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**TO:** Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators

**FROM:** Janice Peters, Director  
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Division of Family Supports

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Child Care Section  
Division of Family Supports

### DFS OPERATIONS MEMO

**No:** 08-03

**DATE:** 01/08/2008

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	

**PRIORITY:** HIGH

**SUBJECT:** CARES Notice Re-Engineering Project (CNRE) – Technical Information

**CROSS REFERENCE:** Operations Memo [07-64](#) CARES Notice Re-Engineering Project – Participant Communication

**EFFECTIVE DATE:** January 14, 2008

### PURPOSE

The purpose of this memo is to provide technical information related to the Client Assistance for Re-employment and Economic Support (CARES) system Notice Re-engineering (CNRE) project and to give workers a better understanding of the changes that impact the Wisconsin Works (W-2) and Child Care (CC) Notices of Eligibility. More specifically, this memo:

1. Identifies the contents of the new Notices of Eligibility (Page 2 of 12)
2. Describes what changes (“true changes”) trigger the new Notices of Eligibility (Page 8 of 12)
3. Explains how to view a list of pending notices or suppress a notice in CWW (Page 9 of 12)
4. Explains how to view a sent notice in CWW (Page 10 of 12)

## **BACKGROUND**

In June 2006, both the Department of Workforce Development (DWD) and the Department of Health and Family Services (DHFS) began a project redesigning Income Maintenance (IM), W-2 and CC eligibility notices. This re-engineering project is based on input from customers, advocates and local W-2, CC and IM agency staff.

On January 14, 2008, CARES will begin generating the newly redesigned notices. For W-2, this includes the Notices of Eligibility, whether they are denial or closure decisions or review completed notices. For CC, this includes initial or ongoing approval, denial or closure eligibility decisions and review/Six Month Reporting Forms (SMRF) completed notices. It does not include Child Care Family or Provider Authorization Notices, which will be redesigned under a second phase of CNRE.

**NOTE!** It is important to note that CARES does not currently generate eligibility approval notices for W-2. This may result in notices going out under unusual circumstances or the appearance of gaps in information. These scenarios are identified throughout the memo.

Notices for all automated IM programs, including BadgerCare Plus, FoodShare, SSI Caretaker Supplement (CTS) and Medicaid are impacted by Notice Re-engineering as well. W-2 and CC notices no longer include information about IM programs. However, similar changes have been made to the notices for those programs. More information about these changes will be communicated by DHFS.

## **DESCRIPTION OF NOTICE CHANGES**

CNRE takes advantage of new web technology that makes W-2 and CC Notices of Eligibility easy to read and easy to understand. New software gives the notices a cleaner and friendlier look and feel. The new notices communicate, in a manner participants understand, what is happening to their case and what they can do about it.

Below is a description of key information displayed on each page of the new W-2 and CC Notices of Eligibility.

### NOTICE CONTENT

#### **First Page**

The first page of the notice provides a high level summary. Some of the language contained on the first page is standard content while other parts of the first page are optional depending upon the specifics of a particular case or eligibility decision.

#### Standard Content

Much of the information contained on the first page of the notice is standard information and self-explanatory, e.g., recipient address, case number, and mailing date. Other standard information displayed on the first page includes:

- *Return Mailing Address* – contains the agency name and address. For W-2 only notices, it is the address of the W-2 agency. For CC only notices, it is the address of the agency responsible for CC eligibility. For a combined notice in which two separate agency addresses are involved, the return address is that of the W-2 agency. The CC eligibility agency address is printed on the CC program specific page of the notice.

- *Agency Contact Information* – This box references the W-2 contact information or CC contact information or both for combined notices. Each W-2 and CC agency received and completed a survey indicating how they prefer customers contact their agency. The contact information received from the survey determined the contact information listed on the Notice of Eligibility.
- *Program Summaries* – This describes at a high level the actual change that the notice is communicating. For W-2, it would communicate eligibility either being denied or ended. For CC, it would communicate eligibility being approved, denied or ended. For both programs, it includes the effective date of the eligibility decision. If a CC and W-2 eligibility decision is made in the same day, these decisions will be included in the same notice.

A significant change under CNRE is how the notices display eligibility information across multiple months. Under the new design, multiple months of eligibility display in one notice rather than showing separately. This saves space and should make eligibility timeframes less confusing to the notice recipient.

Which program?	What happened?	More info?
Child Care	You are denied for Child Care for October 2007. You are eligible for Child Care for November 2007. You are denied for Child Care beginning December 1, 2007.	See Child Care Page
W-2	You are denied for W-2 for November 2007.	See W-2 Page
If you don't agree with the Child Care decision, you have the right to a fair hearing. If you don't agree with the W-2 decision, you have the right to a fact finding. See the last section to learn more about this. You may also want to talk with the local agency listed above.		

In the example above, the applicant may have been found eligible for W-2 in October and December 2007. However, as mentioned earlier, W-2 does not send out eligibility approval notices. If workers receive questions about this from notice recipients, they should query the eligibility screens in CARES for more information.

#### Optional Content

- *Translation Services Paragraph* - Notices of Eligibility are generated in English, Spanish and Hmong depending upon the language indicator noted on the CWW General Case Information page. If the primary person on the case speaks a language other than one of those three, the notice includes the following wording in the language of the primary person, “*For help with getting this letter explained in your language, please call*” and then it includes a number in the Division of Family Supports that the recipient can call for assistance with translation. While only English, Spanish and Hmong translations are supported under this phase of the project, there is a plan to support additional languages in the future.
- *Reporting Changes Paragraphs* – There are two optional paragraphs related to recipients reporting changes. The following paragraph appears on all notices except denial and closure notices.



Who can be authorized for Child Care	
When	Who
11/01/2006 to 11/30/2006	RALPH JAMES
The second step is for you to get an authorization to approve payment to your provider. The authorization is for the care needed while you are in your approved activity. You may have completed this step by the time you have received this notice. If you have not and you want CC benefits, you must contact the Child Care Specialist at the Child Care administrative agency to receive authorization for services.	

Who is NOT eligible for Child Care and why		
When	Who	Why
10/01/2006 to 10/31/2006	JENNA JAMES RALPH JAMES	A caretaker is not completing approved child care activities.
Beginning 12/01/2006	JENNA JAMES RALPH JAMES	A caretaker is not completing approved child care activities.

#### Optional Content

On the W-2 Program Information page, the following paragraph displays on a closure notice when eligibility ends and a CMF placement is open.

*If you are a W-2 participant who has a job or you get a job, you could receive case management services that will provide you with job support. You may be eligible to receive additional training, career counseling, transportation and other supportive services to help you continue to be successful in your job. Contact your worker if you have questions.*

#### **Financial Information Page**

The Financial Information page(s) provide a summary of the financial information that the household has reported and, of that reported information, what was counted in their financial eligibility determinations.

For both CC and W-2, financial information is displayed for financial failures. In addition, for W-2, if the financial failure is due to income only, only income information displays as long as the group passes the asset test. If the group passes the income test, but fails the asset test, only the asset information displays. If the group fails both tests, both display.

In general, only the income and assets of those individuals relevant to the assistance group display. A relevant individual is one who could potentially be eligible but may be found ineligible for non-financial reasons. An individual who is not relevant is one who could never be found potentially eligible, e.g., an individual living in the home and coded as FRD (friend).

#### Your Household Income Page

The first box labeled **All of your reported income** displays who receives the income that was reported by the individual in addition to when they had the income and how much income they

had. This income information displays in this box regardless of whether it is counted, but doesn't display if it is coded in CARES as unavailable. The box also displays the income type. If it is earned income, the names of employers are included. If it is not earned income, the income types displays, e.g., Adoption Assistance, Supplemental Security Income, Veterans Benefits, etc. In addition, for combined CC/W-2 notices, this box displays once.

All of your reported income			
Who Has Income	When and How Much		
	10/2006		
JUNE AUSTIN Boston Store	\$2,903.00		

The second box labeled **How we counted your monthly income** displays the counted gross income, the gross income limit for the program and a calculation showing by what dollar amount the case is over the gross income limit. These boxes are program specific.

How we counted your monthly income for Child Care			
	When and How Much		
	Beginning 10/2006		
Counted Gross Income	\$2,903.00		
Gross Income Limit	\$2,035.00		
You are over the gross income limit by	\$868.00		

How we counted your monthly income for Wisconsin Works (W-2)			
	When and How Much		
	Beginning 10/2006		
Counted Gross Income	\$2,903.00		
Gross Income Limit	\$1,265.00		
You are over the gross income limit by	\$1,638.00		

Your Household Assets Page

The box labeled **Available W-2 Assets** displays to whom the reported asset belongs. In addition the page displays the timeframe of the asset and the asset value. If the asset is owned by a single person, that person's name displays by the asset. If the asset is jointly owned, both owners' names appear. The box also displays the asset type, e.g., savings account, vehicle, life insurance, etc. Assets will not display if they are coded in CARES as unavailable. For vehicles, the entire value of the vehicle displays.

Available W-2 Assets		
Who Has Assets	When and How Much	
	10/2006	
JUNE AUSTIN Savings Account	\$6,000.00	

The box labeled **How we counted your monthly assets** displays the counted assets, the W-2 asset limit and a calculation showing by what dollar amount the case is over the asset limit.

How we counted your monthly assets		
	When and How Much	
	Beginning 10/2006	
<b>Counted Assets</b>	\$6,000.00	
<b>W-2 Asset Limit</b>	\$2,500.00	
<b>You are over the asset limit by</b>	\$3,500.00	

### Dispute Resolution Language

The last section of every CC notice and every W-2 denial or closure notice includes a section informing recipients on what to do if they disagree with the decision being communicated in the Notice of Eligibility. New features include:

- ✓ In combined notices, instructions for requesting either a fact finding review or a fair hearing review, depending upon which decision the person disagrees with;
- ✓ The date by which the recipient must request a fair hearing review or submit a request for a fact finding review; and
- ✓ Internet links to the appropriate review request forms.

### Review Complete Notices

This notice informs the recipient that a review has been completed and the timeframe for which the review was completed. For W-2, it is specific to an eligibility review. For CC, the notice distinguishes between an eligibility review being completed and a Six-Month Report Form (SMRF) completion. On the CC Information page, the SMRF completion notice will have a similar format to a CC approval.

Which program?	What happened?	More info?
W-2	Your eligibility review is complete and your eligibility for W-2 will continue beginning November 1, 2006.	See W-2 Page

If the notice recipient has any W-2 time limit information, it appears on the W-2 Information page of review complete notices. Only the total number of months used in a Trial Job, Community Service Job (CSJ) or W-2 Transition (W-2 T) and 60-month clock information displays. Notice recipients may expect the number of months used in each paid placement to add up to the number of months used of the 60-month time limit. This will not necessarily be the case, however. Workers may have to explain to their participants that there are other clock types included in the total of the 60-month time limit, e.g., JOBS clock, Other TANF (OTF)

clock, etc. At each review, W-2 workers are required to discuss with their participants the amount of time participants have remaining on their clocks so participants should be aware of this.

<b>How much time have you or another adult in your W-2 group used as of 09/05/2006?</b>				
<b>Who</b>	<b>60-MONTH TIME LIMIT Number of Months Used</b>	<b>24-MONTH TIME LIMIT Number of Months Used in Each W-2 Paid Placement</b>		
		<b>W-2T</b>	<b>CSJ</b>	<b>Trial Job</b>
MARY JONES	54	0	20	0
SCOTT JONES	50	0	0	0

#### DESCRIPTION OF HOW NOTICES ARE TRIGGERED

Most W-2 and CC Notices of Eligibility will be generated daily. Notices informing recipients of program closures due to lack of review or lack of SMRF will continue to be generated at adverse action.

#### **True Changes**

Any time eligibility is confirmed in a day and there is a change in the AG status, a pending notice is created. If a worker runs and confirms multiple times in a day, CARES creates a pending notice for each action. Each night CARES determines if the last action was a “true change” and, if so, a Notice of Eligibility will be generated. CARES will know if it is a true change by comparing the current information to the last notice that was sent. If there were no “true changes,” the nightly batch process deletes the pending notices.

For CC, a “true change” is a change in eligibility (eligible or ineligible) or any change in household composition. For W-2, a “true change” is new or continuing ineligibility or a change in household composition if the change in the household composition results in an AG becoming or remaining ineligible. Again, because W-2 does not have approval notices, becoming eligible for W-2 is not considered a “true change” and a notice does not get triggered.

For W-2 and CC, review complete notices are triggered each time a review is completed and the AG passes. For CC, SMRF complete notices are triggered each time a SMRF is processed.

#### NOTICE PAGES IN CWW

Four new CARES CWW Notice pages have been developed for viewing a list of pending notices, suppressing notices and viewing notice history. Two of the screens allow workers to suppress notices, although suppressing notices will not be as necessary under the new notice design. The other two screens assist workers in viewing notices that have been sent. These new notice pages are accessed in CWW on the *Navigation Menu*, *Worker Tools*, via the *Client Correspondence* link. Below is a description of the new pages.

## Pending Notices/Notice Suppression

### Correspondence Suppression Search Criteria

This screen allows the worker to search for notices that have been triggered, but not yet sent to an individual on a given day. To access this page from *Client Correspondence*, workers must click on the *Suppression Search* link. To search for a list of pending notices, the worker can enter the case, RFA or PIN number and press **Go**.

The screenshot shows the 'CARES Worker Web' interface in Microsoft Internet Explorer. The browser title is 'CARES Worker Web - Correspondence Suppression Search Criteria - Microsoft Internet Explorer'. The user is logged in as 'K CLOUGH' with User ID 'XCTA28'. The 'Quick Select' dropdown is set to 'CASE/RFA'. The page title is 'Correspondence Suppression Search Criteria'. On the left is a 'Navigation Menu' with categories like Search, RFA / Case, Worker Tools, and Client Correspondence. The 'Suppression Search' link is highlighted. The main content area contains a 'Search Criteria' form with two input fields: 'Case / RFA:' and 'Work Program PIN:'. Each field has a 'Go' button next to it. A 'Reset' button is located at the top right of the form area. The browser status bar at the bottom shows 'Done' and 'Trusted sites'.

### Correspondence Suppression Search Results

This page contains the results from the *Suppression Search Criteria* page. The top of the page displays all pending notice requests which have not yet been mailed to an individual on a given day. More specifically, it provides a list of program changes and/or eligibility results occurring on the case on a given day (date shown in the *Request Date* column). When eligibility is confirmed in CARES, a list of pending notices can be seen on this page. If a worker runs and confirms multiple times in a day, CARES creates a pending notice for each action. The bottom of the page lists all duplicate correspondence requests that have not been mailed to the recipient.

It is important to note here that the notice suppression will be rarely used because CARES programming has changed significantly as far as what actions in CARES generate new notices. There are two instances in which, due to the lack of a W-2 approval notice, it will be necessary for the W-2 worker to suppress pending W-2 notices.

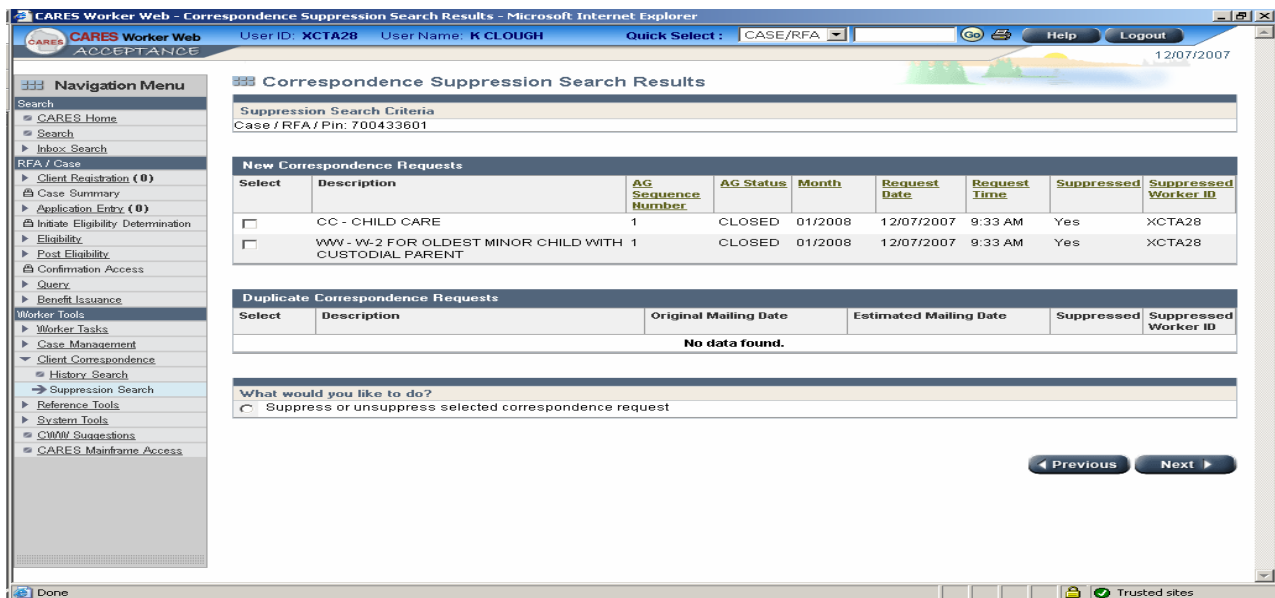
**Example 1:** W-2 worker enters information in CARES that result in an eligibility denial. The worker confirms and a pending eligibility denial notice is created. Later in that same day, the worker enters new information that results in an eligibility approval. The worker confirms for a second time that day. No notice is created because W-2 does not have eligibility approval notices. Therefore, the worker must go to the *Correspondence Suppression Search Criteria* page, search for the pending eligibility denial notice created earlier that day and suppress it on the *Correspondence Suppression Search Results* page to prevent it from going out that evening.

**Example 2:** A CC eligibility worker completes a review and confirms on the same day that a request for the W-2 program is confirmed open. By those actions, both a CC review complete notice and a W-2 review complete notice are created because W-2 does not have eligibility approval notices. The worker should suppress the W-2 review complete notice.

**NOTE!** Other than the two examples listed above, workers should not have a need to suppress notices and should allow CARES to determine which notices to generate.

To suppress or unsuppress a notice, the worker clicks the box in the Select column to the left of the desired notice. The worker then clicks the radio button labeled *Suppress or unsuppress selected correspondence?* located in the box labeled, "What would you like to do?" and then click the **Next** button.

For more information on what actions trigger pending Notices of Eligibility, see the **True Changes** section of this Operations Memo.



**Notice History**

Correspondence History Search Criteria Page

The *Correspondence History Search Page* allows workers to search for specific customer correspondence. To access this page from *Client Correspondence*, workers must click on the *History Search* link. Workers can search for notices by case/RFA, PIN or child care provider number or provider location. The default Correspondence Mailing Date search criteria retrieves notices from the last 30 days. Entering Correspondence Mailing Date and/or Correspondence Programs can narrow the search results. Once search criteria are entered and the worker clicks **GO**, search results are displayed on the *Correspondence History Search Results* page.

The screenshot shows the 'CARES Worker Web - Correspondence History Search Criteria' page in Microsoft Internet Explorer. The browser's address bar shows the URL and the user's name 'K CLOUGH'. The page features a navigation menu on the left with categories like 'Search', 'RFA / Case', 'Worker Tools', and 'Client Correspondence'. The main content area is titled 'Correspondence History Search Criteria' and contains a search form with the following sections:

- Search Criteria:**
  - Search By:** Radio buttons for 'Case / RFA', 'Work Program PIN', and 'Child Care Provider Number'. There are input fields for 'Work Program PIN' and 'Child Care Provider Number', and a 'Provider Location' field.
  - Correspondence Mailing Date:** A dropdown menu set to 'Last 30 Days', and radio buttons for 'Between' with date pickers.
  - Correspondence Programs:** Radio buttons for 'All', 'FoodShare, Health Care, Caretaker Supplement', and 'Wisconsin Works (W-2), Child Care'.

A 'Go' button is located at the bottom right of the search form, and a 'Reset' button is at the top right.

### Correspondence History Search Results

This page contains the results from the *Correspondence History Search Criteria* page. It displays notices information from both the old and new systems. Notices created after January 11, 2008 are stored in the Electronic Case File (ECF) in PDF format and viewed via the magnifying glass under the *View* column heading on this page. Old notices created on or prior to January 11, 2008 and current notices or letters with the exception of the Notices of Eligibility described in this memo, continue to be viewed from CARES screen CNHS, also noted under the *View* heading. The default sorting order is by *Mailing Date*. The retrieved data can be sorted in other ways by clicking on those column headers written in blue font and underlined. From this page, worker can also send a duplicate notice by clicking on an active envelope under the *Send Duplicate* column header. Notices with an active envelope have not been suppressed or duplicated.

This screen displays all copies of notices that are sent, including those sent to protective payees, alternate payees, etc. If a worker requests a duplicate of any notice, all of these individuals receive a notice.

**Navigation Menu**

- Search
  - CARES Home
  - Search
  - Inbox Search
- RFA / Case
  - Client Registration (0)
  - Case Summary
  - Application Entry (0)
  - Initiate Eligibility Determination
  - Eligibility
  - Post Eligibility
  - Confirmation Access
  - Query
  - Benefit Issuance
- Worker Tools
  - Worker Tasks
  - Case Management
  - Client Correspondence
    - History Search
    - Suppression Search
  - Reference Tools
  - System Tools
  - CW/IV Suggestions
  - CARES Mainframe Access

**Correspondence History Search Results**

Correspondence History Search Criteria  
 Case / RFA: **5700439352** Correspondence Mailing Date: **Last 60 Days**  
 Correspondence Programs: **All programs**

**Correspondence Listing**

Mailing Date	Description	Distributed By	Duplicate	Language	Suppressed By	Send Duplicate	View
11/20/2007	01/2008: W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT - CLOSED	Mail		English			
11/07/2007	09/2007: AE01 - WORK PROG PART	Mail		English			See CNHS
11/07/2007	11/2007: W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT - CLOSED	Mail		English			

[Previous](#)

## CONTACTS

For W-2 Policy Related Questions: BW-2 Regional Office Staff

For CC Policy Related Questions: Child Care Help Desk

For CARES Processing Questions: W-2/CC Help Desk

Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DWD/DFS/BW2/mmm