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TO: **Economic Support Supervisors  
Economic Support Lead Workers  
Training Staff  
Child Care Coordinators  
W-2 Agencies**

FROM: Amy Mendel-Clemens  
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**BHCE/BWP OPERATIONS MEMO**

No.: 03-60

Date: 09/18/2003

Non W-2  W-2  CC

PRIORITY: Medium

SUBJECT: **CARES ENHANCEMENTS**

**CROSS REFERENCE:**

**EFFECTIVE DATE:** September 22 and 29, 2003

**PURPOSE**

This memo describes enhancements made to the following CARES screens based on worker requests:

1. ACDP - Designated Payee
2. CMCA - Caseload Assignment
3. AQIN/WPIN - Individual Name Match
4. AQCM - Case Members History
5. CMCC - Case Comments

**BACKGROUND**

The Information Technology (IT) subcommittee of the Income Maintenance Advisory Committee (IMAC) co-chaired by Jim Jones (DHFS) and Debbie Bigler (Milwaukee County) have sponsored a CARES worker wish list. This list was compiled by Debbie with input from county workers around the state. The changes outlined here are the first in a series of enhancements to CARES from that list.

**CARES CHANGES**

EFFECTIVE SEPTEMBER 22, 2003:

1. ACDP

Two new fields have been added to ACDP to collect e-mail address and phone number for guardians. Both are optional input fields.

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ACDP                                DESIGNATED PAYEE                                09/05/03 09:34
CASE: 5700305356                    WORKER: XCTG08                    XCTG08 G RUNK
LAST UPDATED:                        CASE STATUS: OPEN                CASE MODE: ONGOING

DC: __ SEQ NUM:                      PAYEE TYPE: __

PAYEE NAME: _____ ID VR: __ LANGUAGE: __

AFDC/W-2 PAYEE? (Y/N): __ FS PAYEE? (Y/N): __ MA PAYEE? (Y/N): __
EBT FORM SIGNED? (Y/N): __
ADDRESS SAME AS PRIMARY PERSON? (Y/N): __

                NUMBER    UNIT DIR    ST/RURAL RT/BOX#    SFX    QUAD    APT
PAYEE ADDRESS: _____
                CITY: _____ STATE: __ ZIP: _____ FINAL ADDR VR:
                PHONE: _____
                E-MAIL: _____

PROTECTIVE PAYMENT REASON: __ COPY OF NOTICES TO BE SENT? (Y/N): __
DATE OF NEXT REVIEW OF PROTECTIVE PAYMENT STATUS: __ __ __

NEXT TRAN: _____ PARMS: 5700305356_____
    
```

2. CMCA

The field "Move all cases" has been moved from the top of the screen and will now appear at the bottom. Once <ENTER> is pressed to process the "Move all cases" action, the following warning message will appear: "TO TRANSFER ALL CASES - PRESS ENTER TO PROCESS OR PF12 TO EXIT."

```

CMCA                                CASELOAD ASSIGNMENT                                09/12/03 11:36
COUNTY/TRIBE: 13 DANE                OFFICE: 5013                    XCT624 E RYAN-TONDR
FROM CASELOAD NUM: 2489                TO CASELOAD NUM:
WKR: E RYAN-TONDR                    WKR:                            GENERATE LETTERS (Y/N):
**** ENTER "M" TO MOVE CASES ONLY, "A" TO MOVE CASES AND THEIR ALERTS ****
CLIENT          RFA/CASE  LNG CONF  CLIENT          RFA/CASE  LNG CONF
M/A  SHORT NAME IND  NUMBER  CD  CASE  M/A  SHORT NAME IND  NUMBER  CD  CASE
M  CCAEAX          C 1700192612 E  N   M  INDMAXFAIL C 1700243811 E  N
M  BCREGRESIO     C 1700257218 E  N   L  PREGWWP    C 2700192320 E  N
M  MSNSREGRES     C 3700257431 E  N   M  MAZINDFAIL C 4700243848 E  N
J  LATEFSDANE     C 5700163055 E  N   D  AUWITHINCA C 5700237652 E  N
D  AUMAOROWWP    C 5700237750 E  N   D  INDFAILBCZ C 5700243750 E  N
M  REGRESS        C 7700274070 E  N   D  AUWITH100H C 8700237680 E  N
D  BCXINDFAIL    C 8700243787 E  N   M  AUINTAKEMA C 9700237991 E  N

MOVE ALL CASES (M/A): (THIS SELECTION WILL TRANSFER ALL CASES)
TOTAL CASES AND RFAS: 14 PAGE: 1
    
```

3. AQIN/WPIN

Several changes have been made to this transaction. Although two different transaction IDs appear, this is actually a single transaction.

- A. Confidential cases - Cases marked 'confidential' will not display the SSN, PIN or DOB for anyone other than the permanent worker. These fields will be "masked" with spaces. Additionally, only the permanent worker will be able to access AQIP, AQIE, and CRPC via the PF keys at the bottom of this screen. If the case is confidential and the worker isn't a permanent worker, s/he will receive this error message '044-ACCESS DENIED-CONFIDENTIAL CASE' when attempting to use these PF keys.
- B. The screen display is now 12 lines of names, instead of 10, for AQIN/WPIN.
- C. The birth verification (C) and verify name (ST) codes were removed and replaced with a 'CTY' code. This CTY code will display the county of last residence.

WPIN		INDIVIDUAL NAME MATCH				09/09/03 13:36			
						XCT148 L ASHMORE			
	FIRST NAME	MI	LAST NAME	SUF		WORK PGM	OFFICE		
	BRENDA		BADGER						
NO	FIRST NAME	MI	LAST NAME	SSN	DOB	S	AL	CTY	RFA/CASE
1	BRENDA		BADGER			F	1	40	570030535
2	BRENDA		BADGER			F	1	40	570030535
ENTER SELECTION NUMBER : ___									
PFKEYS: 15=AQIP 16=AQIE 17=CRPC									
NEXT TRAN: _____ PARMS: BADGER/BRENDA_____									

- D. The parm order has been changed for exact name queries. In the past the choice of 'E' (exact) appeared at the end of the parm selections. The "E" selection has been made more accessible for the user by moving it closer to the name parms. MNWC and MNAQ were updated with the new order.

MNWC		WORK PROGRAMS SUBMENU C				09/09/03 13:41			
						XCT148 L ASHMORE			
FUNCTION NUMBER	FUNCTION DESCRIPTION	TRAN CODE	PARAMETERS (PARMS)						
1	- CREATE/UPDATE SCHEDULE DETAIL	(WPSC)	PIN/(MM)						
2	- WPRS COMMENTS	(CVCC)	PIN						
3	- UPDATE IM CLIENT INFORMATION	(WPII)	PIN						
4	- ACTIVITY/EMPLOYER SITE MATCH	(WPEM)	PIN						
5	- EMP/ACTIVITY PROVIDER LIST	(WPAL)	COUNTY						
6	- EMP/ACTIVITY PROVIDER DETAIL	(WPAD)	EMP PRV ID/A(ADD) OR C(CHG)						
7	- EMP/ACTIVITY PROVIDER SITE LIST	(WPSL)	EMPLOYER PROVIDER ID						
8	- EMP/ACTIVITY PROVIDER SITE DETAIL	(WPSD)	EMP PRV ID/SITE CD/A(ADD) OR C(CHG)/ACTIVITY CD/JOB CD						
9	- SITE PARTICIPANTS LIST	(WPPL)	EMPLOYER PROVIDER ID/SITE						
10	- INDIVIDUAL NAME MATCH	(WPIN)	LAST NAME/FIRST NAME/(MIDDLE INITIAL)/(E)/(SUFFIX)/(OFFICE						
MNAQ		APPLICATION ENTRY QUERIES MENU				09/09/03 13:39			
						XCT148 L ASHMORE			

FUNCTION NUMBER	FUNCTION DESCRIPTION	TRAN CODE	PARAMETERS (PARMS)
1	- CASE SUMMARY	(AQCS)	CASE
2	- CASE MEMBER HISTORY	(AQCM)	CASE
3	- ASSISTANCE GROUP SUMMARY	(AQAS)	CASE/CAT/SEQ
4	- ASSISTANCE GROUP MEMBER HISTORY	(AQAM)	CASE/CAT/SEQ
5	- ASSISTANCE GROUP ELIGIBILITY HISTORY	(AQAE)	CASE/CAT/SEQ
6	- INDIVIDUAL PARTICIPATION HISTORY	(AQIP)	PIN OR SSN
7	- INDIVIDUAL ELIGIBILITY HISTORY	(AQIE)	PIN OR SSN
8	- INDIVIDUAL NAME MATCH	(AQIN)	LAST/FIRST (/MI/ <b>E</b> /SUFX/DOB)
9	- CASE WAIVER SUMMARY	(AQCW)	CASE
10	- AG ELIGIBILITY OVERRIDE HISTORY	(AQOE)	CASE/CAT/SEQ/(MMDDYY
11	- INDIV ELIGIBILITY OVERRIDE HISTORY	(AQOI)	CASE/CAT/SEQ/(MMDDYY
12	- CASE QUERY DRIVER	(ACDF)	CASE

\*\*\* PLEASE ENTER THE NUMBER OF THE DESIRED FUNCTION: \_\_\_

PARAMETERS: \_\_\_\_\_ PAGE: 1 OF 2

NEXT TRAN: \_\_\_\_\_ PARMS: \_\_\_\_\_ MORE..

Here is an example of the match using the "E" in the parms.

AQIN		INDIVIDUAL NAME MATCH		09/09/03 13:23	
				XCT148 L ASHMORE	
FIRST NAME	MI LAST NAME	SUF	DOB		
SAM	NHSC272				
NO FIRST NAME	MI LAST NAME	S	DOB	S	AL CTY RFA/CASE
1 SAM	NHSC272	02 12	1956 M	1 40	1700282514

ENTER SELECTION NUMBER : \_\_\_

PFKEYS: 15=AQIP 16=AQIE 17=CRPC

NEXT TRAN: \_\_\_\_\_ PARMS: **NHSC272/SAM/E** \_\_\_\_\_

#### 4. AQCM

Previously, case members displayed on AQCM had only the indicator 'A' for Active or 'I' for Inactive. This code does not reflect whether the individual is currently in the household or not. The living arrangement code was added to AQCM under the new field heading 'LA'.

AQCM		CASE MEMBERS HISTORY		09/05/03 08:05	
CASE: 5700305356		WORKER: XCTG08		XCTG08 G RUNK	
		CASE STATUS: OPEN		CASE MODE: ONGOING	
NUM	FIRST NAME	M LAST NAME	SFX	STS STS DATE	PIN NUM
	DOB	SEX SSF/PFP ASSIGN	<b>LA</b>		
1	BRENDA	BADGER	A	06 13 03	5100628294
	02 25 59	F N	<b>01</b>		
2	LISA	BADGER	A	06 13 03	5100628308
	08 01 86	F N	<b>05</b>		
3	BRENDA	BADGER	JR A	09 03 03	5100641002
	02 25 60	F N	<b>01</b>		

ENTER SELECTION NUMBER: \_\_\_

PFKEYS: 15=AQCS, 16=AQIE, 17=AQIP, 18=AIPC, 19=BVCI

NEXT TRAN: \_\_\_\_\_ PARMS: 5700305356 \_\_\_\_\_

5. CMCC

Case comments will now be automatically scheduled at the end of the driver flow, in addition to their current schedule at the beginning of the driver flow. There were no changes to the screen.

**CONTACTS**

BHCE CARES Information & Problem Resolution Center

Email: [carpolcc@dhfs.state.wi.us](mailto:carpolcc@dhfs.state.wi.us)  
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Fax: (608) 267-2269

Note: Email contacts are preferred. Thank you.

DHFS/DHCF/BHCE/ER