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**State of Wisconsin  
Governor Scott Walker**

**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:** Rich Albertoni, Bureau Director  
Bureau of Enrollment Policy & Systems  
Division of Health Care Access and Accountability

Jim Bates, Director  
Bureau of Child Care Administration  
Division of Early Care and Education  
Department of Children and Families

Janice Peters, Director  
Bureau of Working Families  
Division of Family and Economic Security  
Department of Children and Families

<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 11-42</b>					
<b>DATE: 08/16/2011</b>					
<b>FS</b>	<input checked="" type="checkbox"/>	<b>MA</b>	<input checked="" type="checkbox"/>	<b>BC+</b>	<input checked="" type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input checked="" type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>
<b>BC+ Basic</b>	<input checked="" type="checkbox"/>	<b>BC+ CORE</b>	<input checked="" type="checkbox"/>		
<b>CC</b>	<input checked="" type="checkbox"/>	<b>W-2</b>	<input checked="" 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>	

**SUBJECT: Automatic Update of Unemployment Insurance Benefits in CARES**

**EFFECTIVE DATE:** AUGUST 29, 2011

**PURPOSE:**

The purpose of this memo is to announce implementation of the automatic update of Unemployment Insurance Benefits (UIB-formerly called unemployment compensation benefits) in CARES. The goal of automatically updating UIB is to improve program integrity as well as reduce the workload associated with collecting and updating the UIB income in CARES.

**BACKGROUND:**

The Department of Health Services received a grant to automate certain processes in CARES to improve payment accuracy and reduce workload. Approximately 60,000 individuals in CARES receive income from UIB. Currently workers are required to query the UIB data base to find and verify these benefits. Workers manually enter the income on the Unearned Income page in CARES Worker Web (CWW). Automatically updating this income to CWW will reduce the processing time for workers to query and verify UIB income and increase payment accuracy.

**CARES:**

CARES will be updated to automatically check for UIB payments and systematically update the Unearned Income Page in CWW. This automated process will occur both real time (online) and during the monthly batch processing.

**CURRENT PROCESS:**

During intake, renewal and Six Month Reporting (SMRF) processing, workers must look for Unemployment Income (UI-coded "UN" in CWW) for each individual using the query search process in CWW. If the individual is receiving UI benefits the worker must enter the income from the search results onto the Unearned Income page in CWW.

Because FoodShare (FS), Wisconsin Works (W-2) and Child Care (CC) use prospective income in their eligibility determinations but Medicaid (MA) and BadgerCare Plus (BCP) use actual income, workers may have to use two different formulas to calculate the countable income for the programs of assistance. Because only one total can be entered on the Unearned Income page in CWW, the prospective amount is used unless it adversely affects the MA or BCP. In those situations a workaround has to be used. This process is time consuming and error prone.

**NEW PROCESS:****Online**

During intake, renewal, Six Month Reporting (SMRF), person add and program add driver flows, CARES will send the request for Unemployment Insurance Benefit (UIB) information for all individuals included in eligibility determinations over age 14 as long as there is a valid SSN (Verification code V, C or W). The request will be sent when the worker gets to the Benefits Received/School Summary page. This page is prior to the Unearned Income page in the CWW driver flow. If UIB income exists, the Unearned Income Gatepost page and the Unearned Income page will be automatically updated with the income information by the time the worker gets to the page.

**Batch Process**

The monthly batch process runs on the 2<sup>nd</sup> Saturday of the month and will automatically update the income for any individual who has had any change in their UI benefit. This process will compare the weekly benefit amount entered on the Unearned Income Details page in CWW with the most current weekly payment amount from the UIB data exchange. If there is a difference of any amount, the amount from the UIB data exchange will be updated on the Unearned Income page.

When UIB payments have ended and no extension exists, the batch process will end date the UIB on the Unearned Income page.

Whenever the UIB income has been updated from the batch process, a case comment will be systematically entered. The case will be triggered to run through batch at Adverse Action (AA) if eligibility has not been run by a worker prior to AA.

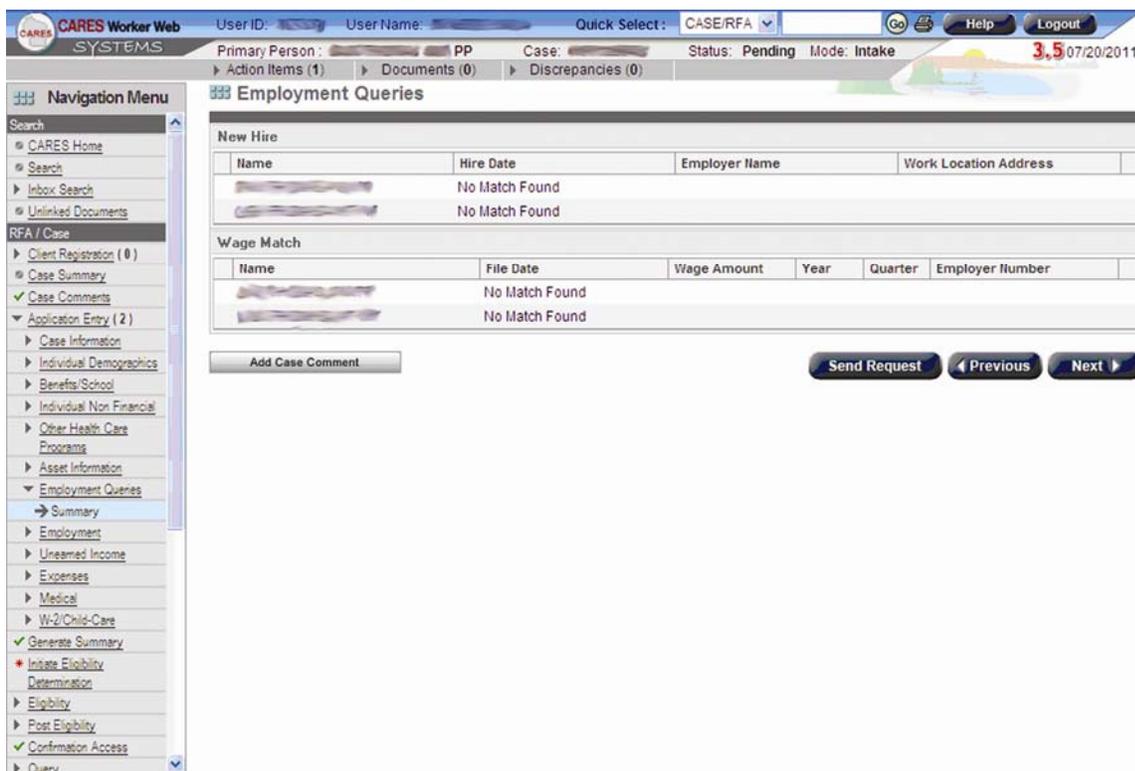
While the automatic update processes will be able to handle most cases and situations, there will be some situations that the worker will still have to manually view the information and update the UIB income in CWW. If the UIB income can not be updated a Discrepancy will display on the workers home page under 'My Tasks' the day after the batch process runs.

When the W-2 and/or CC worker is not the primary worker and UIB income has been updated from the batch process, FYI alert 350 (UI Begins) will be generated to the W-2 and/or CC worker. If the UIB income cannot be updated due to a Discrepancy (see more information on discrepancies later), alert 469 will be generated to the W-2 and/or CC worker (see ALERTS, p.19)

➤ **Note:** Workers will continue to be alerted about Out of State UIB through the existing DX process (see Ops Memo 04-51). CARES will generate the '373 Recv Benefits in Other State' alert to notify them of the out of state UIB or other public assistance benefits (see Ops Memo 03-03).

### Employment Query Page

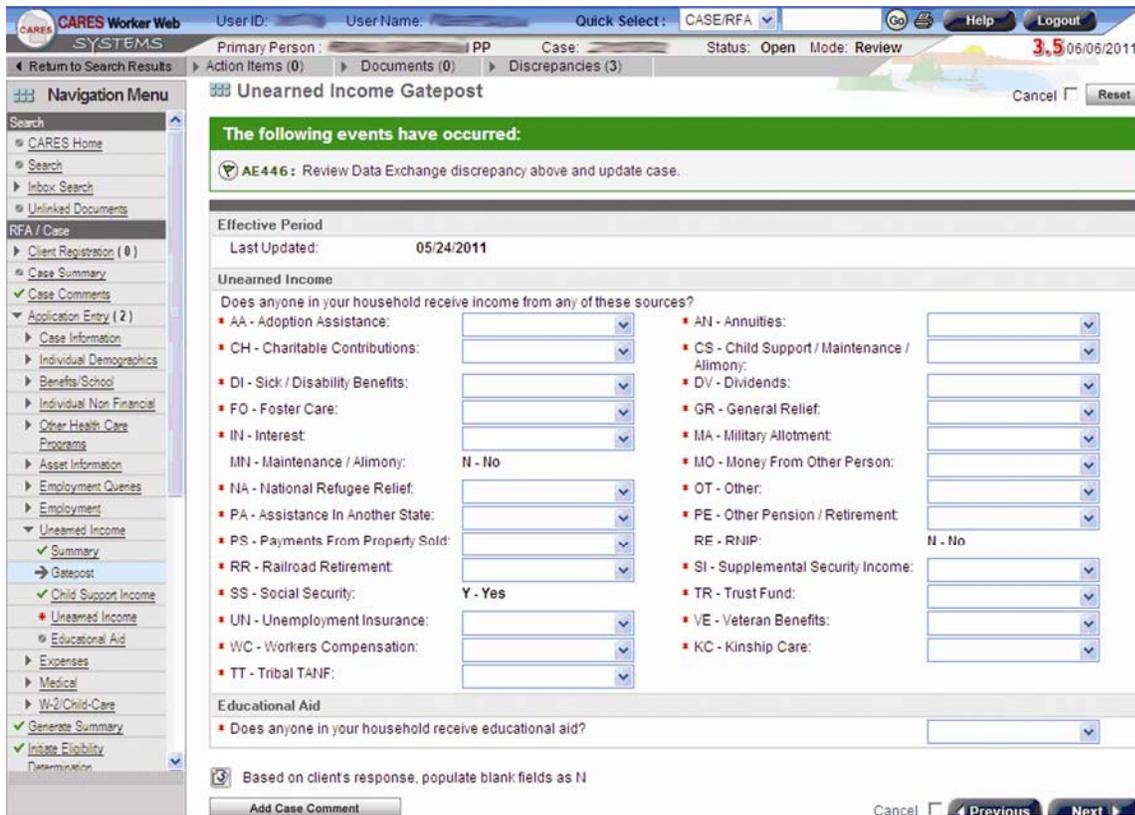
The UIB query and summary will be removed from the Employment Queries function in the CWW driver flow. Workers will be able to make independent queries of UIB income when necessary. (See Date Exchange Query information, page 16.)



### Unearned Income Gatepost Page

The Unemployment Income Question on the Unearned Income Gatepost page will be automatically updated to "Y" when an auto update occurs and UIB income is entered on the Unearned Income Page. For lump sums, the Other Income Question will be automatically updated to a "Y" when an auto update occurs and a lump sum UIB is entered on the Unearned Income Page.

If there is a Discrepancy (see more information later about discrepancies), a message will display during the online process notifying the worker of the Discrepancy. The message will only display on the day it was created.



### Unearned Income Page

A calculate button has been added to the Unearned Income page to allow CARES to use converted prospective income for W-2, Child Care and FoodShare and unconverted prospective income for BadgerCare Plus (BCP), Medicaid or Caretaker Supplement (CTS). This functionality is identical to the calculate button on the Earned Income page.

Workers must enter the correct pay frequency and income details in order for CARES to update and convert income correctly for each program. A new field "Converted Monthly Amount" will display the converted income amount for FoodShare, Child Care and W-2. The Monthly MA Amount will be the actual unconverted income amount used for BadgerCare Plus, Medicaid and CTS eligibility determinations. If a worker needs to override either of these, they must first hit the calculate button and then update the amounts.

**Navigation Menu**

- Search
- CARES Home
- Inbox Search
- Unlinked Documents
- RFA / Case
- Client Registration (0)
- Case Summary
- Case Comments
- Application Entry (2)
  - Case Information
  - Individual Demographics
  - Benefits/School
  - Individual Non Financial
  - Other Health Care Programs
  - Asset Information
  - Employment Queries
  - Employment
  - Unearned Income
    - Summary
    - Gateway
    - Child Support Income
  - Educational Aid
  - Expenses
  - Medical
  - W-2/Child-Care
  - Generate Summary
  - Instate Eligibility Determination

**Unearned Income**

Effective Period  
 Begin Month: 06 / 2011 End Month: MM / YYYY Last Updated: 06/22/2011  
 Delete Reason: [Dropdown]

Income Information  
 Individual: PP SSN: [Redacted] Sequence: 1  
 Income Type: UN - UNEMPLOYMENT COMPENSATION [Red Arrow]  
 Verification: DX - SYSTEM GENERATED UPDATE [Red Arrow]  
 Claim SSN Number: N/A  
 Income Begin Date: 03 / 01 / 2011 Income End Date: MM / DD / YYYY  
 Income Discontinued?: No Date Loss Of Income Reported: MM / DD / YYYY  
 Frequency Period: W - WEEKLY Number of Pays: 1  
 Income Available?: Yes Monthly Converted Amount: \$ 434 . 30  
 Monthly MA Amount: \$ 404 . 00 [Red Arrow]

Disregards and Expenses  
 SSI Pass Account Amount: \$ [Redacted]  
 SSIE Expenses: \$ [Redacted] Verification: [Dropdown]  
 FFU Child Support Disregard Amount: \$ [Redacted] Current Disregard Amount: \$ [Redacted]  
 SSA COLA / Disabled Adult Children Disregard Amount: \$ [Redacted]

Details  

Delete	Gross Income Amount	Verification	
<input type="checkbox"/>	\$ [Redacted]	[Dropdown]	Reset Add
	101.00	DX - SYSTEM GENERATED UPDATE	Delete [Icons]

 Comments: [Text Area] Current Size = 0 characters (240 characters max.)  
 Calculate [Red Arrow]

Footer: Enter New Begin Month MM / YYYY Go [Icons] Individual PP Sequence Updated on or before MM / DD / YYYY Go [Icons] Add Case Comment Cancel Previous Next

**Fields:**

**1. Begin Month**

In intake mode, CARES will auto update the unearned income page with the effective begin month as the filing date if UIB exists for an individual for that month. If there is a backdate request and UIB exists, CARES will update the income for the month(s) during the backdate period where there is UIB income.

**Example 1:** A July application with a 3 month BadgerCare backdate request is processed in July. The UIB search shows UIB starting in February. The unearned income page will be updated with an April begin month. If there are changes from April to June, the correct actual monthly income will be updated for April, May and June. Prospective income amounts will be updated for July using the converted amount for FS, W-2 and CC and unconverted for Medicaid, BadgerCare and CTS.

**Example 2:** A July application with a 3 month BCP backdate request is processed in July. The UIB search shows UIB started in June. The unearned income page will be updated with a June begin month, the actual income will be updated for June, prospective income will be updated for July using the converted amount for FS, W-2 and CC and unconverted for Medicaid, BadgerCare and CTS.

**Example 3:** A July application with no BCP backdate request is processed in July. The UIB search shows UIB starting in January. The unearned income page will be updated with a July begin month using the converted amount for FS, W-2 and CC and unconverted for Medicaid, BadgerCare and CTS.

During renewal, SMRF, person add and program add driver flows, the Unearned Income page will be updated with the current month as the begin month and the current income information. Important note: If workers are doing a person add with a BCP backdate request, the UIB income will update from the current month, and the worker will have to query the UIB income and update any income for the backdated month manually.

**Example 4:** Joe is being added to the case in July. The UIB search finds he is receiving UI. The Unearned Income page is updated with a July begin month and prospective income starting in July. There is a 3 month backdate request for his BadgerCare Plus. The worker will have to query Unemployment Insurance benefits and update the unearned income page for the backdated months (April, May and June) manually.

### **End Month**

The automatic update done through the batch process will enter the latest month UI benefits were received in the both the begin month and end month fields on the Unearned Income page. This update will not be done with the on-line process.

### **Last Updated**

This field will be updated with the date the last update occurred on the page. This date will also be updated during renewal, SMRF, person add program add driver flows when the automated data exchange occurs even if there was no change to the income. This update to the date indicates the data exchange was checked.

### **Income Type**

This field will be updated with UN if UI benefits have been received. A new income type, OTTF (Other TANF) has been added this income type will be counted only for W-2 & CC. If a Lump Sum is received and this is identified by the system at Intake then the system will auto update the lump sum as income type OTTF with an end date.

➤ **Note:** The lump sum will be auto updated only at intake, but this income can be manually queried and entered as OTTF by the W-2 and/or CC worker at any time. The Magnifying Glass in the Unearned Income page will allow the user to query the UI benefit details in a separate Pop up window (there will be no magnifying glass for OTTF income).

### **Verification**

When the auto update occurs, the verification code entered will be 'DX.'

### **Income Begin Date**

The system will auto update with the first day of the Begin Month or carry forward this date if it is an existing UI page.

### **Income End Date**

This field will not be updated.

### **Income Discontinued**

This field will default to 'N'.

### **Date Loss of Income Reported**

This field is not mandatory and will not be updated in the automated process.

### **Income Available**

This field will default to a 'Y'.

### **Frequency**

The automatic process will update this field with the 'W-Weekly' indicator if a prospective calculation is used, or 'M-Monthly' if an actual amount is updated. If the pay frequency is monthly, the 'Monthly MA Amount' and the 'Converted Monthly Amount' will be the same.

### **Converted Monthly Amount** (based on pay frequency of weekly)

This amount will be calculated using the 4.3 conversion factor for FoodShare, W-2 and Child Care. This calculation will use the gross UIB income before any child support intercepts are taken.

### **Monthly MA Amount** (based on pay frequency of weekly)

This amount will be calculated using the gross UIB amount multiplied by 4 to determine the income used for Medicaid, BadgerCare Plus and Caretaker Supplement.

➤ **Note:** For backdated months and months where UIB begins mid month, actual income will be updated with a monthly amount.

No updates will occur to the 'Disregards' and 'Expenses' fields through this automated process. Workers should continue to enter the total amount of the SSI-E payment in the SSIE expense field using "NA" as the verification code for FS cases.

**Example 5:** A July application with a BCP backdate request to May is processed in late July. The UCUIB search shows UIB paid beginning in May. The unearned income page will be updated to show May and June actual monthly UIB and July weekly amount with Converted Monthly Amount for FS, W-2 and CC and Monthly MA Amount for MA, BCP and CTS.

**Example 6:** A July application is processed in late July. The UIB search shows UIB payments starting in the second week of July. The Unearned Income page will be updated with the actual July monthly income and the weekly amount beginning in August. CARES will use the converted amount for FS, W-2 and CC and unconverted for Medicaid, BadgerCare and CTS Converted Monthly Amount and Monthly MA Amount beginning with the August determination.

### **Gross Income Amount and Verification Fields**

When the auto update occurs, CARES will calculate the gross income by adding the Child Support Intercept amount to the payment amount from the UIB data. The verification code when this information is automatically updated will be DX. Workers will also be able to manually enter this information and use the calculate button to update the income amounts.

### **Discrepancies**

Discrepancy Items (similar to action items) are a new addition to the information bar in CWW. These items will be used to alert primary workers to discrepancies with Data Exchange auto updates. Currently the discrepancies will only be generated from the UIB Auto Update process. In the future, as more automatic information is updated in CARES, discrepancies will be expanded. Once a Discrepancy is set, it can be viewed from the case summary page or from any page within the case.

Discrepancies are set to the primary worker. When the primary worker is not the W-2 and/or CC worker, the W-2 and/or CC worker will be notified of Discrepancies detected at Batch via alert 469 – *UI Discrepancy – Fix if Needed*.

After receiving alert 469, the W-2 and/or CC worker will only need to take corrective action if, after checking the Discrepancy Items list on the participant's summary page, discrepancies remain unresolved by the primary worker.

Once the Discrepancy has been resolved the worker will have to update the status to one of the following:

- resolved
- duplicate
- withdrawn or
- no impact

A Discrepancy occurs when UIB information is not updated either completely or at all. The UIB information necessary to complete case processing must be updated by the worker before running eligibility and confirming the benefit determination. In most situations the discrepancy will be due to income that has not been automatically updated. The Discrepancy can occur with both on-line processing and the monthly batch processing.

Once a Discrepancy is set on a case, it will display in the information bar at the top of the page (next to Action Items and Documents), however, secondary workers will only receive alerts for Discrepancies through batch. The system will not recreate the same Discrepancy if the Discrepancy already exists. The Discrepancy is assigned to the primary worker for a case. Workers must be aware of discrepancies while processing a case and take corrective action on the case before running eligibility or confirming benefits. Once the worker has taken the appropriate corrective action to resolve the Discrepancy, the worker must update the status of the Discrepancy by choosing one of the options displayed next to the Discrepancy. In cases with both a primary and a secondary worker, case comments are essential in order to track actions on the case.

The screenshot shows the CARES Worker Web interface. At the top, it displays 'User ID', 'User Name', and 'Quick Select: CASE/RFA'. The primary person is 'PP' and the case status is 'Open' in 'Review' mode. A date of '06/06/2011' is shown. A navigation menu on the left lists various functions like 'Case Information', 'Individual Demographics', and 'Worker Tools'. A search box at the top right shows two discrepancies: 'Working part time ( [redacted] WIF) - UIB' and 'More than one payment missing ( [redacted] WIF) - UIB'. Below this, the case summary includes: Office: MILW CO REG 5 W-2.GOODWILL-EMPLOY SOLUTN (5605); Agency: 40 - MILWAUKEE COUNTY; Assigned Worker: [redacted]; File Location: IN - INTAKE; Meets ESC Criteria?: No; Caseload: 3073; File Location Date: 06/03/2009. The 'Case Information' section shows Language: E - ENGLISH, Last Review Date, Next Review Date: 06/30/2012, and Case Web Status: WEB. The 'Associated RFA Information / ACCESS Application Information' table shows one entry with Agency 12, Contact Method ACCESS AFB Application, RFA Status LINKED WITH CASE, and Contact Date 11/17/2010. A 'What would you like to do?' section offers 'Workflow Options' and 'Case Maintenance' actions.

The primary worker’s home page will display the total count of cases with discrepancies for that worker.

➤ **Note:** the number of outstanding discrepancies on the primary worker’s home page may not be the same as the count from searching for a list of discrepancies. This is because discrepancies are dynamic and can be created at any point in the process of updating a case.

To get a list of outstanding discrepancies and work from the Search Results list to resolve those discrepancies, workers can click on the magnifying glass from My Tasks. When the worker selects the case s/he will be taken to the Case Summary page to resolve any discrepancies for that case. The worker can navigate back to the Search Results list by clicking on the “Return to Search Results” tab within the case.

**CARES Worker Web Home**

Navigation Menu: CARES Home, Search, Inbox Search, Unlinked Documents, RFA / Case, Client Registration (0), Case Summary, Case Comments, Application Entry (0), Case Information, Individual Demographics, Benefits/School, Individual Non Financial, Other Health Care Programs, Asset Information, Employment Queries, Employment, Unearned Income, Expenses, Medical, W-2/Child-Care, Generate Summary, Initiate Eligibility Determination, Eligibility, Post Eligibility, Confirmation Access, Query, Benefit Issuance.

**Recent Cases/RFAs/ACCESS Applications/Change Reports**

Type	Number	Primary Person	Accessed
Case		PP	07/20/2011
Case		PP	07/20/2011
Case		PP	07/20/2011
RFA		PP	07/19/2011
Case		PP	07/19/2011
RFA		PP	07/18/2011
Case		PP	07/18/2011

**My Inbox Items**

Type	Counts
Apps with Priority Service	0
Apps Received Before 07/10/2011	0
Apps Received After 07/10/2011	0
Total number of Apps	0
Online Change Reports	38
Online Renewals Received	8
Online SMRFs Received	0

**My Tasks**

Type	Counts
SMRFs	18
Employer Verifications	1
Cases with Unprocessed Documents	2
Having Outstanding Verification Approaching	0
Having Outstanding Verification Past Due	0
Unlinked Document Batches	0
Cases with DX Discrepancies	12
UIB Discrepancy	12

**Broadcast Messages**

Issue Date	Message Description
06/13/2006	***** PROCESSING ACCESS OR MAIL IN APPLICATIONS ***** Reminder, if you are processing an ACCESS or mail in Application and are going to run eligibility using Host on Demand, you need to click the 'Eligibility' button before running the case through HOD. If you do not, you will get a message that CWW pages are incomplete.
06/13/2006	SSN VERIFICATION PROCESSED-EXCHANGE TYPE:SSWS
06/12/2006	SSN VERIFICATION PROCESSED-EXCHANGE TYPE:SSWS
06/10/2006	REFERENCE TABLE MC COMPLETE - EXCEPTION RPT PRODUCED
06/10/2006	SSN VERIFICATION PROCESSED-EXCHANGE TYPE:SSWS

Workers can also search for outstanding discrepancies from the Caseload Management Search Criteria page. The user will see different search criteria dependent on whether they are an ESC worker or a non ESC worker. This function can be used by workers and supervisors to query outstanding UIB discrepancies by using county, office, worker or caseload number.

Search when logged in as a county worker (non ESC).

CARES Worker Web SYSTEMS User ID: User Name: Quick Select: CASE/RFA Go Help Logout 3.5 07/20/2011

**Navigation Menu**

- Search
  - CARES Home
  - Search
  - Inbox Search
  - Unlinked Documents
- RFA / Case
  - Client Registration (0)
  - Case Summary
  - Case Comments
  - Application Entry (2)
    - Case Information
    - Individual Demographics
    - Benefits/School
    - Individual Non Financial
    - Other Health Care Programs
    - Asset Information
    - Employment Queries
    - Employment
    - Unearned Income
    - Expenses
    - Medical
    - W-2/Child-Care
  - Generate Summary
  - Instate Eligibility Determination
  - Eligibility
  - Post Eligibility
  - Confirmation Access
  - Query
  - Benefit Issuance

**Caseload Management Search Criteria** [Reset]

**Caseload Search** [Restore to Default Search Criteria] [Save Search Criteria]

**Caseload Search Criteria**

\* County: 40 - MILWAUKEE COUNTY

\* Office: 1575 2575

Worker: [ ] [ ] [ ] [ ] [ ] [ ]

Caseload: [ ] [ ] [ ] [ ] [ ] [ ]

Language: - Any Language

First Letter of PP's Last Name: A to Z

\* Case Status:  
 Pending  Closed less than or equal to a calendar month  
 Open  Denied less than or equal to 30 days

\* Case Mode:  
 Intake  Ongoing  Closed  
 Review  Simulation  Asset Assessment

Filing / Request Date:  
 Less than 30 days  
 Before [MM/DD/YYYY] [ ]  
 Between [MM/DD/YYYY] [ ] and [MM/DD/YYYY] [ ]

Review Month: [MM] / [YYYY]

\* Confidential:  Yes  No

Full Fee Paid Date:  
 Less than 30 days  
 Before [MM/DD/YYYY] [ ]  
 Between [MM/DD/YYYY] [ ] and [MM/DD/YYYY] [ ]

**Action Items**

Online Applications / Change Reports	Alerts
<input type="checkbox"/> Application Linked - Ready for Intake	<input type="checkbox"/> Overdue Eligibility Determination [ ]
<input type="checkbox"/> Intake Initiated - Eligibility not Initiated	<input type="checkbox"/> Eligibility [ ]
<input type="checkbox"/> Change Report/Online Renewal/SMRF Received - Ready for Processing	<input type="checkbox"/> Benefit Issuance [ ]
<input type="checkbox"/> Change Report/Online Renewal/SMRF Processing Initiated - Eligibility not Initiated	<input type="checkbox"/> Information [ ]
	<input type="checkbox"/> Waiting on DDB Decision [ ]
	<input type="checkbox"/> Outstanding Verifications Past Due [ ]
	<input type="checkbox"/> Outstanding Verifications Approaching [ ]
	<input type="checkbox"/> Documents Received
	<input type="checkbox"/> Documents Waiting
	<input type="checkbox"/> Initiate Eligibility and Confirm [ ]
	<input type="checkbox"/> BCLA Fee Status Update [ ]
	<input checked="" type="checkbox"/> UI Benefit Discrepancy

What would you like to do?  
 View to select cases meeting the above criteria  
 View counts of cases meeting the above criteria

[Go]

Search when logged in as an ESC worker:

**CARES Worker Web** User ID: \_\_\_\_\_ User Name: \_\_\_\_\_ Quick Select: CASE/RFA    3.5 07/18/2011

**Navigation Menu**

- Search
  - CARES Home
  - SEARCH
  - Unsubmitted Requests
  - Inbox Search
  - Unlinked Documents
- RFA / Case
  - Client Registration (0)
  - Case Summary
  - Case Comments
  - Application Entry (0)
  - Generate Summary
  - Instate Eligibility Determination
  - Eligibility
  - Post Eligibility
  - Confirmation Access
  - Query
  - Benefit Issuance
- Worker Tools
  - SSI-MA Administration
  - TCLA Administration
  - Worker Tasks
  - Waitlist Administration
  - Case Management
    - Caseload Assignment
    - Caseload Management Search**
    - Document Management Search
  - Client Correspondence

**Caseload Management Search Criteria**

**Caseload Search**

**Caseload Search Criteria**

\* County: 74 - ENROLLMENT SERVICES CENTER

\* Office: 5074

Worker:

Caseload:

Language: - Any Language

First Letter of PP's Last Name: A to Z

\* Case Status:  
 Pending  Closed less than or equal to a calendar month  
 Open  Denied less than or equal to 30 days

\* Case Mode:  
 Intake  Ongoing  Closed  
 Review  Simulation  Asset Assessment

Filing / Request Date:  
 Less than 30 days   
 Before  /  /    
 Between  /  /  and  /  /

Review Month:  /

\* Confidential:  Yes  No

Full Fee Paid Date:  
 Less than 30 days   
 Before  /  /    
 Between  /  /  and  /  /

**Action Items**

Online Applications / Change Reports	Alerts	Ready for Public Workers
<input type="checkbox"/> Application Linked - Ready for Intake	<input type="checkbox"/> Overdue Eligibility Determination <input type="button" value=""/>	<input type="checkbox"/> Initial Application Processed
<input type="checkbox"/> Intake Initiated - Eligibility not Initiated	<input type="checkbox"/> Eligibility <input type="button" value=""/>	<input type="checkbox"/> Verification Processed
<input type="checkbox"/> Change Report/Online Renewal/SMRF Received - Ready for Processing	<input type="checkbox"/> Benefit Issuance <input type="button" value=""/>	<input type="checkbox"/> Needs Assistance / Trouble Shooting
<input type="checkbox"/> Change Report/Online Renewal/SMRF Processing Initiated - Eligibility not Initiated	<input type="checkbox"/> Information <input type="button" value=""/>	<input type="checkbox"/> Change Processed
	<input type="checkbox"/> Waiting on DDB Decision <input type="button" value=""/>	<input type="checkbox"/> Renewal / SMRF Processed
	<input type="checkbox"/> Outstanding Verifications Past Due <input type="button" value=""/>	<input type="checkbox"/> Contact Information Updated
	<input type="checkbox"/> Outstanding Verifications Approaching <input type="button" value=""/>	
	<input type="checkbox"/> Documents Received	
	<input type="checkbox"/> Documents Waiting	
	<input type="checkbox"/> Initiate Eligibility and Confirm <input type="button" value=""/>	
	<input type="checkbox"/> BCLA Fee Status Update <input type="button" value=""/>	
	<input type="checkbox"/> UI Benefit Discrepancy <input type="button" value=""/>	

What would you like to do?  
 View to select cases meeting the above criteria  
 View counts of cases meeting the above criteria

From the list, workers can select the Discrepancy and navigate to the Case Summary page by hitting the 'next' button.

CARES Worker Web SYSTEMS User ID: User Name: Quick Select: CASE/RFA Go Help Logout 3.5 06/06/2011

**Navigation Menu**

- Search
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    - Case Information
    - Individual Demographics
    - Benefits/School
    - Individual Non Financial
    - Other Health Care Programs
    - Asset Information
    - Employment Queries
    - Employment
    - Unearned Income
    - Expenses
    - Medical
    - W-2/Child-Care
  - Generate Summary
  - Initiate Eligibility Determination
  - Eligibility
  - Post Eligibility
  - Confirmation Access
  - Query
  - Benefit Issuance

**Caseload Management Search Criteria Result**

**Caseload Search Criteria**

County: MILWAUKEE COUNTY Office: [ ]  
 Worker: [ ] Caseload: [ ]  
 Language: Any Language [ ] First Letter of PP's Last Name: A to Z  
 Case Status: Pending, Closed less than or equal to a calendar month, Open, Denied less than or equal to 30 days Case Mode: Intake, Ongoing, Closed, Review, Simulation, Asset Assessment  
 Review Month: [ ] Filing / Request Date: Any Date  
 Confidential: Yes, No Full Fee Paid Date: Not Paid / Not Applicable

**Caseload Management Listing**

1 of 2 Pages

Case Number	Primary Person	Case Status	Filing/Request Date	Action Items
[ ]	[ ]	Open	11/23/2010	<ul style="list-style-type: none"> <li>UI Benefit Discrepancy</li> </ul>
[ ]	[ ]	Open	06/24/2011	<ul style="list-style-type: none"> <li>UI Benefit Discrepancy</li> </ul>
[ ]	[ ]	Open	06/27/2011	<ul style="list-style-type: none"> <li>Information</li> <li>Initiate Eligibility and Confirm</li> <li>UI Benefit Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>
[ ]	[ ]	Open	05/05/2011	<ul style="list-style-type: none"> <li>UI Benefit Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>
[ ]	[ ]	Open	05/24/2011	<ul style="list-style-type: none"> <li>UI Benefit Discrepancy</li> </ul>
[ ]	[ ]	Open	06/10/2011	<ul style="list-style-type: none"> <li>UI Benefit Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>
[ ]	[ ]	Pending	06/03/2011	<ul style="list-style-type: none"> <li>UI Benefit Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>
[ ]	[ ]	Pending	06/07/2011	<ul style="list-style-type: none"> <li>UI Benefit Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>
[ ]	[ ]	Pending	06/09/2011	<ul style="list-style-type: none"> <li>Initiate Eligibility and Confirm</li> <li>UI Benefit Discrepancy</li> </ul>
[ ]	[ ]	Pending	06/15/2011	<ul style="list-style-type: none"> <li>Information</li> <li>Intake Initiated - Eligibility not Initiated</li> <li>UI Benefit Discrepancy</li> <li>Overdue Eligibility Determination</li> </ul>

Cancel [ ] Previous Next

From the case, the primary or secondary worker can view the discrepancies for that case, make the appropriate updates to resolve the Discrepancy and update the status. The worker can then return to the Search Results from the case.

The screenshot shows the CARES Worker Web interface. At the top, the user is logged in as 'User ID: [redacted] User Name: [redacted]'. The 'Quick Select' dropdown is set to 'CASE/RFA'. The case status is 'Pending' and the mode is 'Intake'. The date is '07/19/2011'. The navigation menu on the left includes options like 'Search', 'RFA Case', 'Client Registration', 'Case Summary', 'Case Comments', 'Application Entry', 'Case Information', 'Individual Demographics', 'Benefits/School', 'Individual Non Financial', 'Other Health Care Programs', 'Asset Information', 'Employment Queries', 'Employment', 'Unearned Income', 'Expenses', 'Medical', 'W-2/Child-Care', 'Generate Summary', 'Intake Eligibility Determination', 'Eligibility', 'Post Eligibility', 'Confirmation Access', 'Query', and 'Benefit Issuance'. The main content area shows a case with three discrepancies: 'Working part time (PP) - UIB', 'More than one payment missing (PP) - UIB', and 'Child Support intercepted from UI (PP) - UIB'. Below the discrepancies, case information is displayed, including office, agency, assigned worker, file location, and case information. The 'Associated RFA Information / ACCESS Application Information' table shows one entry with 'RFA Status' as 'INDIVIDUALS PROCESSED' and 'Contact Date' as '06/09/2011'. The 'What would you like to do?' section includes 'Workflow Options' and 'Case Maintenance' with various actions like 'Continue with Driver / Navigate Through Completed Pages', 'Add Person', 'Process Renewal', 'Record New Group Level Program Request', 'Process Group Level Program Request', 'View / Record Six Month Report Actions', 'Process linked ACCESS application', 'Reactivate Case', 'Transition Mainframe Case to Web Case', 'Initiate, Resume, or Terminate Simulation', 'Change Primary Person', 'Make Case Confidential', 'Transfer Case', and 'Begin Intake Interview for Asset Assessment Case'.

## TYPES OF DISCREPANCIES

### Working Part-Time

The system cannot automatically update UIB income when a person is working part time due to fluctuations in earned income and UI benefits. The worker must query the UIB data base to verify the income and update the information on the Unearned Income page manually.

- Note: During the batch process, the Discrepancy due to working part time will not be set every month. CARES will check to see if the Discrepancy has been set in the past 6 months, if a 6 month report or if a review has been done in the past 6 months. If one of those actions has been taken the Discrepancy will not be set.

For W-2 and/or CC workers who are not the primary worker, alert 469 will be triggered at the same time the Discrepancy is set for the primary worker. (See Alerts, 19.)

### **Child Support Intercepted from UIB**

When there is a UIB with child support payments intercepted, the UIB income can only be updated if the child support expense is entered on the Support Obligations/Payment page in CWW. If the expense is not entered in CWW, a Discrepancy will be set and the worker will have to query the UIB data and query KIDS to determine the income and expense amount. The worker will have to manually enter the information on the Unearned Income page and the Support Obligations/Payments page.

➤ Note: The auto update will look for whether or not there is a child support expense in CWW and set a Discrepancy if there is none. It will not compare an existing child support expense in CWW to the amount of child support withheld from the UIB payment.

➤ Note: To avoid having discrepancies on cases, IM workers should enter the child support expense deduction on all cases, even those that do not allow child support payment expenses as a deduction by policy. If this information is not entered in CWW, a Discrepancy will be created every month during the batch process when child support payments are being intercepted from the UIB payment.

### **More Than One Payment Missing in A Month**

Because the auto update process cannot determine if UI benefits have ended or are continuing when more than one payment is missing, UIB information cannot be auto updated when more than one UIB payment is missing in a month. The worker will have to query the UIB data and manually enter the income.

#### **DATA EXCHANGE QUERY:**

The existing Birth Query Search under Worker Tools in the Navigation Menu will be enhanced to also perform UI benefit searches for individuals. The Birth Query Search option under the Worker Tools page will be renamed Data Exchange Query. Workers can search for UI benefits using the individual's SSN or CARES PIN. The search request will take the user to the UI Benefit Summary Page. This search will also be used for future DX enhancements.

Workers can also query UI benefits from the DX search criteria page, the magnifying glass on the Unearned Income page or from the Information Bar at the top of the case, when a Discrepancy is set.

Workers can search by entering the SSN or PIN and click go. This will take the worker to the UI Benefits Summary page.

**CARES Worker Web** User ID: [redacted] User Name: [redacted] Quick Select: CASE/RFA [Go] Help Logout 3.5 07/20/2011

**Navigation Menu**

- Search
  - CARES Home
  - Search
  - Inbox Search
  - Unlinked Documents
- RFA / Case
  - Client Registration (0)
  - Case Summary
  - Case Comments
  - Application Entry (2)
    - Case Information
    - Individual Demographics
    - Benefits/School
    - Individual Non Financial
    - Other Health Care Programs
    - Asset Information
    - Employment Queries
    - Employment
    - Unearned Income
    - Expenses
    - Medical
    - W-2/Child-Care
  - Generate Summary
  - Instate Eligibility Determination
  - Eligibility
  - Post Eligibility
  - Confirmation Access
  - Query
  - Benefit Issuance

**Data Exchange Query** [Reset]

**Identification Numbers**

PIN: [redacted] [Go]

SSN: [redacted] [Go]

**Birth Query Demographic Information**

First Name: [redacted]  Starts With  Exact

Last Name: [redacted]  Starts With  Exact

Birth Date (Year Required): MM / DD / YYYY

Pin / Case / RFA / Tracking Number: [redacted] [Go]

From the Unemployment Insurance Benefits Summary page, a worker can click on UIB details to see more information.

**CARES Worker Web** User ID: [redacted] User Name: [redacted] 3.5 06/06/2011

**Unemployment Insurance Benefits Summary**

**The following events have occurred:**

AE218: Please check FSET status.

**Claimant Information**

Case:	[redacted]	SSN:	[redacted]
Name:	[redacted]	PIN:	[redacted]
Maximum Weekly Benefit Rate:	\$169.00	Maximum Benefit Amount:	\$3692.00
Paid:	\$3692.00	Left:	\$0.00

**Transaction Summary Information**

Week	Payment Date	Check Amount	UC Recoup Amount	CS ICPT Amount
2011-21	05/23/2011	\$0.00	\$0.00	\$169.00
2011-20	05/20/2011	\$0.00	\$0.00	\$169.00
2011-19	05/09/2011	\$0.00	\$0.00	\$169.00
2011-17	05/02/2011	\$0.00	\$0.00	\$169.00
2011-16	04/18/2011	\$142.00	\$0.00	\$0.00
2011-15	04/11/2011	\$142.00	\$0.00	\$0.00
2011-14	04/04/2011	\$142.00	\$0.00	\$0.00
2011-13	03/28/2011	\$142.00	\$0.00	\$0.00

[View] [UIB Details] [Close]

When there are multiple UIB bases, workers can select other bases at the bottom of the page by selecting an "inactive" base in the drop down by the "Base" field and then click on "look up."


User ID: [REDACTED] User Name: [REDACTED]

3,506/06/2011

### Unemployment Insurance Benefits Details

**Claimant Information**

Case: <span style="background-color: gray; color: gray;">[REDACTED]</span>	SSN: <span style="background-color: red; color: red;">[REDACTED]</span>	Base: Active
Name: <span style="background-color: red; color: red;">[REDACTED]</span>	PIN: <span style="background-color: gray; color: gray;">[REDACTED]</span>	Claim Office: 12 Mon: 10/19/2009
Self Employed: <span style="background-color: gray; color: gray;">[REDACTED]</span>	Birth Date: <span style="background-color: red; color: red;">[REDACTED]</span>	Gender: FEMALE PIVNC: 09-43
Self Employed: <span style="background-color: gray; color: gray;">[REDACTED]</span>	Phone: <span style="background-color: gray; color: gray;">[REDACTED]</span>	Benefit Year End: 10-42
Maximum Weekly Benefit Rate: \$169.00	Maximum Benefit Amount: \$3,692.00	Paid: \$3,692.00 Left: \$0.00
		Last Week Claimed: 11-21

**Employer Information**

Employer Number	Last Day Worked	Termination Reason
<span style="background-color: gray; color: gray;">[REDACTED]</span>	05/22/2009	Laid Off

**Transaction Information**

1 Go of 6 Pages

Week	Paid	CS ICPT	Income	Employer Number	Date	Type	Remarks
2011-21	\$0.00	\$169.00			05/23/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-20	\$0.00	\$169.00			05/20/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-19	\$0.00	\$169.00			05/09/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-17	\$0.00	\$169.00	Working	<span style="background-color: gray; color: gray;">[REDACTED]</span>	05/02/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-16	\$142.00	\$0.00			04/18/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-15	\$0.00	\$0.00			04/06/2011	T	EXTENDED BENEFIT CLAIM REOPENED
2011-15	\$142.00	\$0.00			04/11/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-14	\$142.00	\$0.00			04/04/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-13	\$142.00	\$0.00			03/28/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-12	\$0.00	\$0.00		P	03/14/2011	E	EXTENDED BENEFIT INITIAL CLAIM
2011-12	\$142.00	\$0.00			03/21/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-11	\$0.00	\$0.00			03/07/2011	2	RESUMED EMERGENCY UCB
2011-11	\$142.00	\$0.00			03/14/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-10	\$142.00	\$0.00			03/07/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-09	\$142.00	\$0.00			02/28/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-08	\$142.00	\$0.00			02/22/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-07	\$142.00	\$0.00			02/14/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-06	\$142.00	\$0.00			02/07/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-05	\$142.00	\$0.00			01/31/2011	P	BENEFIT PAYMENT, NEXT CARD SENT
2011-04	\$142.00	\$0.00			01/24/2011	P	BENEFIT PAYMENT
2011-03	\$142.00	\$0.00			01/18/2011	P	BENEFIT PAYMENT
2011-02	\$0.00	\$0.00			01/05/2011	2	RESUMED EMERGENCY UCB
2011-02	\$142.00	\$0.00			01/10/2011	P	BENEFIT PAYMENT
2011-01	\$142.00	\$0.00			01/03/2011	P	BENEFIT PAYMENT
2010-52	\$142.00	\$0.00			12/27/2010	P	BENEFIT PAYMENT

Base: A-Active Lookup

Return

To query UIB from the Unearned Income page, workers can click on the magnifying glass. CARES will display the detailed UIB payment information through a separate pop up window.

#### CWW INFORMATIONAL MESSAGES:

When the UIB exchange is unavailable, the following message will display on the Unearned Income gatepost:

“UI data exchange is currently unavailable, please try again later.”

When this message displays, the auto update did not occur and workers will have to query the UIB information once the system is available and manually update the information on the case.

#### **ALERTS:**

Alerts will be generated only through Batch.

#### WORKER ALERT:

- Alert 350: UI Begins: Sent to the CC and/or W-2 worker whenever the individual starts receiving UI. This is identified by the monthly Batch.
- Alert 470: W-2 income > 115% FPL due to UI: Sent to W-2 worker when the UI Income caused the total income to exceed 115% FPL. This is identified by the monthly Batch
- Alert 469: UI Discrepancy-Fix if needed: Sent to the CC and/or W-2 worker when they are not the primary worker. This alert generated when the Batch sets a Discrepancy for the primary worker. When the secondary worker is working on these alerts, she/he can view all the unresolved discrepancies for the case in the Discrepancy panel. If the primary worker has already resolved all the discrepancies, then the secondary worker should delete the corresponding alert(s). If the Discrepancy is unresolved, then the secondary worker should take action on the Discrepancy, update its status and coordinate with the primary worker to confirm eligibility.

#### SUPERVISOR ALERT:

- Alert 468: UI Discrepancy not resolved: This is sent to the primary worker's supervisor if the UI Discrepancy is not resolved within 45 days. This process runs every Friday to check for the past week and alerts supervisors if any outstanding discrepancies are overdue. This alert should not be set frequently since discrepancies should be resolved timely.

#### **FUTURE ENHANCEMENTS:**

Future enhancements to this project are tentatively scheduled for November 2011. Those enhancements will include:

- The ability to view Discrepancy history.
- Notice of Decision update: With the August implementation, notices will display the converted monthly income. A future enhancement will update the notice to display the income showing the pay frequency and amount.
- Implementation of an automated UI benefit process for out of state UI benefits.

- UIB extensions ending: UIB extensions were scheduled to end 12/31/11. With recent legislation, extensions have been continued. In the future if extensions end, the automatic update process will be enhanced to end UI benefits when those payments are exhausted. In the meantime, customers will have to report the change when the benefit ends in order to have their benefits re-determined.
- Display an 'invalid SSN' message when that is the reason the automated exchange cannot occur.
- An update to allow CARES to automatically disregard SSI-E payments for FS.

### **CONVERSION:**

All Unearned Income pages in CARES will be converted to the new page on 8/27/11. At conversion the current monthly amounts entered on the page will be copied into both the Converted Monthly Amount and MA Monthly Amount fields.

### **CASES WITH OTFS INCOME:**

The workaround to accommodate the difference in calculating the income for Medicaid, BadgerCare Plus and CTS was to enter the difference between the converted and unconverted income as OTFS on the Unearned Income page. Data analysis was conducted to determine how many cases have the unemployment income entered using this workaround. We found a total of 16,000 cases that have both UN and OTFS income types entered. There were 14,000 cases where the total of the two income types match the converted amount for the unemployment income.

During conversion the current monthly amount entered as UN income will be copied into the MA Monthly Amount field. That amount plus the OTFS income will be added together and copied to the Converted Monthly Amount Field. The OTFS pages will be end dated.

Prior to the conversion on August 26 a report of the remaining 2000 cases will be sent for workers to review. These cases should be checked to make sure the total amounts entered as UN income and OTFS income is correct. Cases where the total of the UN income and the OTFS income doesn't match the converted total for the UN and OTFS income will be updated on those pages with the monthly amount entered for both the Converted Monthly Amount and MA Monthly Amount.

### **CONTACTS:**

BEPS CARES Information & Problem Resolution Center

\*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, BC+ Core – BadgerCare Plus Core, 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.

DHS/DHCAA/BEPS/LT