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**State of Wisconsin  
 Governor Scott Walker**

**TO: W-2 Agencies  
 Income Maintenance Supervisors  
 Income Maintenance Lead Workers  
 Income Maintenance Staff  
 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

<b>DFES OPERATIONS MEMO</b>					
<b>No:</b> 11- 60					
<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>FSET</b>	<input type="checkbox"/>
<b>CC</b>	<input 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>RCA</b>	<input type="checkbox"/>	<b>RMA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/> *
				<b>EP</b>	
<b>PRIORITY: HIGH</b>					

**SUBJECT: Implementation of the W-2 Case Management Services for Job Ready  
 Individuals**

**CROSS REFERENCES:** [W-2 Manual, Chapter 7](#)  
[Operations Memo 10-33: Implementing Policy and Automation for SSI Transition Plans and Updating Policy and Automation for W-2 Supportive Service Plans](#)  
[Operations Memo 07-48: Elimination of Case Management Services \(CMS\) W-2 Placement Type](#)  
[Operations Memo 05-05: Using CARES screens and Activity Codes for Individuals Assigned to Up-front Workforce Attachment Activities](#)

**EFFECTIVE DATE:** January 1, 2012

**PURPOSE**

The Operations Memo informs W-2 agencies of the new W-2 Case Management Services for Job Ready (CMJ) Individuals placement.

**BACKGROUND**

The 2011-2013 Biennial Budget (Wisconsin Act 32) allows for individuals to receive case management services in lieu of placement in a W-2 paid employment position effective January 1, 2012.

The following statutory language was included in the 2011-2013 budget:

- 49.147(2)(am) *Case management services.* 1. In lieu of placing the individual in a Wisconsin Works employment position under subs. (3) to (5), a Wisconsin Works agency may provide case management services, which may include those services specified in s.49.1475, to an individual who applies for a Wisconsin Works employment position if the Wisconsin Works agency determines all of the following:
- The individual meets the eligibility requirements under s.49.145 (2) and (3).
  - The individual is willing to work and has no barriers to employment that cannot be addressed with Wisconsin Works services.
  - The individual is job-ready, based on the individual's employment history or education.
  - The most appropriate placement for the individual is in unsubsidized employment.

2. A Wisconsin Works agency shall, every 30 days, review the provision of case management services to an individual under this paragraph, if the individual is not successful in obtaining unsubsidized employment after legitimate efforts to secure employment, to determine whether the individual should be placed in a trial job, community service job, or transitional placement. The department shall promulgate rules that specify the criteria for the review process under this subdivision.

NOTE: Par. (am) is created eff. 1-1-12 by 2011 Wis. Act 32.

## **POLICY**

### NEW POLICY

The case management placement for job ready individuals (CMJ) is for unemployed individuals able to find and keep full-time employment who meet W-2 financial and nonfinancial eligibility criteria. The goal of the CMJ placement is to rapidly connect the individual to sustainable employment. CMJ is only available to W-2 applicants, and, in limited situations, to case management follow-up (CMF), case management for underemployed (CMU) participants, and Caretaker of an Infant (CMC) participants.

To be appropriate for CMJ, individuals must have sufficient skills and work history to obtain employment quickly, but need support and assistance from the W-2 agency to find and keep a job. Examples of support and assistance the W-2 agency may provide include: help creating and implementing a strategy to obtain employment; assistance with child care costs through Wisconsin Shares; and assistance to pay for work-related expenses, transportation or car repairs through either a Job Access Loan or supportive services funding from the W-2 agency. Instead of placing these individuals in a paid W-2 employment position that will count toward their time limits, the FEP may place them in a CMJ placement.

Attached is the entire new CMJ policy as it will be incorporated into Chapter 7 of the W-2 Manual effective January 1, 2012.

### Fact Findings and CMJ Placements

CMJ participants have the right to request a Fact Finding Review if they believe that the CMJ placement was inappropriate. If the Fact Finder's decision finds that the agency inappropriately placed an individual in a CMJ, the agency must place the individual in the first available paid W-2 employment position that is appropriate for the individual. Chapter 19 of the W-2 Manual will be updated to reflect this change.

### Supportive Services and CMJ Placements

A Supportive Service Plan must be developed for CMJ participants during a face-to-face meeting between the case manager and the participant. Supportive Services Plan policy will be incorporated in Chapter 7 of the W-2 Manual. Until that time, see [Operations Memo 10-33](#).

### ELIMINATION OF JOB SEARCH COMMUNITY SERVICE JOBS (CSJ)

In 2007, a specific type of Community Service Job (CSJ) was created that focused mainly on accelerated employability through intensive job search. It was commonly referred to as a “Job Search CSJ” and coded “CJ” on CARES screen WPCH. Individuals appropriate for this type of CSJ were unemployed, but had the characteristics that suggested that they would be able to obtain employment with intensive, focused job search services.

Effective January 1, 2012, **applicants** appropriate for placement in a job search CSJ must be placed in a CMJ placement, if otherwise eligible. **Participants** in the Job Search CSJ placement on January 1, 2012 will remain in the CSJ placement. These participants must not be moved out of a CSJ to a CMJ placement.

## **CARES**

### CHANGES TO CARES W-2 ACTIVITY CODES

#### *CJ CARES Code*

Effective January 1, 2012, the “CJ” CARES status code will no longer be available.

#### *Up-front Job Search Codes*

Effective January 1, 2012, agencies must not assign UC, UE and UR to W-2 participants.

In May 2005, the Bureau of Working Families developed CARES activity codes to track up-front job search activities in CARES. The codes are:

- UC – Up-front Career Planning/Counseling
- UE – Up-front Employment Search
- UR – Up-front Job Readiness/Motivation

These codes were created for applicants who were assigned up-front job search prior to placement in a W-2 employment position as well as for CSJ and W-2 T participants during the first two weeks after placement in a CSJ or W-2 Transition (W-2 T) placement. The reason for this was that, at that time, the law allowed for up to 40 hours per week of these types of activities during the first two weeks of placement only. Beyond the first two weeks of placement, the law allowed for only up to 30 hours of work activities for CSJ participants and up to 28 hours of work activities for W-2 T participants.

Because the 2011-2013 Biennial Budget (Wisconsin Act 32) now allows for the assignment of work activities, including job search activities, for up to 40 hours per week beyond the first two weeks of placement in a CSJ or W-2 T, it is no longer necessary to continue these activity codes after an individual has been placed in a CSJ or W-2 T.

**ATTACHMENTS** Updated W-2 Manual, Chapter 7, Sections 7.2.3 – 7.2.3.6

**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, RCA – Refugee Cash Assistance Program, RMA - Refugee Medical Assistance Program, \*Other EP – Other Employment Programs.

DCF/DFES/BWF/MMM