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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
Bureau of Working Families
Division of Family and Economic Security

| DFES OPERATIONS MEMO | | | | | |
|-----------------------|-------------------------------------|-------------|-------------------------------------|--------------|--------------------------|
| No: | 09-80 | | | | |
| 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: Wisconsin Works (W-2) and Job Access Loan (JAL) Payments in CARES

CROSS REFERENCE: W-2 Manual Chapters 10 and 13.

EFFECTIVE DATE: January 1, 2010

PURPOSE

The purpose of the memo is to provide information about upcoming Benefit Issuance CARES changes. Beginning January 1, 2010, all W-2 and JAL payments will be assigned to W-2 agency Work Programs (WP) Office numbers.

W-2 and JAL PAYMENT BACKGROUND

Currently CARES assigns all payments to the W-2 Eligibility Office in which the case resides at the time of W-2 Pulldown. With the new W-2 service delivery structure being implemented in Milwaukee in 2010, a new way to track W-2 payments was necessary. Additionally, all reports that are generated for W-2 and JAL payments currently use the W-2 Eligibility Office number.

W-2 agencies and other interested parties participated in the Policy and Program Operations (PPO) Workgroup of the W-2 Contract and Implementation (C&I) Committee where an overview of the upcoming CARES change was discussed.

CARES CHANGES

As of January 1, 2010 all W-2 and JAL payments issued from CARES will display the W-2 Work Programs Office number of the issuing agency. Currently screen IQAF displays the Eligibility Office number. This will begin to display the WP Office number for any payments made after the first of the year.

This change is being done in preparation for Milwaukee County's new service delivery structure for the W-2 program. Milwaukee will be moving in April from each region having a W-2 Eligibility Office number to just one Eligibility Office number for the whole county. Changing the W-2 payments to the W-2 WP Office number will allow the Department to correctly track W-2 and JAL payments that have been issued.

AREAS IDENTIFIED FOR AGENCY FOLLOW-UP

The following three areas were identified as requiring agency follow-up. Agencies that were identified with potential problems have been notified by their Regional Administrator. Regional Administrators also asked the remaining agencies to review the information that the Division has on file to ensure accuracy and take appropriate action. The instructions provided to agencies via Regional Administrators are summarized below.

1. W-2 Auxiliary Approvers / JAL Approvers

We updated the W-2 Auxiliary Payment Approval Designation form (DCF-F-DWSP-14746-E) and the Job Access Loan Payment Approval Designation form (DCF-F-132) to include a field to identify the W-2 WP Office number. These forms are located in the DCF forms repository.

In addition, we created a report listing all W-2 Auxiliary Approvers by office number. We identified if the approver (listed by their CARES login ID) has access to the W-2 WP Office in the last column. Approvers that have no information regarding a W-2 WP Office number were highlighted in red.

Please review the reports sent in the communications from your Regional Administrator. If an approver must gain access to the W-2 WP Office so they can approve future W-2 auxiliary payments, complete form [DCF-F-DWSP-14746-E](#), W-2 Auxiliary Payment Approval Designation and fax it to the W-2 Help Desk at 608-327-6484. Screen BIAW will be then updated to add the worker IDs for the WP Office.

All other agencies should review the report with the listed worker ID's and confirm if the correct ID's are listed with their office numbers. If there are any changes to be made, fill out form DCF-F-DWSP-14746-E and fax it to the W-2 Help Desk at 608-327-6484. If the information is correct on the report agencies do not need to do anything.

Likewise, all JAL approvers must be added to their respective WP Office numbers on screen BIJA. The Job Access Loan Payment Approval Designation form [DCF-F-132](#) must be submitted for all workers who need to be added to BIJA for their WP Office number. This form must be faxed to the W-2 Help Desk at 608-327-6484.

2. W-2 Work Program Office Addresses Verification

To assist agencies with preparing for the W-2 and JAL payment changes we reviewed all Work Program addresses listed in CARES on screen CMOF and compared them to the W-2 Eligibility Office addresses. It is very important that the Work Programs address is

correct because as of January 1, 2010 all returned W-2 checks will be sent to the Work Programs Office address.

We identified 16 agencies that have Work Program Office addresses that are different than the W-2 Eligibility Office. Those agencies were notified by their Regional Administrator. In addition, we have asked that all agencies should review the Work Programs Office address on CMOF and report any needed changes to their Regional Administrator.

3. W-2 and JAL Approvers for New W-2 Service Area Providers

W-2 agency workers must be added to the WP Office number on screens BIAW and/or BIJA in order to approve auxiliaries or JALs in their agencies. In preparation for this change, we have reviewed all W-2 and JAL Approver assignments in CARES and identified 11 agencies that will need to update their W-2 and JAL Approver forms for the WP Offices. These agencies were notified by their Regional Administrator.

IMPACT ON AGENCIES

There should not be a significant impact on agencies as we move the tracking of W-2 and JAL payments to the W-2 Work Program Office number. The only identified impact on service delivery will be the inability of agencies to approve auxiliary and JAL payments from December 29, 2009 through January 1, 2010. Agencies are being asked to not process auxiliary and JAL payments during this short time frame so changes can be made in the CARES system. This should cause minimal inconvenience since many agencies are closed for much of this time frame due to the holidays.

CONTACTS

For W-2 and JAL Payments and other W-2 policy questions: Bureau of Working Families (BWF) Regional Office

For W-2 and JAL Payments and other W-2 CARES processing questions: W-2 Help Desk

*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/JK & MBW