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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**

DFES OPERATIONS MEMO					
<b>No: 11-75</b>					
<b>DATE: 12/21/2011</b>					
<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>	<input type="checkbox"/>
<b>PRIORITY: HIGH</b>					

**SUBJECT: Restoring the W-2 24-Month Time Limits – CARES Instructions**

**CROSS REFERENCE:** [W-2 Manual Chapter 2](#)  
[W-2 Manual, Chapter 5](#)  
[Operations Memo 11-54 – Restoring the W-2 24-Month Time Limits](#)

**EFFECTIVE DATE:** January 1, 2012

**PURPOSE**

This Operations Memo provides CARES instructions for entering 24-month extensions in CARES.

**BACKGROUND**

The 2009-2011 Biennial Budget (Wisconsin Act 28) eliminated the 24-month time limit for Trial Job, Community Service Job (CSJ), W-2 Transition (W-2 T) and Custodial Parent of an Infant (CMC) W-2 employment positions effective October 30, 2009.

The 2011-2013 Biennial Budget (Wisconsin Act 32) restored the 24-month time limit for Trial Job, CSJ, W-2 T placements and, in some instances, CMC placements effective January 1, 2012. The restored language is the same language that was eliminated under Wisconsin Act 28.

## Restoring the 24-Month Employment Position Time Limits

On January 1, 2012, the 24-month time limits for all open or closed cases will be reset to the number of months used as of October 2009.

From November 2009 through December 2011 (26 months), when there were no 24-month employment position time limits, the Bureau of Working Families (BWF) continued to count months that participants accumulated in these W-2 employment positions in CARES and displayed this count on CARES screen AIWC. As a result, the number of months currently listed on CARES screen AIWC includes the months accumulated since November 2009 that do not count against the 24-month time limit, but do count toward the 60-month time limit.

## Evaluating Cases for 24-month Extensions

There will be W-2 participants who will be at their 20<sup>th</sup> month or more in a W-2 employment position when time limits are reset on January 1, 2012. If these cases have not received a 60-month extension, they must be evaluated prior to January 1, 2012 for a 24-month extension and the extension decisions for these participant's must be entered into CARES between January 2, 2012 and January 21, 2012. Cases at 24 or more months will close when the January W-2 clock cycle runs the evening of January 31<sup>st</sup> if an extension decision is not entered.

Since September 2011, agencies have been notified by Department of Children and Families (DCF) Bureau of Regional Operations (BRO) and Milwaukee Operations Staff (MOS) whether they have cases that will be at 18 or more months on January 1, 2012 to help prioritize extension decision-making.

## CARES CHANGES

A number of CARES changes will be made to support the restoration of the 24-month time limits. These changes include online changes to CARES screens and batch changes.

The following changes will be in effect on January 1, 2012.

### CARES Screen WPWW: Wisconsin Works Information

- An edit has been added that prevents workers from placing participants in a W-2 employment position placement if they have reached 24-months or more on that employment position clock.
- Logic has been added that will end date a W-2 employment position placement on this screen when a participant reaches 24 months on a W-2 employment position time limit or the end of a 24-month extension.

### CARES Screen AIWC: Wisconsin Works (W-2) Clocks

- This screen will display the maximum number of months available on the 24-month clock (MX), the number of months used (UD) and the remaining number of months on the 24-month clock (RM) for all three W-2 employment position time limits. The MX and UD have been added back to the screen for TJB, CSJ and W2T, similar to the 60MO time limit. See shaded fields below.

- When a W-2 participant reaches 54-months on the state time limit, the MX and RM for 24-month time limits will be blank. However, the 24-month time limits displays will continue to record the months spent in a W-2 employment position in the UD field. The reason for this is that the 24-month time limit is no longer applicable once individuals reach 60 months on their state limit and, if this does happen, eligibility for a 60-month extension must be determined. (W-2 Manual 2.10.6.4.2)
- This screen will display 24-month extension information.
- A new field has been added to the screen to record the number of months used between November 2009 and December 2011. The number in the NO 24MO CLK field is static. By displaying this number, workers will continue to see the total number of months an individual participated in one of the three paid W-2 employment positions while the 24-month time limits were eliminated; however, workers will not know which months were in a W2 T, CSJ or TJB. But, it will be easier to see what time limits add up to the state 60-month clock (60MO). See new field below.

• AIWC WISCONSIN WORKS (W2) CLOCKS 11/14/11  
13:51

CASE: 0000xx3005		WORKER: XCTA38		JX9166 D ROSS								
LAST UPDATED: 11 11 11		CASE STATUS: OPEN		CASE MODE: ONGOING								
PIN: 00009xx012		NAME: PETEY		JEFFERSO								
MX	UD	RM	UD	MX	UD	RM	UD	RM	UD	RM	UD	RM
60MO: 60	44	16	JOB: 0	TJB: 24	0	24	CSJ: 24	0	24	W2T: 36	35	1
FED USED: 44	OPC: 0	CMC: 0	OTF: 0	NO 24MO CLK: 09								

  

ELIG MTH	CLOCK TYPE	FED IND	OVR RSN	AGY DEC	AGY DT	DEC DT	STATE DEC	EXT DEL	EXT MTH	BEG MTH	EXT MTH	END MTH	USER ID	UPDATED DT
1111	W2T_	Y	___	ERA	11	11	11	SB6	___	1111	0412		CARES	11 11 11
0311	W2T_	Y	___										CARES	03 30 11
0211	W2T_	Y	___										CARES	02 29 11
0111	W2T_	Y	___										CARES	01 31 11

PFKEYS: 13=AIWO, 14=AIWE, 18/ENTER=NEXT INDIVIDUAL PAGE 1 OF 13  
NEXT TRAN: \_\_\_\_\_ PARMS: 0000xx3005\_\_\_\_\_

**CARES Screen AIWE: Create W-2 Clock Extensions**

New Field

FEPs will enter 24-month extensions on CARES screen AIWE. The user view of the screen has not changed. However, there have been numerous table updates to support the entry of 24-month extension types. BWF has also taken an opportunity to clean up the tables and remove the unnecessary CARES codes. The changes are outlined below. See [INSTRUCTIONS FOR ENTERING 24-MONTH EXTENSIONS](#) for more explicit instructions on entering 24-month extensions in CARES.

Table TWLM – FEPs choose the appropriate clock type from table TWLM and enter it in the CLK TYP field. The appropriate 24-month clock types are TJB, CSJ, and W2T. The table has been updated to reflect the Maximum Months Allowed as 24 for each of these clock types.

Table TERR – FEPs choose the appropriate W-2 agency extension approval or denial codes from table TERR and enter it in the AGY DEC field. The table has been updated to specify

which agency decision codes are appropriate for which 24-month extension type (TJB, CSJ, or W2T) and those that are appropriate for the 60-month extension type (60MO).

Table TTLE – FEPs choose the appropriate State extension approval codes from table TTLE. Until the CARES logic can be updated with the Wisconsin Work Programs on the Web (WWP) project, agencies must continue to use the STATE DEC field for extension approvals only. The table has been updated as follows:

1. All State Decision denial codes (DLM, DNB, DNE, DNP and DTJ) have been removed as the FEP must use the Agency denial codes from table TERR when denying an extension.
2. State Decision approval codes NT7 – NT12 have been removed since the Trial Job available code is only relevant for 24-month extensions and the 24-month extension timeframe is up to 6 months. (See W-2 Manual, 2.10.6.1)

Table TWLM		Table TERR			Table TTLE						
AIWE		CREATE W2			CLOCK EXTENSIONS						11/30/11 09:40
CASE: 0000xx3005					WORKER: XMW417						DWDA07 M MCMAHON
LAST UPDATED:					CASE STATUS: OPEN						CASE MODE: ONGOING
NUM: 01	NAME: PETEY				JEFFERSO						SSN: 018662320
EXT CLK	AGY DEC	AGY	DEL	STATE	EXT BEG	EXT END	USER	UPDATED			
SEQ TYP	DT	DEC	RSN	DEC	MM	MM	ID	DT			
02	CSJ_ 06 11 09	NAE					XMI3BQ	06 11 09			
01	CSJ_ 08 11 08	ERA		LM6_	0109	0609	XMI3BQ	08 11 08			
PFKEYS: 14=AIWC											
-----INDIVIDUALS-----											
01 REBEC H ( PP )					02 AARON D ( SON )						
NEXT TRAN: _____		PARMS: 7119425277_____									

CARES Worker Web (CWW): W-2 Clocks Information Page

- On CWW, the fields for the 24-month time limit information will be added effective January 12, 2012.

CARES Alerts

The following two CARES alerts will be reinstated for 24-month clocks.

- 270 – W2 EMP POSITION CLOCK/18 MNTHS (triggered at 18 months)
- 234 –W2 EMP POSITION CLOCK/EXPIRE (triggered at 23 months)

CARES Letters

There are eight time limit CARES generated letters. Four letters notify participants who are reaching the end of their 24-month or 60-month time limits and four letters that notify participants of an extension decision.

The Time Limit Alert letters (WCLK) notify W-2 participants when they reach 18 and 23 months on their 24-month time limits and 54 or 59 months on their 60-month time limit.

WCL1	24 Month Time Limit Alert	(old CMO3)
WCL2	24 Month Time Limit Final Alert	(old CMO4)
WCL3	60 Month Time Limit Alert	(old CMO5)
WCL4	60 Month Time Limit Final Alert	(old CMO6)

The Time Limit Extension Approval and Denial Letters inform participants of a decision for either a 24-month or a 60-month extension.

WXT1	24 Month Time Limit Extension Denial	(old APLO)
WXT2	24 Month Time Limit Extension Approval	(old APLM)
WXT3	60 Month Time Limit Extension Denial	(old APLR)
WXT4	60 Month Time Limit Extension Approval	(old APLT)

Changes to these letters include:

- Updating the language so that they are more clear and concise.
- Eliminating CARES letters APLP and APLU for participants that decline 24-month and 60-month extensions. These letters are not used often and have been combined with WXT1 and WXT3. These letters will now display a reason code that indicates that a participant has declined an extension.
- Adding Office for Civil Rights Language to the existing letters.
- Updating the translation boxes to reflect the same language that is used on the Verification Checklist letter and the Application Summary Cover Letters.

In addition, the 24-month clock information will be added to the *W-2 Notice of Eligibility* informing participants of the results of their eligibility reviews.

### INSTRUCTIONS FOR ENTERING 24-MONTH EXTENSIONS ON CARES SCREEN AIWE

#### *INITIAL EXTENSION DECISIONS*

When an agency decision is made regarding an initial extension, timely entry of the decision must be made in CARES no later than the last day of the 20<sup>th</sup> month for a 24-month extension or the 56<sup>th</sup> month for a 60-month extension.

**Initial Extension Approvals:** Enter the agency extension approval code (ERA) from CARES Table TERR in the AGY DEC field and the appropriate state approval code from CARES Table TTLE in the STATE DEC field **at the same time**. This will generate the extension approval letter *24 Month Time Limit Extension Approval (WXT2)* or *60 Month Time Limit Extension Approval (WXT4)*.

**Initial Extension Denials:** Enter the appropriate agency extension denial code from CARES Table TERR. This will generate the extension denial letter *24 Month Time Limit Extension Denial (WXT1)* or *60 Month Time Limit Extension Denial (WXT3)*. Do not enter anything in the STATE DEC field.

**Voluntarily Declined Initial Extensions:** If the participant declines an extension, enter code PDE in the AGY DEC field. This will generate the extension denial letter with the voluntarily decline reason code.

*SUBSEQUENT EXTENSION DECISIONS*

Subsequent extension decisions must be entered in CARES in the month prior to the current extension end month. For example, if the current extension end month is February 2012, the subsequent extension decision must be entered no later than January 31, 2012.

**Subsequent Extension Approvals:** Enter the agency approval decision code (ERA) and the appropriate state extension approval code from Table TTLE **at the same time** and no later than the month prior to the current extension end month. This will generate the extension approval letter *24 Month Time Limit Extension Approval (WXT2)* or *60 Month Time Limit Extension Approval (WXT4)*.

**Subsequent Extension Denials:** Enter the agency extension denial code from Table TERR no later than the month prior to the current extension end month. This will generate the extension denial letter *24 Month Time Limit Extension Denial (WXT1)* or *60 Month Time Limit Extension Denial (WXT3)*.

**Voluntarily Declined Subsequent Extensions:** Enter the code PDE in the AGY DEC field no later than the month prior to the current extension end month. This will generate the extension denial letter with the voluntarily decline reason code.

**REMINDER:** If a participant is going to reach his or her 24<sup>th</sup> month in a Trial Job, CSJ or W-2 T or the end of a 24-month time limit extension 6 months prior to reaching the 60-month lifetime limit, the FEP must determine eligibility for a 60-month time limit extension rather than a 24-month time limit extension. (W-2 Manual, 2.10.6.4.2)

AIWE	CREATE W2 CLOCK EXTENSIONS						11/30/11 09:40		
CASE: 0000xx3005					WORKER: XMW417	DWDA07 M MCMAHON			
LAST UPDATED:					CASE STATUS: OPEN	CASE MODE: ONGOING			
NUM: 01	NAME: PETEY	JEFFERSO			SSN: 018662320				
EXT CLK	AGY DEC	AGY	DEL	STATE	EXT BEG	EXT END	USER	UPDATED	
SEQ TYP	DT	DEC	RSN	DEC	MM	MM	ID	DT	
02	CSJ_	06 11 09	NAE				XMI3BQ	06 11 09	
01	CSJ_	08 11 08	ERA	LM6_	0109	0609	XMI3BQ	08 11 08	
PFKEYS: 14=AIWC									
-----INDIVIDUALS-----									
01 REBEC H (PP )			02 AARON D (SON)						
NEXT TRAN: _____ PARMS: 0000xx3005_____									

**REPORTS**

The 24-month data will be added back to the *Timely Entry of 60 Month Extension Requests Weekly Due Report* in WebI. The *Timely Entry of 24 and 60 Month Extension Requests Weekly Due Report* is a weekly monitoring report to help W-2 agencies monitor timely entry of 24-month and 60-month extension information in CARES. These reports will be available by January 9, 2012.

**WHAT WILL W-2 AGENCY STAFF SEE ON CARES SCREEN AIWC ON JANUARY 1, 2012?**

The 24-month display that W-2 agency workers see on CARES Screen AIWC for their W-2 participants on January 1, 2012 will depend upon a number of factors such as: is a case open or closed, what placement the W-2 participant is currently in, had the participant used 24 or more months of eligibility as of October 2009, and does the participant currently have a 60-month extension. Due to the complexity of the changes, when cases are reset for W-2 employment position time limits on January 1, 2012, the displays on CARES screen AIWC may be confusing. If workers do not understand the display, they should contact the W-2 Help Desk for assistance.

**AGENCY ACTION**

Agency action is needed on the following:

1. By January 31, 2012, agencies must enter extension decisions in CARES for cases that are at 24 or more months and do not have a 60-month extension on January 1, 2012. Agencies have been notified of these cases on a monthly basis since September 2011 and should have evaluated these cases for extension eligibility.
2. Between January 1, 2012 and March 31, 2012, W-2 agencies must review the [W-2 Participation Agreement \(10755\)](#) form with all W-2 participants, have them sign it and then scan it into the Electronic Case Summary. The W-2 Participation Agreement has been updated to reflect all policy changes related to the 2011-2012 biennial budget.

**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