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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					
No:	12-68				
DATE:	11/30/2012				
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"/>
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PRIORITY: HIGH					

SUBJECT: **Updates to Prorated Community Service Job (CSJ) and Case Management Follow-up (CMF) Policies**

CROSS REFERENCES: [W-2 Manual 2.9.2](#): Up-front Job Search Activities as a Condition of Eligibility
[W-2 Manual 7.2.3](#): Employed Individuals Previously Assigned to a Subsidized Employment Position (CMF)
[W-2 Manual 7.2.4](#): Unemployed Individuals Capable of Obtaining Employment (CMJ)
[W-2 Manual 7.4.1.4](#): Prorated CSJs
[Operations Memo 09-65](#): Instructions for Moving a Participant to CMF Placement
[Operations Memo 08-35](#): Wisconsin Works (W-2) Up-Front Job Search and Job Readiness Activities and CARES Functionality

EFFECTIVE DATE: January 2, 2013

PURPOSE

The purpose of this memo is to provide information on changes to Wisconsin Works (W-2) policies regarding the provision of case management follow-up services (CMF) to W-2 applicants and participants who obtain employment. This memo also clarifies when placement in a prorated Community Service Job (CSJ) placement is appropriate.

BACKGROUND

W-2 agencies are required to provide employment search assistance to all individuals served through the W-2 Program. Subsequently, W-2 agencies are required to provide follow-up case management services to individuals who gain employment with the assistance of the agency. Existing W-2 policy regarding providing follow-up services (CMF) to individuals that gain employment excludes W-2 applicants that gain employment during up-front job search. Individuals that gain employment with the assistance of the agency may be at risk for job loss if the agency is not allowed to provide follow-up case management services.

POLICY CHANGES

CURRENT POLICY

W-2 agencies must provide case management follow-up services for at least 12 months to participants who progress to unsubsidized employment to encourage and support retention. W-2 agencies must place individuals receiving case management follow-up services in the W-2 placement CMF. Under current W-2 policy, the only pathway to the CMF placement is from a Trial Job (TJ), CSJ, W-2 Transition (W-2 T), Case Management for Job Ready (CMJ) or Custodial Parent of an Infant (CMC) placements.

POLICY CHANGE

In addition to moving to a CMF placement from a TJ, CSJ, W-2 T, CMJ or CMC placement, W-2 applicants who obtain employment during up-front job search may also be placed in the CMF placement. This policy change allows W-2 agencies to provide employment retention and advancement services to all individuals that have been served by the W-2 agency and obtain employment while receiving services. Consistent with the goals of the CMF placement, the W-2 agency must provide all participants with services to stay employed and advance in their career.

SUMMARY OF POLICY CHANGES AND CLARIFICATIONS

Below is a summary of the policy changes and clarifications. Attached are copies of the W-2 Manual sections with all policy changes incorporated.

Section 2.9.2.4 (new section):

- Changes include placing W-2 applicants who obtain employment in up-front job search in the CMF placement.
- Provides clarification on the use of prorated CSJ for W-2 applicants who obtain part-time employment in up-front job search and full-time employment is not available.

Sections 7.2.3.1 and 7.2.3.3:

- Changes include placing W-2 applicants who obtain employment in up-front job search in the CMF placement.
- Provides clarification on the use of CMF for part-time employed W-2 applicants and participants.
- Provides clarification on prorated CSJ and CMF participants who experience a reduction in work hours.

Section 7.4.1.4:

- Provides clarification on prorated CSJ and participants who work full-time hours:

"Participants working ~~greater than~~ 30 hours **or more** per week in an unsubsidized job or a non-W-2 funded subsidized job ~~would~~ **are** not usually be eligible for a prorated CSJ."

AGENCY ACTION REQUIRED

W-2 agencies must discuss policy changes with staff and update any relevant local agency procedures.

ATTACHMENT

[Wisconsin Works Manual](#) Section 2.9.2, *Up-front Job Search Activities as a Condition of Eligibility*
Section 7.2.3, *Employed Individuals Previously Assigned to a Subsidized Employment Position (CMF)*
Section 7.4.1.4, *Prorated CSJs*

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.

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