



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 G. 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, 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: 11-69</b>					
<b>DATE: 12/07/2011</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 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: CARES Changes for the New Income Maintenance Administrative Structure**

**CROSS REFERENCE:** Ops Memo 11-55 Admin Memo 11-02

**EFFECTIVE DATE:** DECEMBER 17, 2011

**PURPOSE:**

The purpose of this memo is to announce changes made to CARES/CARES Worker Web (CWW) to accommodate the new Income Maintenance administrative structure.

**BACKGROUND:**

Historically, Income Maintenance (IM) programs, with the exception of Milwaukee Enrollment Services (MilES) and the Enrollment Services Center (ESC), were administered through the local county or tribal agency. Each agency contracted with the Department of Health Services to provide services for their residents.

Beginning in January 2012, the IM programs will be administered by individual tribal agencies, MilES and 10 consortia made up of groups of local county agencies. Each consortium will have a call/change center that will be responsible for updating cases for all agencies within the consortium.

Because of the new IM administrative structure, certain changes to CARES/CWW were required to ensure a seamless transition from the current structure.

**CARES/CWW:**

Several CWW pages and functions have been updated to accommodate the consortium model. These updates include:

- Inbox Search enhancements
- Case Transfer page changes
- RFA/Application Creation, Transfer and Processing
- Mixed Cases logic for W2/CC and Program Request pages
- RFA Comments enhancement
- Individual Summary and Individual Search Results changes
- Document Management enhancements
- Caseload Assignment
- Interview Details page update
- FoodShare Budget Page enhancement
- Telephonic Signature for IM only Requests for Assistance (RFA). ([11-66](#))
- More than 50 search results on Inbox reassignment pages
- General Case Information & Address Verification Page changes
- Caseload Management page enhancement

**RFA/APPLICATION INBOX**

To allow a consortium worker to manage the RFA/Application Inbox at the agency level as well as the IM consortium level the following enhancements have been made to the RFA/Application Inbox functionality.

The RFA/Application Inbox Search has been enhanced to allow a worker to search the inbox of all counties within a specified consortium or to search by selected counties within a specified consortium.

**Application and RFA Routing**

ACCESS will continue to route applications to the inbox of the county of residence. This includes the inbox for any counties who have opted out of Income Maintenance administration.

**Search Criteria**

The Basic Search function has been updated to allow workers to search for assigned and unassigned applications and RFAs by worker, agency or IM Consortium.

The Advanced Search function will now allow workers to search for assigned applications and RFAs without specifying a Worker ID.

Using the Advanced Search function, workers can search for applications or RFAs within the:

- Local agency
- Consortium
- Specified agencies within a consortium
- Assigned applications by county, consortium or narrowed by a particular worker

**Advanced Search**

**Inbox Search Criteria** Restore to Default Search Criteria Save Search Criteria

County / Tribe:

IM Consortium: **11 - STATE CONSORTIUM**

(SELECT ALL)  
 40 - MILWAUKEE  72 - MENOMINEE

**Additional Search Criteria**

\* Assignment Status: **Assigned**

Office:

Worker ID:

Programs Requested:

View assigned yet unprocessed Inbox items within your Consortia by selecting "assigned" and clicking "go" at the bottom of the page.

Workers can now search for Core Plan cases by Fee Requirement and Full Fee Paid Date.

**Display and Sorting**

The Inbox Search Listing page has been enhanced to display the 'County' and 'Assigned Worker ID'. Workers will be able sort by these listings.

Inbox Listing															
Select	Cnty/Trb	Assigned Worker	Applicant Name	Filing Date	PS Elig	Programs Requested	HC Programs	Conf	Lang	Zip	Related Items	Ind Match	Item Type	Fee Paid	Fee
Select Next Inbox Item Meeting the Above Criteria															
<input type="radio"/>	40	XCTP53	Confidential	11/02/2011	Yes	HC, FS, CTS, CC, W-2		No	E	53703	No	No	RPA	N/A	N/A
<input type="radio"/>	40	XCT049	Confidential	11/07/2011	Yes	FS		No	E	53212	No	No	RAA	N/A	N/A
<input type="radio"/>	40	XCT148	Confidential	11/07/2011	Yes	HC, FS		No	E	53210	No	No	RMA	N/A	N/A

**RFA AND APPLICATION ASSIGNMENT**

CWW has been updated to allow assignment of up to 50 items at one time. Previously only 25 items could be assigned at one time.

The option to "assign All Inbox items meeting the above criteria" also exists. This option is most useful if you have narrowed your search criteria to identify a particular type of application that you would like to assign to one worker for processing.

Although a worker can search for applications/RFAs by consortium it is important to note that an application/RFA can only be assigned to a worker ID that belongs to the county of residence of the applicant. For example, a Dane County resident's application will be routed to the Dane County inbox. Any worker within the Capital IM consortium can search for an application/RFA within the Dane County inbox but the application/RFA can only be assigned to a Dane County worker. Workers cannot reassign applications/RFAs to be processed by a worker outside of their county.

Workers can process an application for a customer that resides outside of the workers “home” agency by following the steps below:

1. Select the unassigned application from the inbox belonging to the applicant’s county of residence.
2. Assign the application to a worker ID belonging to the applicant’s county of residence.
3. Immediately initiate the application or RFA and process the item using the worker ID the application or RFA was assigned to. **Caution: It is important to immediately initiate the application or RFA to prevent another worker from pulling or processing the item from the inbox.**

➤**Note:** CWW does not require that the assigned worker and the processing worker be the same.

**Example:** A Sauk county worker wants to process an application assigned to the Dane County inbox. Because Sauk and Dane County are both members of the same consortium, the Sauk county worker can select the unassigned application from the Dane County Inbox, click ‘Initiate the ACCESS Application’ and assign it to a Dane county worker ID. The Sauk County worker can then process the application assigned to the Dane County worker as the assigned worker prior to selecting ‘Begin Intake Interview’.

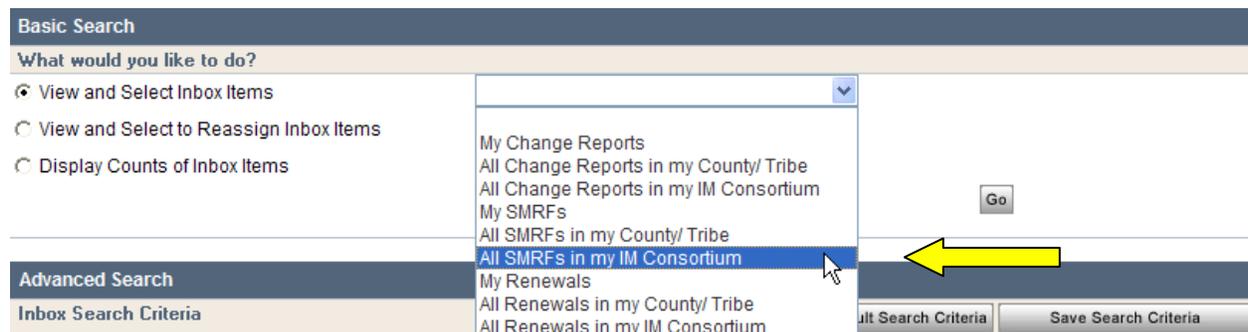
CHANGE/RENEWAL/SMRF INBOX

To allow a consortium worker to manage the Change/Renewal/SMRF Inbox at the agency level as well as the IM consortium level the following enhancements have been made to the Change/Renewal/SMRF Inbox functionality.

The Change/ Renewal/SMRF Inbox Search has been enhanced to allow a worker to search the inbox of all counties within the specified consortium or to search by selected counties within the specified consortium.

**Search Criteria**

The Basic Search function has been updated to allow workers to search for items by worker, agency or IM Consortium.



The Advanced Search function now allows workers to search for items in the Change/Renewal/SMRF Inbox by:

- Local agency
- Consortium
- Specified agencies within a consortium
- Multiple Worker ID's
- The first letter of the primary person's last name

**Advanced Search**

Inbox Search Criteria
Restore to Default Search Criteria   Save Search Criteria

County / Tribe:  

IM Consortium: 04 - GREAT RIVERS CONSORTIUM

(SELECT ALL)

<input checked="" type="checkbox"/> 03 - BARRON	<input checked="" type="checkbox"/> 07 - BURNETT
<input checked="" type="checkbox"/> 09 - CHIPPEWA	<input checked="" type="checkbox"/> 16 - DOUGLAS
<input checked="" type="checkbox"/> 17 - DUNN	<input checked="" type="checkbox"/> 18 - EAU CLAIRE
<input checked="" type="checkbox"/> 47 - PIERCE	<input checked="" type="checkbox"/> 48 - POLK

Additional Search Criteria

Assigned Worker: XCTI24

\* Inbox Item Type:  

Inbox Item Status: ALL

Office:  

Supervisor Unit:  

Case Worker:  

Language: - Any Language

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

Received Date:  Any Day

  /   /  

Between   /   /   and   /   /

### Display and Sorting

The Change/Renewal/SMRF Inbox Search Listing page will display 'County/Tribe' and 'Assigned Worker ID'. Workers will be able to sort by one these listings.

Change / SMRF / Renewal Inbox Listing													
Select	Cnty/Trb	Assigned Worker	Due Date	Received Date	Inbox Item Status	Case Number	Primary Person Name	Case Worker	Programs	Related Items	Flag	Fee Paid Date	Fee

### REASSIGNMENT

Enhancements were made to allow a worker to reassign up to 50 items at one time, an increase from 25.

Changes, Renewals and SMRFs may be reassigned to any worker within the consortium.

## RFA /APPLICATION PROCESSING

The following changes have been made to enable workers to create an RFA, transfer and process applications/RFAs at both the agency and consortium level.

### Creating a New RFA

Currently, RFAs may be created by a worker in their agency and then transferred to another agency within the state.

Enhancements have been made allowing a worker to create an IM-only RFA for another agency within the same consortium.

An IM-only RFA that is created by a worker for a county outside of his/her consortium will not be routed automatically to the county of residence Inbox. The RFA must be transferred to the county of residence Inbox. If the RFA is transferred out of the consortium the 'County of Residence' field must be updated to match the receiving agency.

### RFA COMMENTS PAGE

An RFA Comments Page has been added just before the RFA Summary page in the Client Registration driver flow. The RFA comments section has been removed from the Complete Request for Assistance page.

RFA comments have been enhanced to:

- Allow up to 1000 characters
- Display the date the comment was added
- Display the ID of the worker who entered the comments
- Allow multiple worker comments to be posted

The Worker ID and the date the comment was posted will be displayed in the Case Comments once the RFA is processed to a new case or linked to an existing case.

➤**Note:** RFA comments that exist on a pending RFA at the time of the implementation of this enhancement will convert to case comments, and the worker will be identified as CARES.

Flag	Date Entered	Entered By	Comments
	11/11/2011	XCTI24	additional comment on another day by another worker and flagged as important
	11/08/2011	XCTL08	rfa for hc and fs

APPLICATIONS AND RFA'S WITH REQUESTS FOR W-2 AND /OR CHILD CARE

W-2 and/or Child Care cases must be managed within their county of residence. CWW has been programmed to ensure this process. A case is restricted from being moved to a county outside of the county of residence if any of the following conditions exist:

- W-2 and/or Child Care is open;
- W-2 and/or Child Care has been closed in the past 6 months;
- There is a pending W-2 and/or Child Care request; or
- There is an open W-2 placement.

If any of the above 4 conditions exist, CWW will prevent the following actions:

- Creation of an RFA for W-2 and/or Child Care that is assigned to a county outside the applicant's county of residence. RFAs for W-2 and/or Child Care must be assigned to the applicant's county of residence; and
- An attempt to link an RFA that contains a W-2 and/or Child Care request to an IM-only case that is assigned to a county that is not the household's county of residence. The case must be transferred to the household's county of residence in order to link the RFA to the case.

ONGOING CASES

**Managing Cases within a Consortium**

Every worker within an IM consortium will be granted update access to all cases managed by the counties within their consortium.

The ability to view and update a confidential case has not changed. A confidential case will be accessible only to the assigned worker and the worker's supervisor. CWW will display the administering county and the worker assigned to the confidential case.

**Case Summary**

**The following events have occurred:**

**GL088:** You do not have access to this confidential case.

Summary Information		
Primary Person:		
Contact Information		
County of Residence:		
Household Address:		Alternate Address:
Phone:		Phone:
Office / Filing Information		
Office:	<b>DANE CO HSD (5013)</b>	Meets ESC Criteria?
County / Tribe:	<b>13 - DANE COUNTY</b>	
IM Consortium:	<b>CAPITAL CONSORTIUM</b>	
Assigned Worker:	<b>RAQUEL BERKSHIRE (XCTH69)</b>	Caseload:
File Location:		File Location Date:

## CASELOAD MANAGEMENT SEARCH

The Caseload Management Search page has been updated to allow workers to manage the Caseload Management functions at the agency level as well as the consortium level.

### SEARCH CRITERIA

Updates have been made to allow a worker to search for cases by:

- Local agency
- Consortium
- Multiple agencies within a consortium

The screenshot displays the 'Caseload Search' interface. At the top, there is a title bar 'Caseload Search' and a sub-header 'Caseload Search Criteria'. To the right of the sub-header are two buttons: 'Restore to Default Search Criteria' and 'Save Search Criteria'. Below the sub-header, there are three search criteria sections:

- County / Tribe:** A dropdown menu with a list icon.
- Office:** Two empty text input fields.
- IM Consortium:** A dropdown menu showing '08 - CAPITAL CONSORTIUM' with a list icon. Below it is a list of agencies with checkboxes, all of which are checked:
  - (SELECT ALL)
  - 01 - ADAMS
  - 11 - COLUMBIA
  - 13 - DANE
  - 14 - DODGE
  - 29 - JUNEAU
  - 52 - RICHLAND
  - 56 - SAUK

Additionally the caseload management search page will allow a worker to search for cases:

- Within a specified case Status and Mode (to support the call/change center staff as well as Intake and Renewal workers)
- By Verification due date (by a specific date or range of dates)
- By filing date (any date)
- With or without action items associated to the case

The search is limited to cases that are open, pending or closed/denied 30 days or less.

Additional Search Criteria

Worker:

Caseload:

Language:

First Letter of PP's Last Name:  to

\* 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

Verification Due Date:  Any   
 Before MM/DD/YYYY   
 Between MM/DD/YYYY and MM/DD/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 Submissions	Alerts / Discrepancies
<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 type="checkbox"/> UI Benefit Discrepancy
	<input type="checkbox"/> SOLQ-I Discrepancy
	<input type="checkbox"/> SWICA Discrepancy

The following is an example of the search criteria that a worker may use to find cases that are pending/ongoing and have verification due today.

**Additional Search Criteria**

Worker:

Caseload:

Language:

First Letter of PP's Last Name:  to

\* 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:  Any Date  Before      
 Between    and

Review Month:

Verification Due Date:  Today  Before      
 Between    and

The following is an example of the search criteria that a worker may use to find cases that are pending/ongoing and have verification that was due prior to 12/17/2011.

**Additional Search Criteria**

Worker:

Caseload:

Language:

First Letter of PP's Last Name:  to

\* 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:  Any Date  Before      
 Between    and

Review Month:

Verification Due Date:  Any  Before      
 Between    and

\* Confidential:  Yes  No

➤ **Note:** All search results are limited to the first 250 cases.

This page is updated by a nightly batch process so the results will not contain real time data. This means that although workers can obtain search results and process a case from the list of cases returned by the search, that case will continue to be returned on the search results if the same search is done that day.

To resolve this problem, workers can open two CWW sessions and use one session to conduct the search, and one to process the case.

CASELOAD ASSIGNMENT SEARCH

The Caseload Assignment Search page has been enhanced to retrieve cases/RFA's that have been closed or denied *more than* a calendar month versus those that have been closed or denied less than 30 days. Currently, the search for closed cases retrieves all cases that are in the closed status.

**Caseload Search**

**Caseload Search Criteria**

Caseload Number:

Display Cases/RFA's: Case

Case/RFA's Status: ALL

Review Date: ALL

First Letter of PP's Last Name: Open

Language: Pending

What would you like to do? Closed within a Calendar month

Denied less than 30 days ago

Closed beyond a Calendar month/Denied more than 30 days ago

This enhancement will help workers and supervisors to capture an accurate number of active cases within a specified workers caseload.

INDIVIDUAL SEARCH RESULTS / INDIVIDUAL SUMMARY

The Individual Search Results page and Individual Summary pages have been updated to display the IM Consortium to which their case/RFA is assigned.

**RFA's, Cases, Applications and Unsubmitted Requests**

○ CASE: 2700524624(Primary Person)

Filing Date: 11/05/2011 Status: OPEN Case Closed Date: N/A

RFA Type: ES - ECONOMIC SUPPORT (ES) Overpayment: NO

Office: DANE CO HSD (5013)

County / Tribe: 13 - DANE COUNTY Worker: RAQUEL BERKSHIRE (XCTH69)

**IM Consortium: 08 - CAPITAL CONSORTIUM**

Primary Person: Information Provider:

Household Address: 1 W WILSON ST PO BOX 7850 MADISON , WI 53703-3445 Phone:

Pending Programs:

DOCUMENT MANAGEMENT SEARCH

The Document Management Search page will now support Document Management functions at the agency level as well as at the consortium level.

SEARCH CRITERIA

Updates have been made to allow a worker to search documents by:

- Local Agency
- Consortium
- Multiple agencies within the consortium

The screenshot shows a web form titled "Case Search Criteria". It includes several input fields and a dropdown menu. The "IM Consortium:" field is open, displaying a list of consortium options. The "Additional Search Criteria" section includes fields for Language, First Letter of PP's Last Name, Outstanding Verification, Review Month, Case Number, and Case Status. The "Outstanding Verification" field has a checked checkbox labeled "Neither Approaching nor Past Due".

Case Search Criteria	
County / Tribe:	[Dropdown]
Office:	[Dropdown]
IM Consortium:	[Dropdown Menu]
<b>Additional Search Criteria</b>	
* Language:	[Text]
* First Letter of PP's Last Name:	[Text]
* Outstanding Verification:	<input checked="" type="checkbox"/> Neither Approaching nor Past Due
Review Month:	[Text]
Case Number:	[Text]
* Case Status:	[Text]

IM Consortium Dropdown Menu:

- 01 - NORTHERN CONSORTIUM
- 02 - WESTERN CONSORTIUM
- 03 - BAY LAKE CONSORTIUM
- 04 - GREAT RIVERS CONSORTIUM
- 05 - SOUTHERN CONSORTIUM
- 06 - MORAINES LAKES CONSORTIUM
- 07 - EAST CENTRAL PARTNERSHIP
- 08 - CAPITAL CONSORTIUM
- 09 - CENTRAL CONSORTIUM
- 10 - KENOSHA RACINE CONSORTIUM
- 11 - STATE CONSORTIUM

REASSIGNMENT

Previously workers were limited to assigning documents within a specific office. CWW has been enhanced to allow workers to assign documents to workers / agencies within their consortium.

➤ **Note:** This functionality would be useful for call/change centers that process documents across multiple offices.

ADMINISTRATIVE MOVE OF CASES WITHIN A CONSORTIUM

To support case leveling efforts by consortium, updates have been made to the Case Transfer page allowing the transfer of cases from one agency to another, due to an administrative move within the consortium. The page will display an option to select the case for an Administrative move. This selection allows the case to be transferred to the new administrative agency while retaining the county of residence information. The CARES logic regarding notices has not changed. Workers should suppress the agency transfer notice when moving cases from one agency to another agency within the same consortium.

However, the case cannot be transferred outside the agency that is displayed on the “County of Residence” field if any of the following conditions exist:

- W-2 and/or Child Care is open;
- W-2 and/or Child Care has been closed in the past 6 months;
- There is a pending W-2 and/or Child Care request; or
- There is an open W-2 placement.

If any of the above 4 conditions exist, CWW will prevent the following actions:

- An entry of “yes” on the W-2 or Child Care Program Request page when the case is being managed outside the household’s county of residence (program add to an existing IM case). The case must be transferred to the household’s county of residence in order to request W-2 and/or Child Care; and
- An attempt to transfer a case outside the household’s county of residence for the purpose of caseload leveling.

**Agency Transfer** Cancel  Reset

**The following events have occurred:**

**⚠ AE461:** You are about to level this case to '56 - SAUK COUNTY'. Please click Return again to continue.

---

**What would you like to do?**

Transfer Case due to change of County of Residence

Administrative move within IM Consortium or County

**New Agency Information**

\* County / Tribe: 56 - SAUK COUNTY

\* Office: 5056

IM Consortium: CAPITAL CONSORTIUM

Worker: XCTW8

Caseload: 3885

**New Household Address**

Populate with office address (for homeless Primary Persons)

\* County of Residence: 13 - DANE COUNTY

Number    Unit    Direction    \*St / Rural Rt / Box Number    Suffix    Quadrant    Apt

**County of Residence Field**

Accurately reflecting the county of residence on the General Case Information page is critical.

Interfaces with external systems have been updated to send county of residence rather than the managing county to support case leveling efforts by consortium.

FSET REFERRALS

To support case leveling efforts by consortium, screen AIWP has been updated to allow an override to the FSET referral office of the county of residence when a case is managed by an agency within the consortium and outside of the county of residence.

FOODSHARE BUDGET PAGE

An enhancement was made to the FoodShare Budget page to include the actual FPL indicator similar to display on the Badger Care Plus Budget page. This update was made to provide additional support to IM workers when the income on the case has exceeded 130% FPL.

Gross Income Test	
Self Employment Earnings:	\$ —
Excess Self Employment Expenses:	—
Employment Earned Income:	+ —
Gross Employment Earnings:	\$ —
Unearned Income:	+ 1,376.00
Farm Loss:	—
Countable Gross Income:	\$ 1,376.00
Actual FPL:	151.54%
Assistance Group Size:	1
Gross Income Limit:	\$ 1,816.00
Net Income Test	

**CLIENT CORRESPONDENCE:**

The Centralized Document Processing Unit (CDPU) address will appear as the return address on correspondence for Income Maintenance programs and on correspondence for cases with an IM program and Child Care, as communicated in Ops Memo 11-55.

**REPORTING:**

No changes will be made to the existing EOS reports.

A Timeliness Report will be provided to the Counties/Consortia on a monthly basis. The Executive Dashboard will be provided to the Counties / Consortia on a weekly basis. Information on the report will be a cumulative total since the first of the month. An end-of-the month version will also be provided.

**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.