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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					
<b>No:</b> 11- 59					
<b>DATE:</b> 11/16/2011					
<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 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: High</b>					

**SUBJECT:** Updates to Employability Plan Requirements for Employed Participants

**CROSS REFERENCE:** [Operations Memo 11-38](#)

**EFFECTIVE DATE:** Immediately

**PURPOSE**

The purpose of this memo is to notify W-2 agencies of a change to policy regarding the requirements for employed participants to attend face-to-face Employability Plan (EP) appointments.

**BACKGROUND**

Chapter 6 of the W-2 Manual was recently updated and released via Operations Memo 11-38. The updates included new policy requiring that individuals placed in CMU, CMF, CMD or CMN must participate in face-to-face EP appointments except when there are extreme circumstances that prevent a participant from coming to the agency such as when a participant is hospitalized or homebound due to illness.

After hearing concerns from a number of agencies about the difficulties they experience with attempting to bring employed individuals into the agency for a face-to-face appointment, the Department has decided to add an exception to the EP policy for CMF, CMU and Trial Job participants. All other placement types must continue to follow the existing policy.

**POLICY UPDATES**

The attached documents (one with changes tracked, the other with changes accepted) includes the updated language from the W-2 Manual, Sections 6.2.1, Developing the Employability Plan and 6.2.2, Employability Plan Review.

The following is an overview of the changes to these sections:

**Section 6.2.1**

- If an individual who is transitioning from a paid placement to a CMF placement has a work schedule that makes it difficult to come into the office for a face-to-face EP appointment, the agency may conduct the EP appointment by phone.

If the agency has attempted but is unable to connect with the participant by phone, the agency may in this circumstance only change the placement to CMF prior to the EP appointment.

When this occurs, the agency must mail an updated EP to ensure that the individual has in his/her possession an EP that aligns with the changes in activities. Prior to printing and mailing the EP, the agency must reset the expiration date on the EP in CARES to expire 30 days after the date the CMF placement started. This will give the participant the option to complete an EP appointment (either face-to-face or by phone if unable to come in person due to work schedule) within 30 days or allow W-2 to close for non-cooperation with program requirements.

**Section 6.2.2**

- When a CMF, CMU or Trial Job participant has a work schedule that makes it difficult to come into the office for a face-to-face EP appointment, the worker must either conduct a home visit or communicate with the participant by phone to ensure that the participant has the opportunity to provide input into the development of the EP and understands what is expected of him/her.

**AGENCY ACTION REQUIRED**

W-2 agencies must discuss this policy change with staff and update any relevant local agency procedures.

**ATTACHMENTS**

- W-2 Manual, Sections 6.2.1, Developing the Employability Plan and 6.2.2, Employability Plan Review with changes tracked.
- W-2 Manual, Sections 6.2.1, Developing the Employability Plan and 6.2.2, Employability Plan Review with changes accepted.

**CONTACTS**

For Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For 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/HH