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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  
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<b>BEPS/DFS OPERATIONS MEMO</b>									
<b>No: 11-55</b>									
<b>DATE: 11/11/2011</b>									
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<b>EP</b>									

**SUBJECT: The Centralized Document Processing Unit (CDPU)**

**CROSS REFERENCE:** [ECF Handbook Ch. 2.6](#); [Process Help Ch. 45](#); [Ops Memo 11-46](#); [Ops Memo 10-58](#); [Ops Memo 10-02](#)

**EFFECTIVE DATE:** November 14, 2011

**PURPOSE:**

This Operations Memo will explain the new Centralized Document Processing Unit (CDPU) for the Electronic Case File (ECF).

**BACKGROUND:**

In January of 2010, the Department of Health Services (DHS) introduced Scan First processing for the ECF. This allowed agencies to scan a document without first giving it to a worker to process. The worker could view the digital document within the CARES Worker Web (CWW) Document Viewer, manipulate and validate the document as necessary, and mark it as processed.

The other option for scanning documents, which has been available since the ECF began in 2004, is called Process First. Using Process First, paper documents would first go to the assigned worker who reviewed, processed and then sent the document to be scanned.

Later improvements to the ECF were:

- The functionality to link documents to RFAs or cases,
- More efficient and easier to search for documents,
- Allowing documents to be reassigned to other workers or groups,
- Workers could view unprocessed documents for their caseload,
- The ability for applicants/members to scan documents themselves via ACCESS or fax directly to the ECF as if it were a Scan First document, thus saving agency time in scanning, and
- Document Routing Rules ([PH 45.5](#)) were updated to allow certain documents in specific situations to go to specific workers or groups.

### ***NEW CDPU PROCESS:***

Effective January 1, 2012, DHS will administer a Centralized Document Processing Unit (CDPU or DPU) to scan and validate documents belonging to non-MiES cases. The purpose of the CDPU is to perform many of the tasks that local agency staff currently perform. This includes receiving, routing, scanning, manipulating and validating documents for Income Maintenance (IM) cases. The CDPU staff will initially be located in Madison and will be comprised of scanning and document validation staff using multiple scanners. The CDPU is required to be moved out of Dane County prior to July 1, 2012. The final location is yet to be determined.

Milwaukee Enrollment Services (MiES) will maintain its own Document Processing unit (DPU) for all cases assigned to MiES. It will be referred to as the Milwaukee DPU or MDPU. The two DPUs will operate separately, but will be able to provide assistance to each other if necessary. Unless stated otherwise, this memo pertains to the CDPU serving balance of state (BOS) agencies. BOS agencies are those outside of Milwaukee County, not including tribal agencies.

A pilot program testing limited CDPU functions is planned to start on November 28, 2011. An email will be sent to CARES Coordinators when the pilot agencies are selected.

This pilot program will not include Six-Month Report forms (SMRF) or returned mail. During testing, all SMRFs and all returned mail will continue to be sent to local agency staff. Effective December 17, 2011, the CDPU address will be printed on all SMRFs. The return address for all correspondence will vary, depending on case composition. See items # 12 & 14 below for details on each.

Any agency that was not a part of the pilot will go live with the remainder of the CDPU functions on December 27, 2011.

### ***HIGHLIGHTS OF CHANGES:***

1. New ECF batch classes will be available at most scan stations statewide. Scan PCs must be rebooted on or after your agency's "go live date", for the new batches to be downloaded on the scan PCs. This date will depend on whether or not your agency is a pilot.

2. Balance of State IM and W-2 agencies will see 8 batch classes when scanning (4 old, 4 new). They will also have 4 separator sheets (2 old, 2 new). It is crucial that the correct separator sheet is used with the correct batch class. As a general rule, you should use the 4 new CDPU batch classes with the 2 new separator sheets. See the ECF Handbook [2.4 Separator Sheets](#) and [2.6.3.1 Batch Classes](#).
3. All paper IM documents received by the CDPU will be scanned and validated by the CDPU. Validation is another term for indexing the document.
4. The CDPU will only validate documents for cases that are open for an IM program, including “mixed” cases that are open for an IM program and either W-2 or CC. Documents for W-2 only or CC only cases will not be validated by the CDPU. See below in the [W-2 Document Processing](#) section and the [Child Care Documents in the CDPU](#) section for more information.
5. Documents that are scanned or uploaded via ACCESS by applicants/members (See [PH 45.6](#)) will continue to go directly to CWW and ECF and will need to be manipulated, validated and moved to case file by the local agency worker.
6. Documents that are faxed by customers to the new CDPU fax number will automatically go to the CDPU and be validated there.
7. CARES Notices, the DTS (Document Tracking Sheet, see [PH 45.6.2](#)) and ACCESS will list the CDPU mailing address and fax number for submitting verification items. The exception is for SMRFs and returned mail. In these instances, the CDPU address will not be listed until December 17, 2011.
8. The CDPU fax number is 1-855-293-1822 but will not be available until the pilot begins.
9. Scanning Options:
  - a. Documents received at the local agency must be scanned there.
  - b. Documents scanned at a local agency using the new CDPU Scan First batch classes will be validated at the CDPU.
  - c. Documents scanned at a local agency using the old Scan First batch classes will be validated at the local agency.
  - d. Documents scanned at the agency using the new CDPU Process First batch classes will be validated at the CDPU on a lower priority than Scan First batches since they have already been processed.
  - e. Documents may also be scanned at the local agency using the old Process First batch classes, and then validated at the local agency.
  - f. See the ECF Handbook [2.6.3.1](#) to choose the appropriate batch.
10. Local agency forms that list a mailing address for verification items should be changed to the CDPU address. That address is:

CDPU  
PO Box 1 GH  
Janesville, WI 53547-5234
11. [CARES Coordinators](#) will be the main point of contact with CDPU.
12. Agency or CARES generated mail that is returned by the Post Office after December 17, 2011, will be treated differently depending on the case composition. Returned mail for IM only cases will go to the CDPU. Returned mail for CC only, W-2 only, or CC and W-2 only cases will go to the local agency
13. If a county receives a BadgerCare Plus Core Plan processing fee, it should be recorded as paid in the CWW. See PH [51.11.1](#)

14. The CDPU will scan and log all SMRFs that come into the CDPU as received (REC) in CWW. The SMRF will be reviewed for completeness and if determined complete, logged as complete (CMP) in CWW. If the SMRF is determined to be incomplete, it will be logged as incomplete (INC) and returned to the customer along with the Incomplete SMRF letter generated through CNSL in the mainframe.
15. The CDPU will create an RFA for all paper applications for IM programs that are received in the CDPU, and assign to the agency inbox for processing.

#### *AGENCY EXPECTATIONS*

1. Agencies are expected to complete any scanning backlogs in their agencies.
2. Agencies are encouraged to use Scan First Processing and the new DPU Batch Classes when scanning to decrease their workload. However, agencies may continue to scan and validate documents received in their agencies using the old batch classes.
3. See the [PH 45](#) and its subsections, to learn how to find documents in the CWW Document Viewer and to process them.
4. If an agency has a question about a document that is at the CDPU, the CARES Coordinator will contact the non-urgent email listed in the [Contacts section](#). If an issue is not resolved timely, or is considered an emergency, the CARES Coordinator will contact the urgent need contact in the [Contacts section](#).
5. Agencies must date stamp all paper documents received and scanned, per [Admin Memo 08-02](#).
6. Agencies must use the DTS when scanning if it was received with verification.
7. If a DTS was not returned with verification, the agency must write the Case, RFA, or ACCESS number on the first page scanned.
8. If an agency uses one of the non-DPU batch classes and does not index the document(s) to a case, RFA, or ACCESS Tracking Number (indexes to a first and last name only for example), it will go to the agency unlinked inbox. Agencies should continue to monitor the unlinked inbox.

#### *CDPU EXPECTATIONS*

1. The CDPU expects to scan and/or validate all Scan First batches received the same day or the day following receipt. Process First batches will be validated on a lower priority.
2. The CDPU will hold daily meetings with agencies during the initial weeks of the rollout.
3. Incomplete SMRFs will be tracked and processed by the CDPU (see 15 above).

#### *CHILD CARE DOCUMENTS IN THE CDPU*

The CDPU will scan and index any Child Care verification that comes into the CDPU for cases that are shared with an IM program, except for medical or domestic violence information, which would be sent to the IM agency to the attention of "Child Care Subsidy". The CDPU will handle all Child Care SMRFs that come to the CDPU that are also open for an IM program. Child Care SMRFs and verification items that come to the local agency must be scanned and indexed at the local agency.

*WISCONSIN WORKS (W-2) DOCUMENT PROCESSING:*

The W-2 program will not utilize the CDPU to validate any W-2 only documents. Any W-2 documents that are received by the CDPU will be returned through the U.S. mail to the W-2 Agency currently assigned to the case. The mail will be addressed to the attention of "CDPU W-2 Processor." To avoid any further delays, the W-2 agency must process the documents that were incorrectly sent to the CDPU as quickly as possible.

To clearly identify W-2 only forms, all W-2 documents that the Department of Children and Families maintains in the forms repository will have **W-2** added to the top left corner. By November 1, 2011, W-2 agencies are required to modify their agency specific W-2 forms (i.e. job search logs, worksite time sheets, etc.) to include the **W-2** in the upper left corner. W-2 Regional Coordinators/Administrators sent instructions to local agencies about modifying agency specific W-2 only forms in September.

**Example:**

STATE OF WISCONSIN	<b>WEX</b>
DEPARTMENT OF CHILDREN AND FAMILIES	
Division of Family and Economic Security – <b>W-2</b>	
<b>W-2 AGENCY TIME LIMIT EXTENSION RECORD</b>	
<p>The following document, in conjunction with appropriate information entered into the CARES system, will be the record used to support a W-2 agency's extension decision. Complete and place this form in a participant's file and provide W-2 participant with a copy each time the W-2 agency makes an extension eligibility decision (W-2 Manual, Chapter 2).</p>	

If an IM only document is received at the W-2 agency, either forward it to the local IM agency or scan it using one of the new CDPU batch classes for the CDPU to index. If a CC only document is received at the W-2 agency, forward it to the CC agency.

**W-2 ROUTING RULES:**

W-2 agencies will continue to have the ability to scan and validate documents into ECF.

All W-2 agencies must review the routing rules that are currently in place. Document Routing Rules training videos can be found at [PH 45.5.8](#) and [PH 45.5.9](#) and the process can be found at [PH 45.5](#). If changes are needed to the process, the W-2 agency must create new routing rules. Agencies that currently rely on an Income Maintenance (IM) agency to scan and/or index W-2 documents must confirm with the IM agency if that process will continue.

W-2 agencies must educate applicants/members that all W-2 related documents need to be sent to the W-2 agency using the agency's established routing rules.

**CARES:**

No CARES or CWW screens are changing. The changes being made include changing the fax and address information for agencies on CARES notices, the DTS and in ACCESS. They also include the Batch Class changes in the ECF at the scan PCs. Changes will be made for the pilot agencies on November 28, 2011, and for the remaining BOS agencies on December 27, 2011.

**TRAINING:**

There will be no specific training for these changes. Agencies that have been using Scan First processing are already familiar with the process and will continue using Scan First.

Agencies that are just starting to use Scan First should refer to the ECF handbook chapters [2.6.3.1 Batch Classes](#) and [2.7.3 Scan First Batches](#). The [Process Help Ch. 45](#) gives a large overview of processes for the ECF. Video recordings of training on the CWW Document Viewer can be found at [PH 45.2.13](#). Document Routing Rules training videos can be found at [PH 45.5.8](#) and [PH 45.5.9](#).

**CONTACTS:**

- Non-urgent needs, email the CDPU at [VEDSCDPU@wisconsin.gov](mailto:VEDSCDPU@wisconsin.gov)
- Urgent needs at the CDPU, contact the CDPU via phone at (608) 264-0202.
- Problems related to the ECF Eclient or scanning, email [DHSECFSupport@wisconsin.gov](mailto:DHSECFSupport@wisconsin.gov) or click on “Contact Us” in the [ECF Handbook](#).
- Problems with the CWW Document Viewer, contact the DHS CARES Call Center at [DHSCARESCallCenter@dhs.wisconsin.gov](mailto:DHSCARESCallCenter@dhs.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, 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/DH