including follow-up and post-employment services for participants transitioning out of a paid placement.
CMN, TSP	Noncustodial parent-specific placements.

***History**: Release 25-04; Release 20-03; Release 19-07; Release 19-02; Release 17-01.*

7.2.1 Unpaid Placements

The *W-2* program is designed to help individuals prepare for and achieve unsubsidized employment. Ideally, all W-2 participants end up in a placement related to unsubsidized employment.

The following case management placements are related to unsubsidized employment:

- *CMU* – For individuals who are employed when they apply for W-2 (see 7.2.2);
- *CMF* or *CMF+* – For participants who obtain unsubsidized employment while in a W-2 placement or through up-front job search (see 7.2.3); and
- *CMJ* – For individuals who are unemployed but are ready for unsubsidized employment (see 7.2.4).

Participants in these placements receive case management services but do not receive a monthly W-2 cash payment, with the exception of the CMF+ supplemental payment.

Time in a case management placement does not count toward the:

- 60-month federal *TANF* lifetime limit; or
- 48-month state lifetime limit.

Participants in a CMU, CMF, CMF+, or CMJ placement are required to cooperate with child support as a condition of eligibility. (See 15.3.1) However, they are not required to assign a portion of the child support payments to the state. (See 15.1.1)

***History**: Release 25-04; Release 21-09; Release 18-02.*

7.2.2 Case Management Underemployed (CMU)

The *CMU* placement is for applicants entering the *W-2* program who are working full-time or who are working part-time and have no barriers to full-time employment.

The purpose of the CMU placement is to provide support that helps participants maintain employment and pursue career advancement. This includes applicants with farming and self-employment income, provided they meet other placement criteria.

Participants may continue in CMU provided they:

1. Continue working;
2. Have no barriers to full-time employment; and
3. Meet all financial and nonfinancial eligibility requirements.

*FEP*s must not assign a CMU placement to applicants who are marginally employed, for example, working only a few hours per week or inconsistently. Depending on the individual's specific circumstances, the agency may place a marginally employed applicant in a *W-2 T*, *CSJ*, or pro-rated CSJ placement.

CMU is not for ongoing W-2 participants who find employment. W-2 participants who become employed while already enrolled in W-2 should be placed in *CMF* or *CMF+* . (See 7.2.3)

A participant in the *CMD* placement who finds unsubsidized employment may be placed in the CMU placement. FEPs should document this in PIN comments.

***History**: Release 25-04; Release 23-06; Release 22-05; Release 16-01; Release 12-06.*

7.2.3 Case Management Follow-Up (CMF)

7.2.3.1 Unsubsidized Employment Documentation and Verification

7.2.3.2 Case Management Services for CMF and CMF+ Participants
7.2.3.3 Job Loss and Reduction in Hours in CMF and CMF+
7.2.3.4 CMF and CMF+ Eligibility Requirements
7.2.3.5 Case Management Follow-up Plus (CMF+)
7.2.3.5.1 Supplemental Payments
7.2.3.5.2 Minimum Work Requirements
7.2.3.5.3 Documentation, Verification, and Eligibility Reviews
7.2.3.5.4 Participation Limits
7.2.3.5.5 State and Federal Lifetime Limits
7.2.3.5.6 Child Support

The purpose of the case management follow-up service placements, *CMF* and *CMF+*, is to support participants to stay employed and advance in their career after they find unsubsidized employment.

W-2 agencies must provide up to 12 consecutive months of follow-up services to individuals who find employment while in W-2. W-2 case management follow-up services can be provided without an additional financial eligibility test. (See 7.2.3.4)

The following table outlines eligibility for the case management follow-up service placements based on an individual's W-2 placement and employment status.

Placement	W-2 Applicants	W-2 Participants
CMF (Case Management Follow-Up)	Yes – if the applicant finds unsubsidized employment through up-front job search.	Yes – if the participant finds unsubsidized employment while in one of the following placements: • TEMP (TMP and TNP); • CSJ; • W-2 T; • CMC; or • CMJ.
CMF+ (Case Management Follow-Up Plus)	No	Yes – if the participant meets minimum work hours and finds unsubsidized employment while in one of the following placements: • TMP; • CSJ; or • W-2 T.

CARES will close *CMF* or *CMF+* cases at the end of 12 months. If a CMF or CMF+ placement lasts less than 12 months, the FEP must document the reason(s) in PIN comments.

If a participant wishes to receive case management follow-up services beyond the 12 consecutive months allowable in a CMF and CMF+ placement, the FEP may change the participant's placement to *CMU* if the participant meets financial and nonfinancial eligibility requirements.

7.2.3.1 Unsubsidized Employment Documentation and Verification for CMF Participants

Individuals are eligible for CMF services if they gained unsubsidized employment while:

- Placed in one of the following paid W-2 placements— TEMP (TMP and TNP), CSJ, W-2 T, or CMC;
- Placed in a *CMJ* placement; or
- An applicant in an up-front job search.

When a participant reports starting a new job, the FEP should use the participant's verbal statement to:

1. Update the placement to CMF;
2. Revise the *EP*; and
3. Assign appropriate case management activities.

While waiting for verification, the FEP must collect the following employment details from the participant:

- Employer name and address;
- Expected start date;
- Hourly wage;
- Expected weekly hours; and
- Any additional relevant employment information.

All verified and unverified information must be recorded on the *WWP* **Work History** page and the *CWW* **Employment** page. Once verification for unverified

employment information is received, the FEP must update both systems to reflect the verified employment.

See the following table for placement guidance based on employment hours and barriers.

Scenario	Typically Appropriate Placements
Participant is working 30 hours or more per week in unsubsidized employment.	CMF
Participant is working in unsubsidized employment and meets the minimum work hours for their family type.	CMF+ (see 7.2.3.5.2)
Participant is working less than 30 hours per week in unsubsidized employment and has barriers to increasing their work hours.	Prorated CSJ (see 7.4.1.5)

EXAMPLE: Christina and her husband Jordan receive Wisconsin Shares. Christina is in a CSJ placement and Jordan is attending classes to complete his general education diploma. Christina has a history of employment; however, she has been out of the workforce in the last year due to pregnancy complications. Christina has a high school diploma and valid driver's license with access to a vehicle. Christina is interested in nursing and the FEP refers Christina for CNA job skills training. Christina successfully obtains her CNA license and secures a position as a CNA working 35 hours per week at $15 per hour. The FEP completes an informal assessment and determines that a CMF placement works for Christina. Christina is not eligible for the CMF+ placement because working 35 hours per week does not meet the minimum work hours of 55 hours per week for her family type.

7.2.3.2 Case Management Services for CMF and CMF+ Participants

The W-2 agency must offer case management follow-up services for up to 12 consecutive months. During the 12-month period, the FEP must:

1. Provide individualized services to support job retention and career advancement; and
2. Maintain regular contact with the participant, in their preferred format, at least once each month.

Activities provided through case management services may include:

- Job Retention Services (JR);

- Literacy Skills (LS);
- Vocational Literacy Skills (VL);
- Vocational Adult Basic Education (VA);
- English as a Second Language (EL);
- Vocational English as a Second Language (VE);
- Adult Basic Education (BE);
- General Educational Development (GE); and
- High School Equivalency Diploma (HE).

7.2.3.3 Job Loss and Reduction in Hours in CMF and CMF+

If a CMF or CMF+ participant loses their job or experiences a reduction in work hours, the FEP must reassess the individual's circumstances to determine whether additional barriers exist.

FEPs should use the following table when determining the best placement for a CMF or CMF+ participant who experiences a job loss or reduction in hours.

A CMF or CMF+ Participant	Additional barriers are identified	Appropriate Placement*
Is ready to obtain additional employment.	No	CMJ (See 7.2.4)
Has a reduction in work hours that results in the individual being unable to meet the minimum work hours for the family type.	No	CMF
Has a reduction in work hours that results in less than 30 hours per week.	Yes – Assign activities specifically designed to help the participant increase their work hours or obtain full-time employment.	Prorated CSJ (See 7.4.1.4)
Loses their job.	Yes – Offer a formal assessment and provide appropriate services based on the participant's needs.	TEMP, CSJ, or W-2 T

*These are typically appropriate placements. FEPs must discuss placement determinations with the participant and consider their individual needs and employment goals.

Note: In order for a participant to move from a CMF or CMF+ placement to a TEMP, CSJ, prorated CSJ, W-2 T, or CMJ placement, the participant must meet all financial and nonfinancial eligibility requirements.

EXAMPLE 1: Barbara is in a CMF placement and has been working full-time for 90 days as a cashier. Barbara informs her FEP that her work hours have been reduced to part-time. The FEP verifies that Barbara's hours have been reduced to part-time due to the end of the holiday season. The FEP meets with Barbara, completes an informal assessment, and determines that she meets nonfinancial and financial eligibility to move from a CMF placement to a prorated CSJ placement. Barbara enjoys working with customers and would like to work as a receptionist. The FEP places Barbara in a 1/2 CSJ placement and assigns activities that will help her find other full-time employment, including a workshop on data entry. The FEP arranges for Barbara to attend the on-site computer lab on her off hours to work on her typing skills. The FEP provides Barbara with information on an upcoming job fair hiring for various entry-level positions and contacts Barbara every other week to discuss her progress.

EXAMPLE 2: Monique is in a CMF placement and began a new job as a CNA. Monique was placed on second shift and is scheduled to work every other weekend. After 30 days, Monique contacts her FEP and explains that her hours have reduced from 40 hours per week to 24 hours per week. The FEP schedules Monique for an appointment and requests that she bring her paystubs. Monique attends her appointment and submits paystubs showing an average of 25 hours worked per week. They discuss the situation and Monique explains that she requested not to be scheduled in the weekend rotation. After completing an informal assessment, the FEP determines that Monique has no new barriers to increasing her work hours and the CMF placement is still the best fit for Monique's circumstances.

7.2.3.4 CMF and CMF+ Eligibility Requirements

Participants may transition from a paid placement to CMF or CMF+ if they find unsubsidized employment and continue to meet all nonfinancial eligibility requirements. A financial eligibility test is not necessary when determining CMF and CMF+ eligibility.

EXAMPLE 1: Caitlyn has one child and was in a CSJ placement for four months before starting a new job that pays $10 an hour for 40 hours per week. Based on her W-2 Group size and income level, Caitlyn continues to meet all of the nonfinancial eligibility requirements (see 2.2.1) and is therefore eligible for case management follow-up services. At her EP appointment, the FEP verifies Caitlyn's employment and wages and changes her placement to CMF.

EXAMPLE 2: Ben has custody of his two minor children, has been working as a mechanic for six months, and is in a CMF placement. During Ben's six-month eligibility review conducted over the phone, Ben tells the FEP that his former spouse regained custody of both children last month. Because Ben no longer meets the W-2 nonfinancial eligibility requirements, Ben's FEP ends Ben's CMF placement, closes his W-2 case, disenrolls him from WWP Work Programs, and enters in PIN comments the reason why Ben's CMF placement is less than 12 months.

7.2.3.5 Case Management Follow-Up Plus (CMF+)

The CMF+ placement is for participants who:

1. Find employment while in one of the following W-2 employment positions: TMP, CSJ, or W-2 T; and
2. Meet the minimum work requirements. (See 7.2.3.5.2)

Participants who were previously in CMC, CMJ, or CMU and find employment are not eligible for CMF+, but may be eligible for CMF.

Participants who are in CMF and increase their work hours to meet the minimum work requirements may be eligible for CMF+ if their placement preceding CMF is a TMP, CSJ, or W-2 T.

A participant placed in CMF+ receives follow-up services and a monthly $50 supplemental payment. (See 7.2.3.5.1)

7.2.3.5.1 Supplemental Payments

Supplemental payments are provided as a monthly payment to W-2 participants who are working in unsubsidized employment for a minimum number of work hours and are in a CMF+ placement. (See 7.2.3.5.2)

A participant must be in the CMF+ placement for one full W-2 participation period from the 16th of a month to the 15th of the next month in order to be eligible for a monthly supplemental payment. A participant in CMF+ may receive up to 12 supplemental payments.

The supplemental payment is a $50 monthly payment, and it is not prorated when a placement change occurs in the middle of a W-2 participation period. Similarly, a supplemental payment must not be deducted for:

- Recoupments;

- Hourly sanctions;
- Learnfare sanctions; or
- Drug Felon sanctions.

After one full participation period in CMF+, CARES will generate a $50 supplemental payment in the form of a paper check or by EFT following the W-2 payment cycles. (See 10.2.1)

Like W-2 payments, a participant may request that the W-2 agency hold supplemental payments. (See 10.3.1) In addition, the W-2 agency may intercept a supplemental payment in emergency situations. (See Chapter 2 of the Benefit Issuance Guide)

7.2.3.5.2 Minimum Work Requirements

The CMF+ placement is for W-2 participants who are working in unsubsidized employment and meet the following minimum work requirements based on their family type:

Family Type	Minimum Work Requirement
Single-parent family with a child under the age of 6	At least 20 hours per week of unsubsidized employment.
Single-parent family whose youngest child is age 6 or older	At least 30 hours per week of unsubsidized employment.
Two-parent family not receiving federally-funded child care	At least 35 combined hours per week of unsubsidized employment.
Two-parent family receiving federally-funded child care	At least 55 combined hours per week of unsubsidized employment.

Participants working less than 30 hours per week in unsubsidized employment may be eligible for a prorated CSJ (see 7.4.1.5), CMF, or CMF+. In determining the most appropriate placement, the FEP must assess the participant's:

- Work hours;
- Abilities to increase their work hours; and
- Family type.

7.2.3.5.3 Documentation, Verification, and Eligibility Reviews

For initial verification, the FEP must follow the procedures outlined in 7.2.3.1 for documenting and verifying employment.

The FEP must not change a participant's placement to CMF+ until verifying hours of unsubsidized employment. However, the FEP may change the placement to CMF until verification is received. When verification is received, the FEP must update employment information and reassess the participant for CMF+. (See 7.2.3.5.2)

The FEP must meet with CMF+ participants to conduct a W-2 eligibility review at least once every six months and collect at least two consecutive weeks of pay stubs. (See 1.4.2.4)

7.2.3.5.4 Participation Limits

Months of participation in CMF+ count towards the 12-consecutive month participation limit for case management follow-up services. (See 7.2.3) Each time a participant is placed in CMF or CMF+, the 12-consecutive-month participation limit resets to zero. Uninterrupted months of participation in CMF and CMF+ are counted towards the 12-consecutive-month participation limit for follow-up services.

The CMF and CMF+ participation limit is not to be confused with state and federal time limits for assistance. (See 7.2.3.5.5)

EXAMPLE 1: Raleigh and Jules have two children, ages 2 and 3. Raleigh is in a TMP placement and was hired on permanently by their employer, working 40 hours per week. Jules stays home with the children and the family does not receive Wisconsin Shares. After verifying employment and eligibility, the FEP places Raleigh in a CMF+ placement because they are working above the minimum work hours for their family type. Raleigh is eligible for up to 12 consecutive months of CMF+ services because this is the start of a new participation in CMF+.

EXAMPLE 2: Amara is a single parent in a W-2 T placement and has a 10-year-old child. Amara gets a job working 25 hours per week that can accommodate her physical therapy sessions from a recent knee injury. Amara and her FEP do not identify any barriers to increasing her work hours and her employer wants to provide full-time work after she completes physical therapy. Because Amara does not want to use up her W-2 time limit and participate in W-2 activities, Amara's FEP places her in a CMF placement.

Amara is not eligible for a CMF+ because she does not meet the minimum work hours for her family type and does not have any barriers to increasing her work hours to be eligible for a prorated CSJ.

After three months, Amara reports that she completed physical therapy and is working 32 hours per week. The FEP places Amara in CMF+ because she now meets the required work hours for her family type. Amara is only eligible for up to nine more months of CMF+ services because her participation in CMF and CMF+ was uninterrupted.

EXAMPLE 3: Mako is a single parent in a CSJ placement and has two children, ages 4 and 6. After a few weeks, Mako gets a job working 30 hours per week. The FEP places Mako in CMF+ because she is working the minimum work hours for her family type. After two months, Mako reports that she lost her job because her employer went out of business. The FEP places Mako in CSJ. After three months, Mako gets a new job working 40 hours per week. The FEP places Mako back in CMF+. Mako is eligible for up to 12 consecutive months of CMF and CMF+ services because the participation limit reset to zero when her prior CMF+ placement was interrupted.

7.2.3.5.5 State and Federal Lifetime Limits

Receipt of a supplemental payment does not count towards the state 48-month lifetime limit (see 2.10.2) or the federal 60-month lifetime limit (see 2.10.9).

7.2.3.5.6 Child Support

Participants in the CMF+ placement are exempt from the requirement to assign child support payments to the state as a condition of eligibility (see 15.1.1); however, all parents in the W-2 Group must cooperate with child support in order to be eligible for CMF+ (see 15.3.1).

***History**: Release 25-04; Release 24-13; Release 22-05; Release 21-09; Release 21-07; Release 21-04; Release 20-03; Release 20-01; Release 19-02; Release 18-02; Release 16-01; Release 12-05.*

7.2.4 Case Management for Job Ready Individuals (CMJ)

7.2.4.1 CMJ at Application
7.2.4.2 Moving from Other W-2 Placements to CMJ
7.2.4.3 General CMJ Participant Circumstances
7.2.4.4 CMJ Activities
7.2.4.5 Case Management Services in CMJ
7.2.4.5.1 Supportive Services in CMJ
7.2.4.6 Job Development in CMJ
7.2.4.7 30-Day Review
7.2.4.8 Ending CMJ Placements

The Case Management for Job-Ready Individuals (CMJ) placement is for unemployed individuals who are job-ready and able to obtain and keep unsubsidized employment. The goal of the CMJ placement is to quickly connect job-ready individuals to employment.

CMJ is only appropriate for *W-2* applicants, and in limited situations, participants moving from the following placements:

- Case management follow-up (CMF);
- Case management follow-up plus (CMF+);
- Case management underemployed (CMU); and
- Custodial Parent of an Infant (CMC).

7.2.4.1 CMJ at Application

Before assigning a CMJ placement to a W-2 applicant, the *FEP* must conduct an informal assessment and educational needs assessment. (See 5.1 - 5.3)

In most instances, potential CMJ participants may be assigned to up-front job search activities. (See 2.9.2) Applicants who participate in these activities in a good faith effort to obtain employment and are assessed as job-ready are appropriate for a CMJ.

In certain cases, an applicant may be appropriate for CMJ without having completed up-front job search. For example, the applicant may have experienced a short-term barrier such as lack of child care or housing instability that was resolved but not within the 12 days prior to placement. These individuals may not have been assigned up-front job search, but still may be appropriate for the CMJ placement.

Conversely, not all applicants assigned to up-front job search are appropriate for a CMJ. For example, the W-2 agency may learn that the applicant has significant barriers that make it difficult for the applicant to obtain employment within the next 30 days or no jobs

are available that align with their skills and experience. These individuals must be placed in a W-2 paid placement.

7.2.4.2 Moving from Other W-2 Placements to CMJ

CMJ is generally only available to W-2 applicants. However, in limited situations, participants in certain placements may move into CMJ if they meet CMJ eligibility criteria. (See 7.2.4.3) The table below outlines CMJ eligibility based on prior placement.

W-2 Placement	Eligible to move into a CMJ
Community Service Job (CSJ, CSJ 1/3, CSJ 1/2, CSJ 2/3)	No
W-2 Transitions (W-2 T)	No
Custodial Parent Trial Employment Match Program (TMP) Noncustodial Parent Trial Employment Match Program (TNP)	No

Custodial Parent of an Infant (CMC)	Sometimes The CMC participant may be considered for a CMJ placement if they were not in an ARP, CSJ (including partial CSJ), or W-2 T placement prior to going into CMC.
At-Risk Pregnancy (ARP)	No
Case Management Follow-up (CMF) Case Management Follow-up Plus (CMF+) Case Management Underemployed (CMU)	Yes Individuals in a CMF, CMF+, or a CMU may be considered for a CMJ placement. However, moving from CMU, CMF+, or CMF to CMJ is only appropriate for individuals who are able to find and keep full-time employment.
Case Management Minor Parents (CMM)	Sometimes The minor parent may be considered for a CMJ placement if the minor parent turns 18, has a high school diploma or equivalent, and a work history.

Case Management Pregnant Woman (CMP)	No
Case Management Noncustodial Parents (CMN) Stipends for Noncustodial Parents (TSP)	Sometimes The *NCP* may be considered for a CMJ if they become a custodial parent.
Case Management Denied (CMD)	Sometimes The CMD participant may be considered for a CMJ if the extension denial reason was that the local labor market has jobs the participant could have gotten. (See 2.10.6.3)

7.2.4.3 General CMJ Participant Circumstances

To be placed in a CMJ position, an individual must meet all the following:

1. Be willing to work (all W-2 applicants are presumed willing to work);
2. Have a recent or steady employment history; and
3. Not have barriers to work that cannot be addressed within 30 days through W-2 services.

When considering recent or steady employment, the FEP must consider the types of work performed, duration of any job, and reasons for leaving the job. If the applicant's employment history is consistent with some long-term employment, a CMJ placement is appropriate.

The FEP must conduct an informal assessment to determine whether barriers to maintaining employment can be addressed with W-2 services and resolved within 30 days.

See Chapter 9 for more information on barriers that the W-2 agency can address through W-2 services.

Individuals who have more significant barriers, such as family crises, legal issues, housing instability, or serious physical or mental impairments, that cannot be resolved within 30 days are not appropriate for CMJ.

If the FEP identifies barriers that can be addressed through W-2 services so that the individual is ready for immediate employment, the barriers and the services to address those barriers must be documented on the appropriate *WWP* pages.

EXAMPLE 1: Maria applied for W-2 and met with the Resource Specialist. She did not have child care available when she applied, so she was not assigned up-front activities. When Maria later met with her FEP, she reported that she now had certified child care for her two children, ages 3 and 4. Maria's informal assessment indicates that she has a high school diploma, no reported barriers to employment, and recent work history that has prepared her for entry-level jobs in the local labor market. Based on the results of the informal assessment, Maria's FEP determines that Maria is job-ready and appropriate for a CMJ placement.

EXAMPLE 2: Hussein applied for W-2 and completed an informal assessment with his FEP. The assessment showed that Hussein has a high school diploma, a welding certificate from a local technical college, and five years of experience working at a machine company. However, Hussein has been unemployed for the past year after a work related injury to both knees. Although his employer-covered physical therapy treatment has ended, Hussein reports ongoing knee pain and is unsure if he can return to physically demanding work. Based on the results of the informal assessment and the concerns about his physical limitations, the FEP places Hussein in a W-2 Transition (W-2 T) placement and refers him for a vocational assessment to help determine next steps. His FEP also reaches out to the DVR worker who they have referred people to previously, to understand how DVR can support Hussein.

7.2.4.4 CMJ Activities

Participants in a CMJ placement must be assigned intentional, individualized activities designed to support their workforce participation.

The agency must employ an intensive case management strategy to coach CMJ participants through the job search process and help resolve any short-term barriers that may arise.

7.2.4.4.1 CMJ Job Search Activities

The activities assigned to CMJ participants are similar to those assigned during up-front job search. Because these participants are expected to obtain full-time employment, FEPs must assign no fewer than 30 hours per week of appropriate activities and may assign up to 40 hours. Job Search activities include:

- Employment search (ES);
- Career planning and counseling (CE);
- Job readiness/motivation (MO); and
- Life skills (LF).

A CMJ participant may be assigned to education and training activities if further educational attainment would increase employment prospects. Education and training activities include:

- Adult Basic Education (BE);
- English as a Second Language (EL);
- General Educational Development (GED);
- High School Equivalency Diploma (HE);
- Literacy Skills (LS);
- Job Skills Training (JS); and
- Regular School (RS).

7.2.4.5 Case Management Services in CMJ

The W-2 agency shares an equal responsibility with the participant for finding employment. FEPs must schedule weekly contact with CMJ participants and provide an array of structured employment services and individualized case management, including:

- Providing participants with information about specific job openings in the local labor market that match the individual's skills and career assessment results;
- Creating and updating the participant's Employability Plan (EP) with appropriate activities based on feedback obtained from the participant and from employers who did not offer the participant an interview or a job;
- Offering career assessment services, providing guidance in career decision making, and identifying jobs that match the participant's skills, interests, and abilities;
- Monitoring a participant's job search efforts to review specific jobs the participant has applied for and interviews outcomes to discuss with the participant why they did not receive an offer and help them adjust accordingly;
- Discussing any nonparticipation with the participant and the reasons for the nonparticipation. FEPs must exercise due diligence in determining whether previously identified or unidentified barriers (such as personal and family challenges) are the underlying cause of the nonparticipation. The FEP must quickly re-engage CMJ participants in job search activities and place in a paid position CMJ participants who are found to have more severe barriers;
- Connecting the CMJ participant with W-2 agency staff and community partners who assist in developing job leads and employer contacts; and
- Discussing with the participant any barriers that may be preventing the participant from obtaining employment, including necessary supports, such as housing, transportation, and child care.

Participants with barriers that cannot be addressed with W-2 services within a 30-day timeframe must be placed in a paid W-2 employment position while these barriers are addressed. If barriers are discovered after the FEP has placed the participant in a CMJ, the FEP must not wait for the 30-day review period to move a CMJ participant to a paid W-2 employment position. (See 7.2.4.2)

7.2.4.5.1 Supportive Services in CMJ

W-2 agencies must pay for supportive services that are needed for participation in the W-2 program (work uniforms, transportation, etc.). Additionally, participants in a CMJ:

- Are eligible for Wisconsin Shares child care while in the placement;
- May apply for a Job Access Loan to meet immediate employment needs to get or keep a job (see 17.2.1); and
- Must have a Supportive Service Plan that is developed during a meeting between the case manager and the participant. (See 9.2)

CMJ participants are not eligible for family stabilization payments.

7.2.4.6 Job Development in CMJ

W-2 agency staff who assist with developing job leads must actively work with local area employers to:

- Solicit job openings;
- Market participants to employers with jobs that match the participant's skills, abilities, and interests;
- Set up job interviews;
- Provide bilingual support for job contacts and interviews for individuals who are fluent in another language and are learning English; and
- Follow up with employers to determine why a referred participant was not offered an interview or a job.

7.2.4.7 30-Day Review

The FEP must review the appropriateness of the CMJ placement every 30 days to determine whether to:

1. Keep the individual in the CMJ placement;
2. Move the individual to a paid placement; or
3. End the CMJ placement.

If a CMJ participant has made a good faith effort to find employment but remains unemployed, the FEP must move the participant to a paid W-2 placement.

If the participant has not demonstrated a good faith effort to find employment, does not have any barriers to work, and the agency has provided appropriate case management services, the FEP may:

- Keep the participant in a CMJ placement for another 30-day period; or
- End the CMJ placement, depending upon the circumstances of the case. (See 7.2.4.8)

The FEP may also keep a participant in a CMJ placement for another 30-day period if requested by the participant.

The following must be considered when making a placement determination during the CMJ 30-day reassessment:

1. Was the participant given multiple, specific job leads in the local labor market that matched their skills, abilities, and interests?
2. Did the participant get any job offers in the local labor market compatible with the participant's skills, abilities, and interests?
3. Did the participant refuse or fail to apply for any jobs in the local labor market compatible with their skills, abilities, and interests?
4. What were the reasons the participant did not get a job or apply for one?
5. Were other W-2 participants with similar skills, abilities, and interests able to secure jobs in the local labor market?
6. Did the participant have previously identified barriers that were addressed with W-2 services? If so, were the services effective? Did the participant have previously unidentified barriers preventing them from obtaining unsubsidized employment?

The FEP does not have to wait for the 30-day review period to move a CMJ participant to a paid W-2 employment position. The FEP must discuss with the participant, on a weekly basis, any barriers that may be preventing the participant from obtaining employment. (See 9.1)

The FEP must document the results of the 30-day review, including the reasons for the placement decision, in PIN comments.

7.2.4.8 Ending CMJ Placements

When a CMJ participant obtains unsubsidized employment, the FEP must offer employment retention and advancement services through a Case Management Follow-up (CMF) placement.

CMJ participants must meet all financial and nonfinancial eligibility requirements. However, participants in a CMF placement are only required to meet nonfinancial eligibility requirements.

The FEP must address any noncooperation with ongoing job search activities at the participant's weekly meetings. (See 11.1)

If a CMJ participant fails to cooperate with W-2 program requirements without good cause, the FEP must close the case. (See 11.5.1)

At the 30-day reassessment, if the participant has not received a job offer, and the W-2 agency has provided appropriate case management and job development services, the FEP must determine whether:

1. The CMJ participant is likely to obtain employment if they receive additional job search assistance by remaining in the CMJ placement for another 30-day period; or
2. The CMJ participant has not cooperated with ongoing job search activities and the FEP must close the case.

History: *Release 25-04; Release 24-13; Release 22-05; Release 21-07; Release 20-03; Release 19-02; Release 18-02; Release 16-01; Release 14-03; Release 13-03.*

7.2.5 Denying or Terminating an Unsubsidized Employment Case Management Placement

If an individual placed in a *CMD*, *CMU*, *CMF*, *CMF+*, or *CMJ* declines case management services or does not participate without good cause, the *FEP* must:

1. Terminate eligibility for the placement; and
2. Document the refusal in PIN comments.

CWW will issue a *W-2* denial notice.

There is no hourly payment reduction for noncooperation in CMD, CMU, CMF, CMF+, or CMJ placements. However, the FEP may close a CMD or CMJ placement if an individual:

- Does not cooperate with job search requirements;
- Misses an *EP* review appointment without good cause (see 11.5.1); or
- Loses contact with the FEP.

The FEP should close a CMF, CMF+, or CMU placement if:

- A participant fails to attend an EP or eligibility review appointment without good cause; or
- The FEP has made repeated and varied attempts but is unable to connect with a participant.

Eligibility reviews must be conducted at least once every six months to maintain nonfinancial eligibility.

***History**: Release 25-04; Release 20-03; Release 16-01; Release 12-04.*

7.3. Trial Employment Match Program (TEMP)

The Trial Employment Match Program (*TEMP*) placement is a *W-2* employment position that provides subsidized work for applicants or ongoing W-2 participants. An individual working in a TEMP job earns at least minimum wage, and the W-2 agency subsidizes all or a portion of the hourly wages paid to the individual by the employer.

A TEMP job can last for a maximum of six months with an opportunity for a three-month extension. (See 7.3.5.1.2)

A custodial parent may participate in more than one TEMP job but may not exceed a total of 24 months of participation in the TEMP placement. (See 7.3.6)

A noncustodial parent meeting eligibility for W-2 case management services (see 7.5.1) may participate in only one TEMP job, provided that the *NCP* has not exceeded the 24-month TEMP time limit. (See 7.3.6)

***History**: Release 25-04.*

7.3.1 TEMP Placement Types and Participant Circumstances

There are two *TEMP* placement types, depending on an individual's parental status:

1. Custodial Parent TEMP (*TMP*); or
2. Noncustodial Parent TEMP (*TNP*).

Individuals appropriate for a TEMP placement may:

- Require a flexible schedule or other reasonable accommodations;
- Have basic skills and/or education;
- Not have skills that are marketable in the current labor market;
- Be nearing a time limit; or
- Have barriers preventing them from entering the labor market, such as;
    - Little or no employment history;
    - No recent employment history; or
    - A history of failed employment.

The *W-2* agency must utilize informal assessment results to identify W-2 participants who are capable of working and may be appropriate for TEMP. (See 5.2 for more information on informal assessments)

***History**: Release 25-04; Release 16-01.*

7.3.2 Service Delivery Models

7.3.2.1 Matching Model
7.3.2.2 Sector Model

There are two service delivery models in *TEMP*:

1. Matching model; and
2. Sector model.

7.3.2.1 Matching Model

The matching model matches individuals to available subsidized jobs that require a specific set of skills, abilities, and aptitudes.

The matching model places individuals into subsidized jobs that align with their skills, abilities, and aptitudes. This model relies on:

- A comprehensive assessment of the individual's skills, abilities, and aptitudes; and

- A review of the subsidized job requirements to ensure an appropriate match.

7.3.2.2 Sector Model

The sector model provides sector-specific training that prepares individuals for subsidized jobs in those sectors. The sector or sectors available depend on the partnerships with subsidized employers and training providers developed by the W-2 agency.

History: *Release 25-04.*

7.3.3 W-2 Agency Requirements

7.3.3.1 Wage Subsidy
7.3.3.2 Employer Agreement
7.3.3.3 Verification of Time Records

The *W-2* agency is responsible for recruitment of potential subsidized employers for TEMP and must continue to provide TEMP participants services throughout the duration of the *TEMP* placement as described under the W-2 agency's implementation plan.

7.3.3.1 Wage Subsidy

For every TEMP placement, the W-2 agency must:

- Pay a wage subsidy that is no more than the state or federal minimum wage ($7.25) for each hour worked, up to a maximum of 40 hours per week.
    - The W-2 agency may negotiate with an employer to pay a wage subsidy that is less than $7.25 per hour, if the employer is willing to accept a wage subsidy less than $7.25 per hour.
- Only pay a wage subsidy to an employer for a period when wages are paid to a TEMP employee.

7.3.3.2 Employer Agreement

For every TEMP placement, The W-2 agency must:

1. Complete the *Wisconsin Works Trial Employment Match Program – Employer Agreement* form (5088) with the employer; and
2. Scan the completed agreement into *ECF*.

The W-2 agency and employer must also complete the *Wisconsin Works (W-2) Work Training Site Agreement* form (10792) for every training provider or employer at which a W-2 participant has been placed. (See 9.2.1)

7.3.3.3 Verification of Time Records

The W-2 agency must collect and verify timesheets for all hours worked by a TEMP employee prior to making payments to an employer.

The W-2 agency must:

1. Manually issue monthly payments to cover wage subsidies paid to TEMP employers for each TEMP participant employee; and
2. Accurately record the hourly subsidy for each TEMP participant employee using the WWP **Wage History** page.

***History**: Release 25-04; Release 21-07; Release 17-02.*

7.3.4 TEMP Employer Requirements

7.3.4.1 Wages and Benefits
7.3.4.2 Time Records
7.3.4.3 Good Faith Effort

7.3.4.1 Wages and Benefits

A *TEMP* employer must:

- Pay TEMP employees the same hourly wage paid to the employer's entry-level employees who perform similar duties or the state or federal minimum hourly wage, whichever is higher; and
- Provide TEMP participant employees with benefits comparable to those provided to regular employees in similar positions.

When an employer pays a wage (“Employee Wage”) that is higher than the negotiated wage subsidy (“Wage Subsidy”), the employer must pay the difference.

The portion of the employee’s wage that the employer is responsible for (“Employer Supplement”) is calculated using the following formula:

Employee Wage - Wage Subsidy = Employer Supplement

EXAMPLE: A TEMP employer pays a TEMP employee $8.50 per hour. The W-2 agency and employer negotiate a wage subsidy of $4.50 per hour. Because the employee wage is higher than the subsidy, the employer supplement is $4.00 per hour ($8.50 - $4.50 = $4.00).

7.3.4.2 Time Records

A TEMP employer must invoice the *W-2* agency monthly for the wage subsidy payment. The invoice must include the following for each TEMP employee:

- Month of employment;
- Actual wages paid monthly; and
- Number of hours worked in the month.

7.3.4.3 Good Faith Effort

A TEMP employer must agree to make a good faith effort to retain the participant as a permanent unsubsidized employee after the wage subsidy ends.

If a TEMP employer does not retain a participant as a permanent unsubsidized employee, the employer must do either or both of the following:

1. Serve as an employment reference for the participant; or
2. Provide a written performance evaluation of the participant, including recommendations for improvement.

Employers who routinely fail to offer unsubsidized jobs to successful TEMP participants should not receive future contracts.

***History**: Release 25-04.*

7.3.5 Participation Requirements and Case Management

7.3.5.1 Ending TEMP Placements
7.3.5.1.1 Multiple TEMP Jobs
7.3.5.1.2 Placement Extensions
7.3.5.1.3 Moving Between TMP and TNP Placements

The *TMP* or *TNP* placement must begin effective the first date of employment in a TEMP job. This will ensure there is no break in payments for participants previously in a paid *W-2* placement.

TEMP jobs are generally 40 hours per week. However, an individual may, when needed, be placed in a TEMP job that is less than 40 hours per week. For example, an individual requests to work only 30 hours per week to accommodate their night school schedule.

Required work hours for a TEMP job must be:

- Agreed upon by the participant, TEMP employer, and the W-2 agency; and
- Documented in the Employer Agreement. (See 7.3.3.2)

The W-2 agency must provide case management services to help individuals succeed in a TEMP job. This includes, but is not limited to:

- Frequent follow-up with the employer and TEMP employee, including employer site visits;
- Conflict mediation between employers and TEMP employees;
- Identification and facilitation of referrals for work supports, such as transportation and child care, to support job retention; and
- Ensuring individuals have information about work-related benefits, including the Earned Income Tax Credit (EITC), Transitional FoodShare, BadgerCare, Wisconsin Shares, and other available resources.

7.3.5.1 Ending TEMP Placements

The W-2 agency must end a TMP or TNP placement on the participant's last date of employment in a TEMP job.

*NCP*s in the TNP placement are not eligible for multiple TEMP jobs. (See 7.3.5.1.1)

7.3.5.1.1 Multiple TEMP Jobs

The W-2 agency must conduct a thorough assessment of available TEMP jobs and individuals eligible for a TEMP placement to make appropriate matches. However, there may be instances where there is a mismatch of an individual's skills with an employer's expectations.

If the individual remains eligible and appropriate for TEMP, the individual may continue with a different employer. When this occurs, the W-2 agency must make every effort to ensure that there is no break in employment. If the W-2 agency is unable to immediately place the individual with a different employer, the W-2 agency must:

1. End the placement with the last date of employment; and
2. Reassess the individual for the most appropriate placement.

7.3.5.1.2 Placement Extensions

To be eligible for a three-month placement extension, the TEMP participant's employer must request an extension based on the participant's need to further develop or strengthen specific workplace competencies identified in their Employability Plan.

The W-2 agency should determine extensions to the wage subsidy, taking the agency's budget into consideration.

All subsidy extensions must be justified by a need for continuing skill development balanced with the likelihood that the extension will result in permanent employment.

7.3.5.1.3 Moving Between TMP and TNP Placements

Individuals who move between TMP and TNP placements during one TEMP job may continue with and complete that TEMP job for the duration of the agreement.
(See 7.3.3.2)

***History**: Release 25-04.*

7.3.6 TEMP Time Limits

W-2 participation in *TEMP* is limited to 24 cumulative months.
(See 2.10.3) *TMP* and *TNP* placements count toward one 24-month TEMP eligibility time limit.

Time spent in TEMP counts toward the state 48-month lifetime limit. (See 2.10.2)

Months accumulated in TEMP follow the individual regardless of changes in W-2 Group status.

***History**: Release 25-04.*

7.4.1 Community Service Job (CSJ)

7.4.1.1 General CSJ Participant Circumstances
7.4.1.2 CSJ Payments
7.4.1.3 CSJ Participation Requirements
7.4.1.4 Kinds of CSJ Work Site Placements
7.4.1.5 Prorated CSJs
7.4.1.5.1 General Prorated CSJ Participant Circumstances
7.4.1.5.2 Prorated CSJ Participation Requirements
7.4.1.5.3 Prorated CSJ Payments
7.4.1.6 CSJ Placements for Parents Temporarily Unable to Care for Their Children
7.4.1.7 CSJ Administration
7.4.1.8 Attendance Records
7.4.1.9 CSJ Placements as Employment

The Community Service Job (CSJ) placement is for applicants and ongoing *W-2* participants who are not yet ready for unsubsidized employment.

The goal of the *CSJ* placement is to help participants build essential work habits and soft skills such as punctuality, reliability, and professionalism that support long-term employment success. CSJ work sites are expected to mirror regular employment

settings as closely as possible, while allowing for job coaching and mentoring as needed.

Participants may take part in more than one CSJ placement, but the total participation time cannot exceed 24 months. (See 2.10.3) A full-time CSJ participant receives a monthly payment of $653.

7.4.1.1 General CSJ Participant Circumstances

Individuals placed in a CSJ may have:

- Limited or no prior work experience;
- A work history that includes frequent job changes, voluntary quits, or terminations;
- Personal or health-related barriers, including physical or mental health conditions that limit regular employment; or
- Family-related challenges such as domestic violence, temporary illness or incapacity, or other family crises.

EXAMPLE 1: Jane has two children under the age of 5, has a very limited work history, and is one course short of her high school diploma. After applying for W-2, Jane explains that she is interested in becoming a child care provider but is worried that her limited experience and lack of high school diploma will prevent her from getting a job. The RS assigned Jane to up-front job search activities, and the job developer connected Jane to local child care employers who had openings. However, Jane was not hired due to her lack of experience and education. Jane's FEP places her in a CSJ and assigns 10 hours per week of education to complete her high school diploma and 30 hours of work experience at a local daycare site.

EXAMPLE 2: Jennifer has a high school diploma and completed a clerical training course but has no full-time work experience. Her son, Jason, age 7, has been recently diagnosed with severe behavioral issues and is in the process of being stabilized on medication. Jennifer applies for W-2 and wants to work somewhere she can use her clerical skills but needs flexibility to respond to her son's needs as Jason's school has Jennifer take him out of class weekly for behavioral issues. To do this, Jennifer's FEP works with Jason's school to set up a CSJ worksite in the front office, allowing Jennifer to gain clerical experience while remaining accessible for Jason when needed. Once

Jason's medication stabilizes his behavior and Jennifer has the necessary clerical experience, the FEP will focus on moving Jennifer into unsubsidized employment.

7.4.1.2 CSJ Payments

The W-2 agency must issue a monthly payment of $653 to the CSJ participant if all participation requirements are met. The monthly payment of $653 must not be prorated or otherwise reduced if the assigned hours are less than 40 hours per week. Payments will be reduced by $5.00 for each hour that the participant fails to participate without good cause. (See 11.3.1)

7.4.1.3 CSJ Participation Requirements

CSJ participants are generally expected to complete 40 hours of activities per week but can be assigned fewer hours depending on the participant's circumstances. Of these 40 hours, up to 10 hours per week can be in education and training activities. (See 8.2.2.2)

Education and training activities may include:

- Aggregated education hours to allow a participant to complete a program within one year (see 8.2.2.3);
- Full-time participation in a technical college education program (see 8.2.2.5); or
- Enrollment in a high school or high school equivalent course if the participant is 18 or 19 years old without a high school diploma or equivalent (see 8.2.2.1).

CSJ work training hours countable toward the maximum 40 hours of activity as approved by the FEP may include:

- Work experience (WE);
- Training activities at the CSJ work training site;
- Job search activities (ES);
- Vocational rehabilitation (VA, VE, VL); and
- Meetings with professionals, including child support agency staff, social workers, health care professionals, or other meetings necessary to prepare a participant for employment (activity codes may vary).

7.4.1.4 Kinds of CSJ Work Site Placements

CSJ work site employers may be public, private non-profit, or private for-profit. Each CSJ placement may be scheduled for up to six months with an opportunity for a three-month extension.

CSJ placements may be developed with a variety of employers, including, but not limited to:

1. Municipal or other local government agencies, including:
    - Housing authorities;
    - School districts;
    - Local government agencies;
    - Parks and recreation; and
    - Sanitation departments
2. Community-based organizations, including:
    - Community non-profits;
    - Religious organizations;
    - Hospitals; and
    - Schools.
3. Contract organizations, including:
    - Private non-profits;
    - W-2 agencies;
    - Specialized for-profits such as industrial laundry;
    - Packaging and distribution;
    - Recycling recovery; and
    - Maintenance

7.4.1.5 Prorated CSJs

The prorated CSJ placement is for W-2 applicants and participants who are working in unsubsidized employment for less than 30 hours per week and have limitations to increasing their work hours or obtaining additional job(s).

Hours of activities and payments are prorated to one of the following three levels based on the participant's total weekly hours of unsubsidized work:

Prorated level	Unsubsidized work hours per week	Max CSJ activity hours per week	Max education and training hours per week	Monthly payment
1/3 CSJ	20-29	Up to 20	Up to 10	$218
1/2 CSJ	15-19	Up to 25	Up to 10	$327
2/3 CSJ	10-14	Up to 30	Up to 10	$435

The total combined number of hours of assigned activities and unsubsidized employment must not exceed 40 hours per week for individuals placed in a prorated CSJ.

Participants working up to nine hours per week in an unsubsidized job or a non-W-2 funded subsidized job may be granted a full CSJ payment. Participants working 30 hours or more per week in an unsubsidized job or a non-W-2 funded subsidized job are not eligible for a prorated CSJ.

Activities assigned to prorated CSJ participants must be specifically designed to assist the participants with overcoming their employment limitations within a reasonable time period. For information on combining prorated CSJs with aggregated education and training policy, see 8.2.2.4.

7.4.1.5.1 General Prorated CSJ Participant Circumstances

A prorated CSJ placement may be appropriate for individuals with limitations or barriers to full-time employment, including, but not limited to:

- Barriers to increased unsubsidized employment opportunities that cannot be addressed through supportive services;
- Skills that do not align with the current job market;
- Sporadic or limited work history;
- No high school diploma or equivalent; or
- A work history that includes frequent job changes, voluntary quits, or terminations.

EXAMPLE 1: Brenda completed a specialized manufacturing training program, but shortly after, both local manufacturing plants near Brenda announced large layoffs. Without a high school diploma and unable to secure a manufacturing job, Brenda finds a job at a local restaurant working 23 hours per week and applies for W-2. After a

thorough assessment and an unsuccessful job search, Brenda's FEP places her in a 1/3 CSJ placement and assigns 10 hours of GED coursework and seven hours of job search per week. Her 1/3 CSJ payment, based on less than 10 hours of work activity per week, is $218.

EXAMPLE 2: Maria is a single mom with two teenagers. She works 20 hours per week at an insurance company but has a physical disability that prevents her from increasing her work hours. Maria applies for W-2 and after providing verification of her physical disability from her doctor, Maria is placed in a prorated CSJ position. Maria's FEP reviews the medical documentation and together they create an Employability Plan focusing on moving Maria towards employment that utilizes her abilities. Maria makes a career goal of becoming a technical writer. Maria is assigned to participate in an online college-level writing workshop for four hours per week. In addition, Maria is referred to the agency's disability advocate to assist her in initiating an application for SSI. With her current hours of unsubsidized employment at 20 hours per week and less than 10 hours of assigned work activity per week, Maria will receive a 1/3 CSJ payment of $218 per month.

7.4.1.5.2 Prorated CSJ Participation Requirements

CSJ participants eligible for a prorated CSJ payment are expected to participate up to 40 hours per week in a combination of:

- Unsubsidized employment;
- Work training activities; and
- Education or training.

In some cases, the combination of CSJ activities and employment may be less than 40 hours per week, such as when the participant's limitations are severe.

If a participant has severe limitations, the FEP must coordinate with the participant's medical professional or assessing agency to determine appropriate CSJ activities that the participant can reasonably perform and that will meet allowable work training hours. FEP should also connect the participant with DVR for additional resources and support. (See 7.4.1.2) Assigned CSJ activities must not interfere with unsubsidized work hours.

7.4.1.5.3 Prorated CSJ Payments

All prorated CSJ payments, initial or ongoing, follow standard W-2 payment policies and are subject to the current W-2 payment reduction procedures. (See Chapters 10 and 11)

There is no separate prorated CSJ 24-month time limit. The standard 24-month CSJ time limit applies to both full and prorated placements. (See 2.10.3)

7.4.1.6 CSJ Placements for Parents Temporarily Unable to Care for Their Children

CSJ participants who, for medical reasons determined by a qualified assessing agency or professional, are out of the home or are unable to care for their children for periods of less than 60 days may remain in a CSJ placement.

During this period, the participation requirement is to cooperate with the prescribed treatment plan.

In most cases, the Physical Rehabilitation (PR) activity code should be used during this time frame.

7.4.1.7 CSJ Administration

The W-2 agency is responsible for identifying, developing, and managing CSJ positions that prepare CSJ participants for unsubsidized employment. The agency may contract for all or part of the operations.

CSJ positions must:

- Replicate actual conditions of work;
- Have responsibilities and expectations similar to unsubsidized employees, when feasible;
- Serve a useful public purpose or be a project where the costs are partially or wholly offset by the revenue generated; and
- Have a work training site supervisor.
    - The work training site supervisor must provide a structured work environment and be willing to supervise, mentor, and coach CSJ participants to succeed in the workplace. See the TANF Work Participation Requirements appendix for more information on requirements for supervising W-2 activities.

If the W-2 agency partners with a for-profit organization to develop a CSJ worksite, the organization must agree to use the revenue or profit generated by CSJ participants' activities to offset CSJ costs by providing on-the-job training that is valuable to the participant or by reimbursing a portion of the W-2 agency's CSJ administrative costs.

Management of CSJ positions include:

- Securing new work training sites;
- Maintaining relationships with existing providers;
- Creating CSJ placements within the W-2 agency;
- Ensuring enough CSJ positions are available;
- Providing special or additional on-site supervision of CSJ participants when necessary;
- Providing or arranging for reasonable accommodations and supportive services, including translators;
- Acting as a liaison between work training providers and CSJ participants;
- Maintaining and updating an inventory of CSJ placements;
- Providing worker's compensation coverage for all participants, unless provided by the worksite; and
- Requiring all work training sites to complete the Wisconsin Works (W-2) Work Training Site Agreement form (10792).

7.4.1.8 Attendance Records

The CSJ work training provider must keep hourly time records and report nonparticipation to the FEP if it occurs. See the TANF Work Participation Requirements appendix for guidelines on documenting and verifying W-2 activities.

7.4.1.9 CSJ Placements as Employment

The U.S. Department of Labor requires that all federal employment laws apply to individuals in welfare-based employment and training participants, even if the participant is not an "employee" in other contexts.

To ensure CSJ activities qualify as training and not employment for the purpose of wage withholding requirements, including Federal Insurance Contributions Act (FICA), the Earned Income Tax Credit (EITC), and unemployment compensation taxes, the W-2 agency must confirm:

1. The training is similar to that provided in a vocational school;
2. The training is for the benefit of the CSJ participant;
3. Participants do not displace regular employees;
4. Employers do not receive an immediate benefit from the participant's training;
5. Participants are not entitled to a job after the training is completed; and
6. Employers and the participant understand that the participant is not paid.

The W-2 agency must use its best efforts to ensure that CSJ activities comply with the criteria listed above.

If a CSJ placement is determined to be employment under federal law, the State of Wisconsin, not the W-2 agency, is considered the employer for wage and tax purposes.

***History**: Release 25-04; Release 22-09; Release 13-03; Release 12-05.*

7.4.2 W-2 Transition (W-2 T)

7.4.2.1 General W-2 T Participant Circumstances
7.4.2.2 W-2 T Participation Requirements
7.4.2.3 Marginally Employed W-2 T Participants
7.4.2.4 W-2 T and Work Training
7.4.2.5 W-2 T Time Records
7.4.2.6 W-2 T Payments

The W-2 Transition (W-2 T) employment position is for individuals who are not ready for unsubsidized employment and cannot successfully participate in one of the other *W-2* employment positions for reasons such as an individual's incapacitation or the need to remain in the home to care for another W-2 Group member who is incapacitated or disabled.

7.4.2.1 General W-2 T Participant Circumstances

Participants placed in a *W-2 T* must have a formal assessment, as described below, scheduled and documented in *WWP* within 30 calendar days of the W-2 T placement. (See 5.5.1)

The *FEP* must not assume that a participant with a disability is unable to participate in unsubsidized employment or other W-2 paid employment positions.

The FEP may place a participant in a W-2 T when the participant cannot perform a *CSJ*, as determined by the W-2 agency, for reasons which may include:

1. **Participant Disability or Incapacitation**

   An independent assessment by a medical professional or other similar qualified source must verify that the participant is, or is expected to be, incapacitated for a period of at least 60 days. Examples of incapacitation that would warrant an assessment may include:

   - Physical limitations;
   - Mental health limitations;
   - Cognitive limitations;
   - Learning disabilities;
   - Victim of domestic violence; and
   - Substance use disorder.

   See 5.5.4 for how and what information must be gathered through a formal assessment.

2. **Caring for an Incapacitated W-2 Group Member**

   The participant is needed in the home to care for a member of the W-2 Group who is ill or incapacitated. The following steps must be taken to determine the need for a W-2 adult to remain in the home to care for a family member:

   a. Verify, through third-party sources, the incapacity or disability of the affected family member and the appropriateness of day care or child care outside of the home using the Need to Care for Disabled Family Member form (10786) or an agency-developed form that, at a minimum, has the same elements. Acceptable third-party sources include:

      - Medical professionals:
      - Social Security Administration;
      - Family Support program;
      - Birth to Three Early Intervention program;
      - Children and Youth with Special Health Care Needs program;

- Exceptional Educational Needs program;
- Supportive adult programs under the 51.42 service board; and
- Independent Living Centers for a physical disability or mental health issues.

b. Determine whether day care or child care outside the home is available for the disabled/ or incapacitated family member so that the participant can engage in work training activities outside the home.
When a reasonable accommodation cannot be made or the care is not available, lack of adequate day care or child care is a good cause reason for not participating in W-2 requirements outside the home. Written documentation from one or more local day care or child care providers is sufficient verification that appropriate care is not available.

EXAMPLE 1: Briella, a single parent with two children, worked as a waitress until her rheumatoid arthritis became so severe that she had to quit her job. Briella applied for W-2 and was placed in a W-2 T position and referred for a vocational assessment.

The results of the assessment showed that with accommodations and rehabilitation, Briella will be able to perform a sedentary job.

Briella and her FEP revised her Employability Plan, emphasizing activities that will allow her to work towards a job in customer service. Her participation requirement is 27 hours per week in a physical rehabilitation program, which involves physical therapy and independent mobility, plus three hours of work training.

After completing three months of rehabilitation, Briella is moved to a CSJ, where she is able to participate a full 40 hours per week in a combination of work training and education activities. Five months after her CSJ placement, Briella secures employment taking calls at a credit union in the customer service department.

EXAMPLE 2: Anita applies for W-2. Her daughter Kathy, age 8, can no longer be exposed to other children in a school or day care setting due to an advanced autoimmune disease and an extremely fragile immune system. The FEP places Anita in a W-2 T employment position and opens the "CD-Caring for Disabled Child" participation status to care for her child with a disability. Anita tells her FEP that her mother stays with Kathy for two hours per week so she can attend grief mental health counseling sessions, which is added to her EP.

7.4.2.2 W-2 T Participation Requirements

An in-depth formal assessment will determine:

- The appropriate level of W-2 participation;
- An individual's ability to engage in specific work and training activities; and
- The need for supportive services, accommodations, auxiliary aids, or communication assistance. (See 5.5.1)

Attendance and cooperation with an in-depth assessment may satisfy participation requirements pending the results of the formal assessment. A W-2 payment reduction cannot be imposed on a participant for declining to complete a formal assessment. (See 5.5.7)

Based on the results of the assessment, the participant may be assigned up to 40 hours per week in activities, which may include:

- Work training;
- Other W-2 T activities; and
- Education and training.

The following two tables provide a non-exhaustive list of examples of work training and other activities for W-2 T participants and the corresponding activity codes and statuses the FEP may assign.

See 8.2.2 for information on education and training activities that may be assigned to W-2 T participants.

W-2 T Work Training Activity Examples	Assignable activities may include

Community rehabilitation program that provides directly or facilitates the provision of vocational rehabilitation to individuals with disabilities to help them maximize opportunities for employment. Services may include vocational assessment, job readiness training, job placement, and on-the-job support targeted at individuals with disabilities.	• Disability and Learning Assessment (AD); • Career Planning & Counseling (CE); • Employment Search (ES); • Mentor/Coach (MN); • Job Readiness/Motivation (MO); • Occupational Testing (OC); • On-The-Job Training (OJT); • Paid Work Experience in the public sector, not funded by TANF (SW); and • Work Experience (WE).
Volunteer activity.	• Work Experience (WE).
Activities similar to a CSJ but with more supervision. (See 7.4.1)	• Technical College Activities (TC); • Work Experience (WE); • Job search activities (ES); and • Vocational rehabilitation (VA, VE, VL).

Other W-2 T Activity Examples	**Assignable Activities may include**
AODA detoxification, assessment, and treatment.	• AODA Counseling (CA); • AODA Assessment (AA); and • Personal Development (PD).
Activities that provide support for children with special needs.	• Family Member Treatment/Counseling (FC).
Activities related to obtaining shelter or retaining safety in a domestic abuse situation, or other activities needed to stabilize a family.	• Domestic Violence Assessment and Supportive Services (AV); and • Personal Development (PD).

Caring for a family member with an incapacity of such severity that without home care, the incapacitated member's health and well-being would be significantly affected, as determined by the W-2 agency.	• Caring for Other Family Member (CF); and • Caring for Disabled Child (CD).*
Court-ordered activities.	• Court-Related/Legal Appointments (LA).
Counseling or physical rehabilitation activities.	• Physician's Assessment (AL); • Ongoing Medical/Personal Care (MP); and • Physical Rehabilitation (PR).
Mental health activities, as prescribed by an appropriate health care professional.	• Mental Health Assessment (AM); and • Mental Health Counseling (CM).

*See 6.4.1 for more information on participation statuses.

7.4.2.3 Marginally Employed W-2 T Participants

A W-2 applicant or participant who is marginally employed, for example, working only a few hours per week or inconsistently, in an unsubsidized job may also be placed in a W-2 T placement when the participant has long-term, severe barriers to:

1. Increasing the hours in their existing unsubsidized job; or
2. Obtaining additional unsubsidized employment.

In these instances, the FEP must schedule flexible activities around the unsubsidized employment and assign W-2 T activities specifically designed to assist the individual in overcoming these severe barriers while maintaining flexibility and sensitivity.

EXAMPLE: Sue's son Jason, age 8, has a diagnosed brain disorder. Jason is able to attend school but is often sent home due to behavioral issues. Appropriate child care is often not available during these periods. Sue is marginally employed working approximately 10 hours per week at her local pharmacy, which provides a flexible work schedule. This situation is not likely to change for some time. Sue's FEP places her in a W-2 T position since she will not be able to move to full-time employment in a short

period of time. The FEP includes her 10 hours of marginal unsubsidized employment on her EP and assigns an additional two hours per week in a life skills motivational course. The FEP also opens the "CF-Caring for Other Family Member" participation status to care for her disabled child.

7.4.2.4 W-2 T and Work Training

The W-2 agency is responsible for the development and management of work training sites that prepare W-2 T participants for unsubsidized employment. The agency must act as a liaison between providers and W-2 T participants when necessary and must ensure all work training sites:

- Accommodate participants with barriers to employment;
- Offer part-time and flexible schedules to meet the individual needs of W-2 T participants;
- Provide comprehensive supervision of participants (see the TANF Work Participation Requirements appendix for more information on requirements for supervising W-2 activities); and
- Provide supportive services, accommodations, auxiliary aids, or communication assistance when needed.

The W-2 agency must provide worker's compensation coverage for participants when not provided by the W-2 work training provider.

All W-2 T work training providers must:

- Complete the Wisconsin Works (W-2) Work Training Site Agreement form (10792); and
- Comply with all provider assurances outlined in the agreement.

7.4.2.5 W-2 T Time Records

W-2 T participants are required to provide verification for hours of participation in all assigned activities, including education and training. See the TANF Work Participation Requirements appendix for verification and documentation guidelines.

7.4.2.6 W-2 T Payments

The W-2 agency must issue a monthly payment of $608 to the W-2 T participant if all participation requirements are met. The monthly payment of $608 must not be prorated or otherwise reduced if the hours assigned are less than 40 hours per week. Payments will be reduced by $5.00 for each hour that the participant fails without good cause to participate. (See 11.3.1)

***History**: Release 25-04; Release 22-05; Release 21-08; Release 21-07; Release 19-05; Release 13-03.*

7.4.3 Custodial Parent of an Infant (CMC)

7.4.3.1 Eligibility for CMC
7.4.3.1.1 Paternity Establishment
7.4.3.2 CMC Verification, Placement, and Payment
7.4.3.3 CMC Time Limits
7.4.3.4 Ending CMC

The *CMC* placement is for eligible parents with newborns to help the parents provide care for their child(ren) during the early months of a child's life and successfully adjust to the challenges of being a parent.

A custodial parent of an infant 8 weeks old or younger who meets W-2 financial and nonfinancial eligibility may receive a monthly CMC payment of $673 and not be required to participate in W-2 activities, unless they volunteer to do so.

The eight-week CMC placement allows parents time to physically recover from childbirth, care for their newborn, secure childcare, and prepare for a return to the workforce.

W-2 agencies should encourage CMC participants to take advantage of employment-related services offered within the W-2 program during the eight-week CMC period.

7.4.3.1 Eligibility for CMC

To qualify for a CMC placement, the *custodial parent* must meet all W-2 financial and nonfinancial eligibility requirements (see Chapters 2 and 3), and:

1. Have a child 8 weeks old or less; and

2. No other adult member in the *W-2 Group* is participating or eligible to participate in a W-2 employment position or is working in an unsubsidized job.

If another adult in the W-2 Group is working in unsubsidized employment or is eligible for W-2 participation, regardless of the W-2 Group's income, the family is not eligible for CMC. Even if the income of the other adult results in the family's income being at or below 115% of the federal poverty level, the family is still ineligible for a CMC payment.

If the family's income is at or below 115%, the other adult must be considered for placement in a W-2 employment position. In this situation, this family would be considered a two-parent family and be treated accordingly. (See Chapter 14)

EXAMPLE 1: Diane gives birth to Marina and applies for *CMC*. Diane reports that Marina's father lives with them and works part-time hauling lumber. Since he is a non-marital co-parent living in the home and is employed in unsubsidized work, the family is not eligible for CMC. The *FEP* must offer the family other employment services, if otherwise eligible, such as case management services in the *CMU* placement.

EXAMPLE 2: Dorothy applies for a CMC and has a 3-week-old baby. During intake, Dorothy explains that she is married to John, who is not the baby's biological father but lives with her and works in unsubsidized employment. Although the family income is below 115% of the Federal Poverty Level, they are ineligible for CMC due to John's unsubsidized employment. The FEP should explore other appropriate services and W-2 placements with Dorothy.

EXAMPLE 3: Mia has a baby while employed full-time. Her husband Jeff, the baby's biological father, has not worked in a year to stay home and care for their 3-year-old son. Because Jeff lives in the home and is eligible for W-2 employment services, the family is not eligible for a CMC. Based on Jeff's work history, the FEP determines that Jeff is appropriate for a *CSJ* placement. Jeff agrees to be the placed parent as Mia plans to stay home with their son and newborn.

EXAMPLE 4: Sonia has a 5-week-old baby. Sonia's husband Victor is the biological father of the baby. Victor has been receiving *SSDI* since 2000 when he was injured in a car accident. Although Victor is included in the W-2 Group, he is not working, and he would not be eligible to participate in a W-2 employment position. The family is eligible for CMC.

7.4.3.1.1 Paternity Establishment

In situations where the CMC participant is not married, the FEP must inform the participant that they and the baby's biological father will have the ability to sign the Voluntary Paternity Acknowledgment (PATH) form at the hospital to establish legal paternity. The FEP must explain that both parents must sign the form in the presence of a notary and that most hospitals have notaries on staff. The participant must also be informed that the PATH form requires a filing fee. If the participant cannot afford the fee, the hospital may be able to provide assistance.

If the participant is uncertain about the identity of the father, the FEP should explain the option of genetic testing.

FEPs must emphasize the importance of establishing legal paternity at the time of the child's birth.

Benefits of establishing paternity include:

- Both parents are legally and financially responsible for their child;
- It supports a child's right to know both parents;
- The child may be eligible for coverage under the father's health insurance; and
- The child may gain access to benefits such as:
    - Social Security and veterans' benefits;
    - Family medical history; and
    - Tribal affiliation or enrollment.

If the FEP does not have the opportunity to discuss paternity acknowledgement until after the participant leaves the hospital, the FEP must still review the benefits of establishing paternity with the participant and inform the participant that the PATH form is also available through the local child support agency (CSA) or county Register of Deeds office.

The FEP must also explain how establishing paternity may affect CMC eligibility. If the alleged father lives in the home and paternity is established while the CMC payment is ongoing, the family becomes ineligible for CMC if the father is either:

- Working in unsubsidized employment; or
- Not working but is eligible to participate in a W-2 employment position.

In certain situations, the FEP must contact the local CSA and request that paternity establishment for a specific CMC case be prioritized. These situations include:

- When both parents refuse to sign the PATH form;

- When the PATH form is signed and then later rescinded due to concerns about losing the CMC payment; or
- When paternity acknowledgement is not appropriate, e.g., there is more than one potential father living in the home.

7.4.3.2 CMC Verification, Placement, and Payment

If an individual meets the eligibility criteria, the FEP must place the participant in the CMC placement. Once the parent has been determined eligible for the CMC payment, the FEP may encourage the participant to volunteer for appropriate services such as:

- Parenting and family relationship classes;
- Family planning services;
- Budgeting and financial literacy classes;
- Household management and family nutrition classes; and
- Job search, once appropriate.

These services are not mandatory activities and cannot be used as a basis for eligibility determination while the participant is in the CMC placement.

The CMC placement begin date is either the birth date of the child or the date of application, whichever is later. An applicant has seven days to provide appropriate verification. If the applicant provides verification within that timeframe, the placement must begin as of the date of application but no earlier than the date of birth. The agency may extend the verification period up to 30 days and still backdate the placement back to the date of the application. (See 4.1.3)

The W-2 agency must have verification of a baby's birth and application for an SSN prior to placing a participant into the CMC placement. Medical verification requiring the individual to be in the home for eight weeks is not necessary. (See 4.1.2 and 2.2.1. #14)

EXAMPLE 1: Mary's baby is born April 14. On April 21, she applies for a CMC placement. At the time of her April 23 intake appointment, Mary does not have verification of her baby's birth or SSN application. Mary's FEP instructs her to bring in verification no later than April 30. Mary brings in her verification on April 25 and is placed in CMC effective April 21, the date of application.

EXAMPLE 2: Jontae applies for a CMC placement on May 5 because her baby is due on May 10. At her intake appointment on May 8, the FEP asks Jontae to bring in

verification of the baby's birth and SSN application as soon as possible. Jontae has her baby on May 11 and submits the required verification to the FEP on May 15. Jontae is placed in CMC effective May 11, the date of the baby's birth.

Ongoing participants have 10 days to report a change in circumstances. (See 2.8.1) If the change (the birth of the baby) is reported within this timeframe, the payment should begin as of the date of the child's birth. If it is reported outside of 10 days, the FEP determines whether the payment begins as of the date of the child's birth or when the parent verified the birth and SSN application date. The FEP should consider whether circumstances prevented the parent from reporting the child's birth within 10 days.

Individuals placed in CMC will receive a monthly payment of $673.

7.4.3.3 CMC Time Limits

Whether a participant's time in a CMC placement counts against the 24-month placement time limit, 48-month state lifetime limit, or 60-month federal lifetime limit depends on the participant's W-2 placement history and the timing of the child's birth.

The FEP must explain the impact reaching a time limit will have on the family's eligibility for future W-2 benefits. If a CMC participant reaches the 48-month state lifetime limit while in the CMC placement, they are automatically eligible for a time limit extension.

See 2.10.8 for more information on W-2 time limits for CMC placements.

7.4.3.4 Ending CMC

The CMC placement must end eight calendar weeks (7 days x 8 weeks = 56 days) after the child is born. CMC cannot extend beyond the date the child turns 8 weeks of age, regardless of the date the CMC placement begins.

A *CARES* alert is generated to remind the FEP to change the CMC placement on the appropriate day.

As the CMC placement end date approaches, the FEP must discuss next steps with the CMC participant, including employment goals and supportive service needs once the CMC placement ends.

If the CMC participant is going to continue in a different W-2 placement, the FEP must enter the new placement on the 57th day which will end CMC placement on the 56th day.

If the CMC participant is not going to continue in a different W-2 placement, the FEP must end date the W-2 episode on the 56th day which will also end the placement on the 56th day.

EXAMPLE 1: Miguel is placed in a CMC on March 6, after the birth of his child, for whom he has sole custody. Two weeks before his 56th day in the placement, the FEP meets with Miguel to discuss Miguel's options once his CMC placement ends. During this meeting, Miguel confirms that he will be returning to his prior job by relying on the child care services the FEP helped him secure and does not want any W-2 follow-up services. Based on this information, the FEP will end-date Miguel's CMC placement effective April 30, which is the 56th day.

EXAMPLE 2: Bobbi gave birth to a baby and is placed in CMC on March 6. Two weeks before the 56th day in the placement, the FEP meets with Bobbi to discuss plans for when her CMC placement ends. Bobbi explains that she originally planned to go back to work but has been very depressed and anxious and does not feel like she can handle getting a job as she had hoped. Based on an informal assessment, the FEP determines that Bobbi is in need of a formal assessment and possible mental health services depending upon the outcome of the assessment. For that reason, the FEP will place Bobbi in a W-2 T effective May 1, which will correctly end date the CMC placement on April 30 (the 56th day).

***History**: Release 25-04; Release 21-09; Release 20-01; Release 14-01; Release 12-04.*

7.4.4 At Risk Pregnancy (ARP)

7.4.4.1 ARP Eligibility Requirements
7.4.4.2 ARP Medical Information Requirements
7.4.4.3 ARP Placement/Payment Start Date
7.4.4.4 Child Support Requirements and the 60-Month Federal Lifetime Limit
7.4.4.5 ARP Case Management Requirements
7.4.4.6 Ending ARP Placement/Payment

The At Risk Pregnancy (ARP) placement is for pregnant individual in their third trimester who have a medically verified at risk pregnancy. Participants in this placement receive a monthly payment of $673 and are not subject to the requirements of *W-2* employment positions, such as Employability Plans (EPs), sanctions for nonparticipation, etc.

Pregnant teens younger than 18 years are not eligible for an *ARP* placement.

7.4.4.1 ARP Eligibility Requirements

A pregnant woman who meets all of the following requirements must be placed in an ARP placement:

- Meets all W-2 financial and nonfinancial eligibility requirements, except the woman is not a *Custodial Parent (CP)* of a dependent child who resides in the woman's home;
- Is unmarried;
- Is in the third trimester of pregnancy, defined as the 12 weeks before the medically verified estimated delivery date (see 7.4.6.2);
- Has a medically verified at-risk pregnancy; and
- Is unable to work as a result of the at-risk pregnancy, as verified by a qualified physician.

ARP applicants are not required to have made a good faith effort to obtain employment and have not refused any bona fide offer of employment, including a job quit, within 180 calendar days immediately preceding application. (See 2.2.1, #8)

EXAMPLE: Sophia is seven months pregnant with her first child and is not married. Sophia's doctor recently put her on bed rest for the remainder of her pregnancy due to a pregnancy-related medical condition. While on bed rest, Sophia applies for W-2 through ACCESS. A FEP then contacted Sophia by phone and went to Sophia's home to complete her W-2 application. After determining Sophia as a good candidate for a W-2 ARP placement, Sophia's FEP gave her an ARP Medical Information/Verification form (4070) to give to her doctor with the following information already filled out:

1. The W-2 agency's name, address, phone, and email; and
2. Sophia's name and birthdate.

Based on the remaining information in the form, completed by Sophia's doctor, and the information Sophia already had provided to the W-2 agency, the FEP placed Sophia in an ARP placement.

Sophia is seven months pregnant with her first child and is not married. Sophia's doctor recently put her on bed rest for the remainder of her pregnancy due to a pregnancy-related medical condition. While on bed rest, Sophia applies for W-2 through ACCESS. A FEP contacts Sophia by phone and goes to Sophia's home to complete her W-2 application. After determining Sophia as a good candidate for an ARP placement, the FEP gives her an ARP Medical Information/Verification form (4070) for her doctor with the following information already filled out:

1. The W-2 agency's name, address, phone, and email; and
2. Sophia's name and birthdate.

After Sophia's doctor completes the form, the FEP places Sophia in an ARP placement.

7.4.4.2 ARP Medical Information Requirements

The required medical information/verification for ARP must be provided through either:

1. The *At Risk Pregnancy (ARP) Medical Information/Verification form (4070)*; or
2. A letter from the physician on the physician's letterhead that includes all of the medical information listed below.

ARP medical information must include all of the following:

1. Participant's full name;
2. Participant's date of birth;
3. Participant's estimated due date, provided by the participant's physician;
4. Physician's confirmation that the participant has an at-risk pregnancy;
5. Physician's statement of the reason the participant's pregnancy is an at-risk pregnancy;
6. Physician's statement that the participant is unable to work due to the at-risk pregnancy;
7. Start date for the participant being unable to work due to the at-risk pregnancy;
8. Any other comments by the physician;
9. Physician's specialty which must be General Medicine, Family Medicine or Obstetrics;
10. Physician's National Provider Identifier (NPI);
11. Physician's signature and printed name;

12. Date of the physician's signature (must be no earlier than 30 days prior to the participant's third trimester start date); and

13. Physician's contact information.

Note: The W-2 agency may verify an NPI using the NPI Registry.

The physician-provided medical information/verification must be based on the physician's medical examination of the participant.

The physician's signed statement on either the ARP Medical Information/Verification form (4070) or on the physician's letter must be completed no earlier than 30 days prior to the beginning of the participant's third trimester of pregnancy. Medical information/verification completed earlier must be resubmitted and updated by the physician within the required time frame.

The W-2 agency must date stamp the ARP Medical Information/Verification form (4070) or the physician's letter with the date the agency received the document.

EXAMPLE: Christa is pregnant with her first child and is currently on bed rest because her pregnancy is high risk. Christa applies for W-2 while still in her first trimester and is placed in a CMP placement. Christa's medical condition could change between her first trimester and her third trimester when she may become eligible for an ARP placement. Therefore, Christa will need updated medical information/verification no earlier than 30 days prior to the beginning of her third trimester of pregnancy to be eligible for the ARP placement.

7.4.4.3 ARP Placement/Payment Start Date

The start date for an ARP placement must be the latest of the following three dates:

- Date of W-2 eligibility;
- Start date of the third trimester, defined as 12 weeks before the medically verified estimated due date; or
- Date specified by the physician in the ARP medical information/verification as the date the participant is no longer able to work due to the at-risk pregnancy.

7.4.4.4 Child Support Requirements and the 60-Month Federal Lifetime Limit

Participants in an ARP placement are not required to cooperate with child support or assign their rights to child support payments. ARP placements do not count towards the

60-month federal lifetime limit because ARP payments are considered short term assistance under *TANF* regulations.

If an ARP participant transitions to another placement, child support requirements applicable to the new placement must be followed.

7.4.4.5 ARP Case Management Requirements

The W-2 agency must contact ARP participants at least once a month either in-person or by phone, depending on the needs of the ARP participant, to discuss the participant's needs.

During these discussions, the W-2 agency must:

- Identify any emerging needs; and
- Provide W-2 services or make referrals to appropriate community resources.

For example, if an ARP participant expresses concerns related to their health, the FEP may refer them to visiting nurse services or prenatal care support programs.

7.4.4.6 Ending ARP Placement/Payment

The end date for an ARP placement is the earliest of the following four dates:

- The date the ARP participant transitions to a different W-2 placement, such as CMC, after the birth of the child;
- Twenty days after the estimated due date, when *CARES* batch process ends the ARP placement:
- The date the participant no longer meets ARP eligibility criteria. (*See 7.4.4.1*)
    - For example, the participant:
        - Regained custody of their minor child;
        - Got married; or
        - Is no longer pregnant.

***History**: Release 25-04; Release 16-01; Release 13-01.*

7.5.1 Noncustodial Parents

7.5.1.1 Noncustodial Parent Eligibility for W-2 Services
7.5.1.2 W-2 Case Management Services for Noncustodial Parents (CMN)
7.5.1.3 Stipends for Noncustodial Parents (TSP)
7.5.1.3.1 Participation Requirements
7.5.1.3.2 Stipend Payments
7.5.1.3.3 Stipend Procedures
7.5.1.4 Children First

The purpose of the *W-2* Case Management for Noncustodial Parents (CMN) and Stipends for Noncustodial Parents (TSP) placements is to provide case management and employment services to help *NCP*s build economic stability and pay child support.

The following table outlines the differences between the CMN and TSP placements including eligibility, employment readiness, and participation requirements.

	Case Management for Noncustodial Parents (CMN)	**Stipends for Noncustodial Parents (TSP)**
Purpose	Provide case management services to noncustodial parents who meet W-2 eligibility requirements.	Provide CMN case management services and stipends to eligible noncustodial parents not yet ready for a TEMP job or unsubsidized work.
Placement Goal	Help noncustodial parents find and maintain employment.	Prepare noncustodial parents for unsubsidized work or a TEMP job.
Eligibility Criteria	Meet all eligibility criteria listed in 7.5.1.1.	Must meet all CMN eligibility criteria listed in 7.5.1.1 **and** not be ready for a TEMP job or unsubsidized work due to limited skills or education.

Key Activities	• Employment Search (ES) • Job Retention (JR) • Career Advancement (CR) • Parenting Skills (PA) • Education and training (GE, HE, JS, LS)	At least 20 hours per week in approved education or training: • HSED/GED prep; • ABE; • ESL; and • Short-term job skills training.
Payment Type	No stipend or W-2 payment.	Stipend of up to $200 per month for up to 16 weeks.
Participation Requirements	No minimum hours; tailored to participant needs.	Minimum of 20 hours per week in eligible education or training programs.

7.5.1.1 Noncustodial Parents' Eligibility for W-2 Services

A noncustodial parent may be eligible for W-2 services through a CMN or TSP placement when all of the following apply:

1. The custodial parent is:
   a. Participating in a *TMP*, *CSJ*, *W-2 T*, or *CMJ* placement;
   b. Receiving a payment in an *ARP* or *CMC* placement; or
   c. Receiving Wisconsin Shares child care assistance.

   Agencies may disclose information to the noncustodial parent about the custodial parent's participation status in W-2 or child care (i.e., not participating in a qualifying program or placement) to explain why the noncustodial parent is not eligible for W-2.

   If the FEP receives information indicating that the custodial parent may no longer be enrolled in W-2 or receiving child care, the *FEP* must reverify eligibility. At a minimum, this information must be verified again at the NCP's six month eligibility review.

2. The noncustodial parent is subject to a child support order;

3. The noncustodial parent meets all other financial and nonfinancial eligibility criteria except that the individual is an noncustodial parent (see Chapters 2 and 3); and

4. The noncustodial parent meets all eligibility criteria defined in DCF 105 including drug screening and subsequent referral to testing or treatment as indicated.

EXAMPLE: Norman is the noncustodial parent of his 9-year-old son, Thomas. Thomas lives with his mother, Mary, who is in a CSJ placement. Norman has a child support order that requires him to pay monthly court-ordered support for Thomas. Because Norman is cooperating with the *CSA* and meets all other W-2 financial and nonfinancial requirements, with the exception of being a custodial parent, he would be eligible for W-2 services for noncustodial parents.

7.5.1.2 W-2 Case Management Services for Noncustodial Parents (CMN)

The W-2 agency may provide the following case management services to individuals in a *CMN* placement:

- Employment Search (ES);
- Job Retention Services (JR);
- Career Advancement Services (CR);
- Education and Training activities, including;
  - Job Skills Training (JS);
  - General Educational Development (GE);
  - High School Equivalency Diploma (HE);
  - Life Skills (LS);
  - Parenting Skills (PA);
- Other case management activities (See the Activity Codes Appendix for a full list).

7.5.1.3 Stipends for Noncustodial Parents (TSP)

The Stipends for Noncustodial Parents (TSP) placement is available to eligible noncustodial parents who:

- Are not ready for a *TEMP* job (see 7.3) or unsubsidized employment due to lack of work skills or education; or
- Could benefit from a monetary stipend for participation in W-2 activities that will prepare them for a TEMP job or unsubsidized employment.

7.5.1.3.1 Participation Requirements

To be eligible to receive a stipend, a noncustodial parent in the TSP placement must participate in a minimum of 20 hours per week of education and training activities that prepare them for employment, such as:

- A course of study meeting the high school graduation equivalency standards established under Wis. Stat. s. 115.29(4);
- English as a second language courses;
- Adult basic education courses, including, but not limited to, literacy skills, remedial math, or reading courses; and
- Short-term job skills training for career-focused training programs such as vocational training classes and pre-vocational or bridge training focused on specific industry sectors.

The W-2 agency may prescribe additional requirements that an NCP must achieve in order to receive a stipend.

7.5.1.3.2 Stipend Payments

The W-2 agency may issue a stipend payment to a noncustodial parent at any point or frequency during the TSP placement based on the current needs of the individual while they are preparing for employment. However, stipend payments must not be based on hours of participation in W-2 activities.

A noncustodial parent may receive stipend payments for a maximum of 16 weeks in a rolling 12-month period. The total stipend payment amount may not exceed $200 per month and should help the noncustodial parent with meeting the costs associated with engaging in W-2 education and training activities.

Stipend payments should not be considered a substitute for other supportive services available to noncustodial parents. W-2 agencies must offer to develop a Supportive Service Plan (see 9.2.1) with the noncustodial parent and work with them to address any barriers to participating in W-2 activities identified in the process.

Note: Stipend payments qualify as Non-Recurrent, Short-term Benefit under the TANF definition of assistance and do not fall under the category of “cash assistance.” NCPs receiving stipends are not subject to the state 48-month lifetime limit.

Placement in TSP on any day of the standard workweek, i.e., Sunday to Saturday, will count as one week. To maximize participation, agencies should place NCPs in a TSP on a Monday or closest day to the start of the week when possible.

W-2 agencies must help NCPs in the TSP placement move to a TEMP job or unsubsidized job as quickly as possible. The stipend ends when the noncustodial parent starts unsubsidized work or enters a TEMP job in a *TNP* placement. (See 7.3.1)

7.5.1.3.3 Stipend Procedures

The W-2 agency must develop a standard operating procedure (SOP) for issuing stipends and submit it for approval by the regional DCF contractor staff.

The W-2 agency must:

- Manually issue stipend payments to eligible noncustodial parents; and
- Document each payment in PIN comments.

7.5.1.4 Children First

The Children First program provides employment and training services and support to help eligible noncustodial parents increase their involvement in the lives of their child(ren).

Eligibility for Children First is not tied to W-2 eligibility. A noncustodial parent may receive both Children First and W-2 services at the same time.

For more information about the Children First program participation and services, see the DCF Children First webpage.

***History**: Release 25-04; Release 21-09; Release 21-07; Release 17-01; Release 14-03; Release 14-01.*

7.5.2 Case Management for Minor Parents (CMM)

The Case Management for Minor Parents (CMM) placement is for individuals who are custodial *Minor Parent*s. A custodial minor parent is eligible for *W-2* regardless of the minor parent's living arrangement and financial or nonfinancial eligibility status.

*FEP*s should provide individuals in the CMM placement with information and referrals regarding:

- Available child care assistance;
- Employment and financial planning;
- Family planning services;
- Community resources: and
- Eligibility for BadgerCare Plus, FoodShare, and other food and nutrition programs.

W-2 agencies should encourage minor parents to apply for child care assistance through the Wisconsin Shares program online or at their local Income Maintenance agency.

When appropriate, a referral for the minor parent must be made to the county or tribal social/human services agency or another appropriate community-based organization for assistance in finding an adult-supervised supportive living arrangement.

EXAMPLE: Kerrie and Anthony, both age 17, live with their daughter, Olivia, and Kerrie's mother, Sandra. Sandra's income provides the household's only income and exceeds W-2 financial eligibility requirements. Kerrie and Anthony still qualify for the *CMM* placement solely based on their status as minor parents, regardless of their living arrangement or W-2 financial and nonfinancial eligibility status.

***History**: Release 25-04; Release 24-05; Release 21-07; Release 12-05.*

7.5.3 Case Management for Pregnant Women (CMP)

The Case Management for Pregnant Women (CMP) placement is for pregnant women who do not have custody of any children. CMP allows participants to receive case management services during pregnancy, even if they are not a custodial parent.

To be eligible for a *CMP* placement, the individual must:

1. Have a medically verified pregnancy; and
2. Meet all the financial and nonfinancial eligibility criteria (see Chapters 2 and 3), with the exception of being a custodial parent of a dependent child.

The W-2 agency may provide the following services to individuals in a CMP placement:

- Employment Search (ES);
- Child Care Related Activities (CC); and
- Other Case Management activities (See the Activity Codes Appendix for a full list).

Once the child is born, the participant may be eligible for the *CMC* placement.

If the participant has a medically verified at-risk pregnancy and also meets the *ARP* eligibility criteria, they may be eligible for case management services through a paid ARP placement. (See 7.4.4.1)

EXAMPLE: Shawna is five months pregnant and does not have custody of any children. Shawna meets all *W-2* financial and nonfinancial eligibility requirements with the exception of being a custodial parent of a dependent child and has a medically verified pregnancy. Shawna meets all of the eligibility requirements for a CMP placement.

***History**: Release 25-04; Release 21-07.*

7.5.4 Case Management Denied (CMD)

The *CMD* placement is for individuals who have reached their 24-month placement time limit or 48-month state lifetime limit and are no longer eligible for a paid placement. When a participant is denied or declines an extension, the *FEP* must offer the CMD placement.

To be eligible for the CMD placement, the participant must meet *W-2* financial and nonfinancial eligibility criteria (see 2.2.1), with the exception of exceeding the 24-month placement time limit or 48-month state lifetime limit.

The goal of the CMD placement is to:

1. Match the individual to employment;
2. Connect the individual and their family to resources and services; and
3. Reassess, on a monthly basis, whether the individual is eligible for an extension.

EXAMPLE: Karl has been a *CSJ* participant for 18 months and assigned the following activities:

- Life Skills;
- Job Readiness/Motivation;
- Mental Health Counseling for his daughter Kassandra;
- Work Experience; and
- Employment Search.

After missing multiple activities without good cause, Karl's FEP referred him for a formal assessment with a mental health provider. However, Karl did not follow through with the referral. As Karl approached his 24th month, Karl's FEP attempted to reach him by phone and mail a number of times to discuss an extension, but Karl never responded. In Karl's 22nd month, Karl contacted his worker and told them that he was having a hard time. Karl's FEP recognized that Karl may be suffering from depression and that without additional support to help Karl participate, that they would have to deny eligibility for another time limit extension.

Karl's FEP gave him a three-month extension and, in addition to Work Experience and Employment Search, scheduled a new referral for a formal assessment with a mental health provider that provides virtual appointments so Karl would not have to leave his house.

Karl participated sporadically in the assigned activities but never followed through on the second formal assessment referral. The FEP denied eligibility for a subsequent time limit extension due to Karl's nonparticipation and placed Karl in a CMD to try and assist Karl in finding employment.

Services provided to a CMD participant will depend largely on the:

- Reason the extension was denied or declined by the participant; and

- Placement the participant was in when they declined or were denied an extension.

Participants who are denied an extension due to nonparticipation may be assigned activities similar to activities assigned while in the subsidized employment position.

FEPs must meet with CMD participants:

- Weekly, to help the participant find employment and connect them with needed resources; and
- Every 30 days to review the CMD placement. (See 1.4.2.4)

During the 30-day review, the FEP must reassess the case. If the participant has consistently participated, the FEP must reassess for potential barriers to employment and determine whether an extension is appropriate.

A participant in the CMD placement who finds unsubsidized employment may be placed in the CMU placement. FEPs should document this in PIN comments.

***History**: Release 25-04; Release 23-06; Release 22-05; Release 21-09; Release 19-02; Release 12-04.*

7.6.1 Backdating Placements

CWW Field	Rule	Exception
W-2 Episode Begin Date	For initial placements, the W-2 *Episode Begin Date* can be backdated 10 calendar days or back to the W-2 *Eligibility Begin Date*, whichever date is later (i.e., the more recent date). The W-2 *Placement Begin Date* for an initial W-2 placement must be the same as the W-2 Episode	*CMC*: For an initial CMC placement, the W-2 Episode Begin Date can be backdated up to the Eligibility Begin Date or up to the child's date of birth, whichever date is later (i.e., the more recent date).

	Begin Date.	
	W-2 Episode Begin Date must be after the W-2 *Episode End Date* of the previous W-2 episode. It cannot be prior to the W-2 Eligibility Begin Date.	None
W-2 Episode End Date	The W-2 Episode End Date cannot be backdated prior to the start of the W-2 participation period when entered after the W-2 Pulldown cycle. (See 10.2.1) Also, it cannot be prior to the W-2 Episode Begin Date.	None
W-2 Placement Begin Date		
Initial	The Placement Begin Date for all initial W-2 placements in a W-2 episode can be backdated to the W-2 Eligibility Begin Date or backdated up to 10 calendar days, whichever date is later (i.e., the more recent date).	CMC: For initial CMC placements, the Placement Begin Date can be backdated either to the W-2 Eligibility Begin Date or the baby's date of birth, whichever date is later (i.e., the more recent date).
Subsequent	The Placement Begin Date for all subsequent W-2 placements in a W-2 episode can be backdated up to 10 calendar days prior to the current date.	CMC: For subsequent CMC placements, the Placement Begin Date can be backdated to the date of the baby's date of birth.
W-2 Placement End Date	No backdating rule – this date is auto-populated by CWW.	No exception – worker may not enter data.

History: *Release 25-04; Release 24-13.*

7.6.2 Future-Dating Placements

CWW Field	Rule	Exception
W-2 Episode Begin Date	A W-2 *Episode Begin Date* cannot be a future date.	None
W-2 Episode End Date	A W-2 *Episode End Date* can be a future date for any W-2 placement up to the last day of the last month eligibility is open.	For W-2 cases that close with a W-2 Work Program End Reason, the Episode End Date must be the current date.
W-2 Placement Begin Date		
Initial	A *Placement Begin Date* cannot be a future date for an initial W-2 placement within a W-2 episode.	None
Subsequent	The Placement Begin Date for all subsequent W-2 placements in a W-2 episode can be a future date of up to 10 calendar days within the same W-2 Target Type. (See Operations Memo 11-67)	*CMC*: The Placement Begin Date for a CMC cannot be a future date.
W-2 Placement End Date	No future-dating rule – this date is auto-populated by CWW.	No exception – worker may not enter data.

History: *Release 25-04; Release 24-13.*

08 Education & Training

8.1 Introduction

8.1 Introduction

8.1.1 Educational Needs Assessments for W-2 Applicants

W-2 emphasizes that education and training are pathways to meaningful employment. Education and training activities help provide tangible employment skills and can be combined with work or work training activities to help participants gain the skills necessary for career advancement.

To ensure all W-2 participants, including those placed in case management positions, may participate in education and training activities. W-2 agencies must:

1. Establish a referral relationship with other employment and training programs to provide participants with varied education and training opportunities; and

2. Encourage employers to make training sites available on the business site for participants.

The *FEP* should encourage participants interested in education and training to define their long-term career goals and help them identify the relevant education and training necessary to create an actionable path to career success.

The FEP should reference the resources outlined in section 8.4.1 when working with an individual interested in education and training.

8.1.1 Educational Needs Assessments for W-2 Applicants

The *W-2* agency is required to conduct an educational needs assessment with all new W-2 applicants and before making a change in W-2 placement. (See 5.3.1)

***History**: Release 24-11.*

8.2.1 Education and Training Activities for Unsubsidized Employment Placements

If a participant is placed in *CMF*, *CMF+*, or *CMU*, the education and training case management services may include:

- Employment skills training;
- English as a second language classes;
- A course of study meeting the high school graduation equivalency standards established under Wis. Stat. s. 115.29(4); or
- Other remedial education courses (e.g., adult basic education, literacy services).

The *W-2* agency must include an education and training activity in the participant's *EP* and pay for the education services if:

1. The W-2 agency determines that the appropriate placement for an individual is CMF, CMF+, or CMU; and

2. The individual needs and wishes to pursue basic education.

***History**: Release 24-11; Release 13-03.*

8.2.2 Education and Training Activities for Community Service Jobs and W-2 Transition Placements

8.2.2.1 Education Activities for 18- and 19-year-old CSJ Participants
8.2.2.2 Weekly Education and Training Activity Assignments
8.2.2.2.1 Allowable Education and Training Activity Types
8.2.2.3 Aggregating Education and Training Hours
8.2.2.4 Combining Aggregated Education and Training with Prorated CSJ Policy
8.2.2.5 Full-Time Technical College Education

Participants assigned to a *CSJ* or *W-2 T* placement may be assigned education and training activities through any of the following means:

Allowable Activities	Eligible Placements	Relevant Section
• An education and training activities assignment for up to: • 10 hours per week for individuals placed in a CSJ; and • 12 hours per week for individuals placed in a W-2 T.	CSJ and W-2 T	8.2.2.2
• An aggregated education and training program that enables an individual to participate in an education and training program that requires more than 10 or 12 hours of participation per week.	CSJ and W-2 T	8.2.2.3
• A full-time technical college education program.	CSJ and W-2 T	8.2.2.5
• Enrollment in high school or a course of study meeting the high school graduation equivalency standards established under Wis. Stat. s. 115.29(4).	18- or 19-year-old CSJ participants	8.2.2.1

Participants who are interested in education and training activities not covered in *W-2* policy should be advised on their options, which may include:

1. Pursuing an education or training program in addition to meeting their W-2 participation requirement through other assigned activities. While not a viable

option for everyone, some participants may be able to manage both participation in required W-2 activities up to 40 hours per week plus education and training that is not part of assigned W-2 activities. Any employment search activities assigned by the W-2 agency should target employment that aligns with the training the participant is enrolled in.

2. Ending their participation in the W-2 program and applying for and using financial aid and other work supports (FoodShare, child care, etc.) to complete the training program. Individuals who wish to pursue education and training outside the scope of the W-2 program should be referred to a career counselor at the nearest Wisconsin Technical College to explore their options.

The W-2 agency should encourage individuals who choose to pursue training outside of W-2 to discuss child care options with their local Income Maintenance agency, as child care eligibility may be affected if the participant is not employed at least five hours per week.

8.2.2.1 Education Activities for 18- and 19-year-old CSJ Participants

18- or 19-year-old CSJ participants without a high school diploma or equivalent can fulfill, in whole or in part, the required hours of participation in a CSJ by:

1. Attending high school; or

2. Enrolling in a course of study meeting the high school graduation equivalency standards established under Wis. Stat. s. 115.29(4).

The W-2 agency must monitor each participant's progress towards achieving a high school diploma or equivalent.

During the summer months, the agency must:

1. Assist participants in finding summer employment; or

2. Assign appropriate employment-related activities if summer employment is not obtained.

18- or 19-year-old CSJ participants who choose not to obtain a high school diploma or equivalent should be assigned to other work training and education and training activities as appropriate.

8.2.2.2 Weekly Education and Training Activity Assignments

The FEP may assign education and training activities for the following:

- 10 hours per week for individuals placed in a CSJ; and
- 12 hours per week for individuals placed in a W-2 T.

Hours spent in the classroom, doing lab work or study time, must be included as part of the assigned education and training activities.

8.2.2.2.1 Allowable Education and Training Activity Types

The following types of activities are allowable under the education and training hours for CSJ and W-2 T participants.

W-2 Education

1. A course of study meeting the high school graduation equivalency standards established under Wis. Stat. s. 115.29(4).

2. English as a Second Language.

3. Adult Basic Education courses.

W-2 agencies may coordinate with the Wisconsin Technical College System, the University of Wisconsin System, or other educational programs to provide a variety of Adult Basic Education opportunities including literacy skills and remedial math courses.

The W-2 activity codes associated with these education activities include:

- Adult Basic Education (BE);
- English as a Second Language (EL);
- General Educational Development (GED);
- High School Equivalency Diploma (HE);
- Literacy Skills (LS); and
- Regular School (RS).

The following activities may be assigned under these activities and tracked for attendance purposes:

1. Class time;

2. Supervised study time;

3. Up to one hour of unsupervised study time for each hour of class time.

A statement from the educational program indicating the amount of study time required must be used to determine the appropriate assignment of hours. This statement can come in the form of, but is not limited to:

- A syllabus;
- Course description; or
- Note from the educational program.

EXAMPLE: Kalid is in a CSJ placement and is enrolled in an adult basic education course at the local technical college where the instructor recommends up to three hours of study time per hour of class time.

Kalid's FEP assigns three hours of unsupervised study time to match Kalid's three hours of in class time.

Because Kalid is in a CSJ placement, he can spend up to four hours in supervised study time for a total of 10 hours per week of education and training activities.

For more information on W-2 activities, see Activity Codes Appendix.

W-2 Training

1. Technical college courses and other educational courses that provide an occupational skill.

2. Employer-sponsored training.

W-2 agencies can coordinate with technical colleges to offer certified (or diploma/degree) training programs, and work directly with employers to develop on-site training opportunities.

These training courses must be tied directly to occupations for which there are job openings in the community. Examples may include:

- Basic welding;
- Data entry;
- Certified nursing assistants;
- Utility installation;

- Administrative professional (e.g., administrative assistant, office manager, billing personnel etc.);
- Food preparation/culinary arts;
- Electronic assembly;
- Child care;
- Press production;
- Construction;
- Entrepreneurial/small business; and
- Hospitality training.

The W-2 activity code associated with these training activities is Job Skills Training (JS).

The following activities may be assigned under Job Skills Training (JS) and tracked for attendance purposes:

1. Class time;
2. Supervised study time;
3. Up to one hour of unsupervised study time for each hour of class time.

A statement from the educational program indicating the amount of study time required must be used to determine the appropriate assignment of hours.

If these activities are not available through the Job Center or other community resources, W-2 agencies must take responsibility for funding these services if assigned as a required activity, with the exception of a full-time technical college program. (See 8.2.2.5)

8.2.2.3 Aggregating Education and Training Hours

CSJ or W-2 T participants who want to enroll in a short-term intensive training program that requires more than 10 or 12 hours of participation per week, may use more than 10 or 12 hours per week of education and training activities so long as they do not exceed 516 hours total within a one-year period. This is called the aggregation policy.

The aggregation policy can be used for education and training programs that:

1. A W-2 T and CSJ participant can complete within a one-year period; and

2. Do not exceed 516 hours of required participation in education and training activity per year.

In addition to the education and training activities, the *FEP* must assign work training activities each week, not to exceed a total of 40 hours of participation per week.

When the aggregation policy is used, The FEP must document in PIN comments the:

1. Amount of aggregated education and training hours;

2. Occupational skills to be gained; and

3. Expected number of weeks needed to complete the training.

Wisconsin's Technical College system offers many one- and two- semester certificate programs accessible to W-2 participants under the aggregated education and training policy.

EXAMPLE: Jennifer is a W-2 participant placed in a CSJ. Jennifer decides she wants to enroll in a short-term intensive training program and enrolls at her local technical college in a 16-week certificate program.

Lecture time and lab work requires her to attend school 20 hours per week. In addition, her instructor provides a written statement estimating that Jennifer will need to spend 10 hours per week studying.

Using the aggregation policy, the FEP assigns her to participate in a total of 40 hours per week:

- 30 hours per week in the program; and
- 10 hours per week of work training activities.

Jennifer's total aggregated education and training time over this 16-week timeframe is 480 hours (30 hours per week x 16 weeks), keeping her within the aggregation policy's one-year completion period and the 516-hour yearly limit.

If the FEP is unsuccessful in connecting Jennifer to unsubsidized employment after she completes her short-term intensive training program, her hours of participation in education and training activities are limited to the following:

- For the remainder of the year, beginning with the date of her assignment to the education and training program, Jennifer cannot be assigned to more than 36 hours of education and training (516 – 480 = 36).

- One year following the date of her assignment to the education and training program, if Jennifer is still in a CSJ placement, 10 hours per week of education and training activity may be assigned.

8.2.2.4 Combining Aggregated Education and Training with Prorated CSJ Policy

A prorated CSJ placement is appropriate for individuals who are:

- Working in an unsubsidized job less than 30 hours per week; and
- Identified, through an informal assessment, to have barriers that prevent them from obtaining an additional unsubsidized job or from increasing the number of hours in their current job.

See 7.4.1 for additional characteristics of an employed individual who may be appropriate for a prorated CSJ.

In some cases, these individuals may benefit from an intensive short-term training program using the aggregated education and training policy. (See 8.2.2.3)

When combining the prorated CSJ policy and the aggregated education and training policy, the total hours of participation, including unsubsidized employment, must not exceed 40 hours per week.

EXAMPLE: Laura works 15 hours per week at a local restaurant. The FEP discusses Laura's employability options and determines that she would benefit from additional training to expand her options for full-time employment. The FEP assigns her to a half-time CSJ.

A prorated CSJ would normally require Laura to participate 11 to 15 hours in work training and up to 10 hours of education and training per week. But Laura would like to participate in a certificate program on Medical Billing offered through the local technical college. The 16-week certificate program requires Laura to be in the classroom 14 hours per week. In addition, her instructor provides a written statement estimating that Laura will need to spend an additional six hours per week studying.

Laura's total aggregated education and training hours over the 16-week timeframe is 320 hours (20 hours per week x 16 weeks) of education and training.

In addition to her training activity, the FEP assigns Laura to 5 hours per week of work experience at a site specifically related to the training. Laura is participating a total of 40 hours (15 hours in unsubsidized employment, 20 hours in education and training and 5 hours in work experience). Laura meets the requirements of the

prorated CSJ policy while also benefiting from the aggregated education and training policy.

8.2.2.5 Full-Time Technical College Education

An individual placed in a CSJ or W-2 T may participate in a full-time technical college education program:

1. For the duration of the program but for no longer than two years, as long as the agency has determined that the program will likely lead to employment; and

2. As part of their CSJ or W-2 T placement if the participant meets all three of the following requirements:

    a. Is enrolled full-time and regularly attends all classes (up to 15 hours per week) in a program offered through the Wisconsin Technical College System that requires between one and two years of class--time to complete;

    b. Maintains a minimum grade point average of 2.0 (or the equivalent, as determined by the technical college); and

    c. Is employed or engages in work activities under a CSJ or W-2 T for 25 hours per week in addition to class time. The 25 hours must include the study time required for the program as well as other work activities that relate to the training the participant is engaged in that will improve the likelihood of obtaining employment once the training is completed. This may include activities such as:

        - Work study or internships;
        - Career planning or counseling; and
        - Job shadowing and work experience activities related to the training program.

An agency must consult with its Community Steering Committee and local technical college board to determine if a technical college education program will likely lead to employment. Agencies are encouraged to detail their own internal policies governing how appropriate programs will be identified and how FEPs will make a determination for placement in a technical college education program. In all circumstances, the decision should be documented in PIN comments.

Including the technical college program on the EP does not obligate the W-2 agency to pay for the program out of its W-2 budget. If the participant has not identified available funding for the program, the agency may require the participant to do so. The agency must assist the participant if they apply for financial aid.

The W-2 activity codes associated with full-time Technical College are:

- Technical College (TC)
- Technical College Study Time (TT)

***History**: Release 25-04: Release 24-11; Release 21-07; Release 20-03.*

8.3.1 Education and Training Resources

Education and training resources are available through multiple state, federal, and non-profit programs and providers. Agencies should be familiar with and reference the resources listed below when working with an individual interested in training and education.

The following list of education and training resources in not exhaustive. Agencies should work with local employers, community partners, agencies, programs etc. to provide education and training resources to best fit the needs and goals of each W-2 participants and applicant.

1. The Department of Workforce Development provides Wisconsin labor market information and resources including on-the-job training opportunities, apprenticeships, and education and training programs for job seekers across Wisconsin.

Education and Training Resource	Provides
Directory of Workforce Services	A list of Workforce Innovation and Opportunity Act (WIOA) partner employment training and education services available in each county.
Wisconsin's Eligible Training Programs List (ETPL)	A list of education and training programs for WIOA program participants that can be funded by WIOA. Additionally, Trade Adjustment Assistance (TAA) program participants are also encouraged to use the ETPL when selecting TAA-funded training.
Workforce Development Areas (WDA) Labor market information	Wisconsin labor market information, including the occupations in demand for each region and county in the state.
DWD SkillExplorer at http://skillexplorer.wisconsin.gov	Information on jobs that share similar skills, including: □ Typical education level required for entry; □ Required training; and □ Current openings searchable by location.

2. The Wisconsin Technical College System (WTCS) offers associate degrees, technical diplomas, short-term certificate options and partners with Wisconsin employers to provide customized instruction and technical assistance to increase the economic vitality of students, employers, and communities throughout Wisconsin.

Education and Training Resources	Provides
Wisconsin Technical College System Find Your Program	A list of WTCS programs by college, program type, delivery method, duration, etc.
Wisconsin Technical College System Affordable Education Page	Information on affordable education options and financial aid including grants, scholarships and loans.

3. The US Department of Labor Occupational Information Network (O*NET) and CareerOneStop use federal and state level data to provide a variety of tools and resources geared toward helping individuals learn about short-term training programs for in-demand careers near them and the required education, training, and competencies needed for each occupation.

Education and Training Resources	Provides
CareerOneStop https://www.careeronestop.org/FindTraining/find-training.aspx	A wide range of free online tools and resources to help individuals: □ Explore career options; □ Find training and education; □ Search for a job; and □ Find local help and services.
Occupational Information Network (O*NET), at http://online.onetcenter.org/ and https://www.mynextmove.org/	Information on job requirements and worker competencies for employment sectors and occupations.

***History**: Release 24-11; Release 17-01.*

8.4.1 W-2 Work Training Providers/Employers Guidelines

The goal of *W-2* work training experience is to help *TEMP*, *CSJ*, and *W-2 T* participants find sustainable, family-supporting employment.

This section outlines the required guidelines for a W-2 agency and W-2 work training provider/employer participating in a W-2 work training provider site agreement.

Work training providers and employers can include:

- Government;
- Public or private non-profit organizations; or
- Private for-profit organizations.

W-2 work training providers and employers should provide the following:

- Willingness to interview more than one individual for every available position;
- The same flexibility in work rules as an employee who is **not** enrolled in W-2 would receive;
- Sensitivity to work and family issues (i.e., single-parent households, disability-related issues, child care needs).

The W-2 agency and each W-2 work training provider/employer must follow the guidelines listed below and outlined in the *Wisconsin Works (W-2) Work Training Site Agreement* (10792).

The W-2 agency must have a signed copy of the *Wisconsin Works (W-2) Work Training Site Agreement* (10792) on record for any work training provider/employer where a W-2 participant has been placed.

1. Comply with all federal, state, and local laws, ordinances, and regulations affecting W-2 participants including the:

   - Family Medical Leave Act,
   - Americans with Disabilities Act, and
   - Civil Rights Act of 1964 prohibiting discrimination of any employee or trainee based on race, color, sex, age, sexual orientation, handicap, political affiliation, or national origin.

2. Provide supervision, structure, performance appraisals, training, materials, and tools normally provided an employee who is **not** enrolled in W-2.

3. Provide a safe and healthy work environment in compliance with federal, state, and local health and safety standards.

4. Develop and provide written expectations for all training positions to be filled by W-2 participants. These may include:

    - Workplace rules such as:
        - Dress codes,
        - Attendance policies,
        - Health and safety standards,
        - Use of company property, and
        - Appropriate workplace behaviors.
    - Information on the training position such as:
        - Training position titles,
        - Work training schedules,
        - Task descriptions, and
        - Skills and abilities necessary for success in that position.

5. Collect and verify accurate time and attendance records.

6. Immediately notify the W-2 agency of participant injury, tardiness or absence not authorized by the work training provider, problems detrimental to continued success on the work training site, or transfer/termination from the work training site.

7. Notify the W-2 agency of any work training site requirements such as tuberculosis testing, driver's license, background checks, physical examinations, etc.

8. Timely notify the W-2 agency of any changes, such as collective bargaining, at the work training site which might impact a W-2 participant or necessitate a reevaluation of this work training site agreement.

9. Allow appropriate on-site access to W-2 participants by designated W-2 agency personnel as well as access to any participant records.

10. Agree to follow the provisions of the *Wisconsin Works Employee Displacement Grievance Policy* (DCF-P-DWSW13121).

11. Not ask or require a W-2 participant to function in any task or activity which promotes or discourages religious, union, or political activity.

12. Provide work opportunities for W-2 participants suitable to their strengths and ability.

13. Agree not to disclose information concerning the W-2 participant for any purpose not connected with program administration.

14. Agree not to provide false information for purposes of securing or ensuring issuance of a W-2 payment.

***History**: Release 24-13; Release 13-03.*

8.4.2 Employee Displacement Grievance Procedure

8.4.2.1 Penalties for Engaging in Prohibited Displacement Practices

W-2 work training providers/employers must inform their employees not enrolled in W-2 of the right to file a grievance and of the procedure for doing so.

Appropriate notification methods are provided in the *Wisconsin Works W-2 Employee Displacement Grievance Policy (13121-P)*. Work training providers/employers must inform the W-2 agency of the notification method being used.

An employee of a W-2 work-training provider/employer, who is **not** enrolled in W-2, may file a complaint with the local *JCCC* if they believe:

- They or another employee was unlawfully terminated to create a vacancy for a person in a W-2 employment position (i.e., *TEMP*, *CSJ*, or *W-2 T* placement); or
- A person in a W-2 employment position has been unlawfully placed in a vacancy created by a labor dispute.

Complaints of displacement must follow the procedure outlined in the *Wisconsin Works W-2 Employee Displacement Grievance Policy (13121-P)*.

8.4.2.1 Penalties for Engaging in Prohibited Displacement Practices

W-2 work training providers/employers that engage in any of the prohibited displacement practices outlined in the Wisconsin Works Employee Displacement Grievance Policy (13121-P), are subject to the following penalties:

- Termination of all existing W-2 work training site agreements after ensuring appropriate reassignment for any W-2 participants assigned to the provider/employer.
- Termination of grants from DFES or its contractors and disqualification from future grants.
- Disqualification from future W-2 work training site agreements with DFES or DFES contractors.

***History**: Release 24-13.*

09 Whole Family Services

9.1 Whole Family Services

9.1 Whole Family Services

W-2 workers are responsible for supporting participants and their families throughout their involvement in the W-2 program. It is essential workers understand that each W-2 group is unique and their circumstances and needs may change throughout their participation in W-2.

Individuals participating in W-2 face a variety of barriers that may impact program participation, including, but not limited to:

- Finding safe, affordable, and reliable childcare;
- Physical and mental health challenges;
- Transportation;
- Housing instability;
- Family crisis;
- Domestic violence, etc.

This chapter includes resources agency workers can use to support participants and their families, including supportive services plans, family stabilization payments, and transportation assistance.

***History**: Release 24-13.*

9.2.1 W-2 Supportive Service Plan

The goal of a Supportive Service Plan is to ensure participants and their families have the resources they need to address family and work-related needs.

The Supportive Service Plan must include:

1. Information necessary to connect applicants and participants with supportive services available both within the agency and in the community.

2. Proactive strategies for addressing family and work needs before these situations result in a family crisis and/or loss of employment.

***History**: Release 24-13; Release 22-05; Release 20-03; Release 17-02.*

9.2.2 When to Develop a W-2 Supportive Service Plan

The *W-2* agency must offer to develop a Supportive Service Plan with:

1. Applicants who withdraw their W-2 applications prior to W-2 placement. In this circumstance, the Supportive Service Plan would generally be developed between the Resource Specialist and the applicant.

2. Participants who are approved or denied a time limit extension.

3. Participants who are placed in a case management placement, including: *CMF*, *CMF+*, *CMU*, *CMD*, *CMJ*, *CMN*, *CMM*, *CMP*, and *TSP*.

The Supportive Service Plan must be developed during a meeting (see 1.4.2.4) between the case manager and the applicant or participant using either:

1. The automated W-2 Supportive Service Plan in WWP; or

2. The *W-2 Supportive Service Plan* form (12956).

The automated plan cannot be accessed until after an applicant has been referred to *WWP*. When developing a Supportive Service Plan with an applicant who withdraws their W-2 application prior to placement and no referral to WWP was made, the worker must use the *W-2 Supportive Service Plan* form (12956).

When the *W-2 Supportive Service Plan* form (12956) is used, and the case has been established in *CWW*, the worker must:

- Document in PIN comments when the form was printed and given to the individual; and
- Scan the form into *ECF*.

An applicant or participant may choose not to develop a Supportive Service Plan. If this occurs, the refusal should be documented in PIN comments.

***History**: Release 24-13.*

9.2.3 Developing the W-2 Supportive Service Plan

Because circumstances vary greatly from one family to another, it is essential for agency workers to develop Supportive Service Plans that reflect the unique needs of each family. Areas of need that should be addressed include, but **are not limited to**:

- Emergency needs;
- Housing;
- Access to economic supports;
- Household budgeting/money management;
- Education and training (participant and other family members);
- Legal assistance;
- Employment support (i.e. work connection and retention services);
- Child care (for job search and work);
- Transportation;
- Work equipment (e.g., uniform, work shoes or boots, safety equipment);
- Personal and family health care; and
- Other needs identified by the participant that.

The Supportive Service Plan must include, at a minimum, the following elements for each identified need:

1. A short-term plan of action to help the participant address emergency or short-term needs;

2. A long-term plan of action that includes incremental steps to help the participant address long- term goals such as completing an education or training program or securing permanent housing;

3. Resource and referral information for any known government and community resources that may help to address the need, including an explanation of the purpose of each resource and how it addresses or relates to the identified need; and

4. *W-2* agency contact information.

Workers must never enter confidential information in the W-2 Supportive Service Plan in *WWP*. See 4.2.2.1 for a list of confidential information that must never be entered on WWP pages without the additional security protections.

EXAMPLE: Susan is in a CSJ placement. Susan has never had a driver's license

and rode the bus to her work site and back. However, her new job requires a much longer bus ride making it difficult for her to return home from work before her children arrive home from school. During her Supportive Service Plan meeting, Susan shared that she is considering quitting her job because of the long commute.

Together, the FEP and Susan updated her Supportive Service Plan. Her new short-term plan of action is to locate an after-school program for her children to attend so Susan will not have to quit her job. Her new long-term plan of action is to get her driver's license and purchase a car.

The FEP identified five community resources that Susan may benefit from, including:

- A referral to Wisconsin Shares to help cover child care costs;
- A community driver's education program;
- Two different after school programs near Susan's home; and
- A community bank that offers low-interest car loans to income-eligible individuals.

History *:Release 24-13.*

9.3.1 Family Stabilization Payments

Family stabilization payments are payments designed to meet participants' needs at the beginning of a *W-2* episode and qualify as a Non-Recurrent, Short-term Benefit under the *TANF* definition of assistance.

These payments are an important piece of providing a whole family approach to meeting participants' needs.

Participants are not required to repay family stabilization payments.

There is no limit on the family stabilization payment amount and the W-2 agency should support the full need amount when possible.

However, payments more than $3,000 must have Contract Administration Section Manager approval. (See 19.3.3)

***History**:Release 24-13; Release 24-08; Release 20-03; Release 13-03.*

9.3.2 Payment Eligibility and Uses

Payment Eligibility

To be eligible, participants must be:

- In a *CSJ*, *CMC*, *W-2 T*, *ARP, or TEMP* placement;
- In the period prior to their first scheduled *W-2* payment; and
- Experiencing a need.

W-2 agencies must determine eligibility during the initial informal assessment. When possible, payments should be used in conjunction with other supports available to participants, including the Emergency Assistance program, but it is not required.

Family stabilization payments do not use a month of *TANF* assistance and do not count as an additional W-2 benefit.

Participants can receive no more than four family stabilization payments within 12 months. Participants can only receive one family stabilization payment per W-2 episode.

Payment Uses

Family Stabilization payments may be used for needs, including, but **not limited to**:

- Housing;
- Food;
- Work-related expenses;
- Insurance;
- Toiletries/household items/diapers;
- Phone payments;
- School supplies;
- Short-term child care;
- Legal fees, etc.

***History**: Release 25-04; Release 24-13.*

9.3.3 Form and Documentation

W-2 agencies must use the Family Stabilization Payment Request form (5751) to track issuance of these payments; no other application form can be used. The Family Stabilization Payment Request form must be completed by the participant.

W-2 agencies must scan the completed form into *ECF* under the APP scan code following disbursement of the funding. Additionally, for payments requiring Contract Administration Section Manager approval, the approval must be scanned into ECF with the Family Stabilization Payment Request form.

Workers must document in PIN comments when a participant requests a family stabilization payment and if the payment was approved or denied. Family stabilization payments are not tracked through the *CARES* system.

Workers must document family stabilization payments on the Supportive Services page in WWP. (See 4.3.4)

The W-2 agency may issue the payment to:

- The participant; or
- A third party by participant request.

Workers must offer the participant a choice in how this payment is issued, either to the participant or to a third party. Workers must document in PIN comments the details of the participant's preferred method of payment.

> **EXAMPLE**: Stan receives a family stabilization payment at placement before his first initial W-2 payment. Stan participates in the W-2 program for six months and exits. Stan applies and is approved to enter the W-2 program again. He is in need of a mobile phone and money for phone payments. He is approved for a family stabilization payment for this, as it is before his initial W-2 payment and is his second family stabilization payment within 12 months.

***History**: Release 25-02; Release 24-13.*

9.4.1 Transportation Services

The *W-2* agency must provide transportation assistance services to applicants and participants when it is necessary to ensure participation in W-2 activities.

Transportation services provided may vary by agency, based on the options in the area that are both available and reasonable. W-2 agencies must work together with applicants and participants to determine the types of transportation options that are reasonable to each individual's needs. A reasonable transportation option must meet all of the following criteria:

- The transportation option is safe;
- All out-of-pocket transportation costs are reasonable with respect to the individual's income;
- The one-way travel time between home, childcare, and work or activities is reasonable, as determined by the FEP and participant on a case-by-case basis; and
- All relevant factors have been considered, (e.g., whether the option that is the most convenient and reliable also meets the other criteria).

***History**: Release 24-13; Release 24-11; Release 24-10.*

9.4.2 Eligibility for Transportation Services

All *W-2* applicants and participants, regardless of W-2 placement, are eligible for transportation assistance, so long as the transportation is necessary for W-2 activities and childcare.

W-2 status	Eligible for transportation assistance only if the transportation is necessary for:
Applicant	Up-front job search and childcare.
Participant	W-2 activities and childcare.

Individuals in need of transportation assistance who are not in a W-2 placement or not assigned to up-front job search (e.g., persons receiving assistance through the *EA* Program) must apply for W-2 and be placed in a W-2 case management position or assigned up-front job search to receive transportation assistance.

W-2 agencies must provide public transportation resources whenever the services are available and will reasonably meet the individual's needs. In determining the best transportation alternative, the FEP must consider the reasonability criteria listed in 9.4.1.

If public transportation is not available or reasonable, the W-2 agency may provide private or personal transportation resources, including, but not limited to:

- Gas cards;
- Private van services; or
- A referral to the W-2 Job Access Loan program. (See 17.1)

If public transportation is not an option, the W-2 agency must take whatever reasonable measures are necessary to overcome transportation barriers.

***History**: Release 24-13; Release 24-10.*

9.4.3 Transportation Assistance and Time Limits

A *W-2* applicant or participant who receives transportation assistance is subject to all *TANF* requirements pertaining to the 60-month federal lifetime limit and other nonfinancial requirements. (See 2.2.1)

However, transportation assistance will not use a month toward the 60-month federal lifetime limit and 48-month state lifetime limit for:

- W-2 participants in *CSJ*, pro-rated CSJ, *W-2 T*, and some *CMC* placements (see 2.10.8) as the participant will already be using a federal month due to the receipt of TANF cash assistance.
- W-2 participants in an unpaid, case management only, placement if any of the following apply:
  - They are employed for at least one hour per month;
  - They are engaged in job search/readiness activities requiring child care;
  - The transportation is not provided for longer than four months; or
  - The transportation services are provided via a group transportation or transportation capacity building project (e.g., someone who rides a TANF funded expanded bus route is not receiving assistance because the service does not have a direct monetary value to the individual family).

When transportation assistance will use a federal and state month of assistance, the *FEP* must explain the potential impact and help the applicant or participant weigh the cost of using months of lifetime eligibility against the benefit of the service before assistance is given.

Workers must document all provided transportation service assistance on the Supportive Services page in WWP. (See 4.3.4)

***History**: Release 25-02; Release 24-13; Release 24-10; Release 21-09; Release 13-03.*

9.5.1 Noncustodial Parents

9.5.1.1 Benefits of Assisting Noncustodial Parents
9.5.1.2 Referrals for Noncustodial Parents

Two goals of Wisconsin Works (W-2) are:

- To prepare parents to secure and maintain stable employment; and
- To help parents achieve economic stability.

For this reason, W-2 agencies provide case management and employment services to eligible Noncustodial Parents (NCPs).

9.5.1.1 Benefits of Assisting Noncustodial Parents

W-2 offers eligible NCPs a variety of employment services and programs including access to case management services, job search assistance, and subsidized employment through the Trial Employment Match Program (TEMP). (See 7.5.1)

Eligible NCPs may also qualify for:

- Educational services;
- Stipends for work preparation; and
- Job Access Loans (JAL) to help pay for work equipment, car repairs, and other job-related expenses.

These services and programs help NCPs to gain employment skills, access educational opportunities, and sustain their involvement in the workforce. When NCPs succeed, custodial parents and their children benefit.

The following table includes a list of potential benefits related to assisting NCPs.

Group	Potential Benefits
NonCustodial Parents	• Higher wages and rates of employment; • Ability to provide for their children; and • Greater engagement with their children.
Custodial Parents	• Greater financial and parental engagement from the NCP; and • Greater ability to secure childcare and healthcare.

Children	• Increased involvement with NCP; • Greater academic success; • Improved behavior and mental health; and • Higher earning and rates of employment later in life.

9.5.1.2 Referrals for Noncustodial Parents

Many NCPs face complex challenges. NCPs may need assistance beyond what can be offered by W-2 to maintain employment and support their families.

Along with local resources, W-2 agency workers should be familiar with additional free or low cost services available to NCPs. Some examples of such programs are listed below.

Resource	Description
211 Wisconsin	Provides support and resources for a variety of complex issues. Trained specialists are available 24 hours a day to assist Wisconsinites with mental health, substance abuse, food security, utilities, and housing issues. 211 Wisconsin can refer callers to the thousands of local programs and services available.
FindTreatment.gov	Is a service provided by the Federal Substance Abuse and Mental Health Services Administration to assist people in finding treatment facilities in their area. Substance abuse, mental health, health care, buprenorphine, and opioid facilities are available.
Job Center of Wisconsin	Connects job seekers with a diverse range of employers from across the state.
LIFT Wisconsin	Provides free legal assistance to people attempting to change child support orders, remove criminal records, remove eviction records, answer debt claims, and reinstate driver's licenses.
Wisconsin Association of Free & Charitable Clinics	Provides primary care, dental care, and pharmaceuticals to uninsured and economically disadvantaged people.

Wisconsin Office of Rural Prosperity	Offers a resource directory that helps rural Wisconsinites access broadband internet, health services, housing, food, transportation, and more.

History: Release 25-04.

9.6.1 SSI/SSDI Advocacy for W-2 Placements

9.6.1.1 SSI/SSDI Application and Appeals
9.6.1.*2 SSI/SSDI Advocacy*
9.6.1.*3 Services Provided by an SSI Advocate*
9.6.1.3.1 Authorized Representative
9.6.1.*4 Communication with SSA and DDB as an Advocate*
9.6.1.*5 SSI/SSDI Eligibility and Receipt of Benefits*

The *W-2* agency is responsible for identifying participants who may be eligible, or who express an interest in applying for *SSI*/*SSDI* through screening, formal assessment, and consultation with other providers of disability-related services. When the participant and agency agree that the participant's situation is appropriate for SSI/SSDI advocacy, the agency is responsible for assisting with the SSI/SSDI application and appeals process to the extent needed by each participant. Participants who are receiving SSI/SSDI advocacy should be placed in the appropriate placement using the same criteria used to determine placements for other participants. (See 7.1)

A Disability Starter Kit is available on the Social Security Administration (SSA) website and provides additional information and documents to assist individuals with an online application or to prepare for a disability interview. Kits are available for adults and for children under age 18.

9.6.1.1 SSI/SSDI Application and Appeals

The W-2 agency must maintain staff with a working knowledge of the SSA guidelines used to determine SSI/SSDI eligibility including, but not limited to, the forms needed to apply and the methods used by the SSA when determining eligibility.

An SSI/SSDI application is submitted to the *SSA*. To determine whether an individual is disabled according to Social Security regulations, the SSA examines:

- The severity of an individual's impairment(s);
- Current age;
- Education; and
- Work history.

During the SSI/SSDI application process, the local SSA office is responsible for verifying non-medical eligibility requirements (financial and non-financial), which may include age, employment, marital status, or Social Security coverage information. Once verified, the SSA office sends the case to the Disability Determination Bureau (DDB) for evaluation of the disability.

It may take several months for SSA to process a submitted application. During this time, the W-2 agency should maintain contact with the SSA to ensure they have all the necessary information, the application is being processed correctly, and any issues are being resolved in a timely manner.

In some cases, an SSI application may be denied. If this happens, it is essential to support the participant through the appeals process.

The application process includes provisions for an applicant to appeal an SSI/SSDI eligibility decision. There are four levels to the application and appeal process:

1. Initial application;
2. Request for Reconsideration;
3. Request for Hearing with SSA Office of Hearing and Appeals; and
4. Appeals Council Review.

The W-2 agency must review, monitor, and document the progress of the SSI/SSDI application and the progress with the assigned activities in CARES and WWP. The FEP should review existing case comments and activity progress every 60 days.

9.6.1.2 SSI/SSDI Advocacy

SSI/SSDI advocacy must be provided directly by the W-2 agency, through subcontract, or through a referral to an SSI/SSDI advocate.

An SSI/SSDI advocate provides specific services to facilitate the approval of a W-2 participant's application for SSI/SSDI or appeal of an SSA decision. The roles and

responsibilities of the advocate are the same whether a W-2 agency provides for advocacy through its own in-house staff or through an outside resource. A W-2 participant should receive SSI/SSDI advocacy services throughout the SSI application process including the initial application, reconsideration, or appeal.

In general, a qualified SSI/SSDI advocate must have the program background and knowledge necessary to successfully assist W-2 participants with the SSI/SSDI application process. In particular, an advocate should have the following background and knowledge:

- Experience working in an SSI/SSDI advocacy role;
- General knowledge of W-2 policy and procedures;
- Knowledge of the SSI/SSDI application and appeal processes; and
- A legal or medical background, or experience in the field of disabilities.

9.6.1.3 Service Provided by an SSI Advocate

The SSI/SSDI advocate plays a vital role in a participant's application process. An SSI/SSDI advocate shall gather the necessary information to build a strong medical narrative to accompany the participant's SSI/SSDI application. Advocates must also gather information about the participant's ability and capacity to work.

Ways in which this information can be collected include:

- Formal and informal assessments;
- Case management relationship; and
- Through the participant's experience participating (or failing to participate) in assigned activities and/or work experience.

The services outlined below may be provided at any point during all phases of the SSI/SSDI application or appeal process:

1. Review medical documentation and build a medical narrative.
2. Assist in supplying initial and subsequent documents, including non-medical documentation.
3. Coordinate with the case manager or an appropriate service provider to schedule additional evaluations that may build the medical narrative and support the disability claim.
4. Communicate information to and facilitate contacts among involved parties.
5. Attend phone calls, meetings, hearings, and appointments with the participant as needed or requested.

6. Present the facts in a participant's case that favor a decision of disability.
7. Ensure all relevant documentation is available to the *DDB*.
8. Assist the participant in complying with the SSI/SSDI claim requirements.
9. Act as a liaison among SSA, DDB, and medical professionals.
10. Coordinate with the W-2 agency and the FEP to establish a referral process and an ongoing communication network, to include SSI/SSDI related activities on the Employability Plan and to provide supportive services such as transportation and childcare for SSI/SSDI related activities.

The SSI/SSDI advocate should maintain regular contact with the SSA, DDB, and W-2 participant throughout the application and appeal process.

9.6.1.3.1 Authorized Representative

If a participant wants more involvement from the SSI/SSDI advocate, they may appoint the advocate to be an authorized representative. The authorized representative may do all of the activities listed in 9.6.1.3, and:

1. Review the applicant's file at the local SSA office.
2. Get information from SSA about the claim, including notices and letters, just as the applicant does.
3. Represent the applicant at informal or formal hearings.
4. Provide SSA with evidence for the applicant, and/or help with the appeals process.

The SSA website provides authorized representatives with information and the necessary forms needed to effectively assist individuals with their SSA application or appeal.

No W-2 agency, W-2 agency staff member, or W-2 agency subcontractor may charge the participant a fee for providing authorized representative services.

9.6.1.4 Communication with SSA and DDB as an Advocate

To **share** necessary information with the other providers working with the participant, including SSA and DDB, an advocate must have a participant signed Authorization for Disclosure of Confidential Information form (10779).

Individuals that are not an authorized representative but want to **receive** information from SSA or DDB about the participant during the application or appeals process, must send a participant signed *SSA Consent for Release of Information form (SSA-3288)* to SSA or DDB.

9.6.1.5 SSI/SSDI Eligibility and Receipt of Benefits

To determine the monthly SSI/SSDI payment, SSA divides the amount of the W-2 payment by the number of individuals in the W-2 Group and uses the resulting dollar amount to determine the SSI applicant's share of the W-2 payment. The SSI applicant's share of the W-2 payments is then used in the budget to determine the SSI/SSDI payment. This calculation is used whether the SSI/SSDI applicant is the W-2 participant, or another W-2 Group member.

If the SSI/SSDI applicant is also the W-2 participant, SSA will use a portion of the W-2 payments to determine the monthly SSI/SSDI benefit amount until the participant is no longer receiving W-2 payments. Generally, the SSI/SSDI applicant will be eligible for monthly SSI/SSDI benefits back to the month of application.

***History**: Release 25-04; Release 23-05;.Release 20-01.*

9.6.2 SSI/SSDI Transition Plan

9.6.2.1 SSI/SSDI Transition Plan
9.6.2.2 Developing the SSI/SSDI Transition Plan

9.6.2.1 SSI/SSDI Transition Plan

The case manager may begin to develop a written Transition Plan with the participant early in the *SSI* advocacy process using the automated SSI/*SSDI* Transition Plan.

The Transition Plan must be developed during a meeting between the *FEP* and the participant. Once there is a formal decision handed down from the Social Security Administration (SSA) regarding eligibility for SSI/SSDI, the Transition Plan should be finalized with the participant. The final Transition Plan should be issued to the participant no sooner than 90 days prior to *W-2* eligibility ending and reviewed regularly with the participant up until W-2 eligibility ends. The FEP must document in PIN comments when the final plan was printed and given to the participant.

9.6.2.2 Developing the SSI/SSDI Transition Plan

Circumstances will vary greatly from one family to another, which will require case managers to be resourceful as they work through the plan with the participant. Areas of need that should be addressed include:

- Emergency needs;
- Housing needs;
- Household budgeting and/or money management needs;
- Access to economic supports;
- Education and training needs for the participant and other family members;
- Legal assistance needs;
- Employment support needs with particular emphasis on work connection resources targeted at individuals with disabilities;
- Child care needs for job search and work;
- Transportation needs;
- Personal and family health care needs; and
- Other needs identified by the participant.

The Transition Plan must include, at a minimum, the following elements for each need that is identified:

1. **A plan of action**. A short-term plan of action should help the participant address an emergency or short-term needs. A long-term plan of action includes the steps necessary to carry out a goal towards self-sufficiency, such as completing an education or training program or securing permanent housing.
2. **Resource and referral information** for any known government and community resources that may help to address a participant's need. The Transition Plan should explain the purpose of each resource and how it addresses or relates to the participant's identified need(s).

A W-2 worker must never enter confidential information in the SSI/SSDI Transition Plan in WWP. See 4.2.2.1 for a listing of confidential information that must never be entered on WWP pages without the additional security protections.

Important Topics to Cover in the SSI/SSDI Transition Plan

1. Benefits and supportive services targeted at individuals with disabilities, including recipients of SSI/SSDI. Examples include:
    a. **Ticket to Work**:

    The Ticket to Work and Self-Sufficiency Program is an employment program for individuals with disabilities who are interested in going to work. The Ticket to Work Program is designed to remove many of the barriers that influence people's decisions about working because of the concerns over losing health care coverage. The goal of the Ticket to Work Program is to increase opportunities and choices for SSDI to obtain employment, vocational rehabilitation, and other support services from public and private providers, employers, and other organizations. To access a list of Ticket to Work providers in Wisconsin, see the SSA Ticket to Work webpage.

    b. **Division of Vocational Rehabilitation (DVR)**:

    - Provides employment services and counseling to people with disabilities;
    - Provides or arranges for services to enable an individual to go to work; and
    - Provides training and technical assistance to employers regarding disability employment issues.

    A person is presumed eligible for DVR services if they are receiving SSDI or SSI and want to work. DVR service locations, see the DVR services for job seekers webpage.

c. **Independent Living Centers (ILC)**:

Wisconsin ILCs are community based, consumer directed, nonprofit organizations. ILCs are nonresidential organizations serving persons of any age with any disabilities in all 72 Wisconsin counties. Unique in the world of human services, ILCs are governed and operated by a board and staff composed of a majority of people with disabilities. At a minimum, all ILCs funded through a contract with a designated state entity are required to provide these core services:

- Peer Support – staff and trained volunteers provide support, encouragement, and guidance for individuals with disabilities;
- Information and Referrals – one-stop shopping for information related to disability or services for individuals with disabilities, families, employers, and the community;
- Independent Living Skills Training – assessment and training for people with disabilities in areas such as money management, housekeeping, communication, self-advocacy, prevocational skills and socialization; and
- Individual and Systems Advocacy – consistent with the philosophy of independent living, individuals with disabilities are empowered to advocate for themselves. In addition, ILCs can engage in activities designed to create positive change in local, state, and federal systems affecting individuals with disabilities.
- Services that facilitate the transition from nursing homes and other institutions to the community, provide assistance to those at risk of entering institutions, and facilitate transition of youth to postsecondary life.

For more information about these centers and where they are located, see the DHS Independent Living Center webpage.

d. **Application Information for Caretaker Supplement (CTS)**:

Wisconsin's CTS is a cash benefit available to parents who are eligible for SSI payments. Individuals can apply for CTS over the phone, by mail, or at a local agency. Applications can also be submitted in ACCESS when applying for health care or Foodshare benefits. More information on what CTS is, benefit amounts, and how to apply, see the DHS Caretaker Supplement Benefit webpage.

e. **Aging and Disability Resource Centers (ADRCs)**:

ADRCs are service centers that provide a place for the public to get accurate, unbiased information on all aspects of life related to aging or living with a disability. These centers are friendly, welcoming places that anyone can contact to receive information and assistance

regarding not only the public benefits that may be available, but all of the programs and services available throughout the area.

Individuals, concerned families or friends, or professionals working with issues related to aging, physical disabilities, developmental disabilities, mental health issues, or substance use disorders can receive information specifically tailored to each person's situation. ADRC services can be provided at a center, via telephone, or through a home visit, whichever is more convenient to the individual seeking help. For more information on what services are provided and ADRC locations, see the DHS Aging and Disability Resource Centers webpage.

2. Government-funded economic supports, including but not limited to:
    a. CTS;
    b. FoodShare;
    c. BadgerCare Plus – for dependent children of the SSI/SSDI recipient;
    d. Child Support;
    e. Wisconsin Shares Child Care Subsidy Program – for individuals who plan to work in unsubsidized employment or attend job skills training while employed; and
    f. Wisconsin Home Energy Assistance Program (WHEAP).

3. Community-based supportive services that may address unmet needs and prevent crisis situations from arising. Examples include:
    a. Subsidized housing programs;
    b. Household budgeting/money management services;
    c. Transportation services;
    d. Legal assistance services;
    e. Mental health and *AODA* services;
    f. Domestic violence services;
    g. Adult literacy services; and
    h. Other services, including volunteer organizations.

***History**: Release 25-04; Release 23-05; Release 20-03.*

10 Payments

10.1 Paid W-2 Employment Positions

10.1 Paid W-2 Employment Positions

W-2 participants in the following W-2 placement types receive payments:

Placement Type	Monthly Payment
Full ***CSJ***	$653
1/3 CSJ: for up to 10 hours of work training and up to 10 hours of education and training per week.	$218
1/2 CSJ: for 11 to 15 hours of work training and up to 10 hours of education and training per week.	$327
2/3 CSJ: for 16 to 20 hours of work training and up to 10 hours of education and training per week.	$435
W-2 T	$608
CMC	$673
ARP	$673

History: *Release 24-13; Release 13-03; Release 11-04.*

10.2.1 W-2 Payment Issuance

In order to understand how *W-2* payments are issued, it is important to first understand the *CARES* payment cycles and the W-2 participation period.

There are two CARES payment cycles that generate W-2 payments.

1. **W-2 Pulldown Payment Cycle** (*W2P*): This W-2 payment cycle occurs about five days prior to the end of the month with participants receiving their checks by the last day of the month.

2. **W-2 Delayed Payment Cycle (***W2L*): This W-2 payment cycle occurs around the 7th of the month with participants receiving their checks by the 10th of the month.

These payment cycles run on different days of each month. Specific monthly dates can be viewed:

1. On the *TBIC* located in *CWW* using the Ref Table Search under Reference Tools; or

2. By viewing the W-2 Benefit Issuance Schedule tab located on the BWF Work Programs Help Desk Home Page.

The timing of the payment depends on whether the individual receiving the check is:

1. A new participant (having just applied and been found eligible); or

2. An ongoing participant.

If the individual is a new participant, the payment is issued based on which day during the W-2 participation period the person was placed in a W-2 employment position. The W-2 participation period is from the 16th of a month to the 15th of the next month.

W-2 payments include all reductions for missed hours of assigned activities and other penalties imposed during the participation period. (See 11.2.1)

***History**: Release 24-13; Release 20-03.*

10.2.2 Payments to New W-2 Participants

When a new participant starts a *W-2* job, the timing and amount of their first payments depend on their placement date.

1. **If the placement date falls on or between the 1st and the 15th of the month**:

   - The participant will receive a prorated payment for that month, issued in the monthly *W2P*.

   - Starting the following month, the participant will receive their full monthly payments issued in W2P for each full participation period.

2. **If the placement date falls on or between the 16th and the last day of the month**:

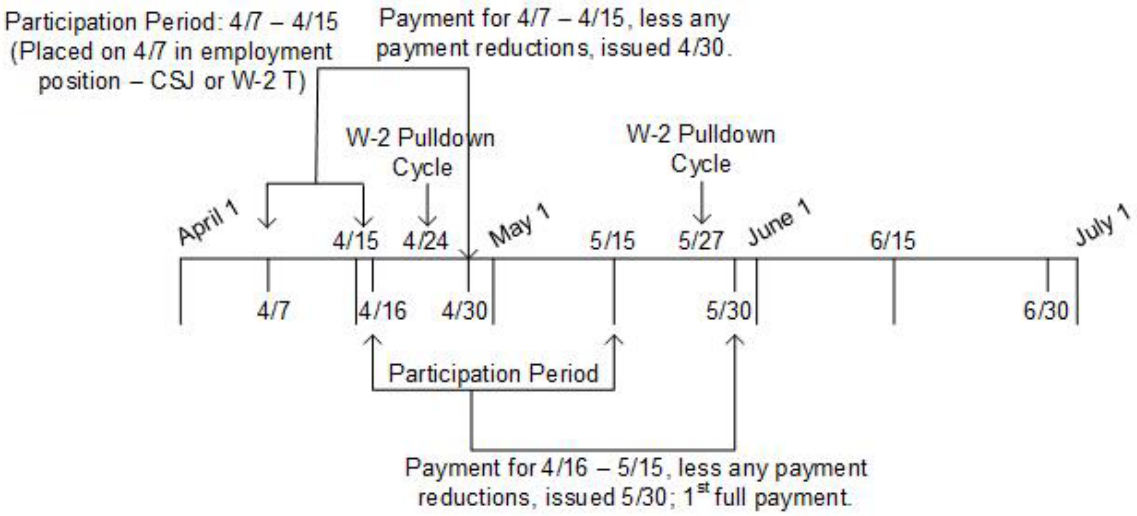
   - Their first payment will be prorated and split into two parts:

     - The first partial payment will be issued in the monthly *W2L* payment, covering participation from the placement begin date to the end of that month.

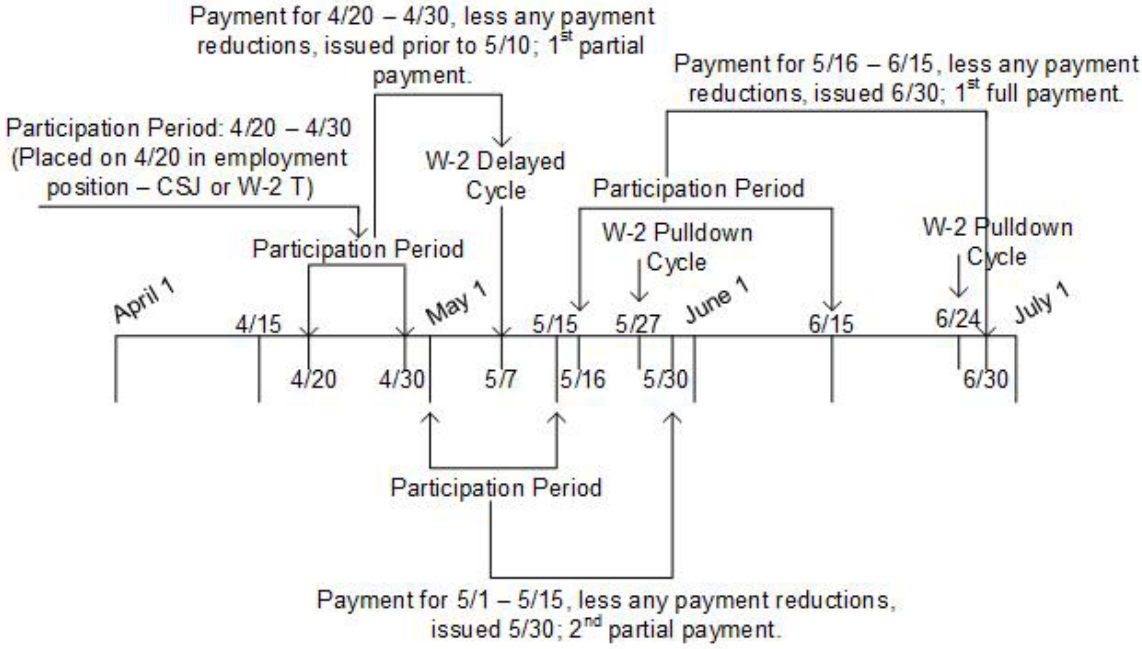
     - The second partial payment will be issued in the W2P payment, covering participation from the 1st to the 15th of the next month.

   - After these initial payments, the participant will receive their full monthly payments issued in W2P for each full participation period.

EXAMPLE 1: Placement between the 1st and the 15th of the Month



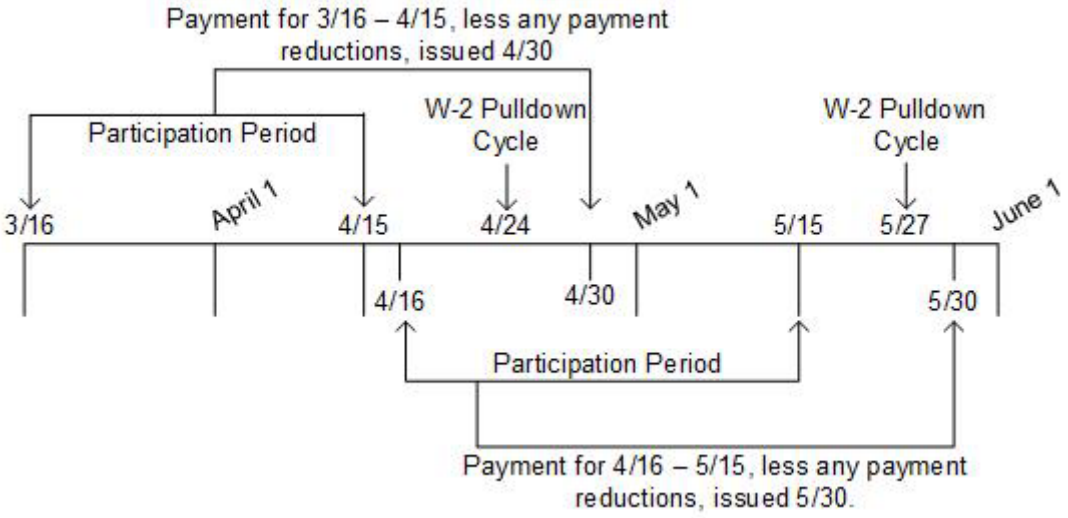
EXAMPLE 2: Placement between the 16th and the End of the Month



***History**: Release 24-13;*

10.2.3 Payments to Ongoing W-2 Participants

Once *W-2* is open and ongoing, subsequent monthly payments are issued in *W2P* at the end of the month in which the participation period ends.

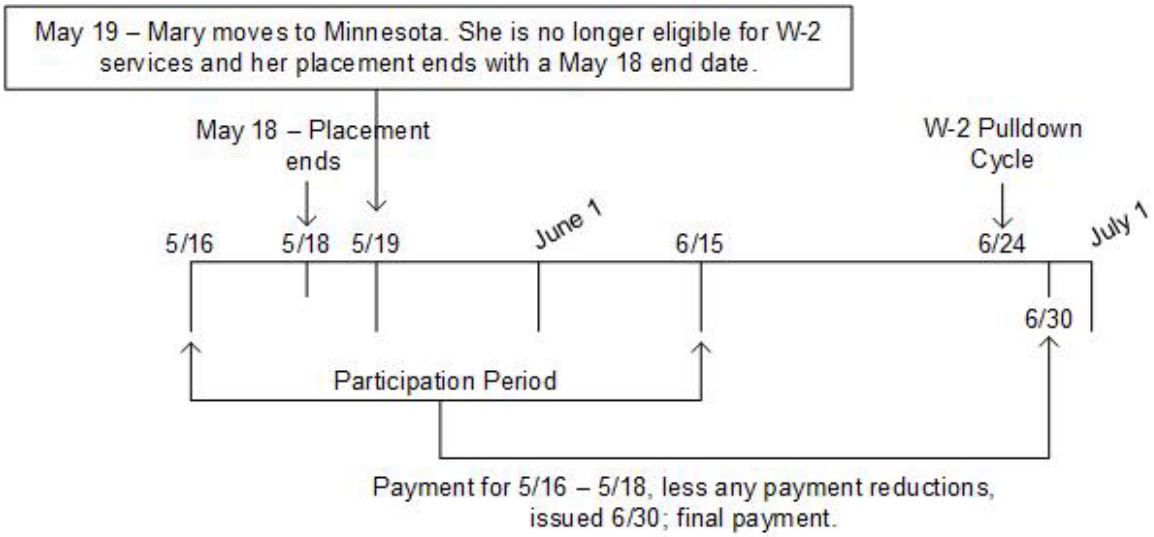


***History**: Release 24-13.*

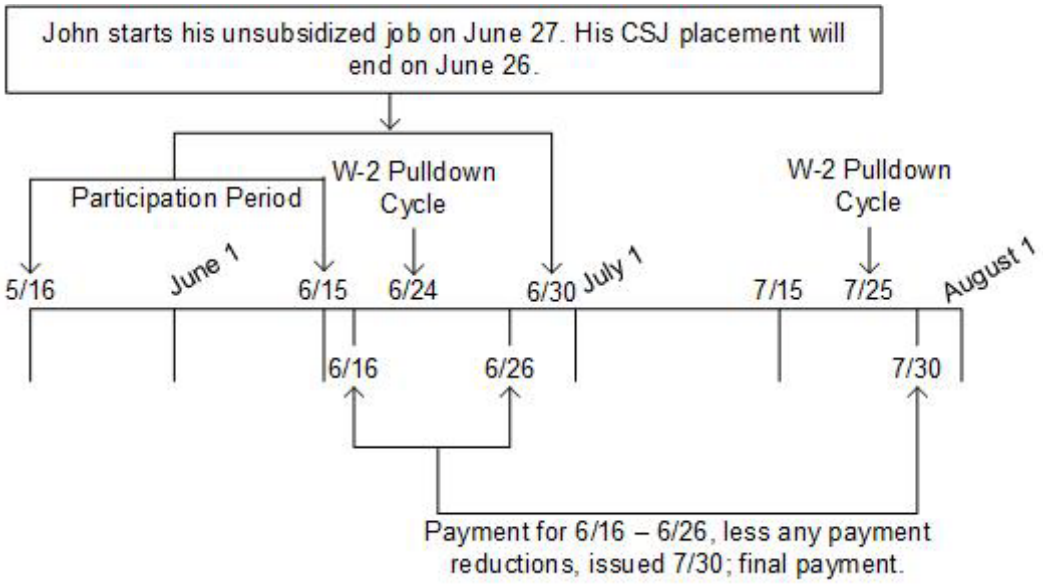
10.2.4 Final Payments

As with unsubsidized employment, a final payment is issued for the current participation period when an individual leaves a *W-2* employment position. Participants who become ineligible for W-2 will receive a prorated final payment for the percentage of the participation period they were in the placement on the **W-2 Placement** page in *CWW*.

EXAMPLE 1: Mary reports on May 19 that she moved to Minnesota. Mary is no longer eligible for W-2 services. Mary's W-2 placement end date is May 18. Mary will receive her final payment at the end of June for three days of participation (May 16, 17, and 18).



EXAMPLE 2: John is in a CSJ and reports on June 1 that he found unsubsidized employment and will begin his new position on June 27. The *FEP* informs him that he may continue to participate in the CSJ until his employment begins and informs the CSJ work training provider that John will be leaving the position. The FEP verifies John's employment with his new employer and verifies that John will begin on June 27. Any hours missed without good cause up until June 26 will be deducted from the final payment.



History:*Release 24-13; Release 19-04.*

10.2.5 Changing W-2 Placements

10.2.5.1 Moving Between CSJ and W-2 T Placements
10.2.5.2 Moving between Paid and Unpaid Placements
10.2.5.3 Moving from CMF+ to Paid Placements

When a *W-2* participant moves between W-2 placements, their payments may or may not be prorated depending on the W-2 placement types.

When a participant moves from	The payment is
A W-2 T into a CSJ placement during a participation period	Not prorated.
A CSJ, W-2 T, or CMC into an unpaid placement during a participation period	Prorated.
An unpaid placement into a paid placement	Based on when the new W-2 Placement Begin Date falls.
A CMF+ placement into a paid placement during a participation period	Not prorated.

10.2.5.1 Moving Between CSJ and W-2 T Placements

When a participant moves between a *W-2 T* and a *CSJ* placement during a participation period, the payment is not prorated. The participant receives the payment of the last assigned *W-2 Paid Employment Position* for that participation period.

The participant uses a month of assistance based on the last *W-2 Employment Position* in a calendar month, not the participation period. (See 2.10.3 and 2.10.9)

> **EXAMPLE:** Jennifer is in a W-2 T placement. On August 9, her *FEP* places her in a CSJ. Her payment for participation from July 16 through August 15 is at the CSJ amount. Jennifer will use a month toward her W-2 T 24-month placement time limit for the month of July, and a month toward her CSJ 24-month placement time limit for August, as long as she is not moved to a W-2 T before the end of the calendar month.

10.2.5.2 Moving between Paid and Unpaid Placements

When a participant in a CSJ, W-2 T, or *CMC* moves to an unpaid placement, the participant will receive a final prorated payment for the time that they were actually in the paid placement during the participation period.

> **EXAMPLE**: Rhonda is in a CSJ. On May 18, her FEP places her in a CMF. Her payment for CSJ participation on May 16 and 17 will be a prorated.

When moving from an unpaid placement to a paid placement, the participant will be paid similar to a new participant. (See 10.2.1)

> **EXAMPLE**: Layla is placed in a *CMU* placement in July. In August, Layla loses her job and on August 18, the FEP changes her placement to CSJ based on a reassessment. A prorated initial payment for the participation period 8/18 – 8/31 is issued on or about September 7, during *W2L*. Layla's next payment is also a prorated payment issued at the end of September for the participation period 9/1 – 9/15. Regular ongoing payments starting with the participation period 9/16 – 10/15 begin at the end of October during *W2P*.

10.2.5.3 Moving from CMF+ to Paid Placements

When moving from a CMF+ placement to a paid placement during a participation period, the supplemental payment is not prorated. The participant will not receive a final supplemental payment unless the participant was in the CMF+ placement for one full W-2 participation period. (See 7.2.3.5.1)

> **EXAMPLE**: On July 8, Uma moves to a CMF+ placement. On October 10, her FEP places her in a W-2 T placement. Uma will not receive a final supplement payment for the period September 16 to October 15 because she was not in the CMF+ placement for the full participation period. However, Uma will receive a W-2 T payment for the period of October 10 to October 15.

***History**: Release 24-13; Release 18-02; Release 13-03.*

10.2.6 Auxiliary Payments

10.2.6.1 W-2 Auxiliary Payment Approval Worker
10.2.6.2 Monthly Reviews of Auxiliary Payments

There are two different types of auxiliary payments:

1. **Automated auxiliary** payments are system-calculated and automatically issued in WWP. These payments are issued when a worker takes an action following either the Delayed Cycle or the W-2 Pulldown Cycle (see 10.2.1) that causes a recalculation for the payment amount owed.

   Actions that can result in an automated auxiliary payment include:

   - Backdating a paid placement after the Delayed Cycle into a previous month;
   - Backdating a paid placement into a prior participation period; or
   - Changing participation data after the W-2 Pulldown Cycle such as adding Good Cause for hours of nonparticipation.

2. **Manual auxiliary** payments can be created in WWP for cases where an auxiliary will not be calculated automatically, such as auxiliaries that must be issued as a result of a Fact Finding Review.

All auxiliary payments will be issued to the participant via the Benefit Issuance (BI) subsystem in CARES Mainframe.

For lost, stolen, or destroyed W-2 or vendor checks, refer to the Appendix - Benefit Issuance Guide.

10.2.6.1 W-2 Auxiliary Payment Approval Worker

There is a two-party W-2 auxiliary payment approval process. W-2 agencies are responsible for keeping their list of designated approval workers current in CARES and *Wisconsin Work Programs (WWP)*.

CARES W-2 Auxiliary Payment Approval

Each W-2 agency must have an identified CARES W-2 Auxiliary Payment Approval Worker. The minimum number of approvers for an office is two and the maximum is six. An individual worker may be an approver for multiple offices. The approval worker CARES logon is displayed on CARES screen BIAW. In order to establish a CARES W-2 Auxiliary Payment Approval Worker, the agency must complete the form *Job Access*

Loan, W-2 Auxiliary Payment and/or Performance Outcome Payment Claim Approval Designation (2582).

If a CARES W-2 Auxiliary Payment Approval Worker leaves their agency or changes job functions, their CARES logon will need to be removed from CARES screen BIAW.

When an approval worker is added or deleted from an office, the agency must check screen BIAW to see if another worker will need to be deleted or added at the same time. The W-2 Auxiliary Payment Approval Designation form must be completed for all worker addition or deletion changes.

WWP W-2 Auxiliary Payment Approval

Each W-2 agency must have at least two WWP identified W-2 Auxiliary Approvers. The agency must complete the form Wisconsin Works Program (WWP) User Access Request (5212) in order to add or delete an agency worker as a W-2 Auxiliary Payment Approver in WWP. Current W-2 Auxiliary Approvers for each agency are listed in WWP under Worker Tools.

10.2.6.2 Monthly Reviews of Auxiliary Payments

At a minimum, W-2 agencies must perform a monthly review of W-2 auxiliary payment monitoring reports available in *WebI*. The data in these reports is updated directly from the CARES Benefit Issuance subsystem into WebI by the second Monday of every month. The agency must investigate questionable payments or payment discrepancies identified on the reports. Some examples of questionable payments or discrepancies include multiple payments to a case for the same benefit month by one or more workers, or check amounts for a particular month issued to a case that exceed the monthly W-2 maximum payment level of $608, $653, or $673, depending on the W-2 placement.

If an agency identifies a questionable payment or a payment discrepancy, the W-2 agency must contact the appropriate case worker(s) to confirm that the discrepancy is not an improper or illegal payment.

If an improper payment has been made, the W-2 agency must take appropriate action to recover the payment. If applicable, fraud prevention actions will be implemented in accordance with W-2 contract and state fraud program requirements. Regional *DFES* staff identifying any major discrepancies on the reports will contact the W-2 agency to ensure that the agency is investigating the discrepancies and gather the agency's feedback on their findings. Regional staff also determine whether appropriate corrective action has been taken (e.g. benefit recovery, fraud referral, etc.

History:*Release 24-13; Release 21-07; Release 20-01; Release 11-04.*

10.3.1 Electronic Funds Transfer Option

W-2 agencies should provide money management and banking information to *W-2* participants and encourage participants to use *EFT* of W-2 payments into a financial institution rather than receiving a check by mail to help:

- Make payments more secure and timely;
- Participants avoid expensive check cashing fees;
- Decrease staff time dealing with phone calls, documentation, and affidavit forms associated with lost, stolen, or destroyed checks; and
- Promote work readiness as many employers require paychecks be issued electronically.

Many financial institutions offer a no-fee, no-minimum-balance checking or savings account with EFT accounts.

Some participants may decline the EFT option because they are chronically overdrawn, owe fees from a negative account balance, or distrust financial institutions due to a negative interaction. The FEP should discuss various options with the participant, such as opening a limited account with a debit card only option that does not allow expenditures in excess of available funds.

Participants with credit problems may still have access to a checking or savings account through smaller community banks and credit unions as their lending policies are often more flexible.

Participants who have "non-fraudulent" activities reported on their ChexSystems report and have been denied access to a checking account in the past may benefit from participation in money management classes or a program designed to help repair their standing with banks. Agencies should assist participants in connecting with these community resources.

Some participants may choose to have their W-2 payment EFT deposited to a prepaid debit card. *FEP*s should explain that, in addition to the monthly fee, prepaid debit cards have many hidden or hard to find fees, including:

- Initiation or activation fees;
- Point of sale transaction fees;
- Cash withdrawal fees;
- Balance inquiry fees;
- Customer service fees;

- Bill payment fees;
- Monthly fees;
- Inactivity fees;
- Paper statement fees;
- Fees to add or “load” funds, etc.

If the participant chooses EFT, the FEP must alert the participant to the potential for possible fees charged by the financial institution. All prepaid debit cards must be included when counting assets for determining financial eligibility.

If a participant chooses to use EFT, and later requests to have the W-2 payment “held,” the FEP must end the EFT so that *CARES* will issue the participant’s W-2 payment by check and the FEP can then put a hold on the check.

> **EXAMPLE:** Mercedes tells her FEP that she plans to get a prepaid debit card so she can have electronic deposit of her W-2 payments because she has poor credit. Her FEP explains the fees prepaid credit cards come with and suggests that Mercedes open a checking account with a local credit union instead. Mercedes agrees and her FEP connects her with a local credit union that has a second chance checking account program, and helps Mercedes enroll in a money management workshop.

Wage Garnishment

Some participants may have a garnishment order for unpaid debts or child support. Per Wis. Stat. s. 49.96, W-2 payments cannot be garnished; however, financial institutions must honor court-ordered garnishment actions.

The FEP must provide this information to W-2 participants who choose EFT for their W-2 payments and should advise the participant to seek legal assistance if a financial institution garnishes their W-2 payments.

***History**:Release 24-13; Release 16-01; Release 11-05; Release 10-01.*

10.4.1 W-2 Payment Statement

When reductions are applied to the *W-2* payment, participants receive a *CARES* generated Wisconsin Works Payment Statement (BIL1) prior to payment issuance, indicating:

- The gross payment amount;
- Any reductions due to missed hours;
- Learnfare reductions;
- Drug felon penalties;
- Recoupments; and
- The net payment.

***History**: Release 24-13.*

10.5.1 W-2 Payment Designation

CSJ, *W-2 T*, or *CMF+* payments must be made payable as appropriate to the:

1. Participant;

2. Spouse of the participant (the spouse must be living in the home unless designated as protective payee or appointed by a court to be legal representative); or

3. Guardian or conservator of the W-2 participant.

***History**: Release 18-02.*

10.5.2 Protective and Vendor Payments

If mismanagement of funds is a threat to the health and safety of a child in the *W-2* group as determined by the *FEP*, all or part of the *CSJ* or *W-2 T* payment may be a:

- Protective payment;
- *Vendor Payment*; or
- Combination of a direct payment, protective payment, and/or vendor payment.

The agency must investigate reports of mismanagement before initiating protective or vendor payments.

The W-2 agency must document in the case record the:

- Reason for the authorization of protective or vendor payments;
- Name of the eligible participant;
- Name of the protective or vendor payee; and
- Amount and form of payment authorized.

Participants may voluntarily choose to receive all or part of the CSJ or W-2 T payment as a protective payment or vendor payment, without being subject to an investigation by a FEP into the participant's use of funds.

***History**:Release 24-13; Release 22-07.*

11 Sanctions and Case Closures

11.1 Addressing Participant Barriers

11.1 Addressing Barriers to Completing Assigned Activities

W-2 workers are responsible for supporting participants through their involvement in the W-2 program. It is essential workers understand that a participant's needs and availability may be subject to change due to the barriers they face.

Individuals participating in *W-2* face a variety of barriers that may impact program participation, including, but not limited to:

- Finding safe, affordable, and reliable childcare;
- Physical and mental health challenges;
- Transportation;
- Housing instability;
- Family crisis; and
- Domestic violence.

Participants who experience difficulty participating in assigned activities, have a payment reduction, or have a pattern of absence may need more individualized support.

A pattern of nonparticipation without good cause is one reason the *FEP* may consider completing the *WWP* Informal Assessment, as it can help guide the conversation about potential barriers and service needs. (See 5.2.3)

FEPs should collaborate with participants to:

- Identify the root cause of barriers;
- Provide personalized support; and
- Help participants anticipate and address barriers before they disrupt participation in assigned activities.

History: *Release 24-07.*

11.2.1 Hourly Payment Reductions for Missed Activities

CSJ and *W-2 T* participants must participate in all assigned work training activities or education and training activities outlined in their *EP*..

Payments for CSJ and W-2 T participants who do not participate in assigned activities are reduced by $5.00 per hour for hours missed without good cause. (See 11.3.1)

Agencies must encourage participants to inform their *FEP* prior to the activity start time, if they know in advance that they will be unable to participate in an assigned activity. However, a participant must not be penalized if they do not inform their FEP prior to the activity time.

A participant has seven working days after an absence from a W-2 assigned activity to notify their worker of the reason for the absence.

The FEP must then use the good cause criteria to determine whether the absence meets any of the W-2 good cause reasons. (See 11.3.2)

Participants placed in *CMC* and *ARP* placements are not subject to W-2 hourly payment reductions, do not have participation requirements, and cannot be subject to a payment reduction.

History*: Release 24-07;* Release 19-02; Release 13-03; Release 11-04.

11.2.2 Recording Participation Hours and Calculating Monthly Payment Reductions

11.2.2.1 Calculating Monthly W-2 Payments with Payment Reductions

In order to ensure a participant's *W-2* payment is accurate, the *FEP* must record all participation data in the W-2 Participation Calendar in *WWP*.

When entering participation hours, the FEP must enter:

1. Hours participated based on the scheduled hours of each activity. Hours participated must be documented for each day and activity separately, and do not include make-up hours or hours where good cause was granted.
2. Hours participated that are scheduled on one day but are made up during a different day within the same week. (See 6.3.3)
3. The participant's reason for nonparticipation, if provided, and whether good cause is granted. If good cause is granted, the number of hours approved for each activity are entered on each day separately. (See 11.3.3).

EXAMPLE 1: Michelle is scheduled for Work Experience on Monday from 10 am to 12 pm but is unable to go. She calls her FEP and explains her situation. The FEP determines, using the good cause criteria, that her reason for missing the scheduled activity meets the good cause policy.

The FEP enters 0 hours participated for WE on Monday. WWP calculates 2 hours of nonparticipation. The FEP then enters 2 hours of Good Cause.

EXAMPLE 2: Tamara is scheduled for a one-hour ESL class on Tuesday evening but is unable to attend. Instead, she attends the same class later in the week on Thursday. For Tuesday, the FEP enters 0 hours participated for ESL and 1 hour of make-up hours with Thursday's date.

11.2.2.1 Calculating Monthly W-2 Payments with Payment Reductions

Monthly W-2 payments that include a payment reduction must be calculated using the following rules:

1. Payment reductions for missed hours are deducted from the payment for the participation period during which hours were missed.
2. In order to affect the next payment, the final date that participation data can be entered into *WWP* is the date the W-2 Pulldown payment cycle is scheduled. If there are changes to participation data after W-2 Pulldown, WWP will calculate to determine if an auxiliary payment or overpayment is necessary.
3. A payment reduction cannot be imposed on a participant for failing to complete a formal assessment (e.g., educational needs assessment such as TABE, or a career assessment).
4. A payment reduction is not imposed for nonparticipation in any activities that are scheduled on a date that a formal assessment activity is open on the Employability Plan or the Formal Assessment Pending status is open. A payment reduction cannot be imposed until:
    1. The formal assessment has been completed;
    2. The assessment activity has been ended on the *EP*; and
    3. The FEP, in consultation with the participant, has made the necessary adjustments to the participant's EP.

Payment reductions are specific to a W-2 Group and, therefore, do not follow a participant.

Even if a participant moves out of the W-2 Group, any payment reduction for missed hours or penalties associated with that individual during the current participation period are deducted from the next W-2 payment issued to that W-2 Group.

Recovery of overpayments continues to follow an individual from W-2 Group to W-2 Group.

For additional information on entering nonparticipation, see W-2 Manual Appendix – TANF Work Participation Requirements.

***History**: Release 24-07; Release 21-07; Release 19-02; Release 11-04; Release 10-02; Release 09-03.*

11.3.1 Good Cause Overview

CSJ and *W-2 T* participants must participate in all assigned work training activities or education and training activities outlined in the *EP*.

When a participant is unable to attend an assigned activity, good cause can be used to excuse the absence and prevent a sanction for nonparticipation or noncooperation.

To be eligible for good cause for a missed assigned activity, the participant must notify and provide an explanation to their *FEP* of the reason within seven working days following the absence.

The FEP must then use the good cause criteria (See 11.3.2) to determine whether a participant absence qualifies as good cause.

The following table provides a brief overview of key good cause terms and definitions. For more detailed information, see the relevant W-2 manual section column in the table.

Good Cause Definition and Terms	Explanation	Relevant Manual Section
Participant's responsibility to notify	When a participant misses an assigned W-2 activity, the participant must notify and provide an explanation to their FEP of the reason within seven working days following the absence to prevent a payment reduction.	11.2.1
When to use the good cause criteria	Anytime a FEP is working with a participant with a missed assigned activity, the FEP must: 1. Consider any hardships the participant may face that make completing activities or notifying the agency of missed activities more difficult, e.g., phone availability, reliable transportation, etc.; and 2. Make a good cause determination using the following criteria; • The participant's explanation or written verification of the absence; and • Allowable good cause reasons.	11.3.2 11.3.3
When to verify good cause with written verification	The FEP must only request written verification of good cause when: 1. A pattern of absences exists; and 2. The FEP does not believe that a reasonable explanation has been given for the absences or the FEP believes that the participant is misusing the good cause policy.	11.3.4
Definition of a pattern of absences	A pattern of absences is defined as absences that: 1. Extend beyond three consecutive working days; or 2. Are more than five working days in a rolling 30 calendar day period	11.3.4.1

***History**: Release 24-07; Release 11-04.*

11.3.2 Using the Good Cause Criteria

*FEP*s are responsible for determining if a *W-2* participant has good cause for not participating in W-2 assigned activities. When determining good cause, FEPs must consider hardships participants may face that make completing activities or notifying the agency of missed activities more difficult, e.g., phone availability, reliable transportation, etc.

To make a good cause decision, FEPs must use the following criteria:

1. The participant's explanation or written verification of the absence; and
2. The allowable good cause reasons. (See 11.3.3)

FEPs must use the good cause criteria to determine whether a W-2 participant has good cause for not participating in a W-2 assigned activity and must enter in *WWP*:

1. The hours participated;
2. The participant's reason for the nonparticipation;
3. Whether there is good cause for the nonparticipation; and
4. The reasons for approving or denying good cause documented using the **Good Cause Determination** Comment Type.

When there is good cause for nonparticipation, the FEP must:

1. Select the worker reason for approving along with the number of good cause hours approved; and
2. Document the rationale in PIN comments.

When the FEP determines that the participant's explanation does not meet an allowable good cause reason, the FEP must:

1. Select the worker reason for denying good cause; and
2. Reference the number of hours, dates, and activities missed in PIN comments.

History: *Release 24-07.*

11.3.3 Good Cause Reasons

11.3.3.1 Child Care Availability
11.3.3.1.1 Determining Availability of Child Care
11.3.3.1.2 Demonstrating an Inability to Obtain Child Care
11.3.3.2 Death of an Immediate Family Member

The good cause reasons for failing to comply with the *W-2* assigned activities are:

1. Any required court appearance including a required court appearance for a victim of domestic abuse.
2. Inability to obtain child care that is necessary for the W-2 participant to participate or accept employment, but is unavailable and the W-2 agency was unable to provide or refer for alternate child care arrangements.
3. Lack of transportation with no reasonable alternative, as determined by the *FEP*. In determining the reasonableness of transportation alternatives, FEPs should consider factors such as the length of commute, participant safety, cost of transportation in relationship to income, and any other relevant factors.
4. Participant or W-2 Group member's illness, injury, or disability or incapacity. It is expected that a participant will need to remain home occasionally to care for an ill child who has to miss school or daycare or a participant will need to miss an assigned activity due to an unexpected illness or a documented chronic illness, e.g., chronic asthma, panic attacks, disabled child, child with behavioral problems, etc.
5. Accommodations identified in a formal assessment are not available to complete the assigned activity.
6. Conflict with another assigned W-2 activity or job search attempts.
7. Inclement weather that impedes transportation or travel or is unhealthy to be out in (e.g., air quality advisories).
8. School emergency.
9. Domestic violence issues as defined in Wisconsin Administrative Rule DCF 101.15(3).
10. Death in immediate family. (See 11.3.3.2)
11. Observance of a religious holiday.
12. Routine medical or school appointments, which cannot be scheduled at times other than during assigned activities.
13. Child's school holiday with the exception of summer break.
14. Any day that the worksite or training site is closed due to a site-specific holiday, e.g., days closed surrounding Christmas, closure the day after Thanksgiving, etc.
15. Other circumstances beyond the control of the participant, but only as determined by the FEP.

11.3.3.1 Child Care Availability

A single parent placed in a *W-2 Employment Position* cannot be sanctioned for nonparticipation in any W-2 activities during a period of time when they are unable to obtain child care for a child under the age of 13.

If child care is only available to the participant during specific hours of the day or days of the week, the W-2 agency must make every effort to assign work activities during those hours.

A participant who needs to secure child care arrangements in order to participate in W-2 activities should be assigned the task of securing child care as part of their participation requirements on their Employability Plan (EP).

The W-2 activity code associated with this activity is Child Care Related Activities (CC). See W-2 Activity Code Appendix.

The participant should initially be assigned the CC activity for no less than five working days and no more than ten working days to communicate the importance of obtaining child care. If the participant is not successful in obtaining needed child care by the end date of the CC activity, the worker must review the individual's circumstances to determine if the participant has demonstrated an inability to obtain child care. (See 11.3.3.1.2)

If the participant has demonstrated an inability to obtain child care, the worker must grant good cause for all nonparticipation, until:

1. Child care is obtained; or
2. The participant no longer demonstrates an inability to obtain child care.

Until child care is obtained (whether good cause is being granted or not):

1. The CC activity must remain assigned on the *EP*;
2. The worker must continue regular check-ins; and
3. The participant must continue to pursue any possible available child care leads.

EXAMPLE:

Jackie applied for W-2 and was placed in a *CSJ*. Her *FEP* develops the EP with Jackie and assigns Child Care Related Activities (CC) as well as 10 hours per week of GED classes and 10 hours of structured job search.

Jackie's FEP gives her five working days to find child care and connects Jackie to the local *Child Care Resource and Referral Network (CCRR)*.

After five working days, Jackie meets with her FEP to discuss her progress and explains that she has not secured child care and did not follow up with the referrals she received from CCRR.

Jackie's FEP calls the CCRR with Jackie and verifies that child care slots are still available in a licensed child care facility, within a reasonable distance from Jackie's home, and that there is no documentation that the facility would be harmful to the health or safety of her children.

The FEP informs Jackie that because she cannot demonstrate an inability to obtain child care, she is no longer eligible for good cause due to lack of child care and that any future missed activities will result in a payment reduction for the hours missed.

The FEP encourages Jackie to secure child care as quickly as possible so that she can participate in these assigned activities.

11.3.3.1.1 Determining Availability of Child Care

In order to determine if child care is available, a W-2 worker must discuss child care with each participant at the time of the initial assessment and during the review of the W-2 Participation Agreement.

To help the participant locate a child care provider, a W-2 worker must:

1. Explain to the participant their responsibility to obtain any needed child care for the hours of participation in W-2.
2. Determine if informal child care, or formal child care within a reasonable distance from the participant's home, is available. Informal child care arrangements may be discussed, but a participant cannot be required to use an informal child care arrangement. If another parent is in the home, able, and available to care for the child, child care is not needed.
3. Provide information to the applicant or participant about eligibility for W-2 child care assistance and the requirement for the provider to, at a minimum, be provisionally certified to qualify for assistance. (See Child Care Policy Manual)
4. If the participant does not currently have child care available, refer the individual to the local Child Care Resource and Referral Network (CCRR), which is available to help all parents locate safe and affordable child care throughout the state, and other child care resources in the community. If the referrals do not result in the participant locating child care, the W-2 agency may require the individual to demonstrate an inability to obtain child care. (See 11.3.3.1.2)
5. If available, offer the use of the W-2 agency on-site child care to the parent until an ongoing child care arrangement is found. A W-2 on-site child care provider must be regulated in order for the parent to leave the premises.

6. Discuss the availability of backup child care arrangements to help the participant plan ahead for emergency situations when their regular provider is unable to care for the child(ren) or when their child is sick and cannot attend their regular child care program.

11.3.3.1.2 Demonstrating an Inability to Obtain Child Care

An inability to obtain child care must be based on the following reasons:

Child Care Type	Reason
Formal Child Care: Provided by a certified or licensed child care facility.	• Child care is not available in a reasonable distance*. • Child care facilities in the area do not have space available for the child. • Certified or licensed child care facilities, including a W-2 agency with certified or licensed on-site child care, must not be considered available if there is documentation that the facility would be harmful to the health or safety of the child.
Informal Child Care: An arrangement where the child care provider is not licensed or certified.	• Child care by a relative or under other arrangements is unavailable or unsuitable. Any W-2 participant can use informal child care, but a participant cannot be required to use informal child care. (See Child Care Policy Manual, Chapter 1)

The FEP will work with the participant to determine what a reasonable distance is on a case-by-case level. The FEP must document the decision that is made and reason(s) in PIN comments.

If the participant is unable to demonstrate an inability to obtain child care, they may face payment reductions for nonparticipation.

An inability to obtain appropriate child care may be indicative of a shortage of child care providers in the community (including sick child care, evening and weekend care, culturally competent child care, and care for disabled children) and W-2 agency management should be alerted.

11.3.3.2 Death of an Immediate Family Member

A participant may be granted up to three working days of good cause if there is a death of an immediate family member. FEPs may grant good cause for up to seven working days if travel for funeral services is required or to accommodate cultural tradition.

Immediate family is defined as the participant's:

- Spouse;
- Non-marital co-parents;
- Parents, step-parents, and foster parents;
- Children, step-children, and foster children;
- Grandparents;
- Grandchildren;
- Siblings and their spouses;
- Aunts or uncles;
- Sons-in-law and daughters-in-law;
- Cousins;
- Nieces and nephews of the participant or their spouse or non-marital co-parent; and
- Other relatives of the participant or their spouse or non-marital co-parent if these other relatives reside in the same household as the participant.

History: Release 24-11; Release 24-07; *Release 21-07; Release 12-03; Release 11-04; Release 11-01.*

11.3.4 When to Verify Good Cause With Written Verification

11.3.4.1 Pattern of Absences Definition

A *FEP* must request written verification of good cause before accepting a good cause reason for a participant's absence from required activities if both of the following apply:

1. A pattern of absences exists; and
2. The FEP does not believe that a reasonable explanation has been given for the absences or the FEP believes that the participant is misusing the good cause policy.

See 11.3.4.1 for a definition of pattern of absences.

A FEP must not request written verification of good cause when:

1. A pattern of absences does not exist; or
2. A pattern of absences exists and the FEP believes there is a reasonable explanation given for the absences, or the FEP does not believe that the participant is misusing the good cause policy.

11.3.4.1 Pattern of Absences Definition

A "pattern of absences" is defined as absences that:

- Extend beyond three consecutive working days; or
- Are more than five working days in a rolling 30-day period.

An absence means being absent from any one activity.

For example, if a participant is assigned to work experience and adult basic education on the same day and misses just one of those activities, this is considered an absence.

However, when absences are for the same reason, (e.g., car accident, child has flu, etc.), this may be considered a reasonable explanation and no written verification is required.

If good cause is accepted for any of the absences, the good cause absences may still be considered as part of a pattern.

The FEP must determine whether there is a reasonable explanation on a case-by-case basis using their knowledge, experience, and familiarity with the case and must document the decision-making factors in PIN comments.

EXAMPLE 1: Iris missed three consecutive working days of her assigned activities and calls in on the fourth day to explain that her children have had a bad flu. Although the absences constitute a pattern, her FEP has no reason to believe that Iris is misusing the good cause policy. In this scenario, the FEP would not require written documentation of good cause for the missed activities.

EXAMPLE 2: Allie missed five working days in a rolling 30-day period due to school appointments. She brought in written verification for two of the five days indicating that her child is undergoing an evaluation for a possible learning disorder. Allie calls to explain that she will miss the next two days for jury duty. Because Allie missed five days, even with the two days she was granted good cause, this constitutes a pattern. Allie's FEP has reason to believe that Allie may be misusing the good cause policy due to her history of absences. In this case, her FEP may require written documentation verifying good cause.

EXAMPLE 3: Joey misses two consecutive days of activities because of an illness. These are the first two absences Joey has had in several months. Because this does not constitute a pattern, the FEP may not require written documentation verifying good cause.

History*: Release 24-07;* Release 21-07; Release 20-03; Release 11-06; Release 11-04.

11.4 20% Payment Reductions for Nonparticipation

11.4.1 Notice of Potential W-2 Payment Reductions
11.4.2 Rectifying Nonparticipation Prior to W-2 Payment Reduction

W-2 policy requires *FEP*s to conduct ongoing informal assessments, which includes the need to work together with participants to identify any underlying causes of nonparticipation and provide individualized support to help them overcome barriers to participating in W-2 activities. (See 11.1)

In addition to working with participants to identify and address barriers to participation, if a participant's payment is going to be reduced by 20% or more due to nonparticipation, the W-2 agency must:

1. Provide written notice to the W-2 participant of the proposed 20% or more payment reduction, including the reasons for the proposed payment reduction; and
2. Allow the participant seven working days to rectify the discrepancy and prevent the proposed W-2 payment reduction.

To rectify means that the participant is given one last opportunity to present good cause for nonparticipation or to present late documentation of completed assigned activities.

11.4.1 Notice of Potential W-2 Payment Reductions

CWW automatically generates the Notice of Potential W-2 Payment Reduction (letter NWSN) either at the:

1. Beginning of the month (W-2 delayed payment); or
2. End of the month (W-2 pulldown) when final W-2 monthly payment amounts are determined.

CWW populates the letter with information entered by the FEP in participation tracking in *WWP*, including:

1. Missed activities;
2. Hours missed; and

3. Dates the activities were missed.

The letter informs the participant to contact the worker as soon as they receive the letter to explain why the activities were missed.

11.4.2 Rectifying Nonparticipation Prior to W-2 Payment Reduction

If the participant claims good cause, the FEP must use the good cause criteria (See 11.3.2) to determine:

1. If the absence meets any of the W-2 good cause reasons; and
2. If written verification of good cause (called “proof of good cause” in the letter) is required. (See 11.3.4)

If the participant submits late documentation of completed assigned activities, the documentation must be for the dates the activity was assigned on the Employability Plan.

If written verification of good cause is required, the participant has seven working days to provide written verification of good cause. The next working day after the mailing date of the letter is day one. See table for example scenario.

Event	Date
Mailing date of the Notice of Potential W-2 Payment Reduction Letter	Tuesday, March 19, 2024
Final date written verification can be submitted	Thursday, March 28, 2024

The *NWSN* letter includes the date by which written verification must be provided, if required. (See 11.3.4)

The date provided on NWSN is the final date any verification can be received. The verification due date cannot be extended from seven working days to 30 days.

11.5.1 Case Closures for Noncooperation

11.5.1 Noncooperation with W-2 Program Requirements
11.5.1.1 Determining the Date of Noncooperation

11.5.1 Noncooperation with W-2 Program Requirements

A *FEP* must close a case when a participant fails to cooperate with specific *W-2* program requirements without good cause.

W-2 participants must cooperate with the following requirements:

1. Complete unsubsidized employment search as assigned on the *EP* while in a W-2 employment position. (See 2.9.1)
2. Apply for and accept other available public assistance or resources as determined by the FEP. The FEP may require this of the participant prior to being determined eligible for W-2 services or during W-2 program participation. (See 2.6.1)
3. Complete an EP review appointment prior to the date the EP expires.

    a Note: If the participant has good cause for missing the appointment, the case cannot be closed.
4. Stay in contact with the FEP at least once every 30 consecutive calendar days.

    a Prior to closing the case, the FEP must make repeated and varied attempts to contact the participant.

        i “Repeated” attempts means the FEP or another W-2 agency representative must, at a minimum, make weekly attempts.

        ii “Varied” attempts means a combination of attempts to contact, such as worksite visits, home visits, phone calls, letters, e-mail, etc.

See 15.3.1 for policies regarding noncooperation with paternity establishment and child support enforcement services.

11.5.1.1 Determining the Date of Noncooperation

The date of noncooperation is the date, determined by the W-2 agency, on which the participant was expected to cooperate with the requirements of the W-2 program.

EXAMPLE 1: A participant's EP review is scheduled for March 17 and the participant did not show for the appointment. Without good cause, the date of noncooperation is March 17.

EXAMPLE 2: The last date of contact the W-2 agency had with a participant was July 1. The FEP is unable to contact the participant after 30 calendar days of repeated and varied contact attempts. The date of noncooperation is July 31.

History*: Release 24-07; Release 18-04; Release 11-04; Release 11-01.*

11.5.2 Prior To Closing a Case for Noncooperation

11.5.2.1 Exploring Potential Barriers
11.5.2.2 Notice of Noncooperation and Notice of Eligibility
11.5.2.2.1 Notice of Noncooperation with W-2 Requirements
11.5.2.2.2 Notice of Eligibility
11.5.2.3 Rectifying Noncooperation Prior to Case Closure
11.5.2.3.1 Rectifying a Missed EP Review

Prior to closing a participant's case for noncooperation, The *FEP* must complete the following steps:

1. Assess for any potential underlying barriers;
2. Send the W-2 participant a Notice of Noncooperation with W-2 Requirements (*CWW* letter NWNC) indicating the potential case closure and reason(s) for the closure; and
3. Provide the participant seven working days to rectify the Notice of Noncooperation with W-2 Requirements (NWNC) letter. Day one is the first working day after the mailing date of the *NWNC*.

Although a payment reduction is not necessary prior to all case closures, e.g., failing to verify information, it is required prior to closing a case for noncooperation with job search.

11.5.2.1 Exploring Potential Barriers

W-2 informal assessment policy requires FEPs to conduct ongoing informal assessments, which includes the need to work together with participants to identify any underlying causes of nonparticipation and provide individualized support to help them overcome barriers to participating in W-2 activities. (See 11.1)

Before closing a case for noncooperation, the FEP must complete and document completion of, in *WWP* through detailed PIN comments and on WWP pages where appropriate, the following three steps:

1. Work together with participants to identify any underlying causes of nonparticipation, including unidentified barriers or other good cause reasons for failing to cooperate. (See 11.1)

2. Provide individualized support to help address the barriers that may have caused the noncooperation.
3. Record all participation data in the W-2 Participation Calendar in WWP prior to determining ineligibility and completing case closure.

11.5.2.2 Notice of Noncooperation and Notice of Eligibility

11.5.2.2.1 Notice of Noncooperation with W-2 Requirements
11.5.2.2.2 Notice of Eligibility

11.5.2.2.1 Notice of Noncooperation with W-2 Requirements

The FEP must issue the Notice of Noncooperation with W-2 Requirements (CWW letter NWNC) to provide a final opportunity for the participant to present good cause for noncooperation.

The FEP must manually issue the NWNC letter via CWW prior to generating a Notice of Eligibility, and indicate on the NWNC letter the:

1. Correct noncooperation reason; and
2. Date of noncooperation (See 11.5.1.1).

The NWNC letter informs the participant to contact the worker as soon as they receive it to explain why the noncooperation occurred.

11.5.2.2.2 Notice of Eligibility

The FEP must generate the case closure for CARES to issue the appropriate Notice of Eligibility if:

- The participant does not comply with what is requested within the seven-working day-timeframe in the NWNC letter, or
- The FEP determines, using the good cause criteria, that good cause does not exist for the noncooperation.

The FEP must not end the participant's W-2 placement until the last day of the seven-working-day timeframe, even if the FEP determines prior to the last day of the seven-day timeframe that good cause does not exist.

The Notice of Eligibility contains information on filing a Fact Finding Review if the participant does not agree with the decision.

11.5.2.3 Rectifying Noncooperation Prior to Case Closure

11.5.2.3.1 Rectifying a Missed EP Review

In addition to exploring potential barriers, if a participant's case is going to close for noncooperation, the W-2 agency must:

1. Provide written notice to the W-2 participant of the proposed case closure, including the reason for the case closure; and
2. Allow the participant seven working days to rectify the discrepancy and prevent the proposed W-2 payment reduction.

Rectifying means that the participant is given one last opportunity to present good cause for failing to cooperate or to present late documentation of completed assigned activities.

If the participant claims good cause, the FEP must use the good cause criteria (See 11.3.2) to determine if:

1. The absence meets any of the W-2 good cause reasons; and
2. Written verification of good cause (called "proof of good cause" in the letter) is required. (See 11.3.4)

If the participant submits late documentation of completed assigned activities, the documentation must be for the dates the activity was assigned on the Employability Plan.

If written verification of good cause is required, the participant has seven working days to provide written verification of good cause. The next working day after the mailing date of the letter is day one. See table for example scenario.

Event	Date
Mailing date of the Notice of Noncooperation with W-2 Requirements Letter	Friday, April 12, 2024
Final date written verification can be submitted	Tuesday, April 23, 2024

Noncooperation with W-2 Requirements (NWNC) letter includes the date by which written verification needs to be provided, if required. (See 11.3.4)

The date provided on NWNC is the final date any verification can be received. The verification due date cannot be extended from seven working days to 30 days.

If a participant reapplies after their case closed due to noncooperation, and presents written verification of good cause, the agency must not apply the nonfinancial eligibility policy regarding cooperating with the W-2 agency within 180 days of application. (See 2.2.1)

11.5.2.3.1 Rectifying a Missed EP Review

In the case of a missed *EP* review appointment, the participant has seven working days from the date of the *CWW* letter *NWNC* to make the appointment. It is assumed in this scenario that the participant missed an EP review appointment that was scheduled prior to the EP expiration.

The NWNC letter:

1. Instructs the participant to contact the worker to reschedule the EP; and
2. Explains that if the participant does not appear for the rescheduled appointment, the case will close unless good cause for the missed appointment exists.

If the participant calls, the W-2 agency must reschedule the EP review appointment; regardless of whether the participant has good cause for missing the first EP review appointment.

If the participant does not appear for a rescheduled EP review appointment, the FEP must not end the participant's W-2 placement until the last day of the seven-working-day timeframe or the date the EP expires, whichever is later.

EXAMPLE 1: Jace did not verify his assets during an eligibility review. Before initiating a case closure, Jace's FEP took steps to explore with Jace any potential barriers that may be interfering with his ability to cooperate. The FEP then generated the Notice of Noncooperation with W-2 Requirements, which gave Jace seven working days to submit verification and specified the due date. After seven working days, Jace's FEP did not hear from Jace and initiated the case closure. The Notice of Eligibility was sent to Jace notifying him of the impending case closure and the right to a Fact Finding Review.

EXAMPLE 2: Gwen's EP was set to expire on December 16. Gwen missed an EP review appointment without good cause on December 2. Prior to initiating the case closure, Gwen's FEP first took the steps to explore potential barriers that may be interfering with her ability to cooperate.

Participant's Action	FEP's Action
Gwen did not provide good cause within the required seven-day time frame.	Gwen's FEP then generated the Notice of Noncooperation with W-2 Requirements (NWNC), which encouraged Gwen to contact her worker by December 14 (last day of the seven-working-day timeframe) for a final EP review appointment.
Gwen did not contact the agency after receiving the letter and her FEP was not able to establish contact with her.	Gwen's FEP did not hear from Gwen and initiated the case closure. The FEP ended the placement as of December 16 because the EP expiration date was later than the last day of the seven-working-day timeframe. The Notice of Eligibility was sent notifying Gwen of the impending case closure and the right to a Fact Finding Review.

EXAMPLE 3: Gabriel in enrolled in an *CSJ* and has an ongoing pattern of failing to complete a job search without good cause. Despite the resulting payment reductions and the FEPs efforts to help them identify potential barriers, Gabriel continues to not participate with job search requirements.

Participant's Action	FEP's Action
Gabriel did not provide good cause within the required seven-day time frame.	The FEP generates the Notice of Noncooperation with W-2 Requirements, which encourages Gabriel to contact their worker.
Gabriel calls their worker to explain they were diagnosed with ulcers which caused them to miss assigned job search activities and provides the appropriate medical documentation supporting the diagnosis.	The worker accepts good cause and does not close the case for nonparticipation. The worker then updates Gabriel's assigned activities and the EP to reflect the ongoing medical attention needed to help them recover.

History: *Release 24-07; Release 21-07; Release 20-03; Release 19-02; Release 18-04; Release 11-06; Release 11-04; Release 11-01.*

11.6.1 Case Closures for Refusal to Participate

11.6.1.1 Demonstrating a Refusal to Participate
11.6.1.2 Determining the Date of Refusal to Participate

The purpose of the refusal to participate policy is to require a standard of conduct from program participants to prepare them for Unsubsidized Employment in the general economy through participation in employment positions in the W-2 program.

The refusal to participate policy applies to the *W-2 Employment Position*s, which include:

- *TEMP*;
- *CSJ* ; and
- *W-2 T*.

The W-2 Group is ineligible to participate in the W-2 program for 90 calendar days if the *FEP* determines that:

- A participant in a TEMP, CSJ, or W-2 T placement demonstrates a refusal to participate without good cause; or
- A second Parent in the participant's W-2 Group who is subject to the work requirement under the two-parent policy (See 14.3) demonstrates a refusal to participate without good cause.

11.6.1.1 Demonstrating a Refusal to Participate

The FEP must close a case when:

- A TEMP, CSJ, or W-2 T participant demonstrates a refusal to participate in the W-2 program without good cause; or
- A second parent in the participant's W-2 Group who is subject to the work requirement under the two-parent policy (See 14.3) demonstrates a refusal to participate without good cause.

A participant demonstrates a refusal to participate when the individual:

1. **Is terminated from employment for misconduct or engages in misconduct on the premises of an employer.**
    1. 'Misconduct' means an act by the individual that shows an intentional and substantial disregard of the employer's interests or of the individual's job duties and obligations. It does not mean an act of an isolated instance of carelessness and ordinary negligence or good faith errors in judgment.
    2. 'Misconduct' includes:
        - A violation by an individual of an employer's reasonable written policies concerning the use of alcohol or controlled substances.
        - Theft of an employer's property or services with intent to deprive the employer of the property or services permanently, theft of currency of any value, felonious conduct connected with an individual's employment with an employer, or intentional or negligent conduct by an individual that causes substantial damage to an employer's property.
        - Conviction of an individual of a crime that was committed on or off duty, if the individual is unable to perform the duties that the individual performs for an employer due to the conviction.
        - One or more threats or acts of harassment, assault, or other physical violence by an individual at an employment site.
        - Use of profane or abusive language directed towards staff or others at an employment site
2. **Fails to appear or appears more than 15 minutes after the scheduled start time of an interview with a prospective employer, a job fair, or a meeting with a prospective employer that was arranged by the W-2 agency.**

    - Failure to appear or appearing more than 15 minutes late does not include instances where there was a mistake, inadvertence, misunderstanding on the part of the individual, or other good cause.
3. **Leaves an interview or a meeting with a prospective employer prior to the conclusion of the interview or meeting.**
4. **Appears for an interview with a prospective employer wearing inappropriate attire or exhibiting inappropriate grooming after receiving written or oral directions or training on appropriate attire and grooming.**
    - "Attire" means clothing and excludes jewelry and accessories. Examples of inappropriate attire include clothing with profane language, offensive references to a specific gender, ethnic, racial or religious group, vulgar messages, and references to alcohol and controlled substances.
    - "Grooming" means unclean, unkempt, or inappropriate dress or grooming which adversely affects proper performance of duties or the image of the employer
5. **Fails to complete a job application required by a prospective employer.**
    - A job application is "complete" when an individual submits the job application required by the prospective employer using the method specified by that employer.

- Failing to complete a job application does not include instances where there was a mistake, inadvertence, or misunderstanding on the part of the individual.

6. **Communicates to a prospective employer an unreasonable requirement for salary, hours of employment, or working conditions that disqualifies the individual from employment with that employer.**
7. **Provides incorrect or incomplete information regarding employment qualifications in an interview or job application that disqualifies the individual from employment with the prospective employer after receiving written or oral directions or training from the W-2 agency regarding interviewing and filling out employment applications.**
    - Examples of employment qualifications include criminal convictions; work history; educational attainment; credentials and certificates; driving record or possession of a valid driver's license; and salary history and expectations.
    - Providing incorrect or incomplete information regarding employment qualifications does not include instances where there was a mistake, inadvertence, or misunderstanding on the part of the individual.
8. **Quits appropriate employment or refuses a bona fide offer of appropriate employment.**
    - "Appropriate" means consistent with an individual's employability plan.
9. **Fails to participate in assigned activities and W-2 payments are reduced by 20% or more for two consecutive participation periods, or for three non-consecutive participation periods in a rolling six-month period.**
10. **Refuses or fails to follow a verbal or written direction from W-2 agency staff or staff at an employment site.**
    - Refusing or failing to follow a verbal or written direction does not include instances where there was a mistake, inadvertence, or misunderstanding on the part of the individual.
11. **Uses vulgar or profane language or engages in abusive behavior directed towards staff or others in the W-2 agency or employment site.**
12. **Violates written work rules developed by the employer, if the work rules were provided to the individual and there is a signed acknowledgement of receipt of the work rules in the individual's case record.**
    - Examples of work rules are dress codes, attendance policies, health and safety standards, use of company property, and appropriate workplace behaviors.
    - A violation of written work rules does not include instances where there was a mistake, inadvertence, or misunderstanding on the part of the individual

11.6.1.2 Determining the Date of Refusal to Participate

The date of refusal to participate is the date that the participant demonstrated the refusal to participate.

EXAMPLE 1: The W-2 agency arranges an interview for a participant with an employer on March 18, and the participant was a no-call, no-show to the interview. On March 22, the FEP learns that the participant did not show for the interview. The date of refusal to participate is March 18.

EXAMPLE 2: A participant fails to participate in assigned activities and their May and June W-2 payments are reduced by 20% or more for two consecutive months as a result. At W-2 Pulldown, CWW issues letter Notice of Potential W-2 Payment Reduction (NWSN) to the participant with a good cause due date of June 6. The participant does not submit good cause by June 6. The date of refusal to participate is June 6, the final date that any good cause can be received for the 20% or more payment reduction.

History: Release 24-07; *Release 18-04;.Release 13-01; Release 12-05.*

11.6.2 Prior to Closing a Case for Refusal to Participate

11.6.2.1 Exploring Potential Barriers Refusal to Participate
11.6.2.2 Notice of Refusal to Participate
11.6.2.3 Rectifying Refusal to Participate Prior to Case Closure

Prior to closing a case for refusal to participate, the *FEP* must explore potential Barriers that may be interfering with a participant's ability to participate in W-2 and take steps to address those barriers. (See 11.1)

11.6.2.1 Exploring Potential Barriers to Refusal to Participate

W-2 Participants are required to participate in all assigned activities in their W-2 Employability Plan (EP) and cooperate with W-2 program requirements.

When a participant does not comply with assigned activities or does not cooperate with specific program requirements, W-2 nonparticipation and noncooperation policies require the FEP to work with the participant to:

1. Identify potential barriers related to their missed activities; (See 11.1)
2. Identify needed accommodations or modifications that will help them to participate; and
3. Provide services and supports needed for them to participate in appropriately assigned activities and to develop the skills and resources they need to manage issues that arise so they do not continue to miss activities without good cause. (See 11.3.1 and 11.5.2.1)

The refusal to participate policy does not replace nonparticipation and noncooperation policies (See 11.4 and 11.5); however, the FEP must still follow the same policies and procedures for initiating action to uncover barriers and take steps to address the barriers that may have caused the refusal to participate.

11.6.2.2 Notice of Refusal to Participate

The W-2 Notice of Refusal to Participate (W2RP) letter is generated via a nightly batch process and mailed to the participant.

The *W2RP* letter is intended to give the participant one last opportunity to present good cause for refusing to participate and encourages the participant to contact the worker as soon as they receive it to explain why the refusal to participate occurred.

11.6.2.3 Rectifying Refusal to Participate Prior to Case Closure

In addition to exploring potential barriers, if a participant's case is going to close due to a refusal to participate, the W-2 agency must:

1. Provide written notice to the W-2 participant of the proposed case closure and the reason for the case closure; and
2. Allow the participant seven working days to rectify the discrepancy and avoid the proposed case closure.

The FEP must create a record of all refusal to participate occurrences in *CWW*, including:

- The individual who demonstrates the refusal to participate,
- The date of occurrence, and
- The reason(s) for the refusal to participate.

The participant has seven working days to provide good cause.

The due date for submitting good cause for refusing to participate cannot be extended from seven working days to 30 days. The seventh working day is the final date any good cause can be received. See table for example scenario.

Event	Date
Mailing date of the W-2 Notice of Refusal to Participate Letter	Tuesday, March 19, 2024
Final date written verification can be submitted.	Thursday, March 28, 2024

If the participant provides a valid good cause reason by the good cause due date:

- The FEP must delete the refusal to participate record in CWW so W-2 eligibility is not impacted.

If the participant does not provide good cause by the due date, or the FEP determines that good cause does not exist:

- The FEP must run eligibility to generate the case closure. CARES will issue the appropriate Notice of Eligibility after eligibility is run.

(See Operations Memo 18-13 for instructions on entering a W-2 Refusal to Participate record in CWW)

History: Release 24-07; *Release 21-07*.

11.6.3 Penalty for Refusal to Participate

11.6.3.1 Two-Parent Households

The penalty for refusing to participate in *W-2* is ineligibility to participate in W-2 for three months. Three months means 90 calendar days.

The period of ineligibility begins the calendar day after the seven-working-day timeframe to rectify a refusal to participate. The following table provides an example timeline.

Event	Date
The last day of the seven working day timeframe for a participant to rectify a refusal to participate.	Friday, November 16, 2024
If a participant does not rectify the refusal to participate, the period of ineligibility begins the following calendar day.	Saturday November 17, 2024
The period of ineligibility ends the 90th calendar day.	Wednesday, February 13, 2025
The participant may reapply for W-2 and be eligible for W-2 services beginning the calendar day after the 90-day ineligibility period.	Thursday, February 14, 2025

After the 90-day penalty period, the individual may reapply for W-2 services. Eligibility for W-2 is not automatically reinstated.

For applicants applying after the conclusion of a penalty period, the W-2 agency must not apply the nonfinancial eligibility requirements that the applicant:

- Made a good faith effort to obtain employment and not refused any bona fide offer of employment within 180 calendar days immediately preceding application; and (See 2.2.1, #8)
- Cooperated with the W-2 agency's assistance with finding employment if the current application is within 180 calendar days of a previous application. (See 2.2.1, #9)

There is no limit to the number of penalties that a participant may receive for refusing to participate in W-2.

The W-2 agency may impose subsequent refusal to participate penalties after the individual has completed the 90-day penalty period, re-enrolled in the W-2 program, and then refused to participate again.

11.6.3.1 Two-Parent Households

In a *W-2 Two-Parent Household*, the second parent in the *W-2 Group* who is required to participate in W-2 activities because the family is receiving federally funded childcare subject to the work requirement under the two-parent policy (See 14.3) may be ineligible to participate in W-2 if they refuse to participate.

Both the parent in a W-2 employment position (*TEMP*, *CSJ*, or *W-2 T*) and the second parent in a two-parent household may each be ineligible to participate in W-2. Therefore, refusal to participate penalties imposed on each parent must be tracked independently of each other.

When either parent refuses to participate, both parents in the W-2 Group are ineligible to participate in W-2. If the parent who is under penalty moves out of the two-parent household and leaves the W-2 Group, the other parent may be eligible to reapply for W-2 services as a single-parent household.

EXAMPLE: Sharon is a CSJ participant. Her partner John works part-time at the mall and is assigned to four hours per week of employment search so he can find full-time work.

The two-parent household is receiving federally funded childcare and is subject to the work requirement under the two-parent policy (See 14.3). John was terminated from his employment for misconduct.

The *FEP* reviews the case and determines that John is refusing to participate. Therefore, both John and Sharon are not eligible to participate in W-2 for 90 days.

If John were to move out of the two-parent household and leave the W-2 Group, Sharon may reapply and be found eligible for W-2. However, John remains ineligible for 90 days regardless of leaving the W-2 Group because John refused to participate.

If John moves into a new two-parent household and enters a new W-2 Group with an adult in a W-2 employment position, the new W-2 Group would be ineligible to participate in W-2 for the remainder of John's 90-day penalty period.

History: *Release 24-07.*

11.7.1 Incarceration

11.7.1.1 Prisoner Match Data Exchange

W-2 participants whose incarceration renders them temporarily unable to participate in assigned activities or retain care and control of their children will remain eligible for W-2 payments for up to 30 calendar days, provided they remain otherwise financially and nonfinancially eligible.

The 30-day timeframe allows for short-term incarceration without having to disrupt a participant's activities, payments, and child care by disenrolling and then re-enrolling them in W-2.

Incarcerated W-2 participants who are unable to participate in work activities or retain care and control of their child(ren) for more than 30 consecutive calendar days are not eligible for W-2 payments.

For More Information on the Following	Review Process Help
Incarceration and Huber Program Participation	Process Help 3 Ongoing Case Maintenance
Department of Corrections Record Query	Process Help 44 Data Exchange
Collecting absent parent information	Process Help 65 Absent Parent

11.7.1.1 Prisoner Match Data Exchange

The daily Prisoner Match Data *DX* provides information from *SSA* for all individuals included in the *W-2 Group* who are between 18 and 65 years old, as long as there is a valid *SSN* (Verification code V, C, or W) on the *CWW* **Household Members** page during:

- Intake;

- Review;
- Person adds; and
- Program adds.

CWW sends the request for prisoner match data via the SOLQ-I DX from the CWW **General Case Information** page. (See 4.1.5.3)

Three days after CWW runs the data exchange, CWW will set discrepancies and alerts for individuals who have been incarcerated for more than 30 days and have no release date. The results of the data exchange match information appear on CWW **Prisoner Response Details** page.

When a discrepancy is set, the *FEP* must verify match results through a secondary source and update the case, if necessary.

Secondary verification can be done through:

- Contacting the individual;
- Phone calls or faxes to the facility; or
- Online resources (see table).

Online Verification Resources	
State of Wisconsin Offender Locator	For matches within the State of Wisconsin, FEPs can verify the information through the Offender Locator website at http://offender.doc.state.wi.us/lop/home.do. This website provides records of incarcerated offenders through the Wisconsin Department of Corrections (DOC). FEPs can also access this site through VINELink. The database only includes adults who are incarcerated in the Wisconsin prison system. It is a good practice to include aliases in your search.
VINELink	For data exchange results inside or outside the State of Wisconsin, agencies can verify incarceration matches through VINELink, the online version of Victim Information and Notification Everyday (VINE), located at www.vinelink.com/vinelink.
Federal Prisoner Information	For federal prisoner matches, FEPs can verify the accuracy at https://www.bop.gov/inmateloc/. If the online queries do not result in verification of incarceration information for individuals in county jails, workers should continue to use resources at the local agency level such as faxes, phone calls, and contact with the individual to verify the incarceration information.

History: Release 24-07; *Release 20-06; Release 20-01; Release 13-03*.

11.7.2 Good Cause for Incarcerated Participants

Although incarcerated *W-2* participants may remain eligible to receive W-2 payments, incarceration is generally not considered good cause for not participating in required work activities.

Hours of work activities missed because of incarceration will result in payment reductions just like any other hours missed without good cause, unless the W-2 agency:

- Finds extenuating circumstances relating to the incarceration; or
- Determines that the incarceration resulted from a situation beyond the participant's control.

The *FEP* must determine good cause for missed activities due to incarceration on a case-by-case basis and document the reason in PIN comments.

EXAMPLE 1: Amy was arrested for an Operating While Intoxicated (OWI) conviction. As a result, Amy served 20 days in jail. Amy's W-2 payment was reduced based on the days she was unable to participate.

EXAMPLE 2: Ken was arrested on suspicion of drug possession. After the preliminary hearing, the charges were dropped and he was released. Ken served 14 days while waiting for his hearing. Ken submitted a statement from the court to the FEP. The FEP gave him good cause for the hours because the charges were dropped.

History: Release 24-07; *Release 20-03; Release 20-01.*

11.7.3 Huber Program

A judge may order an incarcerated *W-2* participant into the Huber Program, allowing for limited release for:

- Work;
- School;
- Job search;
- Treatment; and
- Performance of child care responsibilities.

An incarcerated W-2 participant's *EP* should be adjusted and modified as needed to reflect the court-specified terms of the participant's Huber Program release to support continued W-2 participation, provided the participant maintains care, custody, and control of their child(ren).

EXAMPLE: Elizabeth, a W-2 participant, is court ordered into the Huber Program for three months. The judge indicated Elizabeth would be released during the day to care for her children and participate in specified work program activities. Elizabeth's mother is available to stay with the children at night.

Elizabeth called her *FEP* and explained the changes in her family's situation. The FEP altered the EP to reflect the changes in circumstances. Elizabeth's updated EP includes:

- GED classes for four hours a week at the Job Center; and
- Clerical work site activities at the Job Center for eight hours a week where she can use the onsite child care.

A W-2 participant released under the Huber Program must cooperate with jail staff and rules in order to remain eligible for W-2 services. The W-2 worker must verify cooperation with jail staff every 30 days while the W-2 participant is in the Huber Program.

Huber Program participants are ineligible for Wisconsin Shares. W-2 agencies must work with W-2 participants in the Huber Program to establish appropriate child care when necessary.

History: Release 24-07; *Release 20-06*.

11.8.1 Drug Felons

For *W-2* purposes, the definition of a drug felon is an adult (over 18) who is convicted of a felony, which occurred within the last five years in state or federal court, involving the possession, use, or distribution of a controlled substance.

As a condition of continuing eligibility, a *CSJ* or *W-2 T* participant must report if they are convicted of a drug-related felony.

If the W-2 agency learns by another means that the participant received a drug felony conviction, and that the participant did not report the conviction, the participant may be ineligible for W-2.

Participants that report receiving a drug felony conviction must submit to a test for use of a controlled substance. The cost of drug testing must be paid for by the local agency.

Drug tests taken from another credible source may be used if taken within the last 30 days. Examples of credible sources include, but are not limited to:

- Probation officers;
- Employers; and
- *FEP*s.

Only CSJ and W-2 T participants are subject to drug felon penalties.

History*: Release 24-07.*

11.8.2 Guidelines for W-2 Applicants or Ongoing Participants

There are three common scenarios for *W-2* applicants or participants who meet the W-2 definition of a drug felon:

Scenario	Eligibility Status
The individual refuses to take a drug test.	Ineligible for W-2
The individual agrees to a drug test and the test result is positive.	Eligible for a reduced W-2 payment
The individual agrees to a drug test and the test result is negative.	Eligible for a full W-2 payment

If an applicant has agreed to a drug test, they are considered eligible for a full *W-2* payment while the worker is waiting for the test results. If the test result is positive, then the next possible payment month is sanctioned.

The pre-sanction payment is to be reduced by not more than 15% for no fewer than 12 months, or for the participant's remaining period of participation in a *CSJ* or *W-2 T*, if less than 12 months. Within these parameters, the sanction period and amount are set at the discretion of the worker.

The number of months of the sanction period will be consecutive calendar months that continue irrespective of whether an individual:

- Moves between placements;
- Moves on and off W-2; or
- Receives a payment.

If a Participant Moves	Sanction Period
Between a CSJ and W-2 T placement	The sanction period does not stop or start over with a different placement.
From a CSJ or W-2 T into a *CMC* placement	The payment reduction would stop during the CMC placement period, but months would continue to be counted towards the sanction period. W-2 payment reduction resumes at the end of the CMC placement if the 12-month sanction period did not expire while the participant was in the CMC placement.

EXAMPLE 1: Scott applies for W-2 and reports a drug felony conviction he received three years ago. As he is being placed in a W-2 T, he is required to take a drug test to meet conditions of eligibility. Scott agrees to take the drug test and the results are positive. The worker applies a 10% reduction for 12 months to Scott's W-2 payment starting in the next possible payment month.

EXAMPLE 2: Janet applies for W-2 and reports a drug felony conviction she received six years ago. Janet is not required to take a drug test or subject to a drug felon payment reduction since the conviction did not occur within five years of the W-2 application date.

EXAMPLE 3:

Scenario Timeline	Sanction
Holly applied for W-2 and receives a drug felon sanction in January.	Holly's 12 months sanction period begins.
She moves into a CMC placement in April.	During the CMC placement, Holly receives a full W-2 payment, but the months still count toward the 12-month sanction period.
Holly moves back into a CSJ placement in June.	Holly's payment reduction resumes.
Holly continues in her CSJ placement through the end of the year.	Holly's sanction period will end in December if the results of Holly's drug test are negative.

History: Release 24-07; *Release 11-06.*

11.8.3 Regaining Full W-2 Payment

The participant is required to take another drug test at the end of the 12-month sanction period to determine whether they are eligible for a full *W-2* payment.

The following table outlines the required W-2 Payment based on the drug test results.

Drug test Result	Resulting Sanction
Negative	The W-2 agency shall discontinue the drug felon payment reduction.
Positive	The pre-sanction payment will continue to be reduced by no more than 15% for no fewer than 12 months, or for the participant's remaining period of participation in a *CSJ* or *W-2 T*, if less than 12 months.

All subsequent payment reductions and drug test results will be treated in the same manner.

The W-2 agency may require an individual who has a positive drug test to participate in a drug abuse evaluation, assessment, and treatment program to meet their CSJ or W-2 T participation requirements.

History: *Release 24-07.*

11.8.4 Using Test Results for W-2 and Foodshare

The time frame that a drug test is valid for the *W-2* and FoodShare programs is 30 calendar days.

Use the following rules to determine when to apply test results from one program to the other program:

1. A negative test result (a passed test) can be used in either program's application if an individual applied for both programs within 30 calendar days.
2. A positive test result (a failed test) cannot be applied across programs. The individual will be able to re-test when applying for the second program.

If an individual takes a second test for eligibility for the second program, a negative test result will only impact eligibility for the application of the second program. The first program's eligibility determination or sanction will remain in place.

EXAMPLE: Liz applies for W-2 on January 5 and reports a drug felony conviction. She agrees to take the drug test scheduled for January 9 as a condition of her placement in a *CSJ* placement. The test results come back negative, and no sanction is applied to her W-2 payment. On January 23, Liz applies for FoodShare. The worker checks the Drug Felon page in *CWW* and sees that a drug test with a negative test result was taken within the last 30 days. The worker can accept these results and process the application for FoodShare.

History: *Release 24-07.*

12 Dispute Resolution

12.1 Introduction

12.1 Introduction

There are two levels of review under the *W-2* dispute resolution process:

1. Fact Finding Review; and
2. Departmental Review.

The purpose of the Fact Finding Review is to resolve disputes for applicants and participants who disagree with a W-2 agency's decision. This includes decisions regarding all W-2 services including Learnfare and Job Access Loans.

A Departmental Review may be requested if an individual or the W-2 agency disagrees with a Fact Finding decision.

Individuals who disagree with an agency's decision regarding benefits for the following programs must file a separate request for a Fair Hearing with the Department of Administration, Division of Hearings and Appeals:

- Medicaid;
- BadgerCare Plus;
- Child Care;
- FoodShare; or
- Refugee Cash and Medical Assistance.

Participants must follow the Fair Hearing time frame which is detailed on decision notices.

See EA Manual Chapter 6 for more information on the dispute resolution process for Emergency Assistance.

***History**: Release 25-03; Release 21-01.*

12.2.1 Request for Fact Finding Review

All *JAL* applicants and *W-2* applicants and participants have the right to request a Fact Finding Review. The Fact Finding Review is completed by the W-2 agency's Fact Finder as the first level of the dispute resolution if an applicant or participant believes a part of their application or placement was mishandled. See 12.2.3 for the list of reasons that qualify for a Fact Finding Review.

An applicant or participant who requests a Fact Finding Review should be encouraged to use the Request for Wisconsin Works (W-2) Fact Finding Review form (10783).

However, the petitioner may use other documentation containing the same information found in the form. A W-2 agency must also accept phone requests for Fact Finding Reviews and must document the phone request using the *Request for Wisconsin Works (W-2) Fact Finding Review* form (10783).

The agency decision stands until it is overturned by a Fact Finding Review or a Departmental Review. However, a Learnfare Fact Finding Review request made within 10 calendar days after the date of the Learnfare Financial Penalty Notification, may overturn a Fact Finding Review or Departmental Review.

***History**: Release 25-03; Release 23-08; Release 21-09; Release 12-01; Release 16-01; Release 12-01; Release 11-06; Release 11-03.*

12.2.2 Timeframe for Requesting a Fact Finding Review

12.2.2.1 Timeframe for Requesting Learnfare Fact Finding Reviews

Fact Finding Review requests must be made within 45 calendar days from whichever date is later:

- Mailing date of the Notice of Eligibility for W-2 services and *JAL*s; or
- Effective date of the decision announced in the notice.

If the 45th day falls on a weekend or holiday, the calculated date will be the next working day. If the request is received within the 45-day timeframe, the W-2 agency must schedule a Fact Finding Review.

If the request for a Fact Finding Review is received beyond the 45-day timeframe, the W-2 agency must provide the petitioner with a completed Fact Finding Review Denial Notice (2686).

12.2.2.1 Timeframe for Requesting Learnfare Fact Finding Reviews

A request for a Learnfare Fact Finding Review must be made within 45 calendar days from whichever date is later:

- Mailing date of the Learnfare Financial Penalty Notification stating the student is not in compliance with Learnfare requirements; or
- Effective date of the decision announced in the notice.

However, a Learnfare financial penalty will not be imposed if the participant or family requests a Fact Finding Review within 10 calendar days after the date of the Learnfare Financial Penalty Notification. In this situation, a Learnfare financial penalty will not be imposed until after the Fact Finding decision is issued and is favorable to the agency, unless the participant withdraws the request in writing or abandons the request.

***History**: Release 25-03; Release 21-01; Release 11-06; Release 11-03.*

12.2.3 Fact Finding Reasons

A W-2 applicant or participant may request a Fact Finding Review if they believe:

1. The denial of an application for W-2 was incorrect;
2. The application was not acted upon within 12 working days;
3. The W-2 placement was inappropriate;
4. The placement begin date was wrong;
5. The W-2 payment was incorrectly ended, reduced, or subject to an overpayment;
6. The extension to a W-2 24-month placement time limit or 48-month state lifetime limit was incorrectly denied;
7. The denial of a good cause request for noncooperation with child support was incorrect;
8. The agency's determination of an IPV was incorrect;
9. The W-2 case was incorrectly closed; or
10. A Learnfare financial penalty was incorrectly imposed.

A *JAL* applicant may request a Fact Finding Review if they believe:

1. The denial of an application for a JAL was incorrect;
2. A JAL application was not acted upon within 12 *working days*; or
3. The agency's determination of a JAL *IPV* was incorrect.

If an applicant or participant requests a Fact Finding Review for a complaint not related to any of the above reasons, the W-2 agency must provide the *Petitioner* with a completed *Fact Finding Review Denial Notice* (2686).

***History**: Release 25-03; Release 23-08; Release 21-09; Release 12-01; Release 16-01; Release 13-01; Release 12-01; Release 11-06; Release 11-03.*

12.2.4 Fact Finder

Each *W-2* agency must have at least one individual assigned to conduct Fact Finding Reviews. The Fact Finder must:

- Be an individual other than the one who took action on the case;
- Be neutral and provide an objective Review and decision regarding the dispute; and
- Have a full and complete understanding of all impacted programs.

The Fact Finder will create an environment that is mutually respectful for all involved in the Fact Finding. If the Fact Finder has given a good faith effort in running an equitable Review for participants and staff, but cannot continue due to an individual's behavior, they may adjourn or exclude participation to complete the review.

W-2 agencies may choose to establish a process with another W-2 agency to assist in providing thorough and objective Fact Finding Reviews.

***History**: Release 25-03; Release 11-03.*

12.2.5 Fact Finding Review

12.2.5.1 Pre-Fact Finding Review Resolutions

The Fact Finding Review is an informal process to resolve disputes. It permits the *Petitioner* and W-2 agency to present information regarding the action or inaction in dispute.

When a W-2 agency receives a request for a Fact Finding Review, The agency must:

1. Date stamp the request for the Fact Finding Review on the date the request was received;
2. Notify the petitioner via the *Fact Finding Review Appointment Notice (10782)* of the time, place, and date of the scheduled Fact Finding Review appointment within three working days after the date the request for Review is received by the agency;
3. Hold the Review within eight working days of receiving the request; and
4. Reschedule the Fact Finding Review If any party requests that the Fact Finding Review be rescheduled and has a reasonable reason for the request*.

*****The Fact Finder is responsible for determining the reasonableness of the request to reschedule.

A recording of the Fact Finding Review is recommended. All participants must be informed of the recording.

12.2.5.1 Pre-Fact Finding Review Resolutions

The W-2 agency may contact the *Petitioner* at any time up to the date of the scheduled Fact Finding Review to discuss the disputed issue and offer a resolution. If the petitioner does not agree with the agency's proposed resolution, the Fact Finding Review must be held.

If the petitioner agrees to the agency's proposed resolution, the agency must complete the *Fact Finding Review Voluntary Withdrawal* form (11155). A completed form must:

1. Be signed by the petitioner; and
2. Include any actions agreed upon by both the petitioner and the W-2 agency.

If either party fails to take action by the agreed upon due date, the form is void and a Fact Finding Review must be scheduled within eight working days to address the petitioner's complaint.

***History**: Release 25-03; Release 11-03.*

12.2.6 Fact Finding Review Attendance

When possible, the *W-2* agency worker who made the decision being disputed should attend the Fact Finding Review to present the facts regarding the decision. If that worker is unable to attend the Fact Finding Review, another staff person must be present and prepared to represent the agency's actions.

The *Petitioner* or their representative must also attend the Review. The petitioner may have a representative present to assist in contesting the agency's decision. The process must provide flexibility in scheduling and location for the W-2 participant. If any party is not able to attend in person, teleconferencing must be offered.

The petitioner or their representative may request to view and copy any records pertaining to the decision. If the cost of copying the records is more than $30, repayment may be sought. (This is assuming a $.10 charge per page, which would allow up to 300 pages of copies before requiring payment.)

If the petitioner or their representative fails to attend the Fact Finding Review without good cause, the request for Review is considered abandoned. (See 11.3.1 for more information on good cause.)

***History**: Release 25-04; Release 25-03; Release 11-03.*

12.2.7 W-2 Agency Representative's Responsibility at the Fact Finding Review

The *FEP* or *W-2* worker must be prepared to introduce as evidence any testimony, exhibits, and material from the case record or other sources pertinent to the disputed issue. Additionally, the FEP or W-2 worker must:

- Review the facts of the case and be familiar with the case as a whole. If more than one issue is disputed, the FEP or W-2 worker must be familiar with the policies that relate to all issues being raised.
- Ensure the case record is complete, meaning all necessary documents are present, appropriate, complete, and in chronological order. Appropriate documents include:
    - W-2 activity assignment notifications;
    - Signed W-2 Participation Agreements;
    - Employability Plans; and
    - Any correspondence that supports the actions of the W-2 worker.
- Thoroughly document, for presentation at the Review, events pertaining to the issue with the date, place, and identity of any person involved, including documentation of conversations, such as:
    - Dates of phone calls;
    - Name of the individual taking the phone call;
    - Dates of letters, etc.
- Identify and present W-2 Manual citations and Operations Memos related to the issue(s).

***History**: Release 25-03; Release 11-03; Release 10-02.*

12.2.8 Testimony and Evidence

Once the *FEP* or other *W-2* agency representative has presented documentation to support the agency's action, the Fact Finder must give the *Petitioner* or their representative an opportunity to present their information.

If credibility is an issue, the Fact Finder must determine which party was most credible based on testimony and evidence presented during the Fact Finding Review.

At the conclusion of the Fact Finding Review, the Fact Finder must ask all parties to sign the *Documents Submitted at Fact Finding Review* form (370). This form is used to list all evidence/documentation submitted and to capture the signature of each person attending the Fact Finding Review, swearing to the accuracy of their individual testimony.

If the Fact Finder determines that additional documentation may exist that will support statements made during the Review, the Fact Finder may hold the record open for a specified number of days to allow for submission of additional documentation. However, no new information may be submitted by the agency unless the petitioner is offered an opportunity to rebut the new information.

***History**: Release 25-03; Release 14-02; Release 13-02; Release 11-03.*

12.2.9 Fact Finding Decision

12.2.9.1 Mailing the Fact Finding Decision Notice
12.2.9.2 Withdrawn or Abandoned Fact Finding Requests

The Fact Finder must issue a decision within five working days after the Review date, unless the Fact Finder has granted the *Petitioner* a request to submit additional evidence. In these cases, the Fact Finder may extend the decision date as appropriate.

The Fact Finder must weigh all factors when making the final decision and must document the final decision on the *Fact Finding Review Summary and Decision* form (10784), or its equivalent.

12.2.9.1 Mailing the Fact Finding Decision Notice

On the same day the Fact Finder reaches a final decision, the Fact Finder must:

1. Mail a copy of the decision by first-class mail to the last known address of the petitioner; and
2. Ensure that the date of the final decision is the same as the mailing date, taking into consideration postal holidays.

The decision notice must:

1. Include the final decision as well as the appropriate remedy;
2. Cite the source of the decision; and
3. Provide information regarding the individual's right to appeal the Fact Finding decision by requesting a Departmental Review.

12.2.9.2 Withdrawn or Abandoned Fact Finding Requests

The Fact Finder must deny a request for a Fact Finding Review or refuse to grant relief if the petitioner does any of the following:

1. Withdraws the request in writing; or
2. Abandons the request.

Abandonment occurs if neither the petitioner nor their representative appear at the scheduled Review without good cause. (See 11.3.1 for more information on good cause.) The petitioner has seven working days from the date of the scheduled Fact Finding Review appointment to provide good cause.

***History**: Release 25-03; Release 11-03.*

12.2.10 Fact Finding Remedies

W-2 agencies are bound by the Fact Finding decision for a particular case. W-2 agencies must comply with the Fact Finding decision within 10 calendar days after the decision date.

If a W-2 agency is unable to comply with a Fact Finding decision for any reason, the W-2 agency must contact the *Petitioner* and its Regional Administrator/Coordinator on or before the 10th calendar day after the decision date and explain why the decision cannot be carried out timely.

The following table outlines the required action based on the Fact Finding final decision.

If the final decision overturns the agency's	The agency must
Denial of an applicant's paid W-2 employment position	Place the individual in a paid employment position that is appropriate for the individual. An individual is eligible for a payment for the employment position beginning on the date the individual begins participation in a paid placement. No retroactive cash payment for the period prior to participation shall be issued.
Denial of an *ARP* placement	Place the individual in the ARP placement effective the date of the application or the date that all the ARP financial and nonfinancial requirements have been met, whichever was later, and issue a retroactive payment. (See Operations Memo 09-77)
Denial of a *CMC* placement	Place the individual in the CMC placement effective the date of the baby's birth or the date of the application, whichever was later, and issue a retroactive cash payment.
End date of a CMC placement	Correct the end date and issue a

	retroactive payment.
Calculation, reduction, or termination of a W-2 payment	Restore the W-2 payment to the appropriate level retroactive to the date on which the payment was incorrectly calculated, reduced, or terminated.
Denial of a Job Access Loan (JAL) due to an error in financial or nonfinancial eligibility determination	Re-examine the JAL eligibility based on the new information.

***History**: Release 25-03; Release 21-01; Release 11-03.*

12.2.11 Fact Finder File

The Fact Finder must create and maintain a complete Fact Finding file. The file must provide a complete and thorough record of the Review and must include:

1. *Request for Wisconsin Works (W-2) Fact Finding Review* (10783) or its equivalent;
2. *Fact Finding Review Appointment Notice* (10782);
3. *Fact Finding Review Voluntary Withdrawal* (11155), if relevant;
4. *Fact Finding Review Summary and Decision* (10784), or its equivalent;
5. *Documents Submitted at Fact Finding* (370);
6. Any recordings of the Fact Finding Review; and
7. Any additional information or evidence presented by the W-2 agency, the *petitioner*, or the petitioner's representative.

All Fact Finding Review documentation, including any additional information or evidence presented by the W-2 agency, the petitioner, or the petitioner's representative, must be scanned into the petitioner's Electronic Case Record.

The petitioner, or petitioner's representative, has the right to obtain copies of any part of the Fact Finding file, including the recording. The agency is responsible for providing any requested documentation. If the cost of providing the requested documentation is more than $30, repayment may be sought. (See 12.2.6)

***History**: Release 25-03; Release 14-02; Release 11-03.*

12.2.12 Reporting Fact Finding Information in WWP

W-2 agencies are required to enter Fact Finding information into the Fact Finding application in WWP by the 10th day of each month for the prior month. This includes the:

- Fact Finding request date;
- Review date;
- Reason for the Fact Finding request;
- Pre-Fact Finding resolutions;
- Fact Finding attendance; and
- Results of Fact Finding Reviews.

***History**: Release 25-03; Release 23-08; Release 11-03.*

12.2.13 Summary of Fact Finding Timelines

The Fact Finding Review process is governed by a series of required timelines that must be adhered to.

Below is a summary of the timeframes that must be followed by the applicant, participant, *W-2* agency, and Fact Finder throughout the Fact Finding process:

Review Process Action	Maximum Timeframe*	See section
Fact Finding Request: An applicant or participant that disagrees with a decision impacting their case must request a Fact Finding Review.	**45 calendar days** from the effective decision date, or from the mailing date of the notice, whichever is later.	12.2.2
Scheduling the Fact Finding Review Appointment: The W-2 agency must schedule and notify the petitioner of their Fact Finding Appointment.	**Three working days** from the date after the request for a Fact Finding was received by the agency.	12.2.5
Pre-Fact Finding Review Resolutions: The agency may contact the petitioner to discuss the disputed issue and offer a resolution.	Any time up to the scheduled Fact Finding Review appointment date.	12.2.5.1
Fact Finding Review Appointment Date: The timeframe the Fact Finding Review must take place.	**Eight working days** from the date the Fact Finding request was received by the agency.	12.2.5
Fact Finding Decision: The Fact Finding decision must be given.	**Five working days** from the date after the Fact Finding Review took place.	12.2.9
Mailing the Fact Finding Decision: The Fact Finding Review decision must be sent to the petitioner's last	Same date as the Fact Finding decision is reached.	12.2.10

known address by first-class mail.		
Entering Fact Finding Information into WWP: The agency worker must enter Fact Finding details into the Fact Finding application in WWP.	By the 10th day of each month for the prior month.	12.2.12

*Maximum timeframes indicate the number of days in which the action must be taken.

If the Fact Finding Review is rescheduled (see 12.2.5), the deadlines for issuing the decision, mailing the decision, agency action, and WWP entry are adjusted accordingly.

***History**: Release 25-03; Release 23-08; Release 21-01; Release 11-03.*

12.3 Departmental Review (Second Level Review)

12.3.1 Requesting a Departmental Review

12.3.1.1 Processing the Request
12.3.1.2 Timeframe for Departmental Review Completion

If a *Petitioner* or the *W-2* agency disagrees with the final Fact Finding decision, they may appeal the decision by requesting a Departmental Review.

The Department of Administration, Division of Hearings and Appeals (DHA) conducts the Departmental Review. The Review is limited to the record and the decision of the Fact Finder.

The request for a Departmental Review, of a W-2 decision including a Job Access Loan decision, must be received by DHA within 21 calendar days after the mailing date of the Fact Finding decision (the same date as the Fact Finding decision).

12.3.1.1 Processing the Request

Upon receiving a request for a Departmental Review, DHA must:

- Date-stamp the Departmental Review request upon receipt; and
- Promptly notify the W-2 agency when the request is received.

The W-2 agency must submit the Fact Finding file to DHA within five working days after the DHA notification of receipt of the request.

DHA will fully review the W-2 agency's Fact Finding decision by completing a desk review.

If, after reviewing the Fact Finding file, DHA determines that the file is inadequate, DHA may:

- Return the file to the W-2 agency to provide additional information;
- Hold a teleconference interview with the *Petitioner* and W-2 agency representative; or
- Request written supplementation from the petitioner or W-2 agency representative.

If the petitioner is not available due to a good cause reason, *DHA* may grant an extension of the decision or a postponement of a phone conference.

12.3.2 Timeframe for Departmental Review Completion

DHA must complete its Review within 10 working days of the receipt of the Fact Finding file, unless DHA determines the file is inadequate.

If the W-2 agency has requested the Departmental Review, the W-2 agency must comply with the Fact Finder's decision while waiting for DHA to issue its decision.

If the *Petitioner* withdraws the request for a Departmental Review in writing, the Department must deny the request or refuse to grant relief.

***History**: Release 25-03; Release 21-01; Release 11-06; Release 11-03.*

12.3.2 Proposed Departmental Review Decisions

DHA will issue a proposed decision instead of a final decision whenever a decision concludes that a manual provision is invalid or too limited under a state statute.

The process for a proposed decision includes the following:

1. **Issuing the Proposed Decision**
    - When DHA issues a proposed decision, it solicits comments from all parties and instructs the *W-2* agency that the decision is proposed and should not be acted upon.

2. **Comment Period**
    - All parties have 15 calendar days from the date of receipt to submit written comments or objections to DHA.
    - Upon request, DHA may extend the deadline for written comments.

3. **DCF Review and Final Decision**
    - After the 15 calendar day comment period ends, DHA sends the proposed decision and all submitted comments or objections to the Department of Children and Families (DCF).
    - The DCF Secretary reviews the proposed decision and issues the final decision, which may:
        - Uphold the proposed decision;
        - Reverse the proposed decision; or
        - Amend current policy.

4. **Communication and Implementation of the Final Decision**
    - The final decision made by the Secretary is communicated by DHA to the individual and the W-2 agency.
    - If the final decision is in favor of the individual, the W-2 agency must act on it within 10 calendar days.
    - If the final decision ruled current department policy to be incorrect, the W-2 agency must continue to follow the current policy in all other cases until the Department changes that policy.

***History**: Release 25-03; Release 11-03.*

12.3.3 Departmental Review Final Decision

The Departmental Review final decision is based on a review of:

1. The Fact Finding file;
2. Any information obtained from a supplemental teleconference interview with the *Petitioner* and W-2 agency representative; and
3. Written supplementation from the petitioner or W-2 agency representative, if requested by DHA.

The Departmental Review final decision contains the following information:

1. The facts presented from the Fact Finding file;
2. Any additional statements (oral or written);
3. The conclusions applicable from pertinent law; and
4. The Departmental Review order.

DHA must issue a copy of the written decision of the Departmental Review to the applicant or participant and the W-2 agency.

***History**: Release 25-03; Release 11-03.*

12.3.4 Departmental Review Compliance and Remedies

12.3.4.1 Certification of Compliance
12.3.4.2 Addressing Compliance Issues
12.3.4.3 Departmental Review Remedies

W-2 agencies must comply with a Departmental Review final decision within 10 calendar days.

12.3.4.1 Certification of Compliance

To ensure compliance, *DHA* requires agencies to complete a *Certification of Administrative Action* form (DHA-18) for all final decisions. This form must be completed and sent back to DHA to certify that appropriate action has been taken within 10 calendar days.

To complete the *Certification of Administrative Action* form (DHA-18), the agency must:

1. Complete and return the form within 10 calendar days, certifying that the required action has already been taken; and
2. Attach supporting documentation and include copies or make note of CARES screens that have been used to record the action taken.

The form must indicate what the agency has already done to comply with the order, not future action steps.

DHA will not close out the case file until there is evidence in CARES that action has been taken.

12.3.4.2 Addressing Compliance Issues

As with Fact Finding decisions, if a W-2 agency is unable to comply with a Departmental Review decision for any reason, the agency must:

1. Contact its Regional Coordinator/Administrator on or before the 10th calendar day to explain why the decision cannot be carried out timely; and
2. Understand that non-compliance with DHA decisions may result in a corrective action or a financial penalty as defined in the W-2 and Related Programs Contract.

12.3.4.3 Departmental Review Remedies

The Division of Family and Economic Security (DFES) may determine that a final decision impacts broader policy and requires a statewide directive. Until DFES issues

such a directive, the W-2 agency must continue to follow existing policies and procedures in all other cases.

The remedies allowed under Departmental Review decisions are the same as those allowed under Fact Finding Review decisions. (See sections 12.2.10)

***History**: Release 25-03; Release 21-01; Release 11-03.*

13 Program Integrity

13.1 Program Integrity Overview

13.1.1 W-2 Agency Program Integrity Responsibilities

Each *W-2* agency is required to establish a W-2 program integrity program and plan. This requirement includes:

- The submission of standard operating procedures for agency program integrity management;
- Follow-up on case findings;
- *BRITS* case tracking and payment recovery; and
- Administrative tracking and reporting.

History: *Release 25-01; Release 24-13.*

13.1.2 Program Integrity Plan

As part of program integrity responsibilities, the *W-2* agency must operate fraud, waste, and abuse programs to prevent, detect, and investigate fraud or error.

The agency that determines eligibility for a particular program is responsible for program integrity management in that program and should coordinate its processes with the agency that administers *IM* programs when necessary.

The W-2 agency may employ personnel responsible for performing fraud, prevention, and investigation processes, or contract out these functions.

History*: Release 25-01.*

13.1.3 Program Integrity Standard Operating Procedures

Each *W-2* agency is required to submit standard operating procedures outlining the internal steps the agency must follow to implement a Program Integrity Plan to its Regional Administrator or Regional Coordinator.

Standard operating procedures must:

1. Describe the agency's plan to identify and address program integrity efforts;
2. Identify a Program Integrity Representative for the agency;
3. Describe the agency's plan to implement a Program Integrity Plan;
4. Establish procedures for *FEV*, fraud referrals, and investigations; and
5. Establish procedures to determine when overpayments are the result of an *IPV* and establish procedures for applying IPVs.

W-2 agencies must review their standard operating procedures periodically to ensure they are current and submit their templates on an annual basis to DCF for review.

***History**: Release 25-01.*

13.1.4 Program Integrity Management

Program integrity responsibilities can be divided into five general categories:

Prevention: Ensure that fraud, waste, and abuse can be prevented up front through front-end verification, error-prone profiles, case comment review, and clear communication to applicants about program rules and responsibilities.

Detection: Use data exchanges and other sources to detect red flags and conflicting information that can indicate fraud, waste, or abuse.

Investigation: Investigate any fraud referrals or questionable information to determine if fraud, waste, or abuse has taken place.

Sanctions: Assess and establish appropriate penalties for any violation of program rules, including an Intentional Program Violation or a referral for prosecution.

Collections: Establish and collect overpayments if *W-2* payments were issued in error either intentionally or inadvertently. This also includes collections via lien, levy, or tax intercept for delinquent cases.

The W-2 agency must differentiate between the following types of program integrity duties:

1. Routine verification for eligibility determination conducted on all applications and reviews detailed in Chapters 1, 2, 3, and 17;
2. Selection of cases that exhibit error-prone case characteristics for referral to *FEV*;
3. Selection of potential fraud cases for referral to fraud investigation;
4. Establishment of *IPV*s;
5. Initiation of overpayment claims and collections; and
6. Referral of cases to the local District Attorney's office for criminal prosecution.

Separation of these activities is necessary for proper reporting in the Benefit Recovery and Investigation Tracking System (BRITS).

History*: Release 25-01.*

13.1.5 Benefit Recovery and Investigation Tracking System (BRITS)

Front-end verification, overpayment processing, fraud investigation activities, costs, comments, and investigative results are recorded in *BRITS*. BRITS replaced the *CARES* Benefit Recovery Subsystem screens BVIR, BVIT, and BVPI that were exclusively used for fraud program reporting.

The *W-2* agency is responsible for tracking all referrals for front-end verification and fraud investigation. There are a number of *WebI* reports available to assist in tracking BRITS referrals.

History: *Release 25-01; Release 16-01.*

13.1.6 W-2 Service Provider Fraud

13.1.6.1 Prohibited Conduct

13.1.6.2 Reporting W-2 Service Provider Fraud

The *W-2* agency and DCF have the ability to pursue a civil or criminal action against any entity that receives funds to which it was not entitled. The W-2 agency contracts are specific regarding the responsibility of each W-2 agency to monitor its subcontractors and recover any overpaid amount that resulted for any reason. (See current contract)

13.1.6.1 Prohibited Conduct

The following conduct by W-2 service providers is prohibited:

1. Knowingly and willfully making or causing to be made any false statement or representation of a material fact in any application for any benefit or payment;

2. Having knowledge of the occurrence of any event affecting the initial or continued eligibility for a benefit or payment under the W-2 program and concealing or failing to disclose that event with fraudulent intent to secure a benefit or payment under W-2 either in a greater amount or quantity than is due or when no such benefit or payment is authorized;

3. Soliciting or receiving kickbacks, cash, or other forms of compensation, for referring an individual or individuals arranging or furnishing an item or service for which payment is received under the W-2 program; and

   Note: This provision does not include an amount paid by an employer to an employee who has a bona fide employment relationship with the employer for employment in the provision of covered items or services.

4. Knowingly charging a W-2 recipient for services provided under W-2 or charging a W-2 recipient for non-W-2 services without first notifying the recipient of potential charges.

13.1.6.2 Reporting W-2 Service Provider Fraud

Report W-2 service provider fraud to:

Department of Children and Families

W-2 Fraud Unit

201 West Washington Ave

PO Box 8916

Madison, WI 53703-8916

Or e-mail: w2fraud@wisconsin.gov

History*: Release 25-01.*

13.2 Prevention

Program integrity prevention involves a review of specific characteristics of individual cases that exhibit markers of potential program violation(s). Enhanced or additional verification through Front-End Verification (*FEV*) and the development of an error-prone profile can:

- Ensure correct case information prior to the first payment being received; and
- Minimize incorrect payments and possible overpayments.

History*: Release 25-01.*

13.2.1 Front-End Verification

13.2.1.1 Referrals for Front-End Verification
13.2.1.2 Conducting Front-End Verification
13.2.1.2.1 Timeliness of Front-End Verification
13.2.1.3 Sources for Front-End Verification
13.2.1.3.1 Information by Collateral Contacts
13.2.1.3.2 Suggested Sources of Verification
13.2.1.3.3 Difficulties Verifying Information

Front-End Verification (*FEV*) is a method of prevention that involves additional verification and review of cases that display characteristics of potential program violations or errors. This includes:

1. Error-prone case characteristics (see 13.2.2); or
2. Questionable eligibility information provided by individuals:
    a. When applying for the *W-2* program or a *JAL*;
    b. At eligibility review; or
    c. When reporting a change.

13.2.1.1 Referrals for Front-End Verification

A referral for FEV is complete when it is determined that an investigation is needed to verify specific error-prone characteristics relating to program:

- Applications;
- Reviews; or
- Changes in circumstances.

When the W-2 agency suspects fraudulent reporting, the case must be referred for fraud investigation, not FEV.

The W-2 agency must take the following steps to initiate and process an FEV referral:

1. Compare the case characteristics to the agency's error-prone profile;

2. Create a referral for FEV in *BRITS* and specify the error-prone reason(s) of concern;

3. Provide specific information regarding the referral in BRITS;

4. Upload any supporting documentation;

5. Perform a more in-depth verification than the routine verification for eligibility determination;

6. Record the results of the investigation in BRITS and proceed with eligibility determination; and

7. Establish an overpayment, if applicable.

13.2.1.2 Conducting Front-End Verification

The W-2 agency is responsible for conducting FEV only when:

1. The case exhibits error-prone characteristics; or

2. Information supplied by individuals at application, review, or when reporting changes is questionable.

FEV must not be routinely applied to all cases. W-2 agencies must establish an error-prone profile for use to determine if a case meets the criteria for an FEV referral. (See 13.2.2)

EXAMPLE 1: Maya applies for W-2. During her intake appointment, she states she has no income. Maya does not receive other assistance but has no problems making rent. Based on this information, the FEP decides to refer Maya's application for FEV as her reported income amount is questionable.

EXAMPLE 2: Kendra applies for W-2. During her intake appointment, she provides all requested information and there is nothing questionable about her responses. Kendra's case would not be appropriate to refer for FEV as there are no indicators of fraud.

13.2.1.2.1 Timeliness of Front-End Verification

The W-2 agency must conduct front-end investigations within 30 calendar days from the date the referral was created in BRITS. If a front-end investigation is expected to exceed 30 days, the W-2 agency's fraud representative must record an extension due date in BRITS comments and provide an explanation.

The W-2 agency must observe application and payment processing deadlines and must not delay eligibility determination and payment due to FEV. If the FEV results indicate the need for a fraud referral, and a payment has already been issued, the W-2 agency can establish an overpayment after completing a fraud investigation.

13.2.1.3 Sources for Front-End Verification

To verify information that prompted an FEV referral, the W-2 agency must determine the appropriate source(s).

13.2.1.3.1 Information by Collateral Contacts

A collateral contact is an oral or written confirmation of a household's circumstances by a person outside the household.

Examples of acceptable collateral contacts may include, but are not limited to:

- Employers;
- Landlords;
- Social service agencies;
- Migrant service agencies; and
- Neighbors of the household who can be expected to provide accurate third-party verification.

13.2.1.3.2 Suggested Sources of Verification

See 4.1.2 for suggested sources to verify questionable information.

13.2.1.3.3 Difficulties Verifying Information

If the W-2 agency has difficulty verifying the information that prompted an FEV referral, the agency must attempt all methods of communication, including, but not limited to, phone calls, letters, and emails. If the W-2 agency is still unsuccessful in obtaining additional verification, it must contact its DCF Regional Administrator or Coordinator for guidance.

History*: Release 25-01; Release 20-01; Release 16-01.*

13.2.2 Error-Prone Profile

13.2.2.1 Annual Review of Error-Prone Profile
13.2.2.2 Prohibited Error-Prone Profile Characteristics
13.2.2.3 General Characteristics
13.2.2.4 Residence
13.2.2.5 Household Composition
13.2.2.6 Assets
13.2.2.7 Earned Income
13.2.2.8 Unearned Income

An error-prone profile is a list of characteristics recognized by the *W-2* agency as indicators of potential fraud or error(s) on a case. It allows the W-2 agency to prioritize administrative and investigative resources to cases with a high potential for error or fraud.

Agencies are encouraged to add criteria specific to situations applicable to the W-2 agency and its service area to the error-prone profile. For example, if there is a high number of jobs in the area that provide opportunities for earning tips, the error-prone profile may include reporting zero tip income when working a job that routinely receives tips.

13.2.2.1 Annual Review of Error-Prone Profile

FEV may reveal that some chosen error-prone profile characteristics are irrelevant and may not indicate potential fraud or error. Error-prone profile criteria are likely to change over time as conducting FEV reveals more accurate characteristics.

The W-2 agency is required to evaluate its error-prone profile annually to determine if the profile is identifying errors successfully. The recommended target is that 30% of cases referred to FEV should result in a referral for fraud investigation. If the W-2 agency does not meet the 30% target, it may remove characteristics that are not error-prone and add alternative characteristics.

13.2.2.2 Prohibited Error-Prone Profile Characteristics

The following characteristics must never be used when developing an error-prone profile:

1. Race;
2. Color;
3. National origin;
4. Ethnic background;
5. Sexual orientation;
6. Religion;
7. Age;
8. Political belief;
9. Disability;
10. Association with a person with a disability;
11. Marital status;
12. Tribal association;
13. Citizenship status;
14. Employment history;
15. Migrant farm worker status;
16. Gender identification or expression;
17. Criminal background; and
18. Personal knowledge/relationship of the applicant or participant.

13.2.2.3 General Characteristics

General error-prone indicators include:

- Individual has provided contradictory information or made statements inconsistent with information provided during a previous contact in the application or review;

- Case was previously closed for loss of contact or failure to provide essential information;

- Case in which fraud was previously alleged or committed;

- Case in which information provided by the applicant is incomplete or not clear;

- Case was previously referred for FEV, which resulted in either denial or reduction of benefits; and

- Case was flagged for potential error via the automated process for identifying error-prone cases in *CWW*.

13.2.2.4 Residence

Error-prone indicators for residence include:

- Conflicting documentation or verification differing from what is reported by the individual;

- Recent arrival (within the prior three months) in the agency's county, not including refugees, migrant farm workers, people who are homeless, and residents of shelters;

- Highly mobile families who rarely stay in one location for more than two or three months, not including people in unstable housing situations; and

- Frequent or prolonged visits outside of the W-2 Geographic Area.

EXAMPLE 1: George applies for W-2. During the application process, he submits a pay stub from his employer. George reports he lives in Wisconsin and intends to stay in Wisconsin but the address on the pay stub is for an apartment in Minnesota. The *FEP* asks George for a utility bill as an additional piece of verification for his residency.

13.2.2.5 Household Composition

Error-prone indicators for household composition include:

- Employable household members listed on the application and then later reported to have moved;

- Collateral contact statement (see 13.2.1.3.1) is inconsistent with the individual's statement of household size;

- Landlord's address is same as the individual's, but the landlord is not included as a household member;

- Landlord is the absent parent or ex-spouse;

- Individual reports someone else pays the rent for several months, but that person is not listed in the home;

- Household reports large increases or decreases in household size or a frequently fluctuating household size;

- Other household member(s) included on a *JAL* or *EA* application, but not on the W-2 application; and

- Other household member(s) included on a FoodShare or BadgerCare case, but not reported to be in the household for a W-2 application.

EXAMPLE 2: Sara applies for W-2 and reports her W-2 group as only her and her daughter, stating that her daughter's father, Juan, is not in the home. The FEP can see in CWW that Sara receives FoodShare and that Juan is included on her case. The FEP asks Sara to provide additional verification.

13.2.2.6 Assets

Error-prone indicators for assets include:

- Individual reports no assets or resources on the application, but has no unpaid bills;

- Individual reports no vehicle, but provides no other explanation for their transportation method;

- Individual claims no income for an extended period of time, but offers no other explanation of how needs were met before applying;

- Information provided by the individual shows a substantial reduction in assets just prior to application for assistance; and

- Reported assets are very near or equal to the asset limits.

13.2.2.7 Earned Income

Error-prone indicators for earned income include:

- Reported income is different than IRS records or state tax forms;

- Individual's expenses are being met, although their reported income is not enough to satisfy their financial obligations;

- Self-employment income reported to have stopped (potential business assets available);

- Individual reports zero income but states someone else is paying the bills;

- Household that has an adult wage earner who becomes unemployed and reports no unemployment benefits or reports that unemployment benefits have stopped, but employment has not resumed;

- Bank statement shows multiple deposits of $600 or more from mobile payment apps such as Apple Pay, Zelle, Venmo, PayPal, or Cash App, but no self-employment has been reported;

- Increase in\\ nonparticipation without attempts from the individual to provide good cause; and

- Application for JAL or EA indicates an increase in earned income not previously reported.

EXAMPLE 3: Tonya applies for W-2. On her application, she reports no earned income. She has a bank account with $100 in savings. When verifying the bank statement from her account, the FEP notices multiple deposits from Venmo in the amount of $700. The FEP asks Tonya about these deposits and she states that they are from friends paying her back through her Venmo account. The FEP asks Tonya to provide additional verification.

13.2.2.8 Unearned Income

Error-prone indicators for unearned income include:

- Household member claims disability, but does not report SSI, SSDI, or worker's compensation;

- Application for JAL or EA indicates source(s) of unearned income not previously reported; and

- Individual owns one or more rental properties.

Note: If any of the case characteristics listed in 13.2.2.3-13.2.2.8 can be explained by a barrier such as a recent trauma, domestic violence, or homelessness, it must not be considered part of an error-prone case and must not be referred for investigation. Please see 9.1 for more information on participant barriers.

History*: Release 25-01; Release 16-01.*

13.2.3 Additional Prevention Methods

The W-2 agency may also complete the following to prevent fraud or errors in cases they may find questionable:

1. Review information in *CWW*, *BRITS*, and *ECF* during the application process for any program integrity red flags or comments from other programs.
2. Check data exchanges in CWW to verify income is being reported the same by the employer as the applicant or participant. (See 13.3 for more information)
3. If there is reasonable suspicion of duplicate benefits in another state, the *W-2* agency may:

    a. Ask the BWF Work Programs Help Desk to check for the applicant in the quarterly *PARIS* report; or

    b. Conduct their own out of state inquiry using other state's contact information found here: https://www.acf.hhs.gov/ofa/map/about/help-families.

History: *Release 25-01.*

13.3 Detection

Program Integrity detection includes maintaining and reviewing a number of sources to detect potential red flags that may require further inspection. This information is available either annually, quarterly, or at any time, depending on the source.

If the investigation concludes in a determination of possible fraud or error, the W-2 agency may need to do one or more of the following:

1. Initiate a case closure to prevent further improper payments;
2. Refer the case to BRITS for fraud investigation;
    a. Process an overpayment; and/or
    b. Process an IPV.

13.3.1 Income and Eligibility Verification System (IEVS) Data Exchanges

13.3.1.1 Unemployment Insurance Benefits (UIB) and State Online Query – Internet (SOLQ-I)

13.3.1.2 State Wage Information Collection Agency (SWICA)

The Income and Eligibility Verification System Data Exchange (*IEVS DX*) includes the following information:

- Unemployment insurance benefits (*UIB*);
- *SSN*s (*SOLQ-I*);
- *SSI* payments (SOLQ-I);
- Other *SS* income (SOLQ-I); and
- Earned income through wages (*SWICA*).

13.3.1.1 Unemployment Insurance Benefits (UIB) and State Online Query – Internet (SOLQ-I)

The UIB and SOLQ-I data exchanges run automatically through *CWW* at:

- Intake;
- Review;
- Person add; and
- Program add.

The *W-2* agency must follow up on any discrepancies between the information gathered via these data exchanges and participant-reported information.

13.3.1.2 State Wage Information Collection Agency (SWICA)

The State Wage Income Collection Agency Data Exchange (SWICA) is run quarterly. If there is a difference between participant-reported wages and the wages collected in this data exchange, CWW creates a discrepancy. The W-2 agency must follow up on any discrepancies by attempting to verify income.

For more information on these data exchanges and required W-2 agency action on discrepancies, see 4.1.5.

History: *Release 25-01.*

13.3.2 Review of Existing Comments in CWW and WWP

CWW case comments are shared between:

- *W-2*;
- Health Care (Badger Care Plus);
- Child Care (Wisconsin Shares); and
- Foodshare.

At application, *FEP*s must review recent case comments in CWW to look for any comments from other programs that may indicate potential fraud or error on the case.

FEPs may also review case comments at any time and should review case comments if there is questionable information on the case.

FEPs should also review *WWP* PIN comments if there is questionable information on the case.

History: *Release 25-01; Release 19-01; Release 18-02.*

13.3.3 Public Assistance Reporting Information System (PARIS) Report

The *PARIS* data exchange is a report containing information for recipients of public assistance who are receiving duplicate benefits in two or more states. DCF receives this report quarterly and reviews it for possible duplicate benefits. If there is a W-2 recipient on the report who is receiving duplicate benefits in another state, DCF contacts the participant's W-2 agency, and the W-2 agency must refer the case to *BRITS* and complete their fraud investigation and potential overpayment claim. If the participant is found to have knowingly committed fraud to receive payments in two or more states, they are subject to the penalty under section 13.5.2.

History*: Release 25-01.*

13.3.4 Outside Referrals and Complaints

Potential fraud referrals can come from the following sources:

- The public;
- Other *W-2* agencies;
- The Department of Children and Families, including, but not limited to, the DCF W-2 Fraud Inbox and the Customer Service Line;
- Other state of Wisconsin public programs such as Health Care (Badger Care Plus), Foodshare, and Child Care (Wisconsin Shares);
- Other state of Wisconsin departments; and
- Other states or governmental programs.

Potential fraud referrals from these sources should be reviewed when they are received and entered into *BRITS*.

History: *Release 25-01; Release 19-01; Release 18-02.*

13.3.5 Third Party Verification

If there is unreported income or assets found through the third party verification process, *DCF* sends a report detailing cases that require additional investigation. It is the *W-2* agency's responsibility to review the reported information and determine if the previously unreported income or assets would have impacted eligibility and process any overpayments as needed. Depending on the results of the investigation, it may also be appropriate to process an *IPV*.

History: *Release 25-01.*

13.3.6 Review of Activity Logs and Documentation

Activity logs contain information verifying *W-2* participation as indicated in section 6.3.2. These logs include details on activity dates and times, signatures, and other information that can be forged or altered in some way. This may include, but is not limited to:

- Information that does not seem consistent with the case;
- Signatures that are supposed to be from different people that look similar;
- A document or form that appears to have been altered; or
- Other indicators of forgery or alteration.

History*: Release 25-01.*

13.3.7 Monthly Reviews of Auxiliary Payments

At a minimum, *W-2* agencies must perform a monthly review of W-2 auxiliary payment monitoring reports available in *WebI*. The data in these reports is updated directly from the *CARES* Benefit Issuance subsystem into WebI by the second Monday of every month. The agency must investigate questionable payments or payment discrepancies identified on the reports. Examples of questionable payments or discrepancies include:

1. Multiple payments to a case for the same benefit month by one or more workers; or
2. Check amounts for a particular month issued to a case that exceed the maximum monthly W-2 payment for the assigned placement (see 10.1).

If an agency identifies a questionable payment or a payment discrepancy, the W-2 agency must contact the appropriate case worker(s) to confirm that the discrepancy is not an improper or illegal payment.

If an improper payment has been made, the W-2 agency must take appropriate action to recover the payment. If applicable, fraud prevention actions will be implemented in accordance with W-2 contract and state fraud program requirements. Regional *DCF* staff identifying any major discrepancies on the reports will contact the W-2 agency to ensure that the agency is investigating the discrepancies and gather the agency's feedback on their findings. Regional DCF staff will also determine whether appropriate corrective action has been taken (e.g., benefit recovery, fraud referral, etc.).

History: *Release 25-01.*

13.4.1 Fraud Investigations

13.4.1.1 Referrals for Fraud Investigation
13.4.1.2 Timeliness of Fraud Investigation
13.4.1.3 Fraud Investigation Outcomes

A fraud investigation occurs to determine whether an individual intentionally misrepresented their eligibility criteria or committed an *IPV* (see 13.5.1).

A fraud investigation referral can be for applicants and/or recipients of:

- *W-2* payments and services; or
- *JAL*.

In potential fraud cases:

- An agency has reason to believe an overpayment is the result of intentional misrepresentation of program eligibility requirements as the result of:
  - False or misleading statements of circumstances, including income, assets, and household composition;
  - Failure to report a change in circumstances that would have led to decreased or discontinued payments;
  - Concealed or withheld facts; or
  - Violation of a program regulation or state statute relating to program eligibility.
- A payment would not have been provided if case information had not been misrepresented.

13.4.1.1 Referrals for Fraud Investigation

The W-2 agency must initiate and process a fraud investigation referral by completing the following:

1. Determine whether the case meets the agency's fraud referral criteria established in the agency's standard operating procedures;
2. Review the allegations contained in the investigation referral;
3. Conduct the investigation in accordance with the agency's standard operating procedures to substantiate the allegations of fraud;
4. Document the investigation in *BRITS* (see 13.1.5); and
5. Initiate an IPV, calculate and collect overpayments, and refer the case for prosecution, as necessary.

13.4.1.2 Timeliness of Fraud Investigation

The W-2 agency must conduct fraud investigations within 90 calendar days from the date the referral was created in BRITS.

If a fraud investigation is expected to exceed 90 days, the W-2 agency's fraud representative must:

1. Record an extension due date in BRITS; and
2. Provide an explanation in BRITS comments.

When a W-2 agency designates fraud investigation activities to a third party, the W-2 agency is responsible for establishing procedures for requesting investigation extensions, including the criteria for approval or denial.

13.4.1.3 Fraud Investigation Outcomes

When the investigation finds that an individual intentionally misrepresented their information in order to become or remain eligible for W-2, or committed any other act that constitutes an intentional program violation (IPV), the W-2 agency may need to take one or more of the following actions:

1. Establish an *IPV* (see 13.5.1);
2. Initiate a case closure to ensure no more improper payments are issued;
3. Determine whether the case meets the agency's criteria for referral to the District Attorney for prosecution for fraud (see 13.5.1.2.3); and/or
4. Establish overpayment claims to attempt to recover any payments incorrectly paid to the individual as the result of the fraud (see 13.6).

If the investigation concludes that no fraud was committed, the W-2 agency must:

1. Ensure that the individual's case remains open or reopens and there was no break in payments during the investigation; and
2. Process an auxiliary payment if the participant under investigation is owed any W-2 payments.

All fraud investigations must be completed and documented in *BRITS*, regardless of the outcome. For more information on BRITS, see 13.1.5.

History*: Release 25-01; Release 20-01.*

13.5 Sanctions

Sanctions are penalties participants can face for committing fraud in the *W-2* and *JAL* programs.

Sanctions for the W-2 and JAL programs include Intentional Program Violations (*IPV*s) and referrals for criminal prosecution.

Note: Hourly payment reductions and case closures not related to fraud can also be referred to as sanctions. For more information, see Chapter 11.

Individuals have the right to dispute any penalties and can do so through the Fact Finding process. For more information on Fact Finding and other dispute processes, see Chapter 12.

History*: Release 25-01.*

13.5.1 Intentional Program Violations

13.5.1.1 Intentional Program Violation Process
13.5.1.1.1 Determining the Date of an Intentional Program Violation
13.5.1.1.2 Intentional Program Violation Notification
13.5.1.2 Intentional Program Violation Penalties
13.5.1.2.1 Imposing an Intentional Program Violation Penalty
13.5.1.2.2 Imposing an IPV Penalty for W-2 Groups with More than One Adult
13.5.1.2.3 Additional Intentional Program Violation Enforcement Actions
13.5.1.3 Overpayment Recovery for Intentional Program Violations
13.5.1.4 Dispute Resolution Process

A *W-2 IPV* means that an individual did any of the following for the purpose of establishing, using, maintaining, increasing, receiving, transferring, or trafficking W-2 payments and services, including a *JAL*:

1. Intentionally made a false or misleading statement;
2. Intentionally misrepresented or withheld facts; or
3. Intentionally committed any act that constitutes a violation of state or federal law.

In order to impose an IPV penalty for an individual, the IPV must have been committed on or after November 1, 2012.

The receipt of payments or services is not a requirement for imposing an IPV penalty. If an individual commits an IPV during the application process and prior to eligibility determination, the agency can still impose an IPV penalty.

Examples of IPVs may include, but are not limited to:

- Concealing or intentionally not reporting unearned income or assets;
- Concealing or intentionally not reporting employment;
- Intentionally misrepresenting, and/or not reporting any changes to, household composition (including minor children);
- Intentionally hiding or not disclosing non-Wisconsin residency;
- Submitting documentation that has been knowingly forged or tampered with;

- Intentionally submitting false information; or
- Intentionally misrepresenting the reason for a JAL.

Prior to establishing an IPV, the W-2 agency must:

1. Complete a full fraud referral and investigation; and
2. Enter all required information in *BRITS*. (See 13.1.5)

An IPV must not be established if the W-2 agency is unable to determine that the individual acted intentionally.

13.5.1.1 Intentional Program Violation Process

If the outcome of a fraud investigation confirms that an individual has committed a fraudulent act, within seven working days, the W-2 agency must:

1. Determine if an IPV has occurred;
2. Determine whether an IPV penalty can be applied based on the November 1, 2012, effective date of Wis. Stat. s. 49.151.(2);
3. Determine the date or date range the IPV occurred; and
4. Enter the IPV in *CWW* to notify the individual of the IPV.

The W-2 agency can only impose one IPV penalty period at a time, regardless of if multiple acts of fraud have been committed. For more information on IPV penalties, see 13.5.1.2.

All IPV determinations must be reviewed and approved by a supervisor or a supervisor's designee to ensure uniform application of IPV policy within each W-2 agency.

13.5.1.1.1 Determining the Date of an Intentional Program Violation

The date of the intentional program violation is the date the individual committed the fraudulent act.

If the fraudulent act is committed prior to November 1, 2012, the agency must not impose an IPV penalty.

EXAMPLE 1: On December 17, 2012, Lisa applies for W-2 and reports that her W-2 group only includes her and her son. Lisa is determined eligible for W-2. In February 2013, Lisa reports that Tony is living with her. The *FEP* then learns that Tony has been living with Lisa since August 24, 2011, and that Tony works full-time making them financially ineligible for W-2. The W-2 agency completes a fraud referral and investigation. The investigation concludes that Lisa intentionally misrepresented her household in order to receive W-2 payments. The W-2 agency must apply an IPV because the fraudulent act occurred after November 1, 2012. The date of the fraudulent act is December 17, 2012. The agency applies an IPV penalty and processes an overpayment for the time Lisa was financially ineligible.

EXAMPLE 2: Judy is enrolled in a *W-2 T* placement in February. On October 1, Judy's FEP finds out through a third-party data exchange that Judy received $10,000 as an inheritance on June 12. When Judy's FEP contacts her, Judy states that she spent the money by September 1. Judy would have been over the asset limit for the calendar months of July and August. The W-2 agency completes a fraud referral and investigation. The investigation concludes that Judy intentionally concealed her inheritance in order to remain eligible for W-2 payments. The date of the fraudulent act is June 12. The agency must apply an IPV penalty and process an overpayment for the time Judy was financially ineligible.

EXAMPLE 3: Suki was found eligible for a *CSJ* placement in April. On May 15, Suki receives a $5,000 legal settlement. Suki calls her FEP to report the change on May 16. Suki's FEP advises her to pay ahead on her rent, electric bill, and other utilities to help stabilize her living situation. At a follow-up appointment in July Suki's FEP asks if she still has any settlement money remaining. Suki says she still has $2,600 and plans on keeping it. Suki's FEP advises Suki that her case will close at the end of July since it will be her second month of being over the asset limit. Suki agrees, and Suki's FEP closes her case on July 31. There is no IPV or overpayment as Suki reported the income timely, and Suki's FEP closed her case timely.

13.5.1.1.2 Intentional Program Violation Notification

An individual must be notified in writing by the W-2 agency that they committed an IPV.

The IPV letter is automatically generated and sent from CWW when an IPV is entered, and informs the individual of the following:

1. The W-2 agency's determination of the IPV;
2. The dates and a description of the fraudulent act that resulted in the IPV penalty; and
3. The seven working days timeframe the individual has to provide any additional information regarding the IPV.

The individual must be allowed seven working days to rectify the IPV with the W-2 agency by submitting additional information related to the IPV during that time.

If additional information is submitted, the W-2 agency must review it and determine if the IPV should be overturned. The W-2 agency must enter a comment in the BRITS referral explaining the additional information received and whether it upheld or overturned the IPV and why.

If the IPV is	The W-2 agency must
Overturned	Delete the IPV and notify the individual that an IPV penalty will not be imposed.
Upheld	Impose the IPV penalty by running eligibility and confirming in CWW. **Note**: For cases that are still open, the W-2 agency must redetermine eligibility for the current month prior to CWW auto-closing the case at the end of the month.

When an IPV penalty is imposed, the period of ineligibility begins the first day of the month after the seven working day timeframe. CWW will generate a Notice of Eligibility to the ineligible individual.

(See Operations Memo 13-10 for instructions on entering *W-2* and *JAL IPV*s in *CWW*)

EXAMPLE: On May 28, the W-2 agency receives a fraud investigation report on Mary's case alleging that she concealed income. The Fraud Coordinator reviews the report on June 6 and determines that the act was intentional. On that day, the W-2 agency enters the IPV in CWW and generates an IPV notification letter (IPVI) to Mary, giving her until June 17 to provide any additional information regarding the IPV. On June 18, the agency imposes the IPV penalty because Mary did not submit new information. This is Mary's first IPV. Mary will be ineligible for W-2 for six months beginning July 1 and ending December 31.

13.5.1.2 Intentional Program Violation Penalties

An individual who committed a W-2 or JAL IPV must be denied W-2 and JAL eligibility for the time frame that corresponds to the number of IPV penalties committed. The penalty time frames per IPV are as follows:

IPVs committed	Length of penalty
First	Six months
Second	One year
Third	Permanently

Each IPV determination is subject to the dispute resolution process (See Chapter 12). Individuals may only dispute the determination of the IPV, not the duration of the ineligibility period. If an IPV is not reversed under the W-2 dispute resolution process, the penalty duration continues uninterrupted.

13.5.1.2.1 Imposing an Intentional Program Violation Penalty

The following IPVs are program-specific and determined independently of each other:

- An IPV penalty imposed for Wisconsin Shares (child care) applies only to child care.

- An IPV penalty imposed for Emergency Assistance (*EA*) applies only to EA. For more information on EA IPVs, see EA Manual Chapter 8.

However, an IPV penalty imposed for either W-2 or JAL applies to both W-2 and JAL eligibility.

EXAMPLE 1: Leo received a W-2 IPV for intentionally misrepresenting his income so that he would be eligible for W-2 payments. The W-2 agency imposes an IPV penalty, denying Leo W-2 eligibility for six months. Leo applies for a JAL and is denied for the loan because of his ongoing W-2 IPV penalty.

A W-2 applicant or participant must not be granted good cause for nonparticipation due to lack of child care that is a result of a child care IPV.

An individual may still receive an IPV penalty even if the W-2 case has been closed for a JAL already issued.

EXAMPLE 2: Cathy applies for W-2 and child care. During the W-2 application process, Cathy states that she and her two children reside in her home. The FEP learns after the appointment that Cathy intentionally misrepresented her household and that her husband also lives with the family. The FEP discusses the situation with the Fraud Coordinator who completes a fraud investigation and determines that Cathy committed a W-2 IPV. The Fraud Coordinator notifies child care of the finding and child care makes a separate IPV determination for that program. The following month, Cathy is not able to pay her rent. She applies for EA and lists herself, her husband, and two children on the EA application. The W-2 IPV does not prevent Cathy from being determined eligible for EA.

13.5.1.2.2 Imposing an IPV Penalty for W-2 Groups with More than One Adult

When there is more than one adult in the W-2 Group, the W-2 agency must identify which individuals were involved in the fraudulent act that resulted in the IPV determination.

Only the individual(s) determined to have committed the IPV must receive the penalty.

W-2 Groups which include more than one adult may still be eligible for W-2 and JAL services if at least one of the adults in the group does not have an IPV penalty imposed.

In these circumstances, the individual with an IPV penalty is still counted in the W-2 Group for the purpose of financial eligibility. CWW will reflect the ineligible individual as an Included Adult. Included adults are not eligible for a W-2 placement, services, or a JAL.

In the case of a two-parent household when one parent is ineligible and the second parent has been determined not to be involved in the IPV activity, the second parent may apply and be eligible for W-2.

EXAMPLE: Marta and Jose apply for W-2 for themselves and their two children in January 2024. Marta was previously on W-2 in September 2023 when Jose was out of the house. Marta has an IPV that was imposed three months ago in October 2023. Jose moved into the household in December 2023. The FEP completes the intake and determines the W-2 Group to be eligible. Since Marta is an Included Adult in the W-2 Group and not eligible for placement, Jose is placed in the W-2 placement.

13.5.1.2.3 Additional Intentional Program Violation Enforcement Actions

After the W-2 agency determines that an IPV has occurred, the agency may decide to take additional enforcement action(s). Additional enforcement action include:

1. **Refer for possible criminal prosecution**. The W-2 agency must communicate with its legal counsel to discuss and establish thresholds and criteria regarding when to refer individuals to local law enforcement or the district attorney for consideration of possible criminal prosecution.
2. **Obtain a Disqualification Consent Agreement.** If the W-2 agency decides to refer an individual to the District Attorney for prosecution for civil or criminal misrepresentation or fraud, the agency may offer the individual the option to sign a consent agreement with the agency to defer the referral for prosecution. Individuals who choose to sign this waiver still receive an IPV penalty.

See 13.5.3 for more information.

13.5.1.3 Overpayment Recovery for Intentional Program Violations

The W-2 agency must establish all W-2 overpayments claims in BRITS.

Because an individual's W-2 case will close for an IPV, it is not possible to recoup the associated overpayment by reducing ongoing payments. When entering overpayment claims for an IPV, the W-2 agency must use IV as the Error Type in BRITS.

IPV overpayments will be recovered from the individual through repayment (see 13.6.3.2).

If a balance still exists when the individual reapplies and is found eligible for W-2 after their penalty period is complete, BRITS will recoup the remaining overpayment from ongoing W-2 payments.

Under no circumstances can the W-2 agency recover a JAL repayment from a W-2 payment, including from JAL recipients that have a JAL IPV. When a JAL recipient commits an IPV and receives an IPV penalty, the terms of their JAL repayment agreement are still in effect. (See 17.5.1)

13.5.1.4 Dispute Resolution Process

An individual may appeal an IPV determination by requesting a Fact Finding Review (see Chapter 12). A W-2 IPV determination and the establishment of an IPV-related overpayment are considered two separate actions. The individual must appeal each action separately.

History: *Release 25-01; Release 24-13; Release 20-01; Release 18-04; Release 16-01.*

13.5.2 Misrepresentation of Identity or Residence

A W-2 participant will be prohibited from participating in *W-2* or receiving a *JAL* for ten years if convicted in a federal or state court of any of the following:

1. Dual *TANF* Assistance: Knowingly and willfully providing false information about their identity or place of residence in an application for benefits or payments, with the intent to receive state TANF assistance from Wisconsin and at least one other state simultaneously.
2. Dual Assistance with TANF and Another Program: Fraudulently misstating or misrepresenting their identity or place of residence for the purpose of receiving benefits or payments from Wisconsin and at least one other state simultaneously under one of the following programs:
    a. Medical Assistance;
    b. FoodShare; or
    c. *SSI*.

This misrepresentation is an *IPV* and must be counted as such when determining permanent ineligibility for three occurrences of IPV.

The ten-year period will begin on the date of conviction. If the individual who has been suspended from participating in W-2 for any of the above reasons is pardoned by the president of the United States for the conduct that caused the suspension, eligibility may be restored beginning on the first day of the first month after the pardon was granted.

History*: Release 25-01.*

13.5.3 Referral to Prosecution

13.5.3.1 Referral Criteria

13.5.3.2 Prosecution Alternatives

As a part of the *W-2* agency's fraud standard operating procedures, the W-2 agency must establish internal policies and procedures for identifying fraud cases for referral to prosecution. W-2 agencies are encouraged to develop referral criteria with their local District Attorney's office.

13.5.3.1 Referral Criteria

W-2 agencies must determine if a case should be referred for prosecution based on whether:

1. The completed investigation report supports the allegation of fraud and provides evidence of intent;
2. The investigation was completed in a timely manner;
3. The case meets the local agency's policy and cost-effective criteria;
4. The case meets the local District Attorney's prosecution criteria; and
5. The agency designee recommends prosecution.

13.5.3.2 Prosecution Alternatives

The following prosecution alternatives allow individuals to avoid criminal prosecution in court by agreeing to certain terms at various points of the legal process:

- Pre-Charge Diversion Agreement;
- Pre-Trial Agreement;
- Deferred Prosecution Agreement; and
- Disqualification Consent Agreement.

History*: Release 25-01.*

13.6.1 W-2 Overpayments

13.6.1.1 Liability and Deadlines for Establishing Overpayment Claims

An overpayment is issued when a participant receives a payment they were not eligible for. *W-2* overpayments may occur as a result of an error by either the participant or the W-2 agency. There are three types of overpayments:

1. **Administrative Error:** The W-2 agency commits an error that results in an incorrect payment. This type of error is also known as an agency error.
2. **Client Error:** The W-2 participant reports incorrect information or fails to report information due to a misunderstanding or unintended error.
3. **Intentional Program Violation:** The W-2 participant intentionally misrepresents or withholds information and, as a result, the W-2 agency imposes an *IPV*. (See 13.4.1)

If a W-2 agency issues a W-2 payment in error, the agency must create an overpayment claim. If the agency receives a returned check and there is an open overpayment claim, the agency must contact *PACS* to adjust the claim.

W-2 agencies should establish overpayments only from adults in the W-2 Group. The individual must have been an adult W-2 household member at the time the overpayment occurred.

The W-2 agency must establish the overpayment for only the amount of W-2 payments incorrectly paid to the individual. If fraud is suspected in other programs, the W-2 agency should communicate with other affected programs so all program benefit overpayments can be recovered.

Overpaid W-2 payments will be recouped from either a *CSJ* or *W-2 T* payment. For more on recoupment, see 13.6.3.1.

13.6.1.1 Liability and Deadlines for Establishing Overpayment Claims

The liability for an overpayment varies depending upon the overpayment type.

Overpayment Type	Liability
Administrative Error	Up to one year prior to the notification date of the overpayment. See 13.6.2.3.
Client Error	Up to six years prior to the notification date of the overpayment, which is also known as the date of discovery.
IPV	Up to six years prior to the notification date of the overpayment, which is also known as the date of discovery.

Overpayment claims for all error types must be entered into *BRITS* within 90 calendar days after the overpayment referral date. An overpayment notice is automatically generated and sent by BRITS the next working day.

EXAMPLE 1: If an overpayment is discovered on July 8, it must be established by October 6.

History*: Release 25-01;* Release 23-04; Release 13-03; Release 13-02.

13.6.2 Calculating W-2 Overpayments

13.6.2.1 Calculating W-2 Overpayments When Moving Between W-2 T and CSJ Placements

13.6.2.2 Including the Amount of Child Support Retained in W-2 Overpayment Calculation

13.6.2.3 Determining the Overpayment Period

W-2 overpayments can occur throughout the time a participant is in W-2. To maintain accurate and consistent calculations of overpayment amounts, W-2 agency workers are required to use the W-2 Payment Calculator and Overpayment Worksheet to calculate a participant's overpayment.

13.6.2.1 Calculating W-2 Overpayments When Moving Between W-2 T and CSJ Placements

When a participant moves between a *W-2 T* and a *CSJ* placement during a participation period, the payment is not prorated. Instead, the participant receives the payment for the placement they were in at the end of the participation period. (See 10.2.5.1)

When calculating an overpayment in this situation, W-2 agency workers must use the full payment amount of the last placement the participant was in.

EXAMPLE: Laura is in a CSJ placement for the 1/16-2/15 participation period. She discloses additional barriers to her *FEP* on 2/14, and this discussion leads to a new placement of W-2 T. The FEP does not update the placement in *CWW* until 2/28, after pulldown, so Laura is issued a full CSJ payment of $653, instead of $608 for the W-2 T placement she should have been in at end of the participation period. Laura will have an overpayment in the amount of $45 ($653-608) because payments are not prorated when changing between a CSJ and W-2 T.

13.6.2.2 Including the Amount of Child Support Retained in W-2 Overpayment Calculation

All parents in the W-2 group are required by law to assign all child support payments to the State while they are participating in the W-2 program and placed in a CSJ or W-2 T placement, or a *CMC* placement in certain situations. W-2 participants in these placements have 25% of their child support retained by the State. (See 15.1)

Participants who incur overpayments related to eligibility such as unreported income and assets should not have had any of their child support retained during the time period they were ineligible for W-2. When determining eligibility-related overpayments, W-2 agency workers must consider the amount of child support retained by the State when determining the final overpayment amount.

Overpayment calculations involving moving from a paid to an unpaid placement such as a *CMF* also need to consider the retained child support because unpaid placements are not subject to child support assignment and retention.

EXAMPLE: Doris is in a CSJ placement. Her worker learns she is no longer eligible and has incurred an overpayment for her last two months of payments. During those two months, the State retained $30 a month of her child support payment received due to W-2 participation. Because Doris was not eligible for the W-2 program during that time, the W-2 agency worker must subtract the $60 total in child support payments that was retained when calculating the overpayment. Doris earned $1,306 in W-2 payments during two months of participation ($653 x 2 months). The W-2 agency worker subtracts the retained child support payments from the overpayment to reach the final total overpayment to collect: $1,306 - $60 = $1,246.

13.6.2.3 Determining the Overpayment Period

The overpayment period must have a start date and end date. The start date of an overpayment period is when the error was made, and the end date is when the incorrect payments were stopped.

The overpayment period for administrative error claims ends with the month the error last occurred and extends back 12 months, or when the error first became effective, whichever is most recent. In other words, the overpayment period cannot begin more than 12 months prior to the notification date of the overpayment.

To determine an overpayment period start date, consider the following potential dates:

1. The date when the participant reported incorrect information or failed to report information;

2. An unreported employment start date;
3. End or start date for placements that were not updated timely;
4. Dates of nonparticipation that were not entered timely; and
5. Any other relevant dates where an error occurred.

EXAMPLE 1: A W-2 worker discovers on October 1, 2024, that a W-2 participant incorrectly received W-2 payments beginning in August 2023 due to an administrative error. If the worker establishes the overpayment on October 1, 2024, the overpayment period cannot begin prior to October 2023. Therefore, the overpayment period would be November 2023 to October 2024, even though the incorrect payments began in August 2023.

EXAMPLE 2: On August 1, a W-2 worker discovers unreported income for a W-2 participant. The worker determines through the employer that the participant started the new job earlier that year on May 23. The W-2 worker enters the unreported income and moves the participant into a CMF, effective August 7. Since the unreported income made the participant ineligible for W-2 payments, the start date of the overpayment period is May 23, when the participant started their new job. The end date of the overpayment is August 7, when the W-2 worker changed the placement.

History*: Release 25-01;* Release 23-04; Release 13-03; Release 13-02.

13.6.3 Overpayment Recovery

13.6.3.1 Recoupment

13.6.3.2 Repayment

13.6.3.3 Collections

13.6.3.3.1 Administrative Hearings for Delinquency Collection Actions

13.6.3.3.2 Collection Action Hearings

13.6.3.4 Benefit Recovery Investigation Tracking System (BRITS) and Central Recovery Enhanced System (CRES) Overpayment Recovery Actions

13.6.3.5 Recovery of AFDC Overpayments

All overpayments must be repaid in full. There are three methods for repaying an overpayment: Recoupment, Repayment, and Delinquent Collections.

13.6.3.1 Recoupment

Recoupment is the process of reducing ongoing *W-2* payments until the case closes or the overpayment is repaid in full, whichever is sooner.

CSJ or *W-2 T* participants with an active client or administrative error overpayment will have their W-2 payments reduced by 10% per month.

CSJ or W-2 T participants with an overpayment due to an *IPV* will have their W-2 payments reduced by the following amounts:

Overpayment Amount	Recoupment Amount
Less than $300	10% of the monthly payment
At least $300 but less than $1,000	$75 per payment
At least $1,000 but less than $2,500	$100 per payment

$2,500 or more	$200 per payment

Recoupment happens automatically in *BRITS* by reducing the monthly W-2 payment disbursed by DCF. The W-2 agency does not need to take any action once the overpayment claim is completed in BRITS.

The participant liable for the overpayment does not need to take any action while their case remains open. The participant may choose to make additional voluntary payments towards their overpayment if desired.

13.6.3.2 Repayment

Individuals with open overpayment claims who are either no longer open for W-2 or in an unpaid placement must repay their overpayment through a repayment agreement.

BRITS will automatically send out repayment agreements for new claims. All liable individuals must sign and return the agreement. If there is more than one liable individual on the case at the same address, each individual will receive their own repayment agreement. Only one agreement must be returned; however, it must include both liable individuals' signatures.

The repayment agreement will be returned to *PACS*, which will work with the individual to negotiate a monthly repayment amount for each program overpayment they are liable for. It is recommended that the individual pay a monthly amount that will repay the overpayment in full within 36 months; however, the negotiated monthly repayment amount must be at least $20 per month per liable individual.

Failure to return a signed Repayment Agreement and/or make a payment of the agreed upon amount each month will result in a dunning notice being automatically sent out by BRITS. Dunning notices inform the liable individual that they have missed a payment or have a past due balance.

13.6.3.3 Collections

Every time an individual fails to make their agreed-upon payment each month, they will receive a dunning notice. If the individual receives three total dunning notices over the life of the overpayment, the debt is considered delinquent and sent for collections.

The DCF Public Assistance Collection Section (PACS) serves as the State's central collection section for the recovery of delinquent public assistance overpayments.

Delinquency collection actions can include the following:

- **Liens** – Docketed against a debtor's real and personal property, such as a home, to secure the state's interest.

- **Levies** – Issued against all real and personal property including wages or bank accounts.

- **State tax Interceptions** – Issued against the individual's state tax refunds or credits owed by the debtor.

All collection actions are initiated and tracked by PACS; however, W-2 agencies may need to assist PACS occasionally by obtaining and providing documentation supporting the collection action.

13.6.3.3.1 Administrative Hearings for Delinquency Collection Actions

Once the individual is notified of the delinquency collection action, they have 21 calendar days to appeal a levy or lien collection action and 30 calendar days to appeal a tax intercept collection action. The Division of Hearings and Appeals (DHA) conducts the administrative hearings for delinquency collection actions.

A delinquency hearing may be limited to the delinquency collection action or questions of prior payment or debtor identity. However, under certain circumstances, the *ALJ* may decide to review the underlying merits of the overpayment including how the overpayment was calculated and whether the agency provided proper notice to the debtor(s).

W-2 agencies are not involved in the delinquency hearing process. *PACS* will appear and prepare all exhibits for all lien and levy delinquency hearings. DCF's Office of Legal Counsel (OLC) will appear and prepare all exhibits for tax intercept hearings.

PACS and OLC will collaborate with the Wisconsin Works (W-2) agency prior to the delinquency hearing to determine if a fact-finding review took place on that claim.

When a W-2 or Job Access Loan (JAL) delinquency hearing results in the need to address the underlying merits of the overpayment, PACS, *OLC*, and the W-2 agency will do the following:

Scenario	PACS and OLC will:	The W-2 agency will:
No prior Fact Finding decision on record.	Request that the ALJ schedule a Fact Finding.	Follow the Fact Finding procedure outlined in 12.2.5.
A Fact Finding decision is on record, but no Departmental Review occurred.	Request that the ALJ schedule a Departmental Review.	Follow the Departmental Review procedure outlined in 12.3.
A Departmental Review already occurred.	Take no action. This information should have already been provided at the delinquency hearing.	Take no action.

The delinquency hearing will be held in the Petitioner's current county of residence.

If the case has been transferred to another W-2 agency since the overpayment determination, both the current agency and the previous agency will be notified of requested appeals. The agency where the overpayment originated is the agency that must attend and provide supporting information if the hearing is rescheduled to a Fact Finding or Departmental Review. An agency can request to attend the hearing by phone in a transferred case situation or at any other time that a phone appearance is warranted. The notice of scheduled hearing will list the Administrative Law Judge and their phone number to contact for requested phone appearances.

13.6.3.3.2 Collection Action Hearings

When an individual appeals a collection action through DHA for a W-2 or *JAL* overpayment, DHA will notify PACS and the W-2 agency that established the claim via email. The W-2 agency does not need to take any action at that time.

For lien or levy appeals, PACS will take the following actions:

- Prepare and provide DHA with all exhibits;

- Appear at the hearing and defend the lien and/or levy collection action;
- Review decisions for policy adherence;
- Comply with the hearing decision by removing/continuing lien and levy collection action; and
- Provide the certification of compliance to DHA, when necessary.

For tax intercept appeals, PACS and the Department of Children and Families (DCF) Office of Legal Counsel (OLC) will take the following actions:

- PACS will communicate with DHA that the action being appealed is a W-2 tax intercept.
- DHA will send hearing notification directly to DCF OLC.
- OLC will prepare and provide DHA with all exhibits.
- OLC will appear at the hearing and defend the tax intercept action.
- PACS will comply with the hearing decision by removing/continuing the tax intercept action.
- PACS will complete and provide a certification of compliance to DHA when necessary.

13.6.3.4 Benefit Recovery Investigation Tracking System (BRITS) and Central Recovery Enhanced System (CRES) Overpayment Recovery Actions

In BRITS, workers will:

- Enter and process overpayment claims;
- Identify liable individuals;
- Update or confirm mailing addresses;
- Upload a completed overpayment worksheet to the claim; and
- Document actions and other information.

Once the worker initiates the overpayment, BRITS:

- Generates the appropriate notices;
- Tracks the repayment of overpayments;
- Issues dunning notices;
- Closes a claim when the balance is paid; and
- Identifies and tracks refunds.

BRITS sends three dunning or past due notices to the individual before referring delinquent claims for further collection action, as authorized by law, to the *CRES*.

CRES is monitored and maintained by PACS. PACS uses CRES to initiate delinquent collection actions for the W-2 and JAL programs.

13.6.3.5 Recovery of AFDC Overpayments

As of 2024, all outstanding *AFDC* overpayments are delinquent and subject to collection actions by PACS. W-2 agencies have no responsibility to ensure repayment of this type of overpayment and should direct any questions they receive to PACS.

History: *Release 25-01; Release 24-13;* Release 24-11; *Release 20-02*; Release 21-04; Release 21-01; Release 18-02; Release 13-03; Release 11-03; Release 09-02.

14 Two-Parent Households

14.1 Introduction

14.1 Introduction

W-2 aims to empower families by increasing total family income through employment and supportive services.

This chapter covers the policies related to W-2 Groups that meet the definition of a W-2 two-parent household.

Not all *W-2 Group* with two adults qualify as two-parent households for the purposes of W-2.

W-2 has specific policies for two-parent households. To qualify as a two-parent household, **both** adults in a W-2 Group must meet the following criteria:

1. Be a *Custodial Parent (CP)* with a child in common;

   (for example, step parents do not meet the definition of a custodial parent but are considered an *Included Adult* for eligibility purposes)
2. Reside in the same household with their child(ren);
3. Meet all W-2 eligibility criteria;

   (for example, a custodial parent receiving SSI or a custodial parent who is not a qualified non-citizen are not members of a two-parent household for W-2 purposes because those adults do not meet W-2 nonfinancial eligibility requirements and therefore are "included adults," not eligible adults);
4. Not be a *Disabled Adult*; and
5. Not be caring for a *Severely Disabled Child* in the W-2 Group.

If one parent in a W-2 Group with two adults does not meet the W-2 eligibility requirements and is considered an "included adult," the W-2 Group may still be eligible for W-2 services. However, the W-2 Group will not be considered a two-parent household for W-2 purposes.

> **EXAMPLE**: Ineesha and Nate have two children and apply for W-2. Ineesha receives disability benefits and Nate has been unemployed for the last six months. The family meets all other W-2 financial and nonfinancial eligibility requirements. The family is eligible for W-2, and Nate is placed in a CSJ. However, because Ineesha meets the definition of a disabled adult, the W-2 Group is not considered a two-parent household for W-2 purposes. Ineesha cannot be required to participate in W-2 activities.

***History**: Release 24-10.*

14.2.1 W-2 Placements for Two-Parent Households at Application

14.2.1.1 Informal Assessment for Two-Parent Households

Only one parent in a*W-2 Two-Parent Household* can be placed in a W-2 position at any one time. The *FEP* must determine which parent is “most employable” and place that parent in the appropriate W-2 placement.

The “most employable” parent is defined as the parent who is best able to most quickly increase the family’s income by getting and keeping employment. See the table below for example scenarios.

Employment Scenario:	The FEP must:
If neither parent is working	Place the parent who is best able to find the highest paying job the quickest
If one parent is working	Place the parent who is best able to increase the family’s income the quickest.
If the parent who is working is unable to increase the family’s income by increasing their work hours or wages	Place the non-working parent.
If one or both parents in a W-2 two-parent household are not able to get and keep employment due to a disability that would qualify for *SSI*, *SSDI*, or other disability benefits	Place the parent who is best able to increase the family’s income the quickest from either employment or qualifying for disability benefits.

Note: The other parent is not required to participate in W-2 activities unless the family receives Wisconsin Shares. (See 14.3)

The *FEP* determines which parent to place in close consultation with both parents by carefully assessing all of the following:

- The short and long-term employability of each parent;
- The wages each parent is able to earn based on their skills, abilities, and the jobs available in the workforce;
- The activities needed to prepare each parent for unsubsidized employment;

- Total family strengths and barriers, including the need for child care and other supportive services; and

- The amount of income a parent who is unable to work due to a disability is expected to receive from SSI, SSDI or other disability benefits.

The FEP assesses these factors by meeting with each parent and by completing an informal assessment with each parent.

14.2.1.1 Informal Assessment for Two-Parent Households

The FEP must complete the WWP Informal Assessment with each parent at application and at other times as required by the informal assessment policy. (See 5.2)

The WWP Informal Assessment must be completed with each parent separately unless both parents request the WWP Informal Assessment be completed with the other parent present.

An applicant or participant must never be asked to complete the Domestic Abuse Screen while their partner is present.

EXAMPLE 1: Kaleigh and Cole apply for W-2 and meet the definition of a W-2 two-parent household. Both parents are unemployed. In the past, Kaleigh has worked as a server and Cole has worked as a manufacturing technician. Although Cole has better long-term earning potential, there are no job openings in the area that match his skills. Kaleigh has multiple jobs available, but they are only part-time. Both have barriers to employment, but Kaleigh's barriers are easier to address. The FEP determines Kaleigh is the most employable as she is able to get a job more quickly than Cole. The couple agrees that their best plan is to focus on getting Kaleigh a job as quickly as possible. The FEP places Kaleigh in a *CSJ* and encourages Cole to volunteer for activities and services.

EXAMPLE 2: Kimberly and Jason apply for W-2 and meet the definition of a W-2 two-parent household. Both parents are unemployed and have significant barriers. Jason has a stronger work history than Kimberly but did not do well in his mock interviews conducted by the W-2 agency. The FEP determines with the parents that Kimberly is most employable because she is best able to prepare for employment. The FEP places Kimberly in a CSJ and encourages Jason to volunteer for activities and services.

EXAMPLE 3: Gerri and Jeff apply for W-2 and meet the definition of a W-2 two-parent household. Jeff has a significant disability that prevents him from working and wants to apply for SSI. Gerri has previous work experience, but currently struggles with alcohol abuse and other barriers to employment. Gerri will need some time to prepare for employment. The FEP determines with the parents that Jeff is best able to most quickly increase the family's income by getting *SSI*. The FEP places Jeff in a *W-2 T* and encourages Gerri to volunteer for activities and services.

EXAMPLE 4: Jim and Brandy apply for W-2 and meet the definition of a W-2 two-parent household. Brandy has a verified medical condition limiting her hours of employment to two hours per day or less. She currently works 10 hours per week. Jim is currently unemployed and wants to work full-time but has some barriers. The FEP determines that because of Brandy's medical condition, she is unable to increase her hours or wages. As a result, Jim is the most employable and is best able to increase the family's income by working full-time. The couple agrees that Jim should try to find a job. The FEP places Jim in a CSJ and encourages Brandy to volunteer for activities and services in addition to her 10 hours working.

***History**: Release 24-10; Release 19-02.*

14.2.2 Re-Determination of W-2 Placement for Two-Parent Households

Parents in a *W-2* two-parent household may have their circumstances change over time. For example, one or both parents may:

- Leave the *W-2 Group*;
- Lose a job;
- Get a job;
- Lose job hours and/or wages;
- Increase job hours and/or wages;
- Become incapacitated for a short period of time; or
- Become eligible for *SSI*, etc.

When the parent(s) report a change in income or employment, the *FEP* must:

1. Determine if the W-2 Group still meets W-2 eligibility requirements.
2. Determine if the W-2 Group still meets the definition of a W-2 two-parent household.
3. Make the appropriate W-2 placement. (This may require the FEP to change the placement type and/or the parent who is placed, depending on which parent is most employable.) (See 14.2.1)

EXAMPLE 1: Natasha and Anthony are a W-2 two-parent household not receiving WI Shares. Natasha is placed in a CSJ and Anthony is working full-time. Several months later, Anthony loses his job due to a short-term health problem. The FEP determines that Anthony is now the most employable parent. Because the W-2 Group still meets the definition of a W-2 two-parent household, the FEP ends Natasha's CSJ placement and places Anthony in a CSJ. Natasha chooses not to volunteer for activities.

EXAMPLE 2: Kimberly and Jason meet the definition of a W-2 two-parent household. Kimberly is placed in a CSJ. A month after placement, Jason moves

out. Kimberly's and Jason's children live with Kimberly. With Jason no longer in the home, the FEP determines this situation no longer meets the definition of a W-2 two-parent household. Kimberly is still eligible for W-2 and her appropriate placement is still CSJ. Kimberly continues in her CSJ as a single-parent case.

EXAMPLE 3: Gerri and Jeff meet the definition of a W-2 two-parent household. Several months into his *W-2 T* placement, Jeff qualifies for SSI payments and provides a copy of the award letter. Jeff no longer meets W-2 nonfinancial eligibility requirements due to his SSI. Jeff is now an *Included Adult*, instead of an eligible adult and the W-2 Group no longer meets the definition of a W-2 two-parent household. The W-2 Group, however, is still eligible for W-2. The FEP ends Jeff's W-2 T placement and places Gerri in a W-2 T.

***History**: Release 24-10; Release 18-02.*

14.3 Participation Requirements for Second Parent in a W-2 Two-Parent Household

Participation requirements for the second parent in a *W-2* two-parent household are determined by whether the family is receiving Wisconsin Shares subsidized child care.

When the second parent is required or volunteers to participate, the *FEP* must create an *EP* for the second parent. (See 6.1)

***History**: Release 24-10.*

14.3.1 Participation Requirements for Second Parent in a Household Receiving Wisconsin Shares

If the *W-2* two-parent household is receiving Wisconsin Shares, the second parent in a W-2 two-parent household is required to participate in W-2 activities.

The assigned hours for both parents must add up to a minimum of 55 total hours.

To determine how many hours must be assigned to the second parent, the FEP must subtract the hours assigned to the placed parent (Total Placed Parent Hours) from 55 total hours.

The second parent must be assigned hours based on the following formula:

55 hours – Total Placed Parent Hours = Minimum Hours Assigned to Second Parent

Based on the *FEP*'s determination, in consultation with both parents, the FEP may assign additional activities to the second parent if those additional hours will help prepare the second parent for unsubsidized employment.

EXAMPLE: Ahmad, Sitara, and their two children are part of a W-2 two-parent household and are receiving Wisconsin Shares. Sitara is assigned to a *CSJ* placement. She is required to participate in Work Experience for 35 hours per week and GED classes for five hours per week for a total of 40 hours of assigned activities. To meet the combined total of 55 hours, Ahmad must be assigned at least 15 hours of allowable activities. Ahmad wants to improve his English language skills and meet with a job developer to talk about employment options. The FEP assigns Ahmad 10 hours of English as a Second Language class and 10 hours of Employment Search for a total of 20 hours per week. Ahmad and Sitara's combined 60 hours per week meet the minimum of 55 hours required for their W-2 two-parent household receiving Wisconsin Shares.

***History**: Release 24-10.*

14.3.2 Participation Requirements for Second Parent in a Household Not Receiving Wisconsin Shares

If the *W-2* two-parent household is not receiving Wisconsin Shares, the second parent is not required to participate in W-2 activities. However, the second parent may choose to participate in W-2 activities that are recommended, but not required by, the W-2 agency.

If the second parent chooses to voluntarily participate in W-2 activities, the W-2 agency must provide an opportunity to do so.

The *FEP* must work with both parents to identify and assign W-2 activities that accommodate the needs and schedules of families not receiving Wisconsin Shares.

> **EXAMPLE:** Leticia and Tom are part of a W-2 two-parent household that does not receive Wisconsin Shares. The family has two children who are in school on weekdays from 8:30 a.m. until 3:00 p.m. Tom is placed in a CSJ and is participating in work training experience from 8:00 a.m. until 3:30 p.m., Monday through Friday. Leticia is interested in participating in W-2 activities to earn her GED. To accommodate the family's schedule, their FEP recommends Leticia take a course Monday through Friday from 9:00 a.m. until 2:30 p.m., while the children are in school.

***History**: Release 24-10.*

14.4.1 Payment Reductions for Nonparticipation in W-2 Two-Parent Households

Hourly payment reductions (also known as sanctions) only apply to the placed parent in a *W-2* two-parent household. (See 11.2.1)

When the second parent is required to participate in W-2 activities, the *FEP* must:

1. Create a separate *EP* for the second parent;
2. Enter hours participated (including make-up hours); and
3. Determine whether there is good cause for any nonparticipation. (See 11.3.1)

The good cause determination is important because it may be used by the Wisconsin Shares child care program to determine if the second parent's nonparticipation will affect Wisconsin Shares eligibility.

If either parent in a W-2 two-parent household misses W-2 activities without good cause, and these activities are required for Wisconsin Shares eligibility, the family's eligibility for Wisconsin Shares may be affected (See Wisconsin Shares Child Care Subsidy Policy Manual)

***History**: Release 24-10; Release 21-07.*

14.5.1 W-2 Time Limits for W-2 Two-Parent Households

See section 2.10.2.1 for the W-2 time limits requirements for *W-2* two-parent households.

***History**: Release 24-10.*

15 Child Support

15.1 Assignment and Distribution of Child Support Payments

15.1.1 Assignment of Child Support Payments

As a condition of eligibility, all parents in the *W-2* Group are required by law to assign to the state all child support payments paid or accrued while the W-2 Group is in one of the following placements:

- *W-2 T*;
- *CSJ*; or
- *CMC*, when the individual in a CMC placement previously received *AFDC*, W-2, or *CTS* payments.

  If an individual is placed in a CMC placement and has not previously received an AFDC, W-2 T, CSJ, or CTS payment, they are not required to assign child support payments to the state during the CMC placement.

Not all of the child support collected is retained by the state. The “assignment” of support means that child support collections can be retained by the state to pay back some or all of the federal and state costs of the cash assistance paid to W-2 participants.

***History**: Release 25-03; Release 12-01.*

15.1.2 Distribution of Child Support Payments

As shown in the chart below, current *W-2* participants subject to assignment of child support receive:

- 75% of current child support payments; and
- Either 75% or 100% of past-due (arrears) child support payments, depending on whether the W-2 Group was subject to child support assignment during the month of accrual.

Type of Child Support	Portion Paid to the Family	Portion Paid to the State
Current child support payments paid to parents in the W-2 Group subject to assignment of child support.*	75%	25%**
Past due child support payments that accrued during months when the parent(s) in the W-2 Group were subject to child support assignment.*	75%	25%**
Past due child support payments that accrued during months when the parent(s) in the W-2 Group were **not** subject to child support assignment.	100%	None

*See 15.1.1 for the list of W-2 placements subject to child support assignment.

**When the child support paid amount is more than the assigned child support amount, the amount that exceeds the assigned child support is paid to the family.

Once a W-2 case closes, all child support received is paid to the family. If current or past due child support is paid when the family is no longer on W-2, the family receives 100% of the child support paid even if the child support was previously assigned to the state.

Any child support owed for periods while the children received AFDC remains owed to the state and no portion of the assigned child support is passed through to the family.

***History**: Release 25-03.*

15.1.3 Informing Applicants about Assignment of Child Support Payments

The *W-2* agency is required to give all W-2 applicants the:

1. *Notice of Assignment Child Support, Family Support, Maintenance, and Medical Support* (2477); and
2. *Child Support Cooperation and Good Cause Notice* (5600-P).

(For more information on the *Child Support Cooperation and Good Cause Notice*, see 15.6.1.)

The W-2 agency must help applicants who begin receiving both child support payments and W-2 services understand how child support payments are assigned.

The *W-2* agency is required to give all applicants they refer to the CSA or applicants already receiving child support services the *Your Guide to W-2 Services, Cash Benefits Programs, & Child Support* (16232-P) brochure.

History*: Release 25-03; Release 24-09; Release 23-02.*

15.2.1 Referral to the CSA

The *W-2* agency must refer the following W-2 applicants to the local *CSA*:

1. Unmarried pregnant women, including minors;

2. Families where the natural or adoptive parent is absent from the home (excluding cases when the absence is because of military service); and

3. *Non-marital Co-parent* cases (families where the parents either are not married to each other or were not married to each other when the child was born) where paternity has not been established by legitimation, court action, or paternity acknowledgement.

The following table outlines when a referral to CSA for paternity establishment is required:

Relationship type	Description	Must be referred to CSA
Alleged father	Named by custodial parent as probable father.	Yes
Claimed father	Father lives with the child and claims to be the father, but paternity has not been established.	Yes
Acknowledged father, non-conclusive	Voluntary acknowledgement without an effect of a judgment of paternity (pre May 1, 1998, in Wisconsin).	Yes
Acknowledged father, conclusive	Voluntary acknowledgment with an effect of a judgment of paternity (post May 1, 1998, if a Wisconsin birth). Typically, the father signed the voluntary Paternity Acknowledgement Through Hospitals (PATH) form.	No
Adjudicated father	Paternity established through a court order.	No

An automated referral is sent via CWW/KIDS when eligibility is confirmed.

W-2 agencies are encouraged to develop collaborative relationships with their local CSAs and contact them for any child support issues affecting the W-2 applicant's or participant's family.

***History**: Release 25-03.*

15.2.2 Fees for the CSA's Services

The *CSA* does not charge a fee for services provided to *W-2* participants.

When a participant leaves the W-2 program or is determined ineligible, child support services will continue automatically. A new application fee or application process is not required.

However, if an individual leaves the W-2 program or is determined ineligible and requests their child support case be closed, the individual is subject to the child support fee structure and court costs for any future applications for child support services. (See the fees and costs for child support services)

***History**: Release 25-03.*

15.3.1 Child Support Cooperation with the CSA

15.3.1.1 CSA Noncooperation Determination

In order to be eligible for *W-2* services or a *JAL*, all parents in the *W-2 Group* must fully cooperate with the Child Support Agency in relation to all children for whom the parent is a custodial parent or a noncustodial parent.

The *CSA* determines whether a parent is cooperating with the CSA for:

- Paternity establishment;
- Support order establishment; and
- Child support enforcement.

Note: A parent can be both a custodial parent and a noncustodial parent if the parent does not have custody of all of their children.

Once W-2 eligibility is determined, child support cooperation must continue in order for the W-2 Group to maintain eligibility unless there is a current exemption or good cause for noncooperation. (See 15.5 and 15.6)

The W-2 agency must consider a parent to be cooperative with child support if there is an open child support case for the child in question and there is no indicator of noncooperation from the CSA.

15.3.1.1 CSA Noncooperation Determination

When the *CSA* determines that a parent is not cooperating, the CSA:

- Alerts the *W-2* worker via *CARES* from *KIDS* regarding the CSA's determination of the parent's noncooperation with child support; and
- Notifies the parent regarding the CSA's determination of noncooperation with child support via a *KIDS* generated letter.

***History**: Release 25-03.*

15.4.1 Requirements When the CSA Determines Noncooperation

When a parent is not cooperating with the *CSA*, the *FEP* assigned to the case will receive an alert via *CARES* indicating the CSA's determination of noncooperation.

The FEP has up to seven calendar days from the date of the alert to pend the *W-2* case and generate the Notice of Action Needed in CWW. The FEP must generate the Notice of Action Needed by the seventh calendar day. If the seventh calendar day is on a weekend or holiday, the FEP has until the next working day to act on the alert. (See 4.1.3)

The FEP must not pend the W-2 case or generate the Notice of Action Needed if a good cause claim exists and has not been denied.

When the FEP pends the W-2 case and generates the notice, the parent has seven working days from the mailing date of the notice to cooperate with child support or file a good cause claim. (See 15.6.3)

On (and not earlier than) the day after the seventh working day after the mailing date of the notice, if the parent does not begin cooperating or file a good cause claim, the FEP must:

1. End the W-2 placement in *CWW*;
2. Backdate the end date to the seventh working day; and
3. Run eligibility to close the W-2 case.

The FEP must do this to prevent any overpayments that would occur beginning on the day after the seventh working day.

W-2 cases that have not claimed good cause or begun cooperating with child support that are not closed on the day after the seventh working day after the mailing date of the Notice of Action Needed may incur overpayments. (See 10.3)

Because W-2 agencies are required to send a notice when a participant is not cooperating with child support, the overpayment period is determined to begin on the day after the seventh working day after the mailing date of the notice.

When W-2 remains open beyond the seventh working day after the mailing date of the Notice of Action Needed (overpayment begin date), and the participant has not begun to cooperate with child support or claim good cause, the overpayment period will continue until:

1. The participant begins to comply with the child support cooperation requirements; or

2. The placement is closed.

If the child support noncooperation end date is unclear, the FEP should review *KIDS*.

EXAMPLE 1: Eve's FEP receives a child support noncooperation alert on Monday, March 7. The FEP acts timely by Monday, March 14, to generate the Notice of Action Needed. The mailing date on the notice is March 15. Eve has seven working days from the mailing date of the notice to start cooperating with child support or submit a good cause claim. By the seventh working day of Thursday, March 24, Eve does not respond. On Friday, March 25, the FEP backdates the placement end date to Thursday, March 24, and runs eligibility to close W-2.

The FEP acted timely to generate the notice and acted timely to close the placement for child support noncooperation. Eve did not receive any overpayments.

EXAMPLE 2: Alice's FEP received the noncooperation alert on Tuesday, April 5, and acted timely to generate the Notice of Action Needed. The mailing date on the notice is April 12, and the due date is Thursday, April 21, the seventh working day after the mailing date on the notice. Alice does not respond by the due date. On Friday, May 6, her FEP acted on the overdue verification item, verifying no change to Alice's cooperation status and no good cause claim. The FEP ends Alice's placement on May 6.

The FEP acted timely to generate the notice but did not act timely to end the placement. Because the FEP should have ended the placement on Friday, April 22, and backdated the placement end date to April 21, an overpayment occurred. The overpayment period start date is April 22, the day after the placement should have ended. The overpayment period end date is May 6, the day the FEP closed the placement. Alice received 15 days of overpayments.

EXAMPLE 3: Damian's FEP received an alert indicating Damian's child support noncooperation status on Friday, April 1, but **did not** act timely to generate the Notice of Action Needed. The FEP did not run eligibility until Monday, April 11. The mailing date on the notice is Tuesday, April 12. The due date to either cooperate or claim good cause is Thursday, April 21. On Friday, April 22, the FEP acted timely on the verification item, verifying no change to Damian's cooperation status and no good cause claim. The FEP closes Damian's placement on April 22 and backdates the end date to the seventh working day, April 21.

The FEP did not act timely on the child support noncooperation alert but acted timely to close the placement by the eighth working day. Despite the FEP not acting timely on the noncooperation alert, there was no overpayment in this scenario because:

1. Overpayments for child support noncooperation cannot occur until after the Notice of Action Needed is mailed and the due date has passed without cooperation, or a good

cause claim filed; and
2. Once the due date passed, the FEP acted timely to close the placement by the eighth working day.

EXAMPLE 4: Mira's FEP received the noncooperation alert on Monday, April 11, but did not act timely to generate the Notice of Action Needed. The FEP should have run eligibility to generate the Notice of Action Needed on or before Monday, April 18. However, the FEP did not generate the Notice of Action Needed until Thursday, April 21. The mailing date on the notice is Friday, April 22, and the due date, the seventh working day, is Tuesday, May 3.

Mira did not cooperate nor claim good cause by the due date. The FEP did not act timely to end Mira's W-2 eligibility on May 4, the day after the seventh working day after the mailing date of the notice. The placement and eligibility remained open. On Monday, May 16, the FEP received the alert indicating the child support noncooperation has ended and the cooperation status on the CWW **Absent Parent** page updates from **No** to **Yes**.

Because the placement should have closed on May 3, the due date on the Notice of Action Needed, an overpayment occurred. The overpayment start date is May 4, the day after the placement should have ended and the overpayment end date is May 15, the day before the display date on the alert indicating child support noncooperation ended. Mira received 12 days of overpayments.

If a parent from the *W-2 Group* reapplies while another parent in the W-2 Group is still not cooperating with child support, the entire W-2 Group remains ineligible for W-2 services or a *JAL* until the uncooperative parent cooperates or establishes good cause for noncooperation. During the intake appointment, the FEP must generate the Notice of Action Needed to allow the applicant seven working days to cooperate with child support or claim good cause.

Note: Some individuals are exempt from cooperating with child support. Typically, the CSA does not report noncooperation for exempt individuals. Regardless, if an individual is exempt, the W-2 agency cannot impose any penalty for the individual's noncooperation, and they do not have to provide good cause for noncooperation. (See 15.5.1)

***History**: Release 25-03; Release 22-06; Release 18-04; Release 14-03.*

15.4.2 W-2 Group with Multiple Child Support Cases

A parent in a *W-2 Group* may be part of more than one child support case. In these situations, it is possible for the *CSA* to determine there is cooperation with child support for one of the child support cases and also determine there is noncooperation for the other child support case.

If the *W-2* agency determines a parent in a W-2 Group is not cooperating with child support, and there is no exemption or good cause for the noncooperation, the entire W-2 Group is ineligible for W-2 due to the parent's noncooperation with child support even if the parent or another parent in the W-2 Group is cooperating with child support.

EXAMPLE: Karina is the custodial parent of her five-year-old daughter, Bella, and the noncustodial parent of her six-year-old daughter, Celeste. Karina and Bella are members of a W-2 Group.

Karina owes past-due child support for when she previously was the noncustodial parent of her daughter, Bella, and also owes current and past-due child support for her daughter, Celeste. The CSA determined Karina is cooperating with child support for her daughter, Bella, and not cooperating for her daughter, Celeste.

The W-2 agency determined there is no exemption or good cause for Karina's noncooperation. Karina is ineligible for W-2 due to her noncooperation with child support for her daughter, Celeste, even though Celeste is not a member of the W-2 Group and Karina is cooperating with child support for her daughter, Bella.

***History**: Release 25-03.*

15.4.3 Three Instances of Noncooperation

A member of a *W-2 Group* who fails to cooperate three times without an exemption or good cause remains ineligible until:

1. All of the members of the W-2 Group cooperate; or
2. For a period of six months, whichever is later.

If a child support worker notifies the *FEP* that a report of noncooperation was in error, the FEP must:

1. Contact the BWF Work Programs Help Desk to remove the instance from the *CWW* **Child Support Noncooperation Instance Tracking** page to avoid case sanction errors; and
2. Not count that instance as one of the three noncooperation instances.

EXAMPLE: Alia applied for W-2 in January and met with the *CSA* as scheduled. Alia was found eligible for W-2 and placed in a *CSJ*. However, Alia refused to respond to the CSA's requests to establish the paternity of her child's father. Alia's W-2 case was closed in April and this was her first instance of noncooperation with child support.

In June, Alia again applied for W-2, attended her appointments with the CSA, agreed to paternity establishment for her child, and was found eligible for W-2. However, while receiving W-2, Alia chose to refuse the CSA's requests to pursue child support payments from her child's father without an exemption or a good cause claim. Alia's W-2 case was closed in August and this was her second instance of noncooperation with child support.

Alia applied for W-2 again in September, agreed to pursue child support payments from her child's father, and was found eligible for W-2. While receiving W-2, Alia did not attend the scheduled legal proceedings to establish the child support payments. Alia's W-2 case was closed in October and this was her third instance of noncooperation with child support.

Because Alia has three instances of failure to cooperate with child support without an exemption or good cause, Alia was found to be ineligible for W-2 for six months due to noncooperation with child support regardless of whether she would choose to cooperate. Alia cannot apply for W-2 again until May the following year, provided she cooperates with Child Support by participating in the legal hearing to establish the child support payment.

***History**: Release 25-03; Release 16-01.*

15.4.4 W-2 Agency's Access to the Child Support Automated System

The Child Support automated system *KIDS* includes information about custodial parents' noncooperation with child support.

*FEP*s can request *FIQY* access to view the KIDS noncooperation screens through their agency security officer.

FEPs cannot determine *NCP*'s noncooperation using the *KIDS* noncooperation screens. *NCP*'s cooperation must be determined by contacting the *CSA* directly.

***History**: Release 25-03.*

15.5.1 Noncooperation Exemption for Pregnant Women or Custodial Parents with Newborns

The *W-2* agency determines if there is a noncooperation exemption. There are two possible exemptions:

1. A pregnant woman is exempt from any penalty for noncooperation for the unborn child, regardless of the pregnant woman having custody of born child(ren).

2. A custodial parent with a child younger than 60 days is exempt from the requirement to cooperate for that child.

Custodial parents of a newborn and pregnant women must both cooperate for any children in the W-2 Group who are older than 59 days.

If there is an exemption and the *CSA* sends noncooperation information, the W-2 agency must not impose any penalty for noncooperation, regardless of whether there is good cause.

EXAMPLE: A W-2 Group has three members: Kim, the custodial parent; her child Tia, who is 5 years old; and her child Tisha, who is 30 days old.

The CSA determined that Kim is not cooperating with child support for Tisha. However, Kim qualifies for a noncooperation exemption for Tisha because Tisha is under 60 days old. The exemption only applies to Kim's noncooperation for Tisha, the child under 60 days old. Kim must still cooperate with child support for Tia.

***History**: Release 25-03; Release 14-03.*

15.6 Good Cause Claim for Noncooperation

When an applicant or participant files a good cause claim with the *W-2* agency, the W-2 agency must determine whether there is good cause for the noncooperation.

If a case is open for both W-2 and Child Care, only the W-2 agency determines when there is good cause for the noncooperation.

***History**: Release 25-03; Release 14-03.*

15.6.1 Good Cause Notice

The *W-2* agency must provide the *Child Support Cooperation and Good Cause Notice* (DCF-P-5600) to all W-2 applicants and participants.

This notice explains the child support cooperation requirements and the right to claim good cause as an exception to these requirements.

The *Child Support Cooperation and Good Cause Notice* (DCF-P-5600) publication must be provided to all W-2 applicants and participants in the following scenarios:

- When they apply for W-2;
- When a child is added to the W-2 Group;
- When a parent leaves the W-2 Group;
- At a reapplication/review for continued benefits; and
- If a participant discloses to their W-2 worker circumstances that may meet the good cause criteria.

If the individual applies for W-2 through *ACCESS*, the language from the *Child Support Cooperation and Good Cause Notice* (DCF-P-5600) is displayed on the page where the applicant signs the application. The applicant must check a box indicating that they:

- Read the information; and
- Understand their right to claim good cause for not cooperating with child support.

This checkbox serves as acknowledgment of the *Child Support Cooperation and Good Cause Notice* (DCF-P-5600) and fulfills the requirement that the agency must provide the Notice at application.

FEPs do not need to manually provide a copy of the *Child Support Cooperation and Good Cause Notice* (DCF-P-5600) when the applicant completes this acknowledgement in ACCESS.

However, this notice and checkbox do not appear in ACCESS when the participant reports a change or completes a renewal in ACCESS. Therefore, the FEP must manually provide the *Child Support Cooperation and Good Cause Notice* (DCF-P-5600) in all other scenarios specified above.

The *Child Support Cooperation and Good Cause Notice* (DCF-P-5600) and acknowledgement can be found:

- On the ACCESS Application Summary which is viewable to the participant in ACCESS;
- In CARES Worker Web (CWW); and

- In the Electronic Case File (ECF).

***History**: Release 25-03; Release 23-02; Release 21-02.*

15.6.2 Good Cause Reasons

Custodial parents and non-custodial parents (*NCP*s) are eligible for a good cause exemption from the cooperation requirements when the *W-2* agency determines that at least one of the following criteria applies:

1. Cooperation is reasonably anticipated to result in either physical or emotional harm to the child, including threats of domestic abuse or child kidnapping;

2. Cooperation is reasonably anticipated to result in either physical or emotional harm to the parent, including domestic abuse;

3. Cooperation with the *CSA* would make it more difficult for the individual to escape domestic abuse or unfairly penalize the individual who is or has been victimized by such abuse, or is at risk of further domestic abuse;

4. The child was conceived as a result of incest or sexual assault;

5. The parent is considering whether to terminate parental rights and sought the assistance of a public or licensed private social services agency not more than three months ago; or

6. A petition for the adoption of the child has been filed with a court.*

*Note: this reason does not result in any exemption from the parent's responsibility to make payments under an existing court order.

***History**: Release 25-03.*

15.6.3 Filing a Good Cause Claim

15.6.3.1 Timeframe for Submitting Corroborative Evidence

An individual may file a *Good Cause Claim* form (2019) with the W-2 agency at any time.

The *W-2* agency must provide the *Good Cause Claim* form (2019) to any W-2 applicant or participant upon request. Individuals may request the form to help them decide whether to claim good cause for not cooperating.

The W-2 agency must notify the *CSA* of an individual's good cause claim within two working days of the date the *Good Cause Claim* form (2019) was signed. The CSA must not take any further action until the W-2 agency determines whether good cause exists.

An individual who submits a *Good Cause Claim* form (2019) must also submit the following:

1. At least one document of corroborative evidence; and
2. A statement specifying the circumstances that the individual believes provide sufficient good cause for not cooperating. This statement may be written on the claim form.

If an individual does not submit sufficient evidence for the W-2 agency to substantiate the good cause claim, the W-2 agency must:

1. Notify the individual that additional evidence is required;
2. Provide the individual with a list of acceptable types of corroborative evidence that may be provided (see 15.6.4); and
3. Make a reasonable effort to obtain specific documents or information the individual is having difficulty obtaining.

15.6.3.1 Timeframe for Submitting Corroborative Evidence

The individual must submit corroborative evidence to the W-2 agency within 20 calendar days from the day the claim was signed. However, a W-2 worker may, with supervisory approval, give the individual additional time if they are having difficulty obtaining sufficient evidence.

The W-2 agency must advise the individual that if assistance is needed in obtaining the evidence, the agency will assist.

If the good cause claim is based on domestic abuse and no corroborative evidence is currently available, the W-2 agency may permit the applicant or participant to submit

evidence to the W-2 agency within 60 calendar days from the date the claim was signed.

***History**: Release 25-03.*

15.6.4 Types of Corroborating Evidence

A good cause claim may be corroborated with any of the following types of evidence:

- Court, medical, criminal, child protective services, social services, psychological, school, or law enforcement records regarding domestic abuse or physical or emotional harm to the parent or child;
- Medical records or written statements from a mental health professional that pertain to the emotional health history, present emotional health status, or prognosis of the parent or child;
- Birth certificates, medical records, or law enforcement records that indicate the child may have been conceived as a result of incest or sexual assault;
- Court documents or other records that indicate a petition for the adoption of the child has been filed with a court;
- A written statement from a public or private social services agency that the parent is being assisted by the agency in deciding whether to terminate parental rights;
- Written and signed statements from others with knowledge of the circumstances on which the good cause claim is based, including, but not limited to, statements from neighbors, friends, family, or clergy;
- Identification by the *WWP* Informal Assessment - Domestic Abuse Screen as an individual or parent of a child who is or has been a victim of domestic abuse or is at risk of further domestic abuse and the alleged perpetrator is the other parent; or
- Any other supporting or corroborative evidence.

***History**: Release 25-03; Release 19-02.*

15.7 Good Cause Claim Investigation and Determination

The *W-2* agency must investigate all good cause claims based on anticipated harm, even if the applicant or participant does not submit corroborative evidence or the evidence is unavailable. (See 15.6.4)

If corroborative evidence is submitted, but the applicant or participant's statement and corroborative evidence do not provide enough information for the W-2 agency to make a determination, the W-2 agency may still investigate the good cause claim.

Before making a final decision on the good cause claim, the W-2 agency must:

1. Provide the Child Support Agency (CSA) an opportunity to review and comment on the agency's findings; and
2. Take any CSA recommendations into account before making the final determination.

***History**: Release 25-03.*

15.7.1 Good Cause Determination Timeline

The *W-2* agency must determine whether good cause exists within 45 calendar days from the date the claim was signed, unless:

1. An extension to submit evidence was granted to the applicant or participant; or
2. More time is needed for the W-2 agency to obtain evidence.

If the W-2 agency allowed up to 60 calendar days to submit evidence for a claim of domestic abuse, the agency must determine whether good cause exists within 85 calendar days from the date the claim was signed.

***History**: Release 25-03.*

15.7.2 Good Cause Determination

15.7.2.1 Determination that Good Cause Exists
15.7.2.2 Determination that Good Cause Does Not Exist

15.7.2.1 Determination that Good Cause Exists

If the *W-2* agency determines that an individual has good cause for failing to cooperate with efforts directed at establishing paternity and obtaining child support payments, the W-2 agency must promptly:

1. **Notify the individual** of the good cause determination and the basis for the determination in writing; and
2. **Notify the CSA** of the:
    a. Good cause reason (see 15.6.2); and
    b. Individual's desire for CSA to suspend case activities or proceed with case activities without the individual's cooperation.

15.7.2.2 Determination that Good Cause Does Not Exist

If the *W-2* agency determines that an individual does not have good cause for failing to cooperate with efforts directed at establishing paternity and obtaining child support payments, and there is no exemption for noncooperation (see 15.5.1), the individual is not eligible for W-2. Prior to imposing cooperation requirements, the agency must give the individual 10 calendar days to either:

1. Request their case be closed or their application be withdrawn;
2. Withdraw their good cause claim and begin cooperating; or
3. Request a Fact Finding Review of the agency's decision. (See 15.8.1)

If the individual takes no action after 10 calendar days, the W-2 agency must update the **Child Support Information** section of the CWW **Absent Parent** page, which will deny or close W-2. (See 15.4.1)

***History**: Release 25-03.*

15.7.3 Reviewing Good Cause Determinations

The *W-2* agency must review good cause determinations that are based on circumstances subject to change at each review of eligibility or upon new evidence.

Good cause determinations based on permanent circumstances do not need to be reviewed.

If the W-2 agency determines that good cause for noncooperation no longer exists, the parent must be allowed 10 calendar days to request the case be closed or request an agency Fact Finding Review before cooperation requirements are imposed.

EXAMPLE 1: Joanne was granted good cause for not cooperating with child support because she was working with Catholic Social Services to complete the adoption process for her son.

Joanne met with her *FEP* three months later to update her Employability Plan and the FEP inquired about the adoption services. Joanne told the worker she no longer meets with Catholic Social Services because she decided to keep her baby instead of placing him for adoption.

The FEP reviewed the Good Cause Claim form with Joanne and explained that because good cause no longer exists for a pending adoption, Joanne has 10 calendar days before cooperation requirements will be implemented by the *CSA.* During that time, Joanne may file another good cause claim for a different good cause reason.

EXAMPLE 2: Ada was granted good cause due to an ongoing domestic abuse situation. Ada has been fleeing the father of her child and former abusive partner for the last six years. Because of the permanent nature of Ada's domestic abuse circumstances, her FEP does not review the good cause determination again during Ada's time in the program.

***History**: Release 25-03; Release 14-03.*

15.8.1 Fact Finding Reviews for Good Cause Determinations

An individual may request a Fact Finding Review if they are denied good cause by the *W-2* agency for noncooperation with child support and disagree with the W-2 agency's determination.

When a Fact Finding Review for W-2 and a fair hearing for an *IM* program are based on the same issues and facts, the fair hearing decision takes precedence.

The W-2 agency must provide the *CSA* with reasonable notice of any Fact Finding Review by the W-2 agency that occurs due to the W-2 agency's denial of a good cause.

***History**: Release 25-03.*

16 Learnfare

16.1 Introduction

16.1.1 Goal and Requirements

The purpose of Learnfare is to address barriers, maintain school enrollment, and improve attendance and achievement for children in a *W-2 Group* in need of support.

Learnfare has three program requirements:

1. School enrollment;

2. School attendance; and

3. Mandatory case management for children required to participate in case management (See 16.3.1)

"Attendance" means that a child in the W-2 group has not been absent from school without an acceptable excuse for all or part of five or more days on which school is held during a school semester.

***History**: Release 24-13; Release 11-02.*

16.2.1 Children Subject to School Enrollment and Attendance

A child is **required** to be enrolled in and attend school if they:

1. Are in a *W-2 Group* whose parent is placed in a *CSJ*, *TMP*, or *W-2 T*;

2. Are age 6 through 17 (beginning on the first day of the fall school term), including a *Minor Parent* who is part of the W-2 Group;

3. Have not graduated from high school or obtained a HSED/GED; and

4. Reside with their natural or adoptive parent.

A child is **exempt** from the school enrollment and attendance requirement if:

1. They are excused from attending school under s. 118.15 (3), Wis. Stats;

2. They are the caretaker of a child who is less than 45 days old, child care is not available at school, and home instruction is not available;

3. Child care is needed for the minor parent to attend school but child care or transportation to and from child care is not available;

4. They are prohibited from attending school while an expulsion is pending;

5. They were expelled from school and there is no other school available because:

    a. There is no public or private school within reasonable travel time or distance which will accept the child;

    b. There is no private or public transportation available to another school; or

    c. There is a public or private school which will accept the child but the tuition charge is prohibitive and the child's school district refuses to pay the tuition.

6. A physician has determined that the child should delay their return to school after giving birth;

7. They are on the waiting list for a children-at-risk program and no openings are available;

8. The child or a family member is ill, injured, or incapacitated (“Family member” means their spouse, dependent child, or parent who lives with them);

9. They are temporarily incarcerated; or

10. Circumstances beyond their control make them unable to be enrolled in and attend school.

Additional exemption reasons may be determined by the W-2 agency or justified through the Fact Finding Review.

A child exempt from the school enrollment and attendance requirement is still required to participate in Learnfare case management if they are in one of the target groups. (See 16.3.1)

***History**: Release 24-13; Release 13-03.*

16.2.2 Learnfare School Definition

A school is defined as any one of the following:

1. Public school;

2. Private school;

3. Tribal school;

4. Department of Public Instruction (DPI) registered home educational program including home-based and home school instruction;

5. Wisconsin Technical College System (WTCS) school; or

6. DPI-approved high school equivalency course of study.

***History**: Release 24-13.*

16.2.3 Enrollment and Attendance Verification

16.2.3.1 Determining if a Child Qualifies as a Habitual Truant

The *FEP* must verify enrollment and attendance for each child ages 6 to 17 subject to the Learnfare enrollment and attendance requirements (see 16.2.1) and determine if the child is required to participate in mandatory Learnfare case management (see 16.3.1):

- At the initial *W-2* eligibility determination;
- At each review; and
- When the FEP receives information or has reason to believe that a child in a W-2 Group whose parent is placed in a *CSJ*, *TMP*, or *W-2 T* has become a:
  - Dropout,
  - *Habitual truant*,
  - Minor parent, or
  - Child whose W-2 group includes a participant who has been unable to participate in required assigned activities due to the child's school-related problems.

School enrollment status and attendance must be verified through a school attendance record.

The format of a school attendance record may vary by school. The verification may be a document provided by or through the school that indicates the number of days a student is absent from school without an acceptable excuse.

The W-2 participant has seven working days from the date of the verification request to provide the verification. The verification due date may be extended up to 30 days from the initial request for W-2 services under extenuating circumstances. (See 4.1.3)

The W-2 participant has the primary responsibility for providing enrollment and attendance verification. However, the FEP may assist in obtaining needed documents to speed up the verification process. If the family does not have the power to produce the verification, or requires assistance to do so, the FEP must proceed immediately to seek the verification. (See 4.1.3)

The *School Enrollment and Attendance Information Release (11297)* is available for FEPs to use to obtain verification if a participant is unable to provide verification. FEPs must scan completed forms into the W-2's Electronic Case File (ECF) under code WLCM.

Any instance where a parent refuses to provide verification of a child's school enrollment or school attendance status will make the W-2 Group ineligible for a W-2 employment position.

To verify enrollment and attendance	The FEP must verify enrollment and attendance
When school is in session	In the current semester only.
When school is not in session	For the immediately preceding semester.
To determine if a child is a *returning dropout*	From both the current and immediately preceding semesters.
To determine if a child is a *habitual truant*	In the current semester only, unless no more than four weeks have passed since the current semester starts.

EXAMPLE 1: Lily's daughter, Selena, is in 7th grade. Lily can monitor Selena's academic progress through the school's parent portal page, which is updated daily with school attendance. At her review, Lily's FEP helps her log into the parent portal and download a copy of Selena's school attendance record. Selena has missed nine days of school. Six days were unexcused absences, which meets the definition of a habitual truant. The FEP uses the document to verify Selena's school enrollment and attendance for Learnfare. Because Selena is a habitual truant, the FEP enrolls her in Learnfare case management and schedules the first appointment for next week. If Selena does not participate in Learnfare case management, Lily's W-2 payments may be sanctioned.

EXAMPLE 2: Dalya's son, Ammar, is in 4th grade. His school mails her a quarterly progress report that includes a section on school attendance. Each report details Ammar's absences and whether they were excused. Ammar has only missed one day of school unexcused this semester. At review, Dalya brings Ammar's latest progress report. The report verifies Ammar's enrollment and attendance in school.

16.2.3.1 Determining if a Child Qualifies as a Habitual Truant

A child is considered a habitual truant if their attendance record indicates that they have been absent from school without an acceptable excuse for all or part of five or more days on which school is held during a school semester. [Wis. Stat. s. 118.16(1)(a)]

If the FEP cannot determine the status of enrollment or whether the child is a habitual truant from the attendance record, the FEP must use the School Enrollment and Attendance Information Release (11297) and allow the school to make the determination.

***History**: Release 24-13; Release 16-01; Release 13-03.*

16.3.1 Groups Mandatory for Learnfare Case Management

Case management is mandatory for the following five target groups:

1. Children between the ages of 6 and 17 not enrolled in school;
2. A *Dropout* or a *Returning Dropout*;
3. A *Habitual Truant*;
4. A *Minor Parent*; and
5. A child whose W-2 group includes a participant who has been unable to participate in required assigned activities due to the child's school-related problems.

A child required to participate in mandatory case management must continue to do so until the next review date, unless any of the following occurs:

- The parent of the child participating in Learnfare is no longer placed in a *CSJ*, *TMP*, or *W-2 T* position;
- The child has reached age 18;
- For minor parents, the minor parent has lost their child through death or adoption;
- For returning dropouts, the child has completed two consecutive semesters, including the semester during which the child returns to school; or
- The child's school-related problems are remedied and the participant resumes participation in required assigned activities.

Any child enrolled in Learnfare case management can volunteer to receive Learnfare case management services through the end of the school semester even when Learnfare is no longer mandatory.

A financial penalty must not be imposed on W-2 Groups whose child(ren) voluntarily continue(s) to participate in Learnfare case management. (See 16.4.1)

***History**: Release 24-13; Release 16-01; Release 13-03.*

16.3.2 Enrollment in Learnfare Case Management

Once it is determined that a child is required to participate in mandatory Learnfare case management, the *W-2* agency must make the following efforts to enroll a child in Learnfare case management within 14 working days of the Learnfare case management referral date:

1. Schedule an initial appointment

The *FEP* or Learnfare case manager must schedule an initial appointment with the child and their parent to conduct the assessment and complete the Learnfare Case Management Plan.

The appointment must be scheduled at a time that does not interfere with the child's school or the parent's assigned W-2 activities.

No more than one mandatory Learnfare case management meeting may be scheduled per month.

2. Send a notice of the initial appointment

The FEP or Learnfare case manager must send a written notice of the initial appointment to the child and their parent. The written notice must:

1. Be sent seven working days before the appointment date; and

2. Clearly state that if the child and their parent are unable to attend, the child's parent(s) must contact the FEP or Learnfare case manager before the scheduled appointment date to reschedule the appointment.

3. Send a second notice when necessary

If the child and their parent fail to report for the initial appointment or do not reschedule the first appointment, the FEP or Learnfare case manager must send a second and final notice to notify the parent that a financial penalty may be imposed in the next possible payment month if the parent does not contact the FEP or Learnfare case manager within five working days.

A home visit is strongly encouraged before a financial penalty is imposed.

For children not subject to a financial penalty for failure to cooperate with case management (see 16.4.1), the FEP or Learnfare case manager should:

a. Contact parents to schedule the initial appointment by phone rather than letter.

b. Contact teachers and administrators who interact with the child to learn more about which supports have worked best in the past ask for suggestions on positive ways to approach the child or family.

c. Attempt to meet with the child at school.

d. If the Learnfare case manager is not the FEP, attend the next scheduled review and explain the services that are available to the child.

***History**: Release 24-13.*

16.3.3 Case Management Requirements

Once enrolled, Learnfare case management requires that:

1. The child and their parent must participate in the assessment and development of the Learnfare Case Management Plan and the parent must sign the plan once completed.

2. If the child is a dropout, the parent must provide verification of the child's return to school and attendance within seven working days of the date a school is available.

3. The child and their parent must attend meetings scheduled and moderated by the *FEP* or Learnfare case manager.

4. Each individual in the W-2 Group must participate in the activities assigned to them in the Learnfare Case Management Plan.

***History**: Release 24-13.*

16.3.4 Learnfare Case Management Plan

16.3.4.1 Learnfare Case Management Activities

A Learnfare Case Management Plan is required for each child subject to Learnfare case management and must include:

1. Goals for the child during Learnfare case management;

2. Description of the activities planned;

3. Planned begin and end dates for each activity;

4. Agencies/parties that will provide the services; and

5. Signature of the parent(s).

The Learnfare case manager must coordinate with the *FEP* if the Learnfare Case Management Plan includes required activities for the parent. (See Chapter 6 for more information on the *W-2* Employability Plan.)

The Learnfare Case Management Plan must integrate plans developed by:

1. The child's school to address school attendance/achievement or at-risk indicators; and

2. Other agencies and organizations with whom the Learnfare participant is currently involved, or the Learnfare case manager deems appropriate, such as:

    - Local government agencies;
    - Community-based organizations;
    - Judicial entities;
    - Professional health providers, etc.

Collaboration and coordination with the child's school is essential to the development of the Learnfare Case Management Plan.

The school or school district should be the primary provider of services to Learnfare participants.

16.3.4.1 Learnfare Case Management Activities

As part of the Learnfare Case Management Plan, W-2 agencies must provide services to help children:

1. Maintain school enrollment;

2. Improve school attendance; and

3. Prepare children for a career.

The focus of Learnfare case management should be grade-appropriate.

For children	Learnfare case management should focus on
Enrolled in elementary and middle schools	Maintaining school enrollment and attendance.
Enrolled in high school	□ Graduation; □ Career and/or employment planning; □ Job readiness; and □ Job seeking/job retention activities as appropriate.
That are minor parents enrolled in high school	□ Graduation; □ Career and/or employment planning; □ Job readiness; and □ Parenting skills and family planning.

***History**: Release 24-13.*

16.3.5 Good Cause for Failing to Cooperate with Learnfare Case Management

Good cause for failing to cooperate with Learnfare case management includes any of the following circumstances:

1. Child care is needed for the child or minor parent to participate in case management, but child care is not available.

2. Transportation is needed to and from child care for the minor parent's child, but neither public nor private transportation is available.

3. Court-required appearance or temporary incarceration. Any court appearance for a victim of domestic abuse is considered a court-required appearance.

4. Observance of a religious holiday.

5. Death of a relative. (See 11.3.3.2)

6. Family emergency.

7. Illness, injury, or incapacity of the child or a family member (spouse, child, or parent) living with the child.

8. Medical or dental appointment for the child or their child.

9. Breakdown in transportation.

10. A Fact Finding Review identifies circumstances that justify good cause.

11. Other circumstances beyond the control of the child or their parents, but only as determined by the *FEP* or Learnfare case manager.

The FEP or Learnfare case manager must determine if a child and their parent had good cause for failing to cooperate with Learnfare case management. (See 11.3.1)

***History**: Release 24-13.*

16.4.1 Determining a Financial Penalty

A *W-2* participant in the *CSJ*, *W-2 T* or *TMP* placement may have a financial penalty imposed if **all** of the following conditions are met:

1. The child continues to fail to meet the school attendance requirement if the student is either determined to be a habitual truant or is not enrolled in school;

2. Individuals assigned activities on the Learnfare Case Management Plan have failed to cooperate with case management;

3. Good cause for failing to cooperate with case management has not been presented; and

4. A Fact Finding Review was not requested within 10 days from the Learnfare Penalty Notification date.

The following children are required to participate in case management, but the W-2 participant in their group **is not** subject to a financial penalty for failure to cooperate:

- *Minor Parent*s enrolled in school;
- *Returning Dropout*s; and
- A child whose W-2 group includes a participant who has been unable to participate in required assigned activities due to the child's school-related problems.

> **EXAMPLE:** Mia is a minor parent and maintains regular school attendance. Mia was participating in the required Learnfare case management but missed her last scheduled case management appointment and has not responded to the FEP's varied attempts to reschedule the appointment. The FEP sends a notice that requires Mia to contact the FEP and schedule a new time to meet. Mia failed to contact the FEP by the due date on the notice. Although Mia is a minor parent and must participate in mandatory Learnfare case management, the FEP cannot impose a financial penalty because she is a minor parent enrolled in school and maintains regular school attendance.

If the following children fail to cooperate with case management, the W-2 participant in their group is subject to a financial penalty:

- Children between the ages of 6 and 17 not enrolled in school, including minor parents;

- Habitual truants; and
- Dropouts.

> **EXAMPLE:** Last semester, Lucy missed eight days of school without an acceptable excuse, meeting the definition of a habitual truant. This semester, Lucy began participating in Learnfare case management and developed a plan to improve her attendance. However, she continues to not attend school and has missed five days without an acceptable excuse. She also stopped coming to case management and has not responded to the FEP's varied attempts to reschedule her appointment. The FEP sends a written notice for Lucy and her mom to contact the FEP within five working days of the notice date. If they do not contact the FEP, a financial penalty may be imposed in the next possible payment month.

The financial penalty for noncooperation with Learnfare is $50 per month per child, not to exceed $150 per W-2 Group per month. If a financial penalty is entered into *CWW* for a *CSJ*, *TMP*, or *W-2 T* placement, CWW will generate and mail a notice to the participant indicating that their W-2 payment may be reduced for a Learnfare financial penalty.

The notice will inform the participant that they have 10 days to request a Fact Finding Review from the date on the notice. A penalty cannot be imposed during that 10-day time period. If the participant requests a Fact Finding Review within the 10-day period, the *FEP* must not impose a penalty until after the Fact Finding decision is determined, unless the participant withdraws the petition in writing or abandons the petition. (See 12.2.1)

A financial penalty must take effect in the next possible benefit month after the sanctionable event has occurred. The FEP or Learnfare case manager may impose a financial penalty every month until the sanctionable event is resolved.

A financial penalty must not be imposed on children who voluntarily continue to participate in Learnfare case management.

***History**: Release 24-13; Release 16-01; Release 13-03.*

17 Job Access Loans

17.1 Introduction

17.1 Introduction

A *JAL* is an interest-free loan of $25 to $1,600. A JAL can be used to meet a specific expense that helps an applicant get or keep a job.

JAL applicants must meet *W-2* financial and nonfinancial eligibility and JAL eligibility criteria listed in 17.2.1. W-2 agencies cannot develop more narrow JAL eligibility guidelines.

JAL is a non-entitlement program and applications will be reviewed when funding is available.

W-2 agencies must not use JALs in place of W-2 services or other appropriate financial resources.

***History**: Release 24-10.*

17.2.1 Eligibility Criteria

17.2.1.1 JAL Eligibility for Minor Custodial Parents
17.2.1.2 JAL Eligibility for Noncustodial Parents
17.2.1.3 Additional Eligibility Criteria for Vehicle-Related Requests

An applicant must meet the following criteria to be eligible for a JAL:

1. Be a *Custodial Parent (CP)* (See 2.3.1 for adult CPs or 17.2.1.1 for minor CPs) or

2. Be a *NCP* (See 17.2.1.2);

3. Meet *W-2* nonfinancial and financial eligibility criteria (W-2 Manual Chapters 2 and 3);

4. Need the loan to address an immediate and discrete financial crisis that is not the result of a failure to accept a bona fide job offer or due to termination without good cause.

5. The individual must either:

   - Be employed and need the loan to continue employment; or
   - Need the loan to obtain employment.

6. Not be in default in the repayment of any current JAL or delinquent in the repayment of any outstanding W-2 overpayment;

7. Not be a migrant worker; and

8. Have a repayment plan with

   a. A budget demonstrating the ability to repay the JAL in cash (See 17.2.3);

   b. An agreed-upon monthly repayment plan, reflecting cash payment and in-kind community service, developed between the W-2 agency and applicant (See 17.5.1);

   c. A repayment timeframe of 12-months or less, that can be extended to total 24 months during a repayment renegotiation; and

d. A JAL outstanding balance that does not exceed $1,600.

JAL applicants who meet eligibility requirements are not entitled to a loan but may be approved when JAL funding is available.

17.2.1.1 JAL Eligibility for Minor Custodial Parents

If the *JAL* applicant is a minor custodial parent, the minor parent must:

1. Turn 18 years of age within two months of applying for the JAL;
2. Live in one of the following supervised, alternative living arrangements:
   a. Kinship care;
   b. Foster home;
   c. Group home; or
   d. An adult supervised independent living arrangement approved by the W-2 agency; and
3. Have a high school diploma or its equivalent.

17.2.1.2 JAL Eligibility for Noncustodial Parents

Eligible *NCP* applicants must have an active child support order and one or more of the following must apply to the custodial parent of their child:

1. In a W-2 placement (paid or unpaid);
2. Receiving Wisconsin Shares child care subsidy program; or
3. Receiving FoodShare.

17.2.1.3 Additional Eligibility Criteria for Vehicle-Related Requests

For a JAL requested for the purchase or repair of a vehicle, the applicant must provide:

1. Proof of a current driver's license.

- The *FEP* must search the Wisconsin Department of Transportation's status check webpage to verify an applicant's driver's license is current.
- The FEP must print a copy of the documentation to scan into BRITS and upload under the 'supporting documents' selection.

2. Proof of motor vehicle insurance.

   - The FEP must pend JAL eligibility until an applicant provides a minimum of two quotes for motor vehicle liability insurance.
   - Upon receipt of the quotes, the FEP may confirm eligibility but must not disburse the check until the JAL recipient gives proof of having motor vehicle liability insurance.
   - Proof of motor vehicle insurance may be in print or electronic format (Wis. Stat. § 344.62).
   - The FEP must scan documentation into BRITS and upload under the 'supporting documents' selection.

3. A JAL applicant on probation, parole, or extended supervision needs proof of permission from their supervising officer to purchase a vehicle.

   - Proof of permission can be a written statement from an applicant's probation, parole, or extended supervision agent.
   - Permission given on Wisconsin Department of Corrections letterhead or sent via e-mail from the state e-mail system to the FEP is allowed as documentation of proof.
   - The FEP must scan documentation into BRITS and upload under the 'supporting documents' selection.

FEPs will ensure all vehicle-related documentation uploaded into BRITS under the 'supporting documents' drop down selection has a descriptive name. Each document file that is uploaded should be named in the 'name' entry line in BRITS to describe the vehicle information collected for eligibility determination (e.g. Vehicle Insurance, Vehicle Insurance Quotes, WI DOT query, DL Fees/Fines, Etc.).

***History**: Release 25-03; Release 25-01; Release 24-10; Release 24-04:Release 18-03; Release 14-01.*

17.2.2 JAL Eligibility Determination

17.2.2.1 Initiating a JAL Request
17.2.2.2 Meeting with the JAL Applicant
17.2.2.3 JAL Application Processing Timeframe
17.2.2.4 W-2 Participants Applying for JAL

17.2.2.1 Initiating a JAL Request

To request a JAL, an applicant can:

1. Submit an online application through ACCESS; or
2. Contact their local W-2 agency.

For online applications submitted via ACCESS, the application date is the date the online application is submitted. A CWW case comment must be left when a JAL ACCESS application is withdrawn prior to entry in BRITS to note the reason for withdrawal.

When a JAL is requested by contacting the W-2 agency, the W-2 agency must initiate the application process by generating the Application Registration form. The JAL application process begins on the date the applicant provides the agency with a signed Application Registration form (RFA) that is generated from the *CWW* **Print Application Registration** page. (See 1.4.2.3 for acceptable ways to obtain a signature)

See 1.4.2 for more information.

When JAL funding is unavailable:

- Online ACCESS applications for JAL will be unavailable;
- Agencies should no longer accept new in-person JAL applications; and
- Agencies must inform individuals who request JAL by contacting the agency that JAL funding has been exhausted for the current year and assist in recommending other assistance and resources available to the individual.

The W-2 agency must waive all up-front job search activities for JAL-only applicants and must not require JAL-only applicants to complete the informal assessment.

17.2.2.2 Meeting with the JAL Applicant

All applicants must meet:

1. With a FEP to complete an intake interview in CWW; and

2. With a FEP who is a JAL creator to complete the interactive application in BRITS and sign the *JAL Combined Application and Repayment Agreement* form (2482) generated in BRITS as part of the application process. A fillable version of this form is available in the DCF forms repository.

When possible, these should be combined into one meeting. See 1.4.2.4 for acceptable interview and meeting options.

JAL Intake Interview Availability	
ACCESS Applications	W-2 agencies must provide appointment availability in ACCESS for five working days following the date an application is submitted. If an applicant does not schedule an appointment in ACCESS or does not attend their scheduled appointment, W-2 agencies should contact them to schedule an appointment. A CWW case comment must be made to document the date and format of the intake interview.
In-Person Applications	Agencies must maintain available intake appointments in *CWW* Client Scheduling for a minimum of 10 working days into the future. A CWW case comment must be made to document the date and meeting format of the intake interview.

The purpose of the intake interview in CWW is to gather information to establish initial eligibility for a JAL by determining if an applicant meets JAL eligibility criteria, including W-2 financial and nonfinancial eligibility. (See 17.2.1)

W-2 agencies must follow all case processing requirements and scan eligibility documents into ECF under the appropriate codes. (See chapter 4)

When current documentation of the applicant's identity, birthdate, citizenship, or residency is already uploaded in ECF, a CWW case comment must be made that these items have been verified and are in ECF.

During the interactive application in BRITS, the **JAL creator** must:

- Record the applicant's requested JAL amount in the Requested Loan Amount field on the JAL Information page in BRITS; this entry is informational and not contingent on the JAL limit available to the applicant.

- Discuss with the JAL applicant their household monthly budget of income and expenses and update the Monthly Budget page in BRITS. This section will populate Net Monthly Income to calculate the applicant's ability to repay the JAL in cash. (See 17.2.3)

- Discuss with the JAL applicant the JAL amount(s) needed to relieve the crisis and enter each reason in the Loan Repayment Calculator in BRITS to calculate the **actual** JAL amount and update cash repayment terms.

- Upload all supporting documentation provided during the interactive application into BRITS, including, but not limited to:
    - Proof of a current and valid driver's license;
    - Proof of motor vehicle insurance; and
    - Permission from a probation, parole, or extended supervision agent to purchase a vehicle.

- Enter BRITS comments to document the meeting format and any changes to the application, including but not limited to:
    - Extension information;
    - Withdrawal reason;
    - Need for expedited determination;
    - Changes to monthly budget;
    - Changes to actual loan amount; or
    - Changes to request reasons.

- Generate the JAL Combined Application and Repayment Agreement in BRITS, obtain the applicant's signature, and upload to BRITS before submitting the JAL claim to the JAL approver. (See 1.4.2.3 for acceptable ways to obtain a signature)

JAL approvers must make a BRITS comment documenting the date the JAL decision was made or returned to the JAL creator.

When a JAL has been approved by the JAL approver, an overnight process will send the check to be printed. The JAL creator is responsible for coordinating check pickup with the applicant.

The Acknowledgment of Receipt section of the JAL Combined Application and Repayment Agreement **must be signed and uploaded to BRITS when the applicant receives their check.** See 1.4.2.3 for acceptable ways to obtain a signature.

The W-2 agency may deny an application after 30 calendar days if:

- No appointment has been scheduled;
- The applicant did not attend a scheduled meeting; or
- The applicant cannot be reached.

17.2.2.3 JAL Application Processing Timeframe

The W-2 agency must have procedures in place to process JAL applications and issue an eligibility decision within the standard and expedited application processing timeframes unless an extension is in place. (See 4.1.3)

Agencies must process an application in the expedited application processing timeframe when an applicant has an immediate need for the JAL to keep or start a job.

A BRITS comment must be entered for every application with an extension in place. The BRITS comment must include the current date and length of extension.

A BRITS comment must be entered for every application on an expedited timeframe. The BRITS comment must include the current date.

From the application date (see 17.2.2.1), a JAL decision must be issued within the following timeframes:

Application Type	Maximum number of days from the application date
Standard	12 working days
Expedited	2 working days
Extension in place	Up to 30 calendar days

After a JAL request has been created in BRITS, the worker will see notification messages in BRITS and CWW as reminders to act on the JAL, dependent on the timeframes above.

If the agency has not made a final decision on a JAL request after 60 calendar days, BRITS will automatically deny the request and:

1. Auto-generate a denial notice in BRITS and CWW;
2. Issue the denial notice to the JAL applicant; and
3. Auto-generate a BRITS comment that the JAL application was denied.

17.2.2.4 W-2 Participants Applying for JAL

JAL applicants in an open W-2 placement must complete a modified application process, as they have already met W-2 financial and nonfinancial eligibility criteria.

The JAL applicant must meet with a FEP who is a JAL creator to complete the interactive application in BRITS and sign the *JAL Combined Application and Repayment Agreement* form (2482) generated in BRITS. The FEP must request any additional documentation related to JAL-specific eligibility criteria.

W-2 agencies must not substitute JALs in place of W-2 services, family stabilization payments, or other appropriate financial resources.

Note: Individuals remain eligible for a CMF or CMF+ placement even after their income and assets exceed W-2 limits. All CMF and CMF+ cases must meet nonfinancial eligibility requirements to continue receiving case management services. Financial eligibility requirements must be met for CMF and CMF+ participants to be eligible for a JAL.

***History**: Release 25-03; Release 24-13; Release 24-10; Release 22-05; Release 20-05; Release 20-03; Release 19-02; Release 16-01.*

17.2.3 JAL Budget

17.2.3.1 Budgeting and Financial Counseling

The *FEP* must use the Monthly Budget page in BRITS as a tool to create a monthly budget to establish if the applicant is able to repay the JAL in cash.

The FEP must complete the monthly budget in conversation with all *JAL* applicants during the interactive application process. The FEP must discuss with the applicant their household monthly budget of income, using any active income, passive income, savings, and/or prospective income, and must discuss expense amounts provided by the JAL applicant and update the Monthly Budget page in BRITS.

The Net Monthly Income field will populate based on income and expense entries and must yield a positive number to demonstrate the applicant's ability to repay the loan in cash.

EXAMPLE: Bellamy is a parent enrolled in W-2 and is in a CSJ placement. Bellamy has a successful interview for a full-time job with wages of $16 per hour. Both Bellamy and the FEP believe Bellamy will be offered the job. Bellamy requests a JAL to repair her car to be able to reliably get to work.

The FEP completes the Monthly Budget page in BRITS which reflects prospective monthly income of $2,752 *($16/hour x 40hours/week = $640, $640 x 4.3 weeks/month = $2,752)*. Because Bellamy expects to be hired for a new job and start work, the FEP overrides the expected W-2 Benefit income of $653 for CSJ and enters $50 to reflect a CMF+ supplemental payment as the W-2 Benefit in anticipation of Bellamy getting the new job and changing placements.

Bellamy also receives $250 of FoodShare which is reported as income. Bellamy's total monthly income is $3,052 *($2,752 + $50 + $250 = $3,052)*.

Bellamy's expenses include $100 each month for transportation, $230 each month for food expenses, $160 each month towards utilities, and $900 each month towards rent. Her total monthly expenses are $1,390.

BRITS populates a positive number of $1,662 *($3,052 - $1,390 = $1,662)* in the Net Monthly Income field, demonstrating Bellamy's income is greater than her expenses and she will be able to repay the JAL.

The FEP enters a BRITS comment at the end of the interactive interview in BRITS, before generating the *JAL Combined Application and Repayment Agreement* form (2482), describing that prospective income was budgeted to align with the job Bellamy anticipates getting and as a result $50 was reported for the W-2 Benefit as she would be moved into CMF+ upon beginning the new job.

17.2.3.1 Budgeting and Financial Counseling

When a JAL recipient is interested, the W-2 agency must offer budgeting classes or to arrange financial counseling from an external provider.

Formal budgeting classes may be helpful for clients with large loans or for JAL recipients with a history of difficulty budgeting.

***History**: Release 25-03; Release 24-13; Release 24-10.*

17.3 Uses of JAL Funds

17.3.1 Approved Uses

17.3.1.1 JALs for Housing
17.3.1.2 JALs for Fines

JALs can be used for a variety of reasons to assist applicants in obtaining or maintaining employment.

Acceptable JAL Use Examples*	
Expenses enabling transportation to work	• Driver's license and related costs • Car repairs • Car loans • Car down payments • Public transit passes
Expenses enabling execution of current or prospective job functions	• Interview clothes • Uniforms • Professional attire • Supplies or tools for work • Equipment for remote work

*It is important to note that acceptable JAL uses are not limited to the above examples. W-2 agencies should strive to meet participants' needs in getting or keeping a job.

17.3.1.1 JALs for Housing

JALs may be approved to cover the costs of rent or security deposits to help an applicant keep or get a job. The W-2 agency must review the budget to ensure the applicant can cover existing housing and other expenses and pay off the JAL. (See 17.2.3)

Below are two examples of when issuing a JAL for housing is appropriate.

EXAMPLE 1: Jaya and her children have been living with her mother and working part-time. She lost her job and has received a job offer with Capital Machinery. Jaya needs a JAL for $1,600 to cover her first month's rent and security deposit so that she can move closer to her job. If she moves, she will be able to take the bus to both her job and her child care provider.

Jaya meets all of the eligibility requirements for a JAL. With her new salary, she is financially able to cover her ongoing housing costs and other expenses and can make the $83 monthly payment to pay off her JAL in 12 months.

The W-2 agency approves Jaya's JAL and works with her to establish a repayment agreement that includes both cash and in-kind payments.

EXAMPLE 2: Ursula is currently employed 30 hours per week at a restaurant. She missed 10 days of work because her daughter had surgery. Because of the missed hours, she was unable to pay her rent and received an eviction notice. Ursula is short on her rent by $400 and needs a JAL to avoid an eviction. If Ursula loses her housing, she will not be able to keep her job.

Ursula meets all of the eligibility requirements for a JAL. With her salary, she is financially able to cover her housing costs and other expenses and can make the $33 monthly payment to pay off her JAL in 12 months.

The W-2 agency approves Ursula's JAL and works with her to establish a repayment agreement that includes both cash and in-kind payments.

17.3.1.2 JALs for Fines

JALs may be approved to cover the payment of fines that, if unpaid, can result or have resulted in the suspension of a person's driver's license or the ability to get a driver's license.

When a JAL is needed to help an applicant pay a fine related to getting their driver's license, the W-2 agency must:

1. Help the applicant identify the fines and amounts that prevent them from getting their driver's license. This may be done with the assistance of DMV or other community agencies.

2. Verify with the DMV that paying the fine will result in the applicant's eligibility for driver's license reinstatement, occupational license, or an initial driver's license.

3. Make the JAL check payable to the JAL recipient. If there are several fines owed to more than one court or municipality, only one check will be issued. However, the sum of the loaned funds for any one individual cannot exceed $1,600 in a 12-month period.

If insurance is required before a license can be issued, JAL funds may be used to cover the cost of required insurance for the first six months of coverage or $500, whichever is less.]

***History**: Release 24-10; Release 22-02; Release 12-03.*

17.3.2 Prohibited Uses

Unacceptable uses of *JAL* funds include:

- Alleviating a financial crisis that is the result of the individual's failure to accept a bona fide offer of employment or the individual's termination of a job without good cause (See 11.2.2);
- Paying any fine related to operating a motor vehicle under the influence of drugs and/or alcohol, including, but not limited to, fines for Operating While Impaired, Blood Alcohol Content, and Implied Consent Violations;
- Purchasing luxury items that are not necessary for work performance and maintenance; or
- Paying taxes.

W-2 agencies should inform applicants of resources and programs that may be able to alleviate their financial crisis without needing to be repaid.

***History**: Release 24-10.*

17.4.1 Amounts and Issuance

A *JAL* can be approved for an amount between $25 and $1,600.

In any 12-month period, the maximum outstanding loan balance for any individual is $1,600. Individuals may have more than one open JAL, there is no limit to the number of open JALs for an individual.

Once a JAL application is approved by the *W-2* agency's authorized approver, a check will be generated in CARES that evening and printed the following day.

All JAL checks will be mailed to the W-2 agency for distribution.

***History**: Release 24-10.*

17.5.1 Repayment Agreement

17.5.5.1 Renegotiating JAL Repayment

During the application process, the loan recipient and the *FEP* will develop a repayment agreement together.

JAL recipients may choose to repay some of their loan through in-kind community service.

- A minimum of 25% of the loan must be repaid in cash, and
- Up to 75% of the loan can be repaid through in-kind community service. (See 17.5.3)

The initial repayment period can be up to 12 months and can be extended after initial JAL establishment for an additional 12 months. The maximum repayment timeframe is 24 months.

A JAL recipient must make monthly payments in line with the terms of their current repayment agreement.

> FEPs must remind JAL recipients that missing three payments, or not making full payments without renegotiating repayment terms, including both in-kind community service and cash repayment, will result in loan default and collections.. (See 17.5.5)

BRITS Process:

- Regardless of when the loan is approved, the first payment is due on the 25th of the month after the check pick-up date.
- Each month, BRITS will issue a statement summarizing payments made to the account and the balance due.
- BRITS will issue a past due notice each month a payment has not been received or does not meet the expected repayment agreement. (See 17.5.5)

17.5.1.1 Renegotiating JAL Repayment

The W-2 agency's JAL approver can renegotiate the repayment agreement in BRITS based on discussions with the JAL recipient. The JAL approver must enter renegotiated

JAL terms and upload the signed Renegotiated Repayment Agreement in BRITS on the same day.

The JAL recipient can renegotiate:	
Repayment period:	The repayment period can be extended up to 24 months from time of initial JAL establishment.
In-kind community service:	The JAL recipient can repay up to 75% of the loan through in-kind community service. If the original repayment agreement does not include in-kind community service, the JAL recipient can add or remove it. See 17.5.3 for more information on In-Kind Community Service Repayment.

JAL recipients can renegotiate repayment terms at any point if their JAL is not delinquent. A JAL is considered delinquent when three dunning notices are issued.

If a JAL recipient renegotiates prior to the 16th of the month, their payment under the new terms is due the 25th of the same month.

If a JAL recipient renegotiates after the 16th of the month, their payment under the new terms is due the 25th of the following month.

The W-2 agency is responsible for renegotiation. If a JAL recipient contacts PACS to renegotiate JAL terms, PACS will refer them to their assigned W-2 agency.

***History**:Release 24-13; Release 24-10.*

17.5.2 Cash Repayment

A *JAL* recipient's monthly payment amount is based on a recipient's repayment agreement. (See 17.5.1)

W-2 agencies must inform JAL recipients of the State's free online payment system at https://dwd.wisconsin.gov/epayment/ as a way to make monthly payments toward their JAL.

JAL recipients can alternatively make monthly cash payments, in the form of check or money order by mailing the payment to the *PACS* PO Box. Any cash payments made at the W-2 agency must be sent to PACS with urgency by the W-2 agency.

Mailed cash payments must be sent to:

PACS
PO Box 8938
Madison, WI 53708-8938

PACS is responsible for posting all JAL payments, physical and electronic, in the BRITS Payment Posting page within five days of receipt.

***History**: Release 24-13; Release 24-10.*

17.5.3 In-Kind Community Service Repayment

JAL recipients can repay up to 75% of the loan through in-kind community service.

*FEP*s are responsible for informing JAL applicants that in-kind community service repayment:

- Is available to all JAL recipients;
- Is valued at the higher of federal or state minimum wage; and
- Must be scheduled and reported to the *W-2* agency each month until the loan is paid off or until a renegotiated repayment plan is in effect.

JAL recipients are responsible for finding a supervised in-kind service opportunity. Examples of community service include, but are not limited to, volunteering at a:

- Food pantry;
- Senior meal site;
- Habitat for Humanity site;
- Blood drive organization;
- Nonprofit organization;
- Community garden;
- School; and/or
- Church.

JAL recipients who choose to repay a portion of their JAL through in-kind community service are responsible for arranging child care during their volunteer hours. W-2 agencies may not reimburse for expenses incurred for in-kind work, including transportation and child care.

JAL recipients can add in-kind community service repayment through renegotiation at any point during loan repayment, provided they are not delinquent on their JAL. (See 17.5.1.1)

FEPs must remind JAL recipients that missing three payments, including both in-kind community service and cash repayment, will result in loan default and collections. (See 17.5.5)

Documentation of in-kind work must be uploaded in ECF by the W-2 agency and shared with *PACS* within five days of receipt, dwspacu@wisconsin.gov. The agency must also indicate this by making a comment in BRITS.

***History**: Release 24-13; Release 24-10.*

17.5.4 Collections

On a monthly basis, BRITS will issue a loan summary of the payments received, the outstanding balance, and the next payment due date. *PACS*: is responsible for posting the payments in BRITS.

If there is a renegotiated in-kind community service plan, the *JAL* recipient will submit hours with a supervisor's signature to the W-2 agency who will verify and confirm the in-kind hours and coordinate with PACS for posting payments.

When no payment or a partial payment has been recorded in BRITS by the end of the month, a dunning or past due notice will be mailed to the JAL recipient and is viewable in BRITS and CWW Client Correspondence. No dunning notices will sent after the JAL is considered delinquent.

If a loan recipient moves out of a *W-2* agency's geographic area of responsibility, the W-2 agency must attempt to modify the repayment schedule prior to the move to recover as much of the loan as possible.

- If the individual relocates before the loan is repaid in full, the originating W-2 agency will continue to collect cash repayment and should require a renegotiated in-kind community service repayment plan, if applicable.
- If the loan recipient has an open W-2 case in the new W-2 agency, the loan recipient may make JAL payments at the new W-2 agency, by mail to PACS, or through the State's free online payment system at https://dwd.wisconsin.gov/epayment/.

If a loan recipient files bankruptcy, the W-2 agency should submit the bankruptcy notice to the PACS:

- Mail: PO Box 8938 Madison, WI 53708-8938
- Fax: 608-442-7152
- Email: dwspacu@wisconsin.gov

***History**: Release 25-03; Release 24-13; Release 24-10; Release 22-02.*

17.5.5 Overdue Payments

A *JAL* monthly payment and or in-kind community service is considered past due if not received in full and reported to PACS by the 25th of the calendar month.

When a payment is past due, BRITS will issue a dunning notice to the JAL recipient, notifying them that their JAL payment is overdue and action is needed. Each dunning notice is viewable in BRITS and CWW Client Correspondence.

Overdue Monthly Payments	
First past due payment	Dunning notice is sent to JAL recipient.
Second past due payment	Dunning notice is sent to JAL recipient.
Third past due payment	A final dunning notice is issued, and *PACS* will certify the debt to the Wisconsin Department of Revenue to recover the outstanding balance. A JAL is considered delinquent after the third past due payment.

When a JAL is considered delinquent:

- In-kind repayment is no longer available;
- No further dunning notices will be sent; and
- The outstanding balance will be recovered by DOR in cash through intercept of state tax refunds and/or tax credits.

At any point, even if the JAL is delinquent, the individual may make voluntary payments toward the outstanding balance of their JAL.

***History**: Release 24-13; Release 24-10; Release 22-02.*

18 Other W-2 Resources

18.1 Caretaker Supplement

The Wisconsin Department of Health Services (DHS), which administers the state's *SSI* program, also administers the Caretaker Supplement (CTS) program. The CTS program provides a monthly payment in addition to the SSI payment to help with the support of SSI recipients' dependent children. A monthly *CTS* payment is issued for each eligible child.

County or tribal social/human services agencies are responsible for administering the CTS program and providing policy information to the SSI recipient.

For *W-2* eligibility purposes, W-2 agencies must treat the monthly CTS payment as unearned income received by the SSI recipient. Retroactive CTS payments are treated as a lump sum payment.

For additional information about the CTS program, including current payment amounts, see the CTS webpage at: http://www.dhs.wisconsin.gov/ssi/caretaker.htm.

***History**: Release 24-13; Release 24-10; Release 24-08..*

18.2 Kinship Care

The Department of Children and Families contracts with local social/human services agencies to administer the Kinship Care program. The Kinship Care program provides monthly payments to relatives (e.g. grandparents, aunts, uncles, etc.) who care for a minor relative child. Kinship Care is an alternative to placing these children in a foster home or other type of out-of-home placement.

Kinship Care can be either court-ordered, as an alternative to a foster care placement, or be voluntary based on the circumstances of individual families.

Kinship Care children whose placement is court-ordered are categorically eligible for:

- Medicaid;
- Supplemental Nutrition Assistance Program (SNAP); and
- Free School Lunch Program.

The income and assets of the relative who cares for the Kinship Care child are not considered in the Kinship Care eligibility determination. Relatives receiving Kinship Care payments have no work requirements from the Kinship Care program. *W-2* agencies may refer a relative who potentially can care for a Kinship Care child to the appropriate local county or tribal social/human services agency.

For additional information about the Kinship Care program, including current payment amounts, see the Kinship Care webpage at: http://dcf.wisconsin.gov/kinship/.

***History**: Release 24-13; Release 24-10; Release 22-11.*

18.3 Burial Reimbursement

The Wisconsin Department of Health Services (DHS), Division of Medicaid Services administers the Wisconsin Funeral and Cemetery Aids Program (WFCAP).

WFCAP is an assistance program to service providers who offer funeral, cremation, and cemetery services to certain decedents whose services are not fully compensated by the decedent's estate, family, or other resources. WFCAP is the payer of last resort, which means funeral, cemetery, and cremation service providers are required to make a reasonable effort to exhaust all other funding sources before submitting a WFCAP application.

Only funeral, cemetery, or cremation service providers can submit a WFCAP application. Funeral, cemetery, and cremation service providers may be able to receive WFCAP payments for decedents enrolled in a W-2 paid placement at the time of death.

For additional information on WFCAP, see the DHS WFCAP website at: http://www.dhs.wisconsin.gov/em/wfcap/index.htm.

***History**: Release 24-13; Release 24-10.*

18.4 Emergency Assistance

Emergency Assistance (*EA*) is a *W-2* related program that provides funding to families with a child(ren) who meet all EA eligibility criteria.

In addition to other financial and nonfinancial eligibility criteria, to be eligible for EA, the applicant must be experiencing a current emergency due to:

- Fire, flood, or natural disaster;
- Homelessness;
- Impending homelessness; or
- Energy crisis.

EA policy, eligibility criteria, application, and payment processing information are available in the Emergency Assistance Manual.

***History**: Release 24-13; Release 24-10.*

Appendix

Appendix - Activity Codes

Definitions and Codes for Work Program Activities

AA – AODA Assessment
Valid for the following programs: W-2, LF, CF
Report this activity when a participant is involved in an Alcohol and Other Drug Abuse (AODA) assessment by a qualified AODA provider.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

AC – Assessment for Child with Disability
Valid for the following programs: W-2
Report this activity when a participant is involved in an assessment of the need for the participant to be the sole provider of care for a dependent child with a disability or incapacitation.

Documentation must be provided using the *Need to Care for Disabled Family Member* (10786*)* form or an agency-developed form that, at a minimum, has the same elements. (See 7.4.2.1 #2)

This code should not be used for *CMC* participants.

***For Federal Work Participation**: Reporting this activity for a participant will exclude that case from Federal Work Participation calculations.*

AD – Disability and Learning Assessment
Valid for the following programs: W-2, LF, CF
Report this activity when a participant is involved in a formal assessment by a qualified assessing agency. This assessment will identify the appropriate level of work needed, accommodations, and learning capacity of the participant.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

AF – Assessment for Other Family Member
Valid for the following programs: W-2
Report this activity when a participant is involved in an assessment of the need for the participant to be the sole provider of care for a W-2 Group member with a disability or incapacitation, when that W-2 Group member is not a child or foster child.

Documentation must be provided using the *Need to Care for Disabled Family Member* (10786) form or an agency-developed form that, at a minimum, has the same elements. (See 7.4.2.1 #2)

***For Federal Work Participation**: Reporting this activity for a participant will exclude that case from Federal Work Participation calculations.*

AL – Physician's Assessment
Valid for the following programs: W-2, LF, CF
Report this activity when a participant is involved in a physician's assessment to determine the participant's physical limitations due to medical conditions.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

AM – Mental Health Assessment
Valid for the following programs: W-2, LF, CF
Report this activity when a participant is currently involved in a mental health assessment by a qualified mental health provider.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

AV – Domestic Violence Assessment and Supportive Services
Valid for the following programs: W-2, CF
Report this activity for a participant who is receiving services for domestic violence. This includes assessment and supportive services, such as counseling, temporary shelter, legal assistance, etc.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

BE – Adult Basic Education (ABE)
Valid for the following programs: W-2, CF, TMJ/TJ
Report this activity for a participant engaged in an Adult Basic Education (ABE) course that is not tied to participation in a job skills training. ABE is instruction designed to focus on the areas of reading, mathematics, communication skills, social studies, physical sciences, health, and career education. ABE consists of three levels:

1. Level 1, Beginning ABE:
   Instruction designed for adults whose academic functioning level is comparable to grades 0 - 5.9.

2. Level 2, Intermediate ABE:
   Instruction designed for adults whose academic functioning level is comparable to grades 6.0 - 8.9.

3. Level 3, Adult Secondary Education (ASE):
   Instruction, which delivers competencies, academic or occupational, comparable to that offered in secondary schools (grades 9.0 - 12.9).

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required must be used to determine the assignment of hours.

***For Federal Work Participation**: Hours count as "Non-Core."*

CA – AODA Counseling
Valid for the following programs: W-2, LF, CF
Report this activity when the participant attends AODA counseling prescribed by an AODA-related health care professional.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

CC – Child Care Related Activities
Valid for the following programs: W-2
Report this activity for an applicant or participant engaged in activities to secure child care arrangements in order to participate in work activities. This may include contacting a child care resource and referral network, researching availability of child care, touring child care facilities, and interviewing child care providers.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

CE – Career Planning & Counseling
Valid for the following programs: W-2, LF, CF, TMJ/TJ
Report this activity for a participant receiving services geared towards assessment of a participant's career interests and guidance in the career planning process. Examples of activities include:

- *Career assessment*s, including work styles, skills, and interests;
- *Educational Needs Assessment Tool*s (e.g., TABE testing) to determine education and training needs for increased employability;
- Career exploration and job shadowing;
- Reviewing labor market information and training opportunities; and
- Career guidance and counseling.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

CL – Learnfare Counseling
Valid for the following program: LF
Report this activity when the Learnfare participant is engaged in counseling to address one or more barriers to school attendance or problems identified by the participant that are not addressed by any other counseling participation.

These meetings should be used by staff to assist participants in gaining a better understanding of themselves in relation to school or family, or to make other personal adjustments to succeed in reaching educational goals.

CM – Mental Health Counseling
Valid for the following programs: W-2, LF, CF
Report this activity when the participant engages in mental health counseling that has been recommended by a mental health professional.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

CP – Child Support Payment
Valid for the following programs: CF
Use this tracking status when a Children First program participant routinely pays their child support payment. It may be used simultaneously with all other activities.

CR – Career Advancement Services
Valid for the following programs: W-2, CF, TMJ/TJ
Report this activity for an employed participant exploring and pursuing career advancement opportunities. An actual career advancement plan should be developed, describing the steps and actions required to meet career advancement goals. Other acceptable activities include:

- Assisting the participant in accessing career advancement services, such as undergoing further occupational assessment;
- Enrolling in appropriate education and training programs, e.g. apprenticeships, career pathways, etc.; and
- Accessing career advancement opportunities offered through the employer, such as a career ladders program.

The length of time in this activity should reflect the time spent developing the career plan and doing career exploration.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is*

the preceding 12 months.

CS – Community Service
Valid for the following program: CF
Report this activity when a participant is engaged in community service activities, including but not limited to:

- Volunteer work;
- Participation in a community activity; and
- Other types of community service.

The type of community service activity should be documented in case notes.

CT – Customized Skills Training
Valid for the following programs: CF
Report this activity when training is assigned to meet the specific employment needs of an employer, such as addressing labor shortages for a specific occupation, where the employer is involved in developing the training program.

In addition, there is an agreement that the employer will employ individuals who successfully complete the training program.

DR – Drivers Education
Valid for the following programs: W-2, LF, CF
Report this activity when a participant is enrolled in a course of study that includes both classroom and behind-the-wheel instruction designed to prepare the student to pass the Wisconsin Driver's License Examination.

This activity may also be used to reflect those hours a participant attends classes to have a driver's license reinstated.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

EL – ESL (English as a Second Language)
Valid for the following programs: W-2, LF, CF
Report this activity for a participant engaged in an English as a Second Language (ESL) course that is not tied to participation in job skills training. ESL is a course of study intended to teach English skills related to reading, writing, speaking, and listening to students who are fluent in another language and are learning English. The purpose of assigning ESL is to prepare participants for employment.

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required must be used to determine the assignment of hours.

***For Federal Work Participation**: Hours count as "Non-Core."*

ES – Employment Search
Valid for the following programs: W-2, CF
Report this activity for a participant engaged in employment search that is tailored to their needs and includes some or all of the following activities:

- Researching prospective employers;
- Meeting with a job developer;
- Attending a structured job search workshop;
- Making contact with prospective employers;
- Completing applications for vacancies;
- Preparing for job interviews; and
- Interviewing for jobs.

This activity may be completed independently or in a group setting. When traveling to job interviews, the travel time between interviews may be counted towards hours of participation. Travel time to the first job interview and the time spent returning home after the last one cannot be counted.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

FC – Family Member Treatment/Counseling
Valid for the following programs: W-2
Report this activity when a participant is attending appointments on a weekly basis for another W-2 Group member's medical, AODA mental health needs, or other treatment/counseling.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

GE – GED (General Educational Development)
Valid for the following programs: W-2, LF, CF
Report this activity when a participant is engaged in instruction designed to prepare adults for the General Educational Development (GED) test. A certificate of General Educational Development is issued by the Department of Public Instruction (DPI) upon attainment of satisfactory scores on the GED tests. An individual must be a Wisconsin resident who is at least 18 years and six months old OR whose high school class has graduated in order to take the GED tests.

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required must be used to determine the assignment of hours.

***For Federal Work Participation**: Hours count as "Non-Core," except for teen parents ages 18 and 19 with no high school diploma who can meet their Federal Work Participation requirement by participation in this activity.*

HE – HSE (High School Equivalency Diploma)
Valid for the following programs: W-2, LF, CF
Report this activity when a participant is engaged in adult educational activities designed to prepare adults to take the tests and courses that lead to a High School Equivalency Diploma (HSED). An HSED is earned by passing the GED tests and meeting additional requirements in health, citizenship, and employability skills **or** completing any missing high school credits. Additional information on HSED or GED can be obtained from the Wisconsin Department of Public Instruction website.

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required must be used to determine the assignment of hours.

***For Federal Work Participation**: Hours count as "Non-Core," except for teen parents ages 18 and 19 with no high school diploma who can meet their Federal Work Participation requirement by participation in this activity.*

HR – Housing-Related Activities
Valid for the following programs: W-2, CF
Report this activity for a participant experiencing a housing crisis. This may include a guided or self-directed housing search, relocating to get out of a domestic abuse situation, and housing education sessions at community agencies.

This activity should be used in conjunction with assignment to other W-2 activities until permanent, safe housing is secured.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

JR – Job Retention Services
Valid for the following programs: W-2, CF, TMJ/TJ
Report this activity when services are provided directly to participants to assist them with maintaining unsubsidized employment. The types of services that can be provided include:

- Review of workplace demands and employer expectations;
- Mediation of conflicts on the job;
- Strategies to help the individual stay employed;
- Job-specific problem solving; and
- Crisis resolution; and
- Supporting participants in building and maintaining stability.

***For Federal Work Participation:** Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

JS – Job Skills Training
Valid for the following programs: W-2, CF, TMJ/TJ

Assign this activity:

1. When a participant enrolls in a short-term job skills training that the W-2 agency has worked with the participant to arrange.
    a. The short-term job skills training must have no less than 40 hours of class time and no more than 516 hours in length).

2. To individuals who enter W-2 already engaged in a job skills training program and:

    a. The individual has one semester/six months or less to complete their program, but no more than 516 hours remaining; and

    b. The W-2 agency determines that completing the program will help the individual obtain employment.

The training must provide skills to help the participant obtain employment or to advance or adapt to the changing demands of the workplace. This training may include customized skills training to meet the needs of a specific employer or can be general training that prepares an individual for a specific occupation within an employment sector. The training activity must match the participant's employment goals.

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required will be used to determine the assignment of hours.

Examples of job skills training include:

- **Technical/digital trainings**: data entry, IT support, data analytics, cyber security, etc.
- **Health and medical trainings**: medical assistant, health technician, certified nurse assistant, physical therapy aid, etc.
- **Business/management trainings**: office administration, sales trainee, social media management, bookkeeping and accounting software, insurance billing and coding, etc.
- **Skilled trades/manufacturing trainings**: welding, commercial driver's license, HVAC technician, heavy equipment operator, etc.
- **Culinary and hospitality trainings:** food safety certification, line cook or culinary arts training, hotel front desk operations, event planning,
- **Education and childcare trainings:** early childhood education, teacher's aide/paraprofessional, childcare provider certification, special education support.

Total assigned hours must never exceed 40 hours per week.

***For Federal Work Participation**:* Hours count as "Core" for no more than 12 months during the lifetime of the participant. After 12 months, hours count as "Non-Core."

LA – Court-Related/Legal Appointments
Valid for the following programs: W-2, CF
Report this activity when a participant is scheduled for court-ordered appointments for themselves or a child. This may include:

- Child welfare home visits and wrap-around staffing sessions;
- Child support hearings and legal meetings with attorneys;
- Probation and parole appointments; and
- Huber program-related activities.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

LF – Life Skills
Valid for the following programs: W-2, CF
Report this activity for a participant engaged in activities that teach basic life skills to help them succeed in the workforce. Activities may include:

- Balancing life and work;
- Budgeting and financial literacy;
- Household management;
- Interpersonal skills;
- Decision-making skills;
- Time management;
- Strengthening parenting skills and understanding family relationships;
- Family nutrition;
- How to work with the government, legal, and school systems;
- How to request reasonable accommodations and understand equal opportunity employment laws; and
- How to select quality child care and develop a plan for backup child care for emergencies or when the child or provider is sick.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

LS – Literacy Skills
Valid for the following programs: W-2, CF
Report this activity for a participant engaged in a literacy skills course that is not tied to participation in job skills training.

This includes Literacy Skills aimed at teaching reading, writing, and communication skills necessary to prepare a participant to participate in Adult Basic Education (ABE), occupational programs, or unsubsidized employment. Instruction may be provided in a formal educational institution, through a literacy council, or through another provider.

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement

from the educational program indicating the amount of study time required must be used to determine the assignment of hours.

***For Federal Work Participation**: Hours count as "Non-Core."*

MN – Mentor/Coach
Valid for the following programs: W-2, CF
Report this activity for a participant assigned hours in which they are required to interact with their mentor/coach.

Mentoring pairs more skilled or experienced individuals with a newly employed participant to help them succeed in the workplace. The agency maintains ongoing supervision of, and support for, mentors and mentees.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

MO – Job Readiness/Motivation
Valid for the following programs: W-2, CF, TMJ/TJ
Report this activity for an applicant or participant engaged in classes and activities specifically designed to prepare them for work. This includes activities geared towards learning general workplace expectations and job retention skills necessary to successfully compete in the labor market.

A high-quality job readiness program uses various techniques and approaches to build self-esteem and increase self-confidence. Attendance at scheduled sessions must last at least one hour. Examples of job readiness/motivation sessions include:

- Effective job seeking and interviewing skills;
- Resume creation, preparation, development, and maintenance;
- Developing networking skills;
- Communication skills, personality types, and ability to relate to others;
- Coaching on workplace expectations;
- Personal development (e.g., self-esteem, goal setting, etc.);
- Basic computer skills and internet literacy; and
- Professional development like teamwork, problem-solving, adaptability, conflict resolution, etc.

Activity may be completed independently or in a group setting.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

MP – Ongoing Medical/Personal Care
Valid for the following program: W-2, CF
Report this activity when a participant is involved in ongoing medical appointments or during timeframes when a participant cannot be assigned to other work activities due to medical restrictions that are expected to last more than six months. The medical restrictions and the expectation that the activity will last more than six months must be certified by a qualified medical or mental health professional.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

NB – Noncustodial Parent TEMP/Public Employer
Valid for the following programs: W-2
Report this activity for a W-2 noncustodial parent placed in a TEMP job within the public sector (employer is a government entity). The hours assigned under this activity should be equivalent to the number of hours the participant engages each week in a TEMP job. The activity ends when the Noncustodial Parent TEMP (TNP) placement ends.

Only one member of a W-2 Group may be reported in this activity at a time.

***For Federal Work Participation:** This activity is not counted for Federal Work Participation requirements because TEMP participants are not included in the Federal Work Participation rate.*

NC – Non-compliance
Valid for the following program: LF, CF
Report this activity when a Children First program participant is not in compliance with program activities because of:

- Noncooperation;
- Non-attendance; or
- Failure to participate in assigned activities.

The Children First case manager proceeds with the Children First Fact Finding process (see Children First Program Guide).

If the participant signs the Reconciliation Agreement/plan, end the non-compliance and place the participant in the appropriate activity.

If the participant does not respond or fails to participate in the Fact Finding process, notify the child support agency via the Affidavit of Non-Compliance and disenroll the participant.

NV – NCP TEMP/Private Employer
Valid for the following programs: W-2
Report this activity for a W-2 noncustodial parent placed in a TEMP job within the private sector (employer is not a government entity). The hours assigned under this activity should be equivalent to the number of hours the participant engages each week in a TEMP job. The activity ends when the Noncustodial Parent TEMP (TNP) placement ends.

Only one member of a W-2 Group may be reported in this activity at a time.

For Federal Work Participation: *This activity is not counted for Federal Work Participation requirements because TEMP participants are not included in the Federal Work Participation rate.*

OC – Occupational Testing
Valid for the following programs: W-2, LF, CF, TMJ/TJ
Report this activity for a participant engaged in testing related to employment. Testing may include exploration, aptitude, skills, and interest testing and interpretation.

For Federal Work Participation*: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is the preceding 12 months.*

OE – Transform Milwaukee Jobs/Transitional Jobs Post-Orientation Employment Search
Valid for the following programs: TMJ/TJ
Report this activity for a participant who has completed TMJ/TJ orientation activities and is engaged in post-orientation employment search.

OJ – On-The-Job Training (OJT)
Valid for the following programs: W-2, LF, CF, TMJ/TJ
Report this activity when a participant is in a paid job that is subsidized by a program other than W-2 or Transform Milwaukee Jobs (TMJ). This includes, but is not limited to:

- Workforce Innovation and Opportunity Act (WIOA) OJT;
- Division of Vocational Rehabilitation (DVR) work experience;
- Trade Adjustment Assistance (TAA) Act OJT;
- Youth apprenticeship;
- Adult apprenticeship; and
- Employment subsidized by:
    - Senior Community Services Program; or
    - Volunteers in Service to America (VISTA).

For Federal Work Participation*: This activity is not counted for Federal Work Participation requirements.*

OR – Program Orientation
Valid for the following programs: W-2, LF, CF, TMJ/TJ
Report this activity when an individual participates in a set of activities designed to orient the individual to the employment and/or training program.

It may be used to indicate that orientation has occurred for an individual currently open (enrolled) in a different work program.

Example: An individual is currently open for W-2 and then becomes a Children First participant.

PA – Parenting Skills
Valid for the following programs: W-2, CF
Report this activity for a participant engaged in activities that teach effective parenting skills. Activities may include:

- Parenting techniques;
- Nutrition;
- Family planning; and
- Behavior modification.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

PD – Personal Development
Valid for the following programs: W-2, CF
Report this activity for a participant engaged in activities that promote a healthier lifestyle but the activity has not been determined to be medically necessary. The activity must be assigned with the goal of moving the participant towards employment. These activities may include, but are not limited to:

- Personal journaling;
- Motivational reading;
- Exercise at home;
- Smoking cessation;
- Ongoing support groups for survivors of domestic abuse, Alcoholics Anonymous, Narcotics Anonymous, mental health support groups, etc.

***For Federal Work Participation:** This activity is not counted for Federal Work Participation requirements.*

PR – Physical Rehabilitation
Valid for the following programs: W-2
Report this activity for a participant engaged in an activity that meets the following criteria:

1. Determined to be medically necessary;
2. Anticipated to last six months or less; and
3. Geared towards helping the individual recover from a medical condition and enter or re-enter the workforce.

The determination that the activity is medically necessary and the expectation that the rehabilitation activity will last six months or less must be certified by a qualified medical or mental health professional.

This activity should not be assigned when a participant is in the process of applying for SSI or SSDI and the W-2 agency or another provider is providing related advocacy services.

***For Federal Work Participation**: Hours count as "Core" for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than four consecutive weeks. Timeframe for these limits is*

the preceding 12 months.

RS – Regular School (K - 12)
Valid for the following programs: W-2, LF, CF
Report this activity when the participant is:

- Enrolled in an education program (kindergarten through 12th grade levels) at a public or private school;
- At a Wisconsin Technical College System (WTCS) school in a program that will include a high school diploma; or
- At a Department of Public Instruction (DPI) registered home educational program including home-based and home school instruction.

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required must be used to determine the assignment of hours.

***For Federal Work Participation**: Hours count as "Non-Core," except for teen parents ages 18 and 19 with no high school diploma who can meet their Federal Work Participation requirement by participating in this activity.*

SW – Paid Work Experience in the public sector, not funded by TANF
Valid for the following program: W-2, CF
This is a supervised paid work training activity in a public sector organization such as a government entity in which the subsidized wages to the participant are provided by a source other than TANF funds.

This includes activities conducted by the W-2 agency or other work training provider to prepare a participant for a specific work site. The job site must have a training site supervisor.

The activity must serve a useful public purpose or be a project in which its costs are partially or wholly offset by revenue generated by such projects. The program funding agency must provide Worker's Compensation and Unemployment Insurance.

***For Federal Work Participation**: Hours count as "Core".*

SZ - Paid Work Experience in the private sector, not funded by TANF
Valid for the following program: W-2, CF
This is a supervised paid work training activity in a private sector entity in which the subsidized wages to the participant are provided by a source other than TANF funds.

This activity includes activities conducted by the W-2 agency or other work training provider to prepare a participant for a specific work site. The job site must have a training site supervisor.

The activity must serve a useful public purpose or be a project in which its costs are partially or wholly offset by revenue generated by such projects. The program funding agency must provide Worker's Compensation and Unemployment Insurance.

***For Federal Work Participation**: Hours count as "Core".*

TB – TEMP/Public Employer
Valid for the following programs: W-2
Report this activity for a W-2 custodial parent placed in a TEMP job within the public sector (employer is a government entity). The hours assigned under this activity should be equivalent to the number of hours the participant engages each week in a TEMP job. The activity ends when the TMP placement ends.

Only one member of a W-2 Group may be reported in this activity at a time.

***For Federal Work Participation:** This activity is not counted for Federal Work Participation requirements because TEMP participants are not included in the Federal Work Participation rate.*

TC – Technical College Activities
Valid for the following programs: W-2
Assign this activity when CSJ and W-2 T participants are:

1. Enrolled full-time (up to 15 hours per week) in a program offered through the Wisconsin Technical College System that requires between one and two years of class-time to complete; and
2. Employed or assigned 25 hours of work activities per week.

The 25 hours must include the study time required for the program (see new Technical College Study Time - TT activity defined below) as well as other work activities that relate to the training the participant is engaged in that will improve the likelihood of obtaining employment once the training is completed. This may include activities such as work study, internships, career planning and counseling, job shadowing, and work experience activities that relate to the training program.

***For Federal Work Participation:** Hours count as "Core" for no more than 12 months during the lifetime of the participant. After 12 months, hours count as "Non-Core."*

EM- Employment Search for TMJ/TJ
Valid for the following programs: TJ/TMJ
Report this activity for a participant engaged in employment search tailored to their needs. This includes, but is not limited to, the following activities:

- Researching prospective employers;
- Meeting with a job developer;
- Attending a structured job search workshop;
- Making contact with prospective employers to learn of job openings;
- Completing applications for vacancies;
- Preparing for job interviews; and
- Interviewing for jobs.

This activity should be marked as “Self Directed” when conducted independently by the participant (e.g., participant spends one hour a week researching prospective employers from home).

TT - Technical College Study Time
Valid for the following program: W-2
Assign this activity when study time is needed for the participant to successfully complete a technical college program.

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required must be used to determine the assignment of hours. The study time must be counted towards the 25 hour technical college work requirement (see definition for Technical College - TC activity).

Only assign this activity when the participant is assigned Technical College – TC.

For Federal Work Participation: *Hours count as “Core” for no more than 12 months during the lifetime of the participant. After 12 months, hours count as “Non-Core.”*

TV – TEMP/Private Employer
Valid for the following programs: W-2
Report this activity for a W-2 custodial parent placed in a TEMP job within the private sector (employer is not a government entity). The hours assigned under this activity should be equivalent to the number of hours the participant engages each week in a TEMP job. The activity ends when the TMP placement ends.

Only one member of a W-2 Group may be reported in this activity at a time.

For Federal Work Participation: *This activity is not counted for Federal Work Participation requirements because TEMP participants are not included in the Federal Work Participation rate.*

UA – Unassigned
Valid for the following programs: CF
Report this only if a participant has completed the enrollment process, is between assignments, and is currently not assigned to any other activity.

UC – Up-front Career Planning
Valid for the following programs: W-2, CF
Report this activity for an applicant receiving up-front services geared toward assessment of an individual’s career interests and guidance in the career planning process. Examples of activities include:

- *Career assessment*s, including work styles, skills, and interests;
- *Educational Needs Assessment Tool*s (e.g., TABE Testing) to determine education and training needs for increased employability;

- Career exploration or job shadowing;
- Reviewing labor market information and training opportunities; and
- Career guidance and counseling.

This activity must be ended at time of W-2 placement.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

UE – Up-front Employment Search
Valid for the following programs: W-2, CF
Report this activity for an applicant engaged in up-front employment search that is tailored to their needs and includes some or all of the following activities:

- Researching prospective employers;
- Meeting with a job developer;
- Attending a structured job search workshop, such as Job Club;
- Making contact with prospective employers;
- Completing applications for vacancies;
- Preparing for job interviews; and
- Interviewing for a job.

This activity must be ended at time of W-2 placement.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

UR – Up-front Job Readiness / Motivation
Valid for the following programs: W-2, CF
Report this activity for an applicant engaged in up-front classes or activities specifically designed to prepare them for work. This includes activities geared towards learning general workplace expectations and job retention skills necessary to compete successfully in the labor market.

A high-quality job readiness program uses various techniques and approaches to build self-esteem and increase self-confidence. Attendance at scheduled sessions must last at least one hour. Examples of job readiness/motivation sessions include:

- Workshops on effective job seeking and interviewing skills;
- Resume creation, preparation, development and maintenance;
- Developing networking skills;
- Communication skills, learning about personality types, and ability to relate to others;
- Instruction in workplace expectations;
- Workshops on self-esteem, goal setting, etc.;
- Courses on basic computer skills and internet literacy; and
- Workshops on soft skills like teamwork, problem-solving, adaptability, conflict resolution, etc. Activity may be completed independently or in a group setting.

This activity must be ended at time of W-2 placement.

***For Federal Work Participation**: This activity is not counted for Federal Work Participation requirements.*

VA – Vocational Adult Basic Education
Valid for the following programs: W-2, CF
Report this activity for a participant assigned to an Adult Basic Education (ABE) course completed as a part of a job skills training program. The course must be of limited duration and be a necessary or regular part of the job skills training. ABE is instruction designed to focus on the areas of reading, mathematics, communication skills, social studies, physical sciences, health, and career education. ABE consists of three levels:

1. Level 1, Beginning ABE:
   Instruction designed for adults whose academic functioning level is comparable to grades 0-5.9.
2. Level 2, Intermediate ABE:
   Instruction designed for adults whose academic functioning level is comparable to grades 6.0-8.9.
3. Level 3, Adult Secondary Education (ASE) Instruction which delivers competencies, academic or occupational, comparable to that offered in secondary schools (grades 9.0-12.9).

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required must be used to determine the assignment of hours.

***For Federal Work Participation**: Hours count as "Core" for no more than 12 months during the lifetime of the participant. After 12 months, hours count as "Non-Core.*"

VE – Vocational English-as-a-Second-Language
Valid for the following programs: W-2, CF
Report this activity for a participant assigned to an English as a Second Language (ESL) course that is part of a job skills training program.

The course must be of limited duration and a necessary or regular part of the job skills training. ESL is a course of study intended to teach English-speaking skills related to reading, writing, speaking, and listening to students who are fluent in another language and are learning English.

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required must be used to determine the assignment of hours.

***For Federal Work Participation**: Hours count as "Core" for no more than 12 months during the lifetime of the participant. After 12 months, hours count as "Non-Core."*

VL – Vocational Literacy Skills
Valid for the following programs: W-2, CF
Report this activity for a participant assigned to a Literacy Skills course that is completed as part of a job skills training program. The course must be of limited duration and be a necessary or regular part of the job skills training.

Vocational Literacy Skills is a course of study aimed at teaching reading, writing, math, and communication skills necessary to prepare a participant to participate in job skills training. Instruction may be provided in a formal educational institution, through a literacy council, or through another provider.

Up to one hour of unsupervised study time for each hour of class time plus supervised study time may also be assigned under this activity and tracked for attendance purposes. A statement from the educational program indicating the amount of study time required must be used to determine the assignment of hours.

***For Federal Work Participation**: Hours count as "Core" for no more than 12 months during the lifetime of the participant. After 12 months, hours count as "Non-Core."*

WE – Work Experience
Valid for the following programs: W-2, LF, CF
This is a supervised unpaid work training activity with either a:

- Public business or organization;
- Private not-for-profit business or organization; or
- Private for-profit business or organization.

Work Experience includes orientation activities conducted either by the W-2 agency or the work training site provider that prepare a participant for a specific work site.

The activity must serve a useful public purpose or be a project whose cost is partially or wholly offset by revenue generated by such projects. The program agency must provide Workers Compensation liability for the Work Experience job site.

The job site must have a work training site supervisor.

***For Federal Work Participation**: Hours count as "Core."*

***History**: Release 25-03; Release 22-06; Release 21-07; Release 20-04; Release 19-07; Release 19-05; Release 19-02; Release 19-01; Release 17-01; Release 14-03; Release 14-01; Release 12-01; Release 11-06; Release 11-04; Release 11-02; Release 09-02.*

Appendix - Benefit Issuance Guide

Use the following link to access the Benefit Issuance Guide.

***History**: Release 25-03; Release 16-01.*

Appendix - W-2 Forms and Publications

All DCF forms and publications can be found on the DCF website.

Use the following links to access the DCF forms and publications repositories.

The Division of Family and Economic Security also stores forms and publications that agencies are required to provide during the W-2 application process as well as other publications at the Wisconsin Department of Administration (DOA) Document Sales and Distribution Center in Madison. Forms and publications stored at the distribution center can be obtained free of charge.

For a complete list of the W-2 forms and publications stored at the distribution center, or to order W-2 forms and publications, visit the DOA Document Sales & Distribution ordering site.

Questions regarding DCF W-2 forms and publications can be directed to:

Department of Children and Families
Division of Management Services
Attention: DCF Forms Officer
201 West Washington Avenue

P.O. Box 8916
Madison, WI 53703-8916
E-mail: DCFMBAgencyOperations@wisconsin.gov

***History**: Release 25-03; Release 23-02; Release 14-03; Release 10-01.*

Appendix - Job Centers

Use the following link to access the Job Centers Appendix.

***History**: Release 25-03; Release 08-01.*

Appendix - Non-Citizen Eligibility Documentation

Use the following link to access the Non-Citizen Eligibility Documentation.

***History**: Release 25-03.*

Appendix - Bureau of Refugee Programs

Use the following link to access the Bureau of Refugee Programs policy manual and other program information.

***History**: Release 25-03; Release 21-10.*

Appendix - TANF Work Participation Requirements

W-2 Work participation documentation, verification and supervision policy and procedures.

Use the following links to access Operations Memo 17-11, Operations Memo 18-J7, and the Documentation, Verification and Supervision Criteria chart.

***History**: Release 25-03; Release 22-06; Release 16-01.*

Appendix - W-2/DVR Technical Assistance Guide

Use the following link to access the W-2/DVR Technical Assistance Guide.

***History**: Release 25-03.*

Glossary

A

ACCESS: A client facing web portal that provides self-service, case specific information regarding an individual's FoodShare, Medicaid, Wisconsin Shares, Wisconsin Works (W-2), and Job Access Loan benefits, including program eligibility information.

Address: Address refers to the actual place where the household resides. • Applicants and participants must provide an address unless they are homeless, migrant workers, or newly arrived in Wisconsin. Verification of address is not required. • A household does not have to reside in a permanent dwelling. • A household may use a general delivery or PO box address. "Address" is different than "residence."

Amerasian(s): An individual born in Korea, Vietnam, Laos, Kampuchea or Thailand after December 31st, 1950 and before October 22, 1982 who was fathered by a United States citizen.

Applicant: An individual who applies for any service of the W 2 and Related Programs including support services.

Arrearage: A payment for past payments owed.

Assessment: The process of gathering the needed information to develop an Employability Plan customized for the participant that will result in either a successful employment outcome which starts the individual on a career path; or, if appropriate, a path to eligibility for Supplemental Security Income and/or Social Security Disability Insurance benefits

assistance group: An individual or group of individuals whose income and assets are tested together when applying for public benefit programs, including Refugee Cash and Medical Assistance. Criteria for determining assistance groups can vary between different public benefit programs.

asylee(s): An individual who meets the definition of a refugee and has traveled to a new country on his or her own, applied for and received a grant of asylum.

asylum: Protection granted by a nation to an individual who cannot return to his or her home country based on a fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion.

asylum-seeker(s): An individual who is seeking but has not yet been granted asylum.

At Risk Pregnancy Placement (ARP): An At Risk Pregnancy (ARP) placement is a W-2 paid case management placement without any required participant activities for an unmarried woman 18 or older who meet W-2 nonfinancial and financial eligibility except that an ARP participant must not be the custodial parent of a dependent child. As defined by W-2 ARP policy, there must be verification of: her third trimester pregnancy; the pregnancy is an at risk pregnancy; and she is unable to work due to the at risk pregnancy.

B

Barrier: Something that acts to hinder or restrict employment opportunities.

Benefit Issuance Pulldown: A system process which allows a payment to be issued through CARES. Benefit Issuance Pulldown occurs on the night of approximately the 5th working day prior to the end of the month.

Bona-Fide Job Offer: Authentic or real offer of employment as determined by the W-2 agency.

C

Calendar Day: Any day of the week, including weekends and holidays.

Career Assessment: A broad spectrum of assessment tools that W-2 agencies, applicants, and participants use to obtain greater awareness about how an individual's work styles, skills, and interests can be used to define a career path, assign meaningful activities, highlight strengths, identify training needs, and match the individual to employment opportunities

CARES Holiday: A holiday limiting official business: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. A CARES holiday can be observed on an alternate day, depending on the day of the week it occurs; see the CARES Online Availability

CARES Worker Web (CWW): The web based computer program used in Wisconsin for the W-2, JAL, FoodShare, Badger Care, and Wisconsin Shares programs. Used for the W-2 program in client registration, eligibility determination, placement, and Learnfare.

Caretaker Supplement Program (CTS): A monthly cash benefit for an eligible child(ren) living with his or her Supplemental Security Income (SSI) parent. Caretaker Supplement benefits are administered by the county/tribal human social services agency.

Case Management: The family-centered and goal-oriented process for assessing the needs of a W-2 group member and his or her family for employment, training and supportive services and assisting the W-2 group member in obtaining the services needed to achieve self-sufficiency.

Case Management Denied Placement (CMD): A placement for individuals who have reached their time limit and did not receive paid placement extension.

Case Management Follow-Up Placement (CMF): A placement for individuals who have obtained unsubsidized employment while in a paid placement.

Case Management Follow-up Plus Placement (CMF+): Case Management Follow-Up Plus (CMF+) is a placement for individuals who have obtained unsubsidized employment while in the CSJ, W-2 T, or TMP placements and meet minimum work requirements for his or her family type.

Case Management Minor Parent Placement (CMM): Case Management Minor Parent is a placement for custodial parents who are under the age of 18.

Case Management Noncustodial Parent Placement (CMN): Case Management Noncustodial Parent is a placement for noncustodial parents of children with a custodial parent in a W-2 employment position.

Case Management Pregnant Woman Placement (CMP): Case Management Pregnant Woman is a placement for pregnant women who do not have custody of any children and are not in the third trimester of a medically verified at-risk pregnancy.

Case Management Resource Guide: A guide which will be available at each W-2 agency to aid the FEP in providing case management by identifying resources that will assist the family in achieving self-sufficiency.

Case Management Underemployed Placement (CMU): Case Management Underemployed, also know as Case Management Services for Working Individuals, is a placement for eligible parents who are working in unsubsidized employment when they apply for W-2 or who obtain employment as a result of applicant up-front job search activities.

Categorically Eligible (for FoodShare): An applicant placed in a W-2 employment position is eligible for FoodShare without having to meet the nonfinancial or financial FoodShare requirements.

Child Care Resource and Referral Network (CCRR): A network of Child Care and Referral agencies which can assist parents in locating a child care provider and discuss what to look for when selecting a provider, i.e. smoke alarms, emergency exits, etc. For a list of local CCRR agencies, contact the CCRR Network at (920) 734-1739.

Child Support (CS): The Child Support program is designed to: 1. Establish paternity on behalf of children whose parents were not married to each other at the time of the child's birth; 2. Establish court orders obligating parents to pay child support and provide health care for their children, including health insurance coverage; 3. Collect support payments including: a. Child support; b. Family support (combined support for both the children and the custodial parent in a child support case); and c. In cases where there is an order to make separate child support and spousal maintenance payments (alimony), to collect both child support and spousal maintenance; d. Take administrative and legal actions necessary to enforce a support order when parents fail to pay the support they have been ordered to pay; and e. Locate parents who are not paying support and locate income and assets, when necessary, to establish or enforce a child support order.

Children First: A court-ordered work training program for noncustodial parents designed to encourage and enable payment of child support.

Client Assistance for Reemployment and Economic Support (CARES): Mainframe system used in Wisconsin for the W-2, JAL, TMJ/TJ, FoodShare, Badger Care, and Wisconsin Shares programs. Used for the W-2 program in case

management, benefit issuance, Performance Outcome Payment claims, participation tracking, and JAL loan information and budgeting.

Community Rehabilitation Program: A program that provides directly or facilitates the provision of vocational rehabilitation to individuals with disabilities and that enables an individual with a disability to maximize opportunities for employment.

Community Service Jobs Placement (CSJ): Community Service Jobs is one of the paid W-2 employment placements developed for individuals who lack the basic skills and work habits needed in a regular job environment. CSJ positions offer real work training opportunities, with the added supervision and support needed to help participants succeed. CSJ participants receive a maximum monthly benefit of $653. See prorated CSJ.

Community Steering Committee: Each W-2 agency is required by statute to establish a CSC to help in identifying employment opportunities, as well as create wage-subsidized and community service jobs, for those individuals who are not ready for regular employment. The CSC will help ensure the success of W-2 by adding the leadership, resources and the initiatives of local community leaders. The CSC supports W-2 participants by identifying job opportunities and developing supportive services such as expanded child care, creative transportation solutions, etc.

Contract Area: Multiple geographical areas served by the same W-2 Contract Agency.

Controlled Substance: A drug or a substance defined in ch. 961.01, WI Stats., which requires a doctor's prescription or permission from the Wisconsin Controlled Substances Board for medical or experimental use or for use in the manufacture of a product.

Cuban-Haitian entrant(s): An individual granted parole status as a Cuban/Haitian Entrant or granted any other special status subsequently established under the immigration laws for nationals of Cuba or Haiti.

Current Enrollment /Attendance and Prior Semester Verification Report (CEAPSVR): Learnfare report produced at the end of the month, in paper format or electronically, that is used for school attendance verification at application, re-exam, person add, transfer, review and for good cause. It is sent to the school district to collect current enrollment data including the number and dates of absences during the prior semester and month.

Custodial Parent (CP): With respect to a dependent child, a parent (see definition of parent) who resides with that child and, if there has been a determination of legal custody with respect to the dependent child, has legal custody of that child

Custodial Parent of an Infant Placement (CMC): One of the W-2 paid placements. A custodial parent of an infant who is 8 weeks old or less and who meets the financial and nonfinancial eligibility requirements for W-2 employment positions may receive a monthly payment of $673 and will not be required to participate in an employment position unless he/she volunteers to participate.

D

Department: The Wisconsin Department of Children and Families.

Department of Children and Families (DCF): The Wisconsin Department that oversees the W-2, RCA and RMA programs.

Dependent 18-year-old: A person who resides with a parent and who is 18, a full-time student at a secondary school or a vocational or technical equivalent, and who is reasonably expected to complete the program before attaining the age of 19.

Dependent Child: A person who resides with a parent and who is under the age of 18 or, if the person is a full-time student at a secondary school or a vocational or technical equivalent and is reasonably expected to complete the program before attaining the age of 19, is under the age of 19

Derivative Citizenship: Citizenship conveyed to children through the naturalization of parents or, under certain circumstances, to foreign-born children adopted by U.S. citizen parents, provided certain conditions are met.

Disabled Adult: An adult parent who: 1.Is receiving or determined in writing by the granting disability organization as eligible to receive Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Veterans or Black Lung Disability Benefits, Railroad Disability Benefits, Public or Private Employers Disability Benefits (e.g. workers compensation), or 2.Has been determined in writing by a medical, mental health, or other qualified assessment agency/professional to have a disability or incapacitation which prevents the person from temporarily or permanently working full-time in unsubsidized employment. When there is a temporary disability or incapacitation, the W-2 disabled adult definition is applicable only for the documented period of disability or incapacitation provided by a qualified assessment agency/professional.

Disregard: do not count, exempt, or exclude

Dropout: A student who has 20 consecutive full days of unexcused absence, has not graduated from high school or received a high equivalency diploma, and does not have an acceptable excuse under s. 118.15 (1) (b) to (d) or (3), Stats.

E

Educational Needs Assessment: Educational needs assessments determine if the individual needs, or would benefit from, education or training activities, including a course of study for the granting of a declaration of equivalency of high school graduation. In making this determination, the FEP must consider the following: • The information gathered on the applicant/participant's current educational levels; • The level of education and training necessary to obtain full-time employment in the local labor market; and • The applicant/participant's personal employment goals.

Educational Needs Assessment Tool: Educational needs assessment tools measure a participant's current educational levels. Standardized educational needs

assessment tools, like the TABE or BEST, test skills and aptitudes in reading, language, math computation, and applied math in order to identify current literacy and numeracy skill levels.

Electronic Case File (ECF): A paperless case file system used by W-2 and income maintenance agencies in Wisconsin. The system uses document imaging (scanning) to store case file materials in an electronic format.

Eligibility Begin Date: The date an individual applies for W-2, also known as the W-2 Program Filing Date

Emergency Assistance (EA): W-2 related program that provides a payment to assist eligible families facing a current emergency. The emergency must be due to homelessness, impending homelessness, energy crisis, fire, flood, or natural disaster.

Employability Plan (EP): A written agreement developed jointly by a FEP and participant that provides an outline of how the participant will achieve a specific employment goal or, if appropriate, a goal to obtain SSI and/or SSDI benefits and how the W-2 agency will assist.

Employment Ladder: The structure which symbolizes movement from supported work training activities to independent unsubsidized employment.

Employment Option: The W-2 employment ladder consists of the four employment options: Unsubsidized employment, Trial Employment Match Program, Community Service Job, and W-2 Transition.

English as a Second Language (ESL): The study of the English language by non-native English speakers, traditionally focused on listening, speaking, reading and writing skills.

Episode Begin Date: The date an individual is determined eligible for W-2 and is placed in an initial W-2 Placement

Episode End Date: The date an individual is no longer receiving W-2 services

Equal Opportunity Coordinator: A person, designated by the Department, county agencies and boards, and other subcontractors, to coordinate efforts to comply with requirements for equal opportunity.

Equity Value: The wholesale value or a value estimated by a sales representative at a local business minus any encumbrances that are legal debts.

Excluded Adult: An adult who resides with the W-2 Group, but who is not included by definition in the W-2 Group.

F

Family Case Management: The family-centered and goal-oriented process for assessing the needs of a W-2 group member and his or her family for employment, training and supportive services and assisting the W-2 group member in obtaining the services needed to achieve self-sufficiency.

Family Planning Services: Counseling by trained personnel regarding family planning; distribution of information relating to family planning; and referral to licensed physicians or local health departments for consultation, examination, medical treatment and prescriptions for the purpose of family planning, but does not include the performance of voluntary termination of pregnancy.

Family self-sufficiency plan: A plan that addresses the employment-related service needs of the employable members in a family for the purpose of enabling the family to become self-supporting through the employment of one or more family members.

Federal Poverty Level (FPL): A minimum amount of income that is needed for food, clothing, transportation, shelter and other necessities, as determined annually by the Department of Health and Human Services.

Financial and Employment Planner (FEP): A staff person within a W-2 agency who provides individualized case management and supportive services for a person in a W-2 employment position.

FoodShare Employment and Training (FSET): A free and voluntary program offered to FoodShare clients to help with employment services such as job searches, job referrals, job skills assessment, career planning, job training and work experience.

Formal Assessment: The process of establishing: •The extent and severity of any disabilities or other conditions (e.g., domestic violence, learning needs, need to care for disabled child) that may interfere with normal functioning in an employment setting or with a persons' ability to meet W-2 program requirements; • The effect of a disability or other potential barrier on the person's capacity to obtain and maintain unsubsidized employment, participate in employment-related activities (e.g., employment training or education) or otherwise meet W-2 program requirements; •The need for supportive services, accommodations, auxiliary aids or communication assistance; •The conditions under which the person is capable of employment or employment related activities; •The need to make reasonable modifications to policies, practices and procedures when necessary to ensure equal opportunity for people with disabilities; and •The appropriateness of specific assignments in the W-2 program.

Fugitive Felon: An individual who is fleeing to avoid prosecution, or custody or confinement after conviction, for a crime, or an attempt to commit a crime, which is a felony under the laws of the place from which the individual flees, or, in the case of New Jersey, is a high misdemeanor under New Jersey law

H

Habitual Truant: A student who is absent without an acceptable excuse, as defined by the school, for part or all of five or more days on which school is held during a school semester (s.118.16(1)(a), Wisc. Stats.). Some schools do not operate on a semester basis. Examples are quarters or trimesters. For these schools, use

the following definition of semester: (1) Fall semester: September 1 through January 15, (2) Spring semester: January 16 through May 31

Homestead: An abode and lands used or operated in connection with it.

I

Immigration and Nationality Act (INA): Immigration and Nationality Act (INA)- The basic body of immigration law in the United States, which was created in 1952 and has been amended many times. The INA is a free-standing law, but is also contained in the U.S. Code.

Immigration and Naturalization Services (INS): The federal agency that, prior to 2003, administered immigration benefits. In 2003 the responsibilities of the INS were divided between three bureaus in the Department of Homeland Security (DHS): USCIS, which adjudicates immigration and naturalization statuses, ICE (Immigration and Customs Enforcement), which enforces immigration and customs law, and CBP (Customs and Border Patrol), which secures the border and facilitates lawful trade and travel.

Incapacitation: A medically verified disability, illness or injury which prevents a person from working full-time in unsubsidized employment.

Included Adult: An Included Adult is an adult who is included in the W-2 Group, but who is not eligible for a paid employment position.

Indian Country: Indian country includes the following: (1) All land within the limits of any Indian reservation under the jurisdiction of the United States Government, notwithstanding the issuance of any patent, and, including rights-of-way running through the reservation, (2) All dependent Indian communities within the borders of the United States whether within the original or subsequently acquired territory thereof, and whether within or without the limits of a state, and (3) All Indian allotments, the Indian titles to which have not been extinguished, including rights-of-way running through the same.

Informal Assessment: A process to gather information about an individual and his or her family to determine the: •Individual's ability to become employed and remain employed; •Services and activities necessary for the individual to become employed and remain employed; •Appropriate placement of a participant on the W-2 employment ladder; •Need for further career assessment and planning; •Need for vocational evaluation; and •Need for a formal assessment of any disabilities or other employment barriers by a qualified assessing agency or individual.

Intentional Program Violation (IPV): Intentionally making a false or misleading statement, intentionally misrepresenting or withholding facts, or intentionally committing any act that constitutes a violation of state or federal law for the purpose of receiving W-2 benefits.

J

Job Access Loan (JAL): Short-term interest-free loans that are intended to meet immediate and discrete expenses that are related to obtaining or maintaining employment.

Job Center: Job Centers are part of the workforce system led by Wisconsin's 11 independently operated, regional Workforce Development Boards. Job Center partners include Job Service, Department of Vocational Rehabilitation (DVR), W-2, technical colleges, county human service agencies and other community organizations. To find the closest Job Center or talk with a customer service representative, please visit the JobCenterOfWisconsin.com contact page.

Job Center of Wisconsin: JobCenterOfWisconsin.com, operated by the Wisconsin Department of Workforce Development and the Wisconsin Job Center system, is an online Wisconsin-centered employment exchange linking employers in all parts of the state and in communities that border Wisconsin with anyone looking for a job. It is the primary source of job opening information available in Job Centers. In addition to searching for jobs, job seekers can create a résumé or work application, a cover letter, and a reference list; and can be matched to employers' job openings. JobCenterOfWisconsin.com is available at no cost to both employers and job seekers and is available 24 hours a day.

Job Club: An organized method of helping a group of participants become skilled job seekers. The objectives of a Job Club include teaching participants an effective method of job search, refining skills so that each participant is motivated to believe that he or she can succeed in the working world, and assisting each participant to become attached to the workforce as quickly and efficiently as possible.

Job Coach: Assists W-2 participants in being successful at the job or worksite. On-site job skill training in work-related behaviors is provided addressing areas such as transportation, child care, health care. The Job Coach may provide initial support on the job in terms of assessing skill training, reasonable accommodations, or helping identify a mentor or onsite supports for a participant at work. Job coaches may also interact with employer or supervisors to identify initial problem solving strategies, provide sensitivity training for the employer and staff or determine job coach services at the worksite. There may also be time spent in the person's home, helping with things like organizing day-to-day tasks, identifying needs that can be met by other professionals such as home parenting aides, and getting the individual to work regularly and on time. The Job Coach may also meet with participants in the office, if the assistance includes items such as budgeting help.

Job Developer: The primary interface between the Job Center/W-2 agency and employers. Customer groups include employers, clients seeking employment (W-2 participants and others), and other partner agencies. Interaction with employers includes selling the services of the Job Center, including incentives available for hiring target group individuals. Other job duties may include conducting the daily Job Club, setting up short-term training, and special assignments such as job fairs.

Job Orientation: Workshops consisting of topical areas related to job search techniques and job keeping skills, i.e., grooming for employment; employer telephone contacts; job application completion; resume writing; interviewing skills; understanding the hidden labor market; problem solving related to child care, transportation, and family budgeting; etc.

Job Search (also known as "Employment Search"): W-2 activity for participants who are engaged in employment search that is tailored to the needs of the individual and includes some or all of the following activities: •Time used to research prospective employers; •Making contact with prospective employers whether by phone, in person or via internet to learn of job openings; •Completing applications for vacancies; •Preparing for job interviews; •Interviewing for jobs. This activity may be completed independently or in a group setting. When traveling to job interviews, the travel time between interviews may be counted towards hours of participation. Travel time to the first job interview and the time spent returning home after the last one cannot be counted.

K

Kids Information Data System (KIDS): The Kids Information Data System(KIDS) is a system which supports child support agencies and county clerks of court with child support and paternity information. The system also supports the automatic creation of IV-D cases through interfaces with the CARES and HSRS state systems.

Kinship Care: A cash assistance program in Wisconsin designed to support children who reside with caretaker relatives instead of their parents.

L

Learnfare: A program to assist school-aged, dependent, students 6 through 17 years of age, who are in a W-2 group to attend school regularly and to graduate from school when an adult in the group is participating in a W-2 employment position.

Legal Custody: Regarding the definition of a custodial parent, any person granted legal custody of a child, other than a county agency or licensed child welfare agency, who has the right and responsibility to make major decisions concerning the child, except with respect to specified decisions as set forth by the court or the parties in the final judgment order. Major decisions include, but are not limited to, decisions regarding consent to marry, consent to enter military service, consent to obtain a motor vehicle operator’s license, authorization for non-emergency health care, and choice of school and religion.

Life Skills: Behavioral tools that provide the basic practices necessary to enable the parent(s) to manage day-to-day life, and, as a result, to participate more fully in the workforce, in lifelong educational opportunities, and in community activities. Practical skills which increase a person’s self-esteem and facilitates the pursuit of better job opportunities by providing the ability to fully plan for all of the family’s needs. The following are examples of life skills: understanding and accepting

parental responsibilities, strengthening parental skills, understanding relationships, family budgets, anger management, interpersonal skills, problem solving, family nutrition, time management, decision-making skills, and household management.

M

Matching Grant: A cash assistance program administered by Volags and geared towards refugees who are capable of achieving economic self-sufficiency four to six months after arrival in the United States. Matching Grant participants receive cash assistance from the Volag and are ineligible for public cash assistance. A participant can receive benefits for up to 120 days (4 months), though in certain cases this can be extended up to 180 days (6 months).

Medical Assistance: Also known as Medicaid, Title 19 or MA, a state-federal program that provides health care coverage to low-income elderly, blind, and disabled individuals. In Wisconsin, low-income individuals who do not qualify for Medical Assistance may qualify for BadgerCare Plus.

Migrant Worker: Any person who temporarily leaves a principal place of residence outside Wisconsin and comes to Wisconsin for not more than ten months in a year to accept seasonal employment in the planting, cultivating, raising, harvesting, handling, drying, packing, packaging, processing, freezing, grading, or storing of any agricultural or horticultural commodity in its unmanufactured state.

Minimum Wage: The state minimum hourly wage under ch. 104 or the federal minimum hourly wage under 29 USC 206 (a) (1), whichever is applicable.

Minor Parent: A custodial parent under the age of 18. For Learnfare, a minor parent is either a custodial or a noncustodial parent under the age of 18.

Monthly Attendance Report (MAR): Report, in paper or electronic format, for each Learnfare student on monthly monitoring. For each student listed, the school district reports the total number of absences and dates of the absences during the month for each student listed.

MyACCESS: A mobile app version of ACCESS for smart phones used to manage state of Wisconsin benefits and programs.

N

Non-citizen Deeming: To count a qualified alien's sponsor's income or assets as available to the W-2 group.

Non-citizens: A qualified alien must meet one of the following criteria: 1. An alien lawfully admitted to the United States for permanent residence under the Immigration and Nationality Act; 2. An alien who is granted asylum under section 208 of such Act; 3. A refugee who is admitted to the United States under section 207 of such Act; 4. An alien who has been certified as a victim of trafficking; 5. An alien who is paroled into the United States under section 212(d)(5) of such

Act for a period of at least one year; 6. An alien whose deportation is being withheld under section 243(h) or 241(b)(3) of such Act; 7. Cuban and Haitian aliens, as defined in section 501(e) of the Refugee Education Assistance Act of 1980; 8. An American Indian born in Canada who is at least 50% American Indian by blood, or an American Indian born outside of the United States who is a member of a federally recognized Indian tribe; 9. An alien who has been battered or whose child has been battered, who is no longer residing in the same household with the batterer, and who meets the requirements of 8 USC 1641(c); 10. An alien who is granted conditional entry pursuant to section 203(a)(7) of such Act as in effect prior to April 1, 1980; or 11. Amerasian Immigrants, as defined in section 584 of the Foreign Operations, Export Financing, and Related Programs Appropriations Act of 1988. 12. An alien who is lawfully residing and is one of the following: a. An armed forces veteran who received an honorable discharge that was not on account of alienage and who completed either 24 months of continuous active duty or the full period for which the individual was called, unless the individual received a hardship discharge under 10 USC 1173, early discharge under 10 USC 1171, or a discharge due to a disability incurred or aggravated in the line of duty. b. On active duty in the armed forces of the United States, other than active duty for training c. The spouse of an individual described in subdivision a. or b., or the unremarried surviving spouse of an individual described in subdivision a. or b. if the marriage was for one year or more or the individual had a child in common. 13. An alien who is lawfully residing in the United States and authorized to work by the immigration and naturalization service.

Non-marital Co-parent: With respect to an individual and a dependent child, a parent who is not married to the child's other parent and is either an adjudicated parent or a parent who has signed and filed with the state registrar under s.69.15(3)(b)3, Stats., a statement acknowledging paternity

Noncustodial Parent (NCP): With respect to a dependent child, a parent who is not the custodial parent.

P

Parent: A parent is a: (1)Biological parent; (2)Person who has consented to the artificial insemination of his wife under s.891.40, Stats.; (3)Parent by adoption; (4)Man adjudged in a judicial proceeding to be the biological father of the child if the child is a non-marital child who is not adopted or whose parents are not married to each other; or (5)Man who has signed and filed with the state registrar a statement acknowledging paternity.

Participant: An individual who participates in any component of W-2.

Participation Agreement: The W-2 Participation Agreement (PA) outlines the requirements of W-2 participation. It must be signed by all adult members in the W-2 group and by a W-2 agency representative.

Participation Period: A W-2 participation period is from the 16th of a month to the 15th of the following month. Most payments are made on the first of the month following the participation period.

Petitioner: An individual requesting a Fact Finding or Departmental review.

Placement Begin Date: The date an individual is placed in a W-2 Placement

Prorated Community Service Jobs Placement (CSJ): Prorated CSJ are placements for individuals who are working in unsubsidized employment for less than 30 hours per week and have limitations to increasing their work hours, or obtaining additional job(s).

Prospective Eligibility: Determining eligibility based on what an individual's income and assets are most likely to be in future months.

Protective Payment: A money payment to a payee designated by the agency as the recipient of the participant's total or partial monthly CSJ or W-2 T payment.

Public Holiday: A holiday authorized by law and limiting work or official business.

Q

Qualified Assessing Agency: A professional qualified to perform a formal assessment may include a medical or mental health professional, social worker, psychologist, neuro-psychologist, Division of Vocational Rehabilitation counselor or similar qualified assessing agency or individual. Characteristics required of the assessing agency or individual include: • Demonstrates a competency or successful completion of training in the appropriate field and is certified by an appropriate accreditation organization. • Demonstrates an understanding of the objectives of the assessment based on W-2 referral information, referral questions, the initial interview and stated purpose of the evaluation. The Qualified assessment agency must provide an individualized written assessment that enables the FEP to adapt W-2 activities to accommodate the needs of the applicant or participant.

R

Reasonable Accommodation: To remove barriers in service delivery or employment to allow a person with a disability to have equal opportunity to participate in that program or job. Examples include making facilities physically accessible, providing written materials in alternate formats, simplifying instructions, providing adjusting work schedules, meeting in accessible facilities or acquiring adaptive equipment or technology.

Reception & Placement (R&P) assistance payments: "One-time" payments made to refugees during their first thirty days in the U.S. The purpose of the payment is to help refugees with the expenses of settling into a new home. Payments can be made by the Volag on the refugee's behalf to pay expenses (rent and household items) or can be issued directly to the refugee.

Refugee Act of 1980: An amendment to the Immigration and Nationality Act which created the Office of Refugee Resettlement and outlined the federal Refugee Resettlement Program.

Refugee Cash Assistance (RCA) and Refugee Medical Assistance (RMA): A time-limited Cash and Medical Assistance Program for low income refugees who do not meet W 2 and Medicaid eligibility criteria. Eligibility for this benefit program ends for a refugee on the last day of the eighth month after arrival into the United States.

Refugee(s): An individual who is outside the country of his or her nationality or, in the case of an individual having no nationality, is outside the country in which he or she last resided, and who is unable or unwilling to return due to a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion.

Request for Assistance (RFA): Also known as the Application Registration form, the Request for Assistance is the document that prints from CWW when the Client Registration process or the Group Level Program Request process is complete. A signed Application Registration form creates the applicant's filing date.

Residency: Residency refers to a person's true, fixed, and permanent home where a person intends to remain indefinitely and to which a person has the intention of returning, whenever absent. Applicants and participants must verify Wisconsin residency unless they are homeless, migrant workers, or newly arrived in Wisconsin. "Residence" is different from "address."

Resource Specialist (RS): A staff person within a W-2 agency whose role is to understand the customers' needs and assist them in determining which programs or services are likely to support their efforts to find and maintain employment.

Returning Dropout: A student who has dropped out of school and returned in the same or immediately succeeding semester.

S

Second Parent: A parent who is eligible to participate in a W-2 employment position but is not because the first parent is already a participant in a W-2 employment position.

Secondary migrant(s): A refugee who moves from their initial reception and placement site to a different state.

Severely Disabled Child: A child less than 18-years-old who has a physical, emotional or mental impairment which is diagnosed medically, behaviorally, or psychologically. The impairment is characterized by the need for individually planned and coordinated care, treatment, vocational rehabilitation or other services which has resulted or is likely to result in a substantial limitation on the ability to function in at least three (3) of the following areas: 1. Self-care 2. Receptive and expressive language 3. Learning 4. Mobility 5. Self-direction 6. Capacity for independent living 7. Economic self-sufficiency

Social Security Disability Insurance (SSDI): A disability payment program available individuals who have earned sufficient credits based on taxable work. The program is administered by the Social Security Administration.

Sponsor: A sponsor is a person who, or any public or private agency or organization that, executes an affidavit of support or similar agreement for an alien to ensure the alien does not become a public charge. The agreement is a condition of the alien's entry into the U.S.

Stipend: A stipend is a non-recurrent, short-term benefit provided to noncustodial parents to create greater incentives for participation in W-2

Supplemental Security Income (SSI): A federal cash assistance program designed to help low-income individuals who are aged, blind and/or disabled.

Supportive Services Planner (SSP): A W-2 agency employee, county government employee or contracted employee who determines eligibility for W-2 supportive services such as food stamps, Medical Assistance, child care, and Emergency Assistance. The SSP will not provide case management to participants in W-2 employment positions.

Systematic Alien Verification for Entitlements (SAVE): A web-based service that provides immigration status verification to federal, state, and local benefit-granting agencies and institutions.

T

Temporary Assistance for Needy Families (TANF): The Temporary Assistance for Needy Families (TANF) program is Title I of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). TANF is the federal block grant program that provides states with the authority and funding to create programs that promote work and provide time-limited assistance to needy families with children.

Trial Employment Match Program: A W-2 employment position that provides participants with subsidized work experience and on-the-job training. The W-2 agency pays the employer a wage subsidy to help offset the costs of wages, benefits, supervision or training. W-2 participants are paid directly by the employer and earn at least minimum wage. The W-2 placement types are Custodial Parent Trial Employment Match Program (TMP) and Noncustodial Parent Trial Employment Match Program (TNP)

Trial Job Placement (TJB): An obsolete W-2 employment position that provided subsidized work experience and training to improve the employability of individuals who otherwise would not be able to obtain unsubsidized employment. The W-2 agency paid a participating employer a Trial Job subsidy of up to $300 per month for full-time employment. The Trial Employment Match Program (TEMP) placement replaced the Trial Job Placement effective March 1, 2016. (See Operations Memo 16-03)

U

United States Citizenship and Immigration Services (USCIS): The federal agency that oversees lawful immigration of foreign nationals who are temporarily or permanently settling in the U.S. See also INS.

Unsubsidized Employment: Employment for which a W-2 agency provides no subsidy to the employer, including self-employment and entrepreneurship. There are three placement types under this definition: Case Management Follow-up (CMF), Case Management Follow-up Plus (CMF+), and Case Management Underemployed (CMU)

V

Vehicle: A passenger car or other motor vehicle used to transport persons or goods and is owned by someone in the W-2 group.

Vendor Payment: Payment made on behalf of the household by a third party to another source

victim(s) of trafficking: An individual who has been subjected to a severe form of trafficking and, in the U.S., has been certified by the Department of Health and Human Services.

victim(s) of trafficking HHS certification: A process by which the U.S. Department of Health and Human Services verifies that a particular individual aged 18 years or older is a victim of trafficking. Find more information and a sample letter of certification here.

Vocational English as a Second Language (VESL): Like ESL, VESL focuses on developing English language listening, speaking, reading and writing skills in non-native English speakers. However, VESL places an emphasis on work-related vocabulary and communication needs.

Vocational Evaluation/Assessment: Assessments which are conducted to help individuals living with a disability establish realistic vocational goals and a plan to achieve them. The vocational evaluation process is designed to assess the unique strengths, resources, and experiences of an individual in order to match that person's abilities and preferences to appropriate work placements, jobs, or training programs. The process is interactive; the intent is for staff to learn about the participant and the participant to learn about themselves

Volag: A non-profit voluntary agency contracted by the federal government to provide for the initial reception and placement of refugees in the U.S. After the initial "welcoming" period, Volags continue to provide support to help refugees become socially and economically self-sufficient.

W

W-2 Delayed Payment Cycle (W2L): This W-2 payment cycle occurs around the 7th of the month with participants receiving their checks by the 10th of the month.

W-2 Employment Position: Community Service Job, Trial Employment Match Program, and W-2 Transition

W-2 Group: An adult custodial parent, all dependent children with respect to whom the individual is a legal custodial parent and all minor children with respect to whom the adult individual's dependent child is a custodial parent. W-2 Group includes any non-marital co-parent or any spouse of the individual who resides in the same household as the individual and any minor children with respect to whom the spouse or non-marital co-parent is a custodial parent. W-2 Group does not include any person who is receiving cash benefits under a county relief block grant program. This is also referred to as the W-2 Assistance Group (W-2 AG)

W-2 Paid Employment Position: A Community Service Job or W-2 Transition placement

W-2 Paid Placement: A Community Service Job, W-2 Transition, At Risk Pregnancy, or Custodial Parent of an Infant placement.

W-2 Placement: Within the W-2 program, an individual may be placed in up to one of fourteen W-2 placement types, all of which are identified by a CARES W-2 placement code (in parentheses): At Risk Pregnancy (ARP); Custodial Parent of an Infant (CMC); Case Management Denied (CMD); Case Management Follow-up (CMF); Case Management Follow-up Plus (CMF+); Case Management Job-Ready (CMJ); Case Management Minor Parent (CMM); Case Management Noncustodial Parent (CMN); Case Management Pregnant Women (CMP); Case Management Underemployed (CMU); Community Service Job (CSJ); Custodial Parent Trial Employment Match Program (TMP); Noncustodial Parent Trial Employment Match Program (TNP); Stipends for Noncustodial Parents (TSP); and W-2 Transition (W-2 T)

W-2 Pulldown Payment Cycle (W2P): This W-2 payment cycle occurs about five days prior to the end of the month with participants receiving their checks by last day of the month

W-2 Reviews: 1.Eligibility Review: A W-2 eligibility review is required, at the least, every six months. 2.Employability Plan Review: A full employability plan review is required at the end of each assigned placement and at the eligibility review. The employability plan should be updated between reviews as necessary.

W-2 Transition Placement (W-2 T): One of the W-2 paid employment positions intended for individuals who have been determined not ready for unsubsidized employment and unable to successfully participate in one of the other W-2 employment positions for reasons such as an individual's incapacitation or the need to remain in the home to care for another W-2 group member who is incapacitated or disabled.

W-2 Two-Parent Household: A W-2 two-parent household is a W-2 Group where both adults: are custodial parents who have a child in common, reside in the same household with their child(ren), meet all W-2 eligibility criteria, are not disabled adults; and are not caring for a severely disabled child in the W-2 Group.

Wisconsin Shares: Wisconsin's Child Care Subsidy program that helps families pay for child care. If the parent is eligible, child care can be subsidized for children under the age of 13 (up to 19 if special needs).

Wisconsin Work Programs (WWP): The web based computer program used in Wisconsin for the W-2, TMJ/TJ, and Children First programs. Used for the W-2 program's informal assessments, formal assessments, accommodations, and time limit tracking.

Wisconsin Works (W-2): Wisconsin's TANF program, which provides cash assistance to qualifying families. The program emphasizes personal responsibility and working to the best of one's ability.

Work Training Placement: A placement developed for W-2 participants who are not ready for an unsubsidized employment. These placements are intended to provide activities that will prepare a participant for employment. These placements include Community Service Jobs and W-2 Transitional placements.

Work Training Provider: The agency, business, or entity that is providing the work training site for participants placed in a Community Service Job or W-2 Transitional placement.

Workforce Development Areas (WDA): WDAs are the subdivisions of the state for local planning and administration of employment and training programs. The eleven WDAs are used for delivery of Workforce Innovation and Opportunity Act (WIOA), Job Center development and administration, and regional planning of employment and training efforts. The boundaries of the WDAs, which follow county lines and may include more than one technical college district, were drawn in recognition of, and to enhance, positive relationships between counties and local employment and training service providers. WDAs were created in 1998. A Workforce Development Board (WDB) has responsibility for the WIOA program and other workforce development programs within their WDA.

Working Day: Any day of the week except Saturday, Sunday, and CARES holidays.