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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

Laura Satterfield, Director  
Bureau of Early Childhood Education  
Division of Early Care and Education

DFES OPERATIONS MEMO					
<b>No:</b> 10-12					
<b>DATE:</b> JANUARY 27, 2010					
<b>FS</b>	<input type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input type="checkbox"/>	<b>CC</b>	<input checked="" type="checkbox"/>
<b>W-2</b>	<input checked="" type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input type="checkbox"/>	<b>JC</b>	<input type="checkbox"/>
<b>RAP</b>	<input type="checkbox"/>	<b>WIA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/> *
				<b>EP</b>	
<b>PRIORITY: Medium</b>					

**SUBJECT:** Wisconsin Works (W-2)/Child Care (CC) Eligibility Review Due Letter (CMRV)

**CROSS REFERENCE:** None

**EFFECTIVE DATE:** February 12, 2010

**PURPOSE**

The purpose of this memo is to provide information related to the updated Wisconsin Works (W-2)/Child Care (CC) Eligibility Review Due Letter (CMRV).

**BACKGROUND**

In January 2008, both the Department of Children and Families (DCF) and the Department of Health Services (DHS) introduced redesigned Income Maintenance (IM), W-2 and CC eligibility notices. The redesigned notices took advantage of new web technology that makes them easy to read and easy to understand. The new software gave the notices a cleaner and friendlier look and feel and allowed us to communicate, in a manner participants understand, what is happening to their case and what they can do about it.

In the next phase of this project, DCF and DHS are converting the Eligibility Review Due letters. In the past, these letters were also referred to as CML1 letters or 45-day notice letters. These

letters will be produced using the same web technology with which the Eligibility Notices are created.

As was the case with the Eligibility notices, DCF and DHS have decided to separate the eligibility review due letters according to programs. Income Maintenance eligibility review due letters, which will retain the CML1 designation, will be issued separately from W-2 and CC eligibility review letters, which will now be referred to as CMRV letters.

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

### CMRV LETTER CONTENT

Generally speaking, the letter will be two pages. The content on the first page of the letter will be dynamic depending upon whether the letter notifies the participant of a W-2 review due, a CC review due or a review due for both programs. The content on the second page of the letter will be the same regardless of which programs have reviews due.

#### **First Page**

The first page of the notice provides information on when a participant's review is due and the process for completing the review timely. As in the old model, the letter will continue to distinguish between whether participants are required to set up their own review appointments or the agency sets up the appointments for the participants. Other features include:

- *Return Mailing Address* – contains the agency name and address. For W-2 only letters, it is the address of the W-2 agency. For CC only letters, it is the address of the agency responsible for CC eligibility. For a combined letter in which two separate agency addresses are involved, the return address is that of the W-2 agency; however, the CC eligibility agency address, if different, is printed on the bottom of the page. This process for determining the return mailing address is the same process that is used on the Eligibility notices.
- *Agency Contact Information* – This box references either the W-2 contact information, the CC contact information, or both sets of contact information for combined letters. W-2 and CC agencies selected which contact information is displayed when we updated the Notice of Eligibility. The process for determining the agency contact information is the same process that is used on the Eligibility notices.
- *Legal Guardian Paragraph* - If a letter is going to a participant's legal guardian, a paragraph will appear at the top of the letter informing the legal guardian that the letter is about the participant.
- *Consecutive Month Reviews* – In response to a request by the W-2 and CC agencies, if W-2 and CC reviews are due in consecutive months, the letter notifying the participant of the *later* review will contain a paragraph that reminds the participant of the upcoming review for the other program.

**Example:** Marie has a CC eligibility review due February 28, 2010. The letter notifying her of the review due date will be sent to her in January 2010. If Marie then has a W-2 eligibility review due March 31, 2010, the letter she receives in February notifying her of the March W-2 review due date will also contain a paragraph that reminds her that she has received a letter previously about another review and that she must keep that review appointment as well.

- *Languages:* The CMRV notices will be available in English, Hmong and Spanish.

**Second Page**

The content included on the second page of the letter will be the same on all W-2 and CC letters. This page informs participants of the information that they may have to provide at the review and the documents that they will need to bring as proof of that information. There are no significant changes to this page, but the format and some of the wording was changed to make it easier to understand.

A sample of a combined W-2/CC Eligibility Review Due Letter (CMRV) is attached to this Operations Memo.

**DESCRIPTION OF HOW CMRV IS TRIGGERED**

Currently, CMRV letters are triggered on the first Friday of the calendar month. This gave the participant 45 days or more to schedule the review appointment. This is changing. Generally speaking, CMRV letters will be triggered on the second Friday of the month. The reason is that the letter will get into the hands of the participant closer to the due date of the actual review. The new version of the CMRV letter for reviews that are due in March 2010 will be triggered on Friday, February 12, 2010.

**ATTACHMENT**

[Sample W-2/CC Eligibility Review Due Letter \(CMRV\)](#)

**CONTACTS**

For W-2 Policy Related Questions: BWF 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.

DCF/DFES/BWF/mmm