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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: 12-67</b>					
<b>DATE: 12/03/12</b>					
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
CC	<input type="checkbox"/>	W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RCA	<input type="checkbox"/>	RMA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	
<b>PRIORITY: HIGH</b>					

**SUBJECT: Wisconsin Works (W-2) Team Management Tool & W-2 Teams in Client Scheduling**

**CROSS REFERENCE:** Process Help #, 73  
[Operations Memo 12-57](#)

**EFFECTIVE DATE:** December 8, 2012

**PURPOSE**

The purpose of this memo is to announce enhancements to the Team Management and Client Scheduling tools in CARES Worker Web (CWW).

- The Team and Caseload Management enhancements allow W-2 supervisors and workers to support the creation and management of teams relevant to the W-2 program and the new W-2 Geographical Areas.
- The Client Scheduling enhancement allows appointment scheduling based on W-2 teams.

## BACKGROUND

Under the 2013 W-2 and Related Program Contracts, 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 services 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.

Originally, the Department of Health Services (DHS) designed CWW team and caseload management tools with the following functionalities to support the Income Maintenance (IM) Consortia:

- Team creation based on county/tribe or IM Consortium;
- Caseload management allowing workers to search for cases by county/tribe, caseload number(s), or IM Consortium and IM worker ID(s); and
- Client scheduling allowing workers to set-up walk-in appointments, search for available interview slots, or search for scheduled interviews.

To support the new service delivery structure, BWF has enhanced CWW to provide W-2 agencies the ability to monitor and manage workloads within and across geographical areas based on the “team” approach.

### **POLICY**

There are no policy changes associated with this CWW enhancement.

### **CARES WORKER WEB**

#### TEAM AND CASELOAD MANAGEMENT ENHANCEMENTS

To manage and monitor workloads across a W-2 geographical area, BWF has enhanced the Team Management tool in CWW to allow W-2 agencies to create and manage teams within and across W-2 geographical areas.

Effective December 8, 2012, only workers with W-2 worker profiles can create, modify, or delete a W-2 geographical area team. Only workers with IM worker profiles can create, modify, or delete a team using the county or IM consortia options.

- CWW will allow W-2 geographical area based teams within BOS to be composed only of workers who have update access to at least one office associated with that particular W-2 geographical area; and
- CWW will allow W-2 geographical area based teams within Milwaukee to be composed only of workers who have update access to the W-2 eligibility office associated with that particular Milwaukee W-2 geographical area.

Additionally, the Caseload Management Page will be enhanced to allow case searches by Financial and Employment Planner (FEP) ID and within a W-2 geographical area.

BWF has modified the following pages in Cares Worker Web (CWW):

#### ***Team Management Page***

W-2 agencies begin the process of creating and editing teams on the Team Management page. Workers access this page via the Navigation Menu in CWW under Worker Tools.

The screenshot displays the 'Team Management' page in the CARES Worker Web system. The user is logged in as V CINTHAM (User ID: XCTQ43) and is in the 'CASE/RFA' section. The page features a navigation menu on the left and a main content area for team search and results.

**Team Search Criteria**

County:   
 IM Consortium:   
 W-2 Geographical Area: 07 - BOS WESTERN

**Team Search Results**

Team ID	Team Name	Team Lead	Location	Team Type	
173	W-2 TESTING HYPHEN	XCTP90 - SHANMUGARAJ, K	07 - BOS WESTERN	W-2	
171	MONROE COUNTY TEAM IM W2	XCTP90 - SHANMUGARAJ, K	07 - BOS WESTERN	W-2	

W-2 supervisors and workers with a CARES security level of 50 or higher can create a team at the W-2 geographical area level by clicking the “Create Team” button. Workers are then brought to the Team Details page where they can create the new team.

To view or edit existing teams, select the “W-2 Geographical Area” radio button option and then click on the “Go” button. By default, the county(ies) associated with the logged-on worker’s ID will be pre-selected in the County/Tribe field on the Team Search Criteria page.

To edit a specific team, click the pencil icon next to “Team Type” in the Team Search Results section. This will take you to the Team Details page, where you can edit the team.

### ***Team Details Page***

W-2 Supervisors and workers with a security level of 50 or higher can use the Team Details page to create or edit an existing team.

**Team Details**

Team Attributes

Team ID: 105

Team Name: MICHELLES STANDARD DAY TEAM

Purpose: if

Type:
  IM
  Change Center
  LTC
  Child Care
  Core
  Non-English
  W-2
  EBD
  Other

Location:
  County / Tribe:
  IM Consortium
  W-2 Geographical Area

Last Updated: 08/14/2012

Last Updated By: XCTR37

Team Members

Worker ID	Last Name	First Name	County	Role	Last Updated	Last Updated By	Deleted
XCT004	MICHELLE	EBERT	ROCK	WORKER	09/06/2012	XCT004	
XCT005	MICHELLE	BEBERTB	ROCK	TEAM LEAD	09/06/2012	XCT004	
XCTR37	SRIDHAR	KAMBALAPALLI	ROCK	BACKUP LEAD	09/06/2012	XCTR37	

The Team Name, Type and Location fields are required. Team names are limited to 40 characters and cannot be used more than once within the same W-2 geographical area. The worker may use the "Purpose" box to describe the team.

Team members are added by worker ID. Each member is then assigned a role (worker, team lead or backup lead). Team members must belong to the same W-2 geographical area. There can be only one lead, but teams may have multiple backups and workers.

To look up a worker's ID, the worker clicks on the magnifying glass next to worker ID in the Team Members section, which will then take the worker to the Office Worker Find page.

### **Caseload Management Search Criteria Page**

BWF added the following two search options to the Caseload Management Search Criteria page for W-2 workers:

1. The ability to search by W-2 geographical area in the Caseload Search Criteria section of the page; and
2. The ability to search by FEP ID in the Additional Search Criteria section. Up to five (5) FEP IDs may be included in the search.



The screenshot shows the 'Available Slots Search Criteria' page in the CARES Worker Web system. The page is divided into several sections: 'Search Criteria', 'Agency Criteria', and 'Search By'. The 'Search Criteria' section includes options for 'Date' (Next Available, Before, Between), 'Include the next 3 business days?' (No), 'Time' (Anytime, Before, Between), and 'Activity Type'. The 'Agency Criteria' section includes 'Search By' options (Worker ID, Location, Office, County / Tribe, IM Consortium) and 'W2 Geographical Area' (07 - BOS WESTERN). A red box highlights the 'W2 Geographical Area' section, which includes a radio button for '07 - BOS WESTERN' and a dropdown menu for 'MONROE COUNTY TEAM M W2'. The 'Narrow Further?' dropdown is set to 'Yes, by an Active Team'.

BWF has added a W-2 Geographical Area radio button to the Available Slots Criteria Search Page. This functionality offers greater flexibility and increased ability to accommodate an applicant's or participant's schedule by searching multiple team members' calendars at one time for available slots.

See [Operations Memo 12-57](#) for complete instructions for using Client Scheduling.

## TRAINING

More information on the Team Management Tool and Client Scheduling is available in Process Help 73.

## 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/JK