



DEPARTMENT OF CHILDREN  
AND FAMILIES  
Secretary Eloise Anderson  
201 East Washington Avenue, Room G200  
P.O. Box 8916  
Madison, WI 53708-8916  
Telephone: 608-266-8684  
Fax: 608-261-6972  
www.dcf.wisconsin.gov

DEPARTMENT OF HEALTH SERVICES  
Secretary Dennis Smith  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882  
www.dhs.wisconsin.gov

**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, FoodShare Director  
Bureau of Enrollment Policy & Systems  
Division of Health Care Access and Accountability

<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 11-46</b>					
<b>DATE: 08/25/2011</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 checked="" type="checkbox"/>	<b>CTS</b>	<input checked="" type="checkbox"/>	<b>FSET</b>	<input checked="" 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 checked="" 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: ECF Document Processing Enhancements**

**CROSS REFERENCE:** Ops Memos [10-58](#), [10-02](#), [Process Help Ch. 45](#)

**EFFECTIVE DATE:** August 27, 2011

**PURPOSE:**

The CARES Worker Web (CWW), [ACCESS](#), and the Electronic Case File (ECF) are being enhanced.

**BACKGROUND:**

The ECF has been continually updated based on requests for functionality from IM agencies and on new technology. Scanning and validating documents is a time consuming process. These changes to the ECF and CWW will help improve the process for agencies using Scan First batch classes.

**CHANGES:**

Effective August 27, 2011 the following changes will occur:

- New Batch Classes will be downloaded on the Scan PC. These are behind the scenes changes and scanners will not need to do anything differently. **However, the scan PC**

**must be restarted on or after August 27 for the batches to be processed. Do this immediately after August 27.**

- To help track the flow of a document, the Index Station ID, Validation Site ID, and Scan User ID will be saved for each document.
- Documents sent to the recycle bin will be automatically purged after 30 days.
- Workers can reassign unlinked documents to other workers and can distinguish between documents that are new or in research status.
- When a worker with update access opens an unlinked batch in the Search Listing Page, the batch becomes assigned to that worker and its status is changed to “research.”
- Workers can search for unlinked documents by status: new, research, or all. The default status is “new.”
- The Document Batch Summary Page will allow a worker to change the status of an unlinked document, including the ability to change it back to “new.”
- Workers can search for or count documents assigned to other workers.
- The Unlinked Document Search Listing page now shows the worker assigned and status of the document.
- The CWW Homepage will now show unlinked documents assigned to a worker in the My Tasks section.

### **CARES:**

CWW changes will be made effective August 27, 2011.

### **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/