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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: Sabrina Fox, Policy Section Chief  
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<b>BEPS/DFS OPERATIONS MEMO</b>					
<b>No: 12-22</b>					
<b>DATE: 04/19/2012</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: Application/RFA Assignment and Processing Updates**

**CROSS REFERENCE:** Ops Memo 11-69

**EFFECTIVE DATE:** April 30, 2012

**PURPOSE:**

The purpose of this memo is to announce RFA/Application Assignment and processing updates that have been implemented to accommodate the new Income Maintenance administrative structure.

**BACKGROUND:**

Currently, the RFA/application inbox can only be searched and RFA/Applications assigned to be processed by a worker with an ID that is associated to the same agency that the RFA/Application resides.

Enhancements have been made to allow RFA/application assignment and processing to worker IDs within the IM consortia. This allows a consortium to balance the applications processing workload across the consortia regardless of the resident county of the applicant. These enhancements have been made to the Case Management

Inbox Search page; the Application Summary page; the Application Additional Data Page and the RFA Summary page.

#### CASE MANAGEMENT INBOX SEARCH PAGE

The CWW Inbox assignment/reassignment function has been updated to allow workers to search the inbox by consortia and to assign/reassign IM only RFA/Applications to an office or worker ID within their consortia while maintaining the County of Residence of the RFA/application. If the RFA/Application is assigned to a worker or office outside of the current county or tribe of residence of the applicant, the RFA/Application will be administratively moved to the county of the office or worker selected while maintaining the current county of residence on the case.

The administrative move that is described will happen in the background and will be invisible to the worker that is taking the action.

CWW will continue to restrict the administrative move of an application or RFA that contains a request for CC or W2.

#### APPLICATION SUMMARY PAGE

The application processing function has been updated to allow any consortia IM worker to process any IM only application within the consortia. You may assign IM only applications to any worker and office within the same consortia. If the RFA/Application is assigned to a worker or office outside of the current county of residence, the RFA/Application will be administratively moved to the office or worker selected while maintaining the current county of residence on the case.

The administrative move that is described will happen in the background and will be invisible to the worker that is taking the action.

CWW will continue to restrict the administrative move of an application or RFA that contains a request for CC or W2.

#### RFA SUMMARY PAGE

The RFA Summary page has been enhanced to allow assignment/reassignment of an IM RFA to any IM worker in any office that the signed in worker has update access to within the same consortium. If the worker/office entered belongs to a different county than the administrative county of the RFA, the RFA will be administratively moved to the new office when beginning intake while maintaining the current county of residence. The administrative move that is described will happen in the background and will be invisible to the worker that is taking the action.

#### RFA ADDITIONAL DATA PAGE

While creating a new RFA, the county of residence field will be updateable for any county that is within the IM Consortium of the County or Tribe selected.

On the RFA Additional Data page for existing RFAs, the county of residence field will be read only and cannot be changed by changing the county of administration.

**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.

DHS/DHCAA/BEPS/LA