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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**

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<b>BEPS/DFES OPERATIONS MEMO</b>					
<b>No: 12-64</b>					
<b>DATE: 12-07-12</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: CWW Wisconsin Works (W-2) Geographical Area Assignment and  
Lookup Tool**

**CROSS REFERENCE:** Operations Memo 12-65: *Transfer Policy*  
Operations Memo 12-66: *W-2 Application Process Updates*  
CWW Process Help 54

**EFFECTIVE DATE:** December 8, 2012

**PURPOSE**

The purpose of this memo is to announce two new CARES Worker Web (CWW) functionalities: 1) creation of a Wisconsin Works (W-2) Geographical Area Lookup Tool; and 2) enhancements to the CWW General Case Information Page to assign and display the W-2 geographical area. This addition allows workers to identify a geographical area based on the address of the applicant or participant. The W-2 Geographical Area Lookup Tool is a stand-alone tool that allows workers to identify W-2 agency contact information based on where the individual resides.

## BACKGROUND

Under the 2013 W-2 and Related Programs Contract, the Bureau of Working Families (BWF) has developed a new service delivery structure. The state is divided into 10 geographical areas. Four (4) geographical areas are in Milwaukee County, and six (6) geographical areas are in the Balance of State (BOS). Starting January 1, 2013, eight (8) contractors will administer the W-2 program across the 10 W-2 geographical areas.

### **Milwaukee W-2 Geographical Areas**

There are four (4) W-2 geographical areas in Milwaukee County served by four (4) Milwaukee W-2 agencies. ([See W-2 Milwaukee Geographical Areas Map](#)).

<b>Milwaukee W-2 Agency</b>	<b>Milwaukee W-2 Geographical Area</b>
<i>Ross Innovative Employment Solutions</i>	Northern
<i>America Works of Wisconsin, Inc.</i>	East Central
<i>UMOS, Inc.</i>	Southern
<i>MAXIMUS Human Services, Inc.</i>	West Central

In Milwaukee, the W-2 geographical area for an individual is based on the individual's household address. Each of the four (4) Milwaukee geographical areas has a corresponding W-2 eligibility office. W-2 agencies must assign W-2 cases in Milwaukee to the W-2 eligibility office serving the participant's address.

### **Balance of State W-2 Geographical Areas**

There are six (6) W-2 geographical areas in the Balance of State (BOS) served by four (4) BOS W-2 agencies. (See [BOS Geographical Areas Map](#)) One (1) BOS W-2 agency serves three (3) different geographical areas.

<b>BOS W-2 Agency</b>	<b>BOS W-2 Geographical Area</b>
<i>ResCare Workforce Services</i>	Southeast
<i>Forward Service Corporation</i>	Southwest
<i>Workforce Connections, Inc.</i>	Western
<i>Workforce Resource, Inc.</i>	Northwest
<i>Forward Service Corporation</i>	North Central
<i>Forward Service Corporation</i>	Northeast

In BOS, the W-2 geographical area for an individual is based on the individual's county of residence. BOS geographical areas consist of multiple counties. Each county is assigned one W-2 eligibility office number. Therefore, BOS W-2 agencies must manage cases in and across multiple eligibility offices. W-2 agencies must assign W-2 cases in the BOS to the W-2 eligibility office serving the participant's county of residence.

Applicants must apply for W-2 and receive services from the W-2 agency serving the geographical area in which they reside. If the W-2 agency serves more than one geographical area, the applicant may apply in any of those geographical areas. (See Operations Memo 12-66) Some exceptions do apply when a W-2 participant relocates from one geographical area to another. (See Operations Memo 12-65)

To support the new service delivery structure, the BWF has: 1) created a tool in CWW allowing workers to look up W-2 geographical areas; and 2) updated the CWW General Case Information page to assign and display the W-2 geographical area based on an individual's household address (Milwaukee) or county (BOS).

## CARES

## CWW W-2 GEOGRAPHICAL AREA LOOKUP TOOL

Effective December 8, 2012, workers can determine the W-2 geographical area for an applicant or participant using the new W-2 Geographical Area Lookup Tool in CWW. The tool uses a geolocation service (web service) to determine the correct geographical area for the household address entered on the page. This tool is a stand-alone tool. The results generated on this page are not tied to any other CWW pages.

Workers can use the new W-2 Geographical Area Lookup Tool to ensure that individuals applying for W-2 services are applying in the correct geographical area and with the correct W-2 agency.

Workers can access the W-2 Geographical Area Lookup page through the CWW Navigation Menu under Worker Tools.

On this page, a worker selects the individual's County of Residence from the dropdown box, enters the household address information, and clicks "GO." CWW reloads the W-2 Geographical Area Lookup page with a post office suggested address, and the worker must choose from the following radio button options to proceed:

1. Accept Post Office Suggested Address;
2. Override the Post Office Suggested Address; or
3. Resubmit Original Address.

If the worker selects #1, Accept Post Office Suggested Address and clicks "GO," the W-2 geographical area for that household address is retrieved based on the:

- Census tract for Milwaukee County household addresses; and
- County of residence for BOS household addresses.

If the worker selects #2, Override Post Office Suggested Address and clicks “GO,” the W-2 geographical area for that household address is retrieved based on the address originally entered.

If, after making changes, the worker selects #3, Resubmit Original Address and clicks “GO,” CWW resubmits the form based on the changed address and generates a new post office suggested address. The worker views the same page with the new suggested post office address and, again, the worker selects from one of the three (3) options to proceed.

- **Note:** It may take more than five (5) seconds to process and identify the geographical area results. BWF continues to look for ways to improve this performance. Agencies should report delays that are disruptive to case processing to the W-2 Help Desk.

Each time a worker selects any option, CWW submits the address information to a geolocation service (web service) to determine the correct W-2 geographical area for the household address entered on the page.

### ASSIGNING AND DISPLAYING THE W-2 GEOGRAPHICAL AREA IN CWW

#### **CWW Address Verification Page**

The Address Verification page is included in the driver flow whenever a worker enters an initial household address or whenever a worker changes an address in CWW. On the Address Verification page, if the geolocation service does not identify a geographical area, CWW displays warning message “GL 297: The W-2 Geographical Area was not found for the household address” and the W-2 geographical area on the General Case Information page displays as “Not Found.” The W-2 worker then needs to override the W-2 geographical area on the General Case Information page. (See **General Case Information Page** section)

- **Note:** CWW generates warning message GL 297 for Milwaukee cases only. Because CWW bases the BOS W-2 geographical area on an individual’s county of residence, this message will never occur for BOS cases.

CARES Worker Web

User ID: XCTH06    User Name: K SHANMUGARA    Quick Select: CASE/RFA

Go   Help   Logout

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Primary Person: REBEKAH SNEED 60F PP    Case: 1101510510    Status: Open    Mode: Ongoing

08/17/2012

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Action Items (5)    Documents (0)    Discrepancies (1)

Cancel   Reset

**Navigation Menu**

- Search
- CARES Home
- Search
- Inbox Search
- Unlinked Documents
- RFA / Case
  - Client Registration (0)
  - Case Summary
  - Case Comments
  - Application Entry (6)
    - Case Information
      - Summary
      - Select Others
      - Household Members
      - Health Care Request
      - MPA Request
      - BadgerCare Request
      - FPW Request
      - CTS Request
      - FoodShare Request
      - Priority Service
      - CC Request
      - W-2 Request
      - Application / Review Interview Details
      - FoodShare Hardship Reasons
      - HH Relationships
      - Relevance Results
      - General Case Info
      - Individual Demographics

**Address Verification** Cancel    Reset

**The following events have occurred:**

**GL297:** The W-2 Geographical Area was not be found for the household address.

Original Address (HouseHold)

\* County of Residence  
40 - MILWAUKEE COUNTY

Number	Unit	Direction	*St / Rural Rt / Box Number	Suffix	Quadrant	Apt
129		N - NORTH	MILWAUKEE STREET			

Additional Address Info

\*City                      \*State                      \*ZIP

MILWAUKEE              WI - WISCONSIN              53201 -

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Post Office Suggested Address

County of Residence  
40 - MILWAUKEE COUNTY

Number	Unit	Direction	St / Rural Rt / Box Number	Suffix	Quadrant	Apt
129		N - NORTH	MILWAUKEE STREET			

Additional Address Info

City                      State                      ZIP

MILWAUKEE              WI - WISCONSIN              53202 - 6009

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What Would You Like To Do

Accept Post Office Suggested Address - Use the address listed in the 'Post Office Suggested Address' section when there are no error messages displayed.

Override Post Office Suggested Address - Keep address listed in 'Original Address' section.

Resubmit Original Address - After making changes, re-verify the modified address with the Address Verification web service.

Add Case Comment
Cancel    Previous   Next

When a worker makes a change to the participant's address on this page, it is very important that the worker update the County of Residence field to ensure that the correct W-2 geographical area is assigned to the W-2 case. If the post office validation does not match the county entered in the County of Residence field, CWW displays the following warning message.

**The following events have occurred:**

**WT101:** Please verify that the County of Residence is correct before submitting these address changes.

The W-2 worker then needs to review the County of Residence and the address and make the necessary corrections.

If the geolocation service is down, CWW displays the following warning message.

**The following events have occurred:**

**WT139:** The Geolocation Lookup service is currently unable to process your request.

The W-2 worker then needs to override the W-2 geographical area on the General Case Information page. (See **General Case Information Page** section)

If the primary person on a case moves and the worker enters his or her new household address on the General Case Information page, after clicking “Next,” CWW recalculates the W-2 geographical area. CWW displays the following warning message.

**The following events have occurred:**

**WT138:** W-2 Geographical Area of the case changed due to the change in Household Address.

The worker then must go back to the General Case Information page to ensure that the correct W-2 geographical area was identified. (See **General Case Information Page** section)

**CWW General Case Information Page**

There are two new fields on the CWW General Case Information page:

- 1) W-2 Geographical Area (autopopulated); and
- 2) Override W-2 Geographical Area (dropdown).

As of December 8, 2012, CWW will assign and display for all W-2 cases a W-2 geographical area responsible for providing W-2 services as of January 1, 2013 based on the case household address.

The screenshot displays the 'General Case Information' page in the Cares Worker Web. The page includes a navigation menu on the left and a main content area with the following sections:

- Case Information:** Effective Period (Last Updated: 03/21/2013).
- Case File Location:** File Location (IN - INTAKE), File Location Date (07/07/2012).
- Information Provider:** First Name (KELLY), Last Name (STARR), IP In Household (Yes).
- Signature Details:** Health Care Signature, CTS Signature, FoodShare Signature, Child Care Signature, BC+ Core Plan Signature.
- Household Address:** County of Residence (40 - MILWAUKEE COUNTY), Address (6617 VISTA AVE - AVENUE), City (WAUWATOSA), State (WI - WISCONSIN), ZIP (53213-2978).
- W-2 Geographical Area:** A red box highlights the field 'MILWAUKEE WEST CENTRAL'. A red arrow points to this field with the label 'Autopopulated'.
- Override W-2 Geographical Area:** A dropdown menu is open, showing a list of geographical areas: MILWAUKEE NORTHERN, MILWAUKEE EAST CENTRAL, MILWAUKEE SOUTHERN, MILWAUKEE WEST CENTRAL, BOS SOUTHEAST, BOS SOUTHWEST, BOS WESTERN, BOS NORTHWEST, BOS NORTH CENTRAL, and BOS NORTHEAST.
- Contact Information:** Work Phone, Cell Phone, Preferred Contact Method.

When the General Case Information page is loaded before CWW has identified the W-2 geographical area, the W-2 Geographical Area field is blank. After entering a new household address or updating an existing household address, and clicking the “GO” button, CWW takes the worker to the CWW Address Verification page. The worker must choose from one (1) of three (3) radio button options described in the **Address Verification Page** section and proceed. Once the worker clicks “Next” on the Address Verification page, the W-2 geographical area is determined for the entered household address and CWW displays it the next time a worker accesses the General Case Information page.

## W-2 Geographical Area Override

W-2 workers use the override functionality on the General Case Information page when the geolocation service cannot find an address or is not functioning, or to support the W-2 transfer policy. (See Operations Memo 12-65 for more information on case transfers) When a W-2 worker proceeds past the Address Verification page, and the W-2 geographical area is populated as “Not Found,” CWW takes the worker back to the General Case Information page and the W-2 worker must manually select a W-2 geographical area from the “Override W-2 Geographical Area” dropdown list.

When overriding a W-2 geographical area, the values in the “Override W-2 Geographical Area” dropdown list are limited to those geographical areas to which the W-2 worker has access.

Only a W-2 worker can update the Override W-2 Geographical Area field. The Income Maintenance (IM) worker does not have access to this field.

## EDITS AND ALERTS

BWF has created two new alerts related to the W-2 geographical areas:

### 1. Alert 489: **W-2 Geographical Area Changed**

CWW generates Alert 489 whenever an IM worker changes the household address and receives any of the following results:

- a. Address changes from a Milwaukee address to another Milwaukee address and the geographical area is successfully changed;
- b. Address changes from a BOS address to a Milwaukee address and the geographical area is successfully changed;
- c. Address changes from a BOS address to a Milwaukee address and the geographical area becomes “Not Found;”
- d. Address changes from a Milwaukee address to a BOS address and the geographical area is successfully changed; or
- e. Address changes from a BOS address to another BOS address and the geographical area is successfully changed.

### 2. Alert 490: **Address Changed – Override W-2 Geographical Area**

CWW generates Alert 490 whenever an IM worker changes the household address from one Milwaukee address to another Milwaukee address which results in the W-2 geographical area becoming “Not Found.”

**TRAINING**

Training materials will be available in the Learning Center on December 7, 2012. More information on the W-2 Geographical Area Assignment and Lookup Tool will be presented in Process Help 54.

**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

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.

DCF/DFES/BWF/JK