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**State of Wisconsin
Governor Jim Doyle**

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

FROM: Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security

DFES OPERATIONS MEMO					
No: 09-79					
DATE: DECEMBER 17, 2009					
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>
W-2	<input checked="" type="checkbox"/>	FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input checked="" type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	
PRIORITY: HIGH					

**SUBJECT: W-2 and JAL Vendor Payment Information and
W-2 Benefit Issuance Document**

CROSS REFERENCE: DFES Administrator's Memo 09-03
Operations Memo 09-42

EFFECTIVE DATE: Immediately

PURPOSE

This memo introduces new CARES functionality and agency processes for handling regular W-2 and Job Access Loan (JAL) vendor payments. This information applies to W-2 vendor payments issued at W-2 Pulldown and JAL vendor payments. Attached to this memo is a document that describes the W-2 Benefit Issuance screens in CARES. The attached document is intended to be used more as a reference tool or desk aid than as a training packet.

BACKGROUND

In August, 2009 the Division of Family and Economic Security (DFES) implemented the JAL Centralization project. This project switched the issuance of JAL checks to the CARES system. Previously, local W-2 agencies were required to issue these payments directly. The majority of JAL payments have historically been issued to a third party (or vendor). Because of this, it made sense to fix the CARES screens related to vendor payments at the same time the JAL changes were being made. With the increase in vendor checks, it's more efficient for agencies to code returns and stop payments for them rather than have Central Office staff complete data

fixes to enter this information as was done in the past. These vendor screens have always been listed in CARES, but have never (until now) been functional.

With JAL Centralization, all of the screens listed on menu screen MNBN – Benefit Issuance Vendor Menu have been fixed. This means that agency staff can do all of the following for vendor payments issued from CARES: 1) code vendor checks to CARES that were returned by the postal service or by a vendor, 2) code vendor checks the agency sends back to Madison or re-issues to a vendor, 3) request stop payments for vendor checks, and 4) request intercepts on regular vendor payments (intercepts do not apply to JAL vendor checks).

NEW VENDOR SCREENS

The vendor screens on menu MNBN – Benefit Issuance Vendor Menu are listed in the left side of the chart below. This chart cross-walks the vendor screens to the regular benefit issuance screens that have similar functionality. The regular benefit issuance screens are already used on a daily basis by W-2 agencies to record the handling of checks. The functionality for each vendor screen mirrors the functions of the regular screens.

When entering PARMs for vendor checks on the vendor screens, the vendor check number is required along with the case/cat/seq/benefit number. This is a little different than how the regular benefit issuance screens are accessed.

VENDOR SCREEN / BENEFIT ISSUANCE SCREEN CROSS-WALK	
VENDOR SCREENS	REGULAR BENEFIT ISSUANCE SCREENS
BIVN - Vendor Maintenance	BIBA - Bank Details
BIVR - Return Vendor Benefits	BIRB - Return Benefits
BIVE - Release/Re-issue Vendor Benefits	BIRR - Release/Reissue Returned Benefits
BIVS - Vendor Stop Payment Request	BISP - W-2/JAL Stop Payment Request
BIVC - Cancel Vendor Benefits (State staff only)	BICB - Cancel W-2/JAL Benefits (State staff only)
BIVI - Vendor Intercept Request	BIHD - Benefit Intercept Request
BIVA - Vendor Intercept Request Approval	BIIA - Benefit Intercept Request Approval
IQVN - Vendor Query	IQBA – Bank Query By County
IQAV - AFDC/W-2 Vendor History (Details)	IQAD - AFDC/W-2 Issuance History-Details

BENEFIT ISSUANCE INSTRUCTION DOCUMENT

Attached to this memo is a new W-2 Benefit Issuance document that provides details on all of the W-2 related benefit issuance screens in CARES. It contains information regarding other benefit issuance processes such as stop payments and stale dating of un-cashed checks. Also included are listings of all the alerts generated by Benefit Issuance. Please refer to this document for specifics on how the vendor screens work and how they are to be used.

NEW BENEFIT ISSUANCE PROCEDURES FOR VENDOR CHECKS

In the past, vendor checks were sent in to Madison, and staff in the Bureau of Finance would handle the coding. With implementation of JAL Centralization, the number of vendor payments made by CARES has greatly increased. Now with the new vendor screen functionality, agencies will handle vendor checks that are returned or refunded to their agency, as well as issue stop payments on them, if needed. These procedures are required for both JAL vendor checks and regular W-2 vendor checks issued at W-2 Pulldown.

Two different types of vendor checks are issued from CARES. The first type is issued once monthly at W-2 pulldown for those W-2 cases that have screen AGVP completed. These are called regular vendor payments. The other type of vendor payments are JAL vendor checks. Agencies have the option to issue JAL payments as a two party check, which is made out to the JAL applicant and to the vendor. These payments are issued out of CARES on a daily basis and are called JAL vendor checks.

Here are some functions or process issues that W-2 agencies need to be made aware of:

- Currently all regular W-2 vendor checks have a Madison return address printed on them. This means that if the vendor check is undeliverable by the post office, it will be returned in the mail to Central Office in Madison. Staff in Central Office will forward these checks to the appropriate W-2 agency and local staff will need to code them as returned by the post office on the vendor menu screens. The local agency is responsible to try to contact the vendor to obtain a forwarding address. If an address is found for the vendor, forward the payment to the vendor's new address. If a new vendor address can not be found, issue an auxiliary payment directly to the participant in the amount of the vendor check being refunded to Madison. Code CARES screen BIRB with the return to Madison code. NOTE: We plan to change the return address on all vendor checks to the local W-2 office address. Doing this will avoid un-necessary delays in payments.
- When the agency becomes aware that a CARES vendor has a new address, a new [DOA-6448](#) – Taxpayer Identification Number (TIN) Verification form must be completed by the vendor and faxed in to the W-2 Help Desk. (This applies to both W-2 and JAL vendors.) The fax number is (608) 327-6484. Help Desk staff will update the vendor address in CARES on screen BIVN. This address change must be submitted to the Help Desk as soon as possible to avoid a returned check again the following month.
- Regular W-2 vendor checks can now be intercepted any time during the two days following W-2 Pulldown. The intercept is requested on screen BIVI and approved (if needed) on screen BIVA. JAL vendor checks are always held and sent to the local agency, so the intercept process does not apply to them.
- JAL checks are issued two different ways, 1) paid directly to the applicant or 2) paid to the applicant and to the vendor (a two-party check). JAL checks issued directly to the applicant that are returned to the agency are coded on the regular Benefit Issuance screens, *not* the vendor menu screens. These payments are similar to auxiliary payments and will be handled as regular W-2 checks. JAL vendor checks that are returned need to be coded on the new vendor screens (BIVR and BIVE) when received by the local agency or re-issued to the vendor. Similarly, if a stop payment request is made on a vendor check, this must be entered on the benefit issuance screen specific to vendor payments, BIVS.
- Central Office will issue a replacement check immediately after a stop payment is requested for a regular W-2 check, and will forward the replacement check to the local agency. NOTE: No replacement checks are issued by Central Office staff for stop payment requests made for any JAL payment. JAL payments are not considered a

'benefit payment' so are not subject to the statutory requirements that apply to regular W-2 payments.

- When the local agency returns a JAL check (regular or vendor) to Madison and codes screens BIRB or BIVR with RM – Returned to Madison, the JAL claim on BVJL is automatically set to Write-off status with a reason RT – Returned. At the same time, the check is cancelled and can no longer be cashed. If the agency still needs to issue a JAL for the applicant, a new claim will need to be established on BVJL and BVJW.
- All W-2 and JAL vendor payment information for a case is displayed on screen IQAV-AFDC/W-2 Issuance History - Vendor Details. This screen can be accessed by going to IQAD from IQAF, entering an X or S in the SEL field and hitting PF14. All of the vendor screens require that the vendor check number be entered to access them and IQAV is the only screen on which the vendor check number can be found.

If agencies come across issuance problems that are not found in the W-2 Benefit Issuance document (see attachment) or in this Operations Memo, please contact the W-2 Help Desk for Assistance.

ATTACHMENT

W-2 Benefit Issuance document

CONTACTS

Policy Related Questions: BWF Regional Office Staff

CARES Processing Questions: W-2/CC Help Desk at (608) 261-6964 or send an email to w2careshd@wisconsin.gov

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, 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.

DCF/DFES/BWF/MBW