



DEPARTMENT OF  
**CHILDREN AND FAMILIES**  
 Secretary Eloise Anderson  
 201 East Washington Avenue, Room G200  
 P.O. Box 8916  
 Madison, WI 53708-8916  
 Telephone: 608-266-8684  
 Fax: 608-261-6972  
 www.dcf.wisconsin.gov

DEPARTMENT OF HEALTH SERVICES  
 Kitty Rhoades – Secretary Elect  
 1 West Wilson Street  
 P.O. Box 7850  
 Madison, WI 53707-7850  
 Telephone: (608) 266-9622  
 FAX: (608) 266-7882  
 www.dhs.wisconsin.gov

**State of Wisconsin  
 Governor Scott Walker**

**TO:** W-2 Agencies  
 Trainers

**FROM:** Janice Peters, Director  
 Bureau of Working Families  
 Division of Family and Economic Security

DFES OPERATIONS MEMO					
<b>No:</b>	13-09				
<b>DATE:</b>	03/29/2013				
<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>CC</b>	<input type="checkbox"/>
<b>W-2</b>	<input checked="" type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input type="checkbox"/>	<b>RAP</b>	<input type="checkbox"/>
<b>Other</b>	<input type="checkbox"/>				
<b>EP</b>					
<b>PRIORITY: High</b>					

**SUBJECT:** Clarifying Instructions for Processing W-2 Case Closures, Person Adds, and Person Deletes in CARES Worker Web

**CROSS REFERENCE:** [Operations Memo 12-65](#): Updates to the Wisconsin Works (W-2) Case Transfer Policy

**EFFECTIVE DATE:** Immediately

**PURPOSE**

The purpose of this memo is to provide clarifying instructions and examples to assist Wisconsin Works (W-2) agencies with closing a W-2 case in CARES Worker Web (CWW), including when an individual moves between W-2 agencies, and when a FEP adds or deletes a person from the W-2 group. These instructions will ensure that W-2 agencies are able to receive a capitated payment for participants who are in their final month of W-2 participation.

**BACKGROUND**

Under the 2013 W-2 and Related Programs Contract, W-2 agencies receive a monthly capitated payment amount based on the agency's Case Count Total (CCT). The CCT is the total of all paid and unpaid cases that are eligible for W-2 and open in a W-2 placement at least one day during the month, excluding individuals who are in a CMF placement more than three

consecutive months in a calendar year. If a case is in a placement during a month, but eligibility fails for that month, the W-2 agency will not receive a capitated payment for that case.

While CARES mainframe allows a Financial and Employment Planner (FEP) to end a W-2 placement on any day during a calendar month, CWW ends W-2 eligibility on the last day of a calendar month. Therefore, FEPs must use the following instructions when closing a W-2 case, when an individual moves between W-2 agencies, and when a FEP adds or deletes a person from the W-2 group, but the person added or deleted does not result in a case closure. These instructions will help ensure that W-2 cases remain open or close correctly in the appropriate months and that W-2 agencies receive capitated payment for those months.

### CASE CLOSURE PROCESS

When a FEP closes a W-2 case and ends the W-2 placement, W-2 eligibility for that case must remain open in CWW until the end of the month that the placement ended (e.g., if placement ends on January 10<sup>th</sup>, W-2 eligibility should end on January 31<sup>st</sup>). This is true even if the W-2 case closure is the result of the FEP adding or removing a person from the case.

The following instructions and examples instruct FEPs on how to use the CWW *Initiate Eligibility* page when closing a W-2 case. The instructions also cover how FEPs may close and re-open a W-2 case when a participant moves into or out of Milwaukee County or between balance of state W-2 agencies.

The screenshot displays the CARES Worker Web interface. At the top, the header includes the user ID (XCTB96), user name (H HAMMES), and a 'Quick Select' dropdown menu set to 'CASE/RFA'. Below the header, the primary person is identified as 'SUSANNE RUNWITHDATE 41F PP' with case number '4150738149'. The status is 'Closed' and the mode is 'Ongoing'. A date '3/5/2/12/2013' is also visible. The main content area is titled 'Initiate Eligibility' and contains a message: 'Page Completion Status: All pages are complete, you may proceed to eligibility by clicking the 'Next' button.' Below this, there are two radio button options: 'Run Eligibility' (selected) and 'Run Eligibility with Date'. The 'Run Eligibility with Date' option includes an 'Effective:' field with input boxes for MM, DD, and YYYY. At the bottom of the main content area, there is an 'Add Case Comment' button and 'Previous' and 'Next' navigation buttons. On the left side, a 'Navigation Menu' is visible, listing various system functions such as 'CARES Home', 'Search', 'Inbox Search', 'Unlinked Documents', 'RFA / Case', 'Client Registration (0)', 'Case Summary', 'Case Comments', 'Application Entry (0)', 'Case Information', 'Individual Demographics', 'Benefits/School', 'Individual Non Financial', 'Other Health Care Programs', 'Asset Information', 'Employment Queries', 'Employment', 'Unearned Income', 'Expenses', 'Medical', 'W-2/Child-Care', 'Generate Summary', 'Initiate Eligibility Determination', 'Eligibility', 'Post Eligibility', 'Confirmation Access', 'Query', and 'Benefit Issuance'.

*CASE CLOSURE BEFORE ADVERSE ACTION*<sup>1</sup>

When a FEP takes action in CWW before Adverse Action to close a case at the end of the current month, after ending the W-2 placement and disenrolling the participant from Work Programs (WP), the FEP:

1. Updates the case information in CWW;
2. Navigates to the *Initiate Eligibility* page and selects “Run Eligibility”; and
3. Confirms W-2 eligibility on CARES screen AGECE, which will close the W-2 case.

W-2 eligibility will end on the last day of the current month.

**Example 1:** On January 9<sup>th</sup>, the participant contacts the agency to report that she is moving out of the state the next day. On January 10<sup>th</sup>, the FEP ends the W-2 placement and dis-enrolls the participant from WP. The FEP then navigates to CWW and follows steps 1 through 3 above for case closure before adverse action. By doing so, the FEP ends W-2 eligibility effective January 31<sup>st</sup>.

**Example 2:** On March 12<sup>th</sup>, the local child support agency notifies the W-2 agency that it has established paternity for the father of a child in a W-2 case. The father currently lives with the participant and the FEP must add him to the W-2 group. Because the father’s income will put the W-2 group over the W-2 income limit, the W-2 case will close.

On March 13<sup>th</sup>, the FEP ends the W-2 placement and disenrolls the participant from WP. The FEP then navigates to CWW and follows steps 1 through 3 above for case closure before adverse action. By doing so, the FEP ends W-2 eligibility effective March 31<sup>st</sup>.

*CASE CLOSURE AFTER ADVERSE ACTION*

When a FEP is taking action after Adverse Action to close a case at the end of the current month, the FEP must wait until the day after Benefit Issuance Pulldown<sup>2</sup> to initiate the closure. After the Benefit Issuance Pulldown date, ending the W-2 placement, and disenrolling the participant from WP, the FEP:

1. Updates the case information in CWW;
2. Navigates to the *Initiate Eligibility* page and selects “Run Eligibility with Date” and enters the first day of the following month;
3. Confirms W-2 eligibility on AGECE, which will close the W-2 case for the following month;
  - **Note:** If driven to screen AIWP, press PF12 to navigate away from it. Do not process AIWP by choosing PF24. This will refer the individual to WP.
4. Navigates back to the *Initiate Eligibility* page and selects “Run Eligibility” to close the case for future months; and
5. Confirms W-2 eligibility on AGECE.

<sup>1</sup> Adverse Action is the last day of the month a change can be made in CARES to affect eligibility for the following month without having to run eligibility with a date. Adverse Action is usually 13 calendar days prior to the last day of the month. FEPs can find Adverse Action dates on Table TBIC in CWW or on the [CARES Batch Schedule](#) (three-letter code is ACT).

<sup>2</sup> Benefit Issuance Pulldown dates are always one or two business days after Adverse Action. FEPs can find the Benefit Issuance Pulldown dates on Table TBIC in CWW or on the [CARES Batch Schedule](#) (three-letter code is BIP). Note that the Benefit Issuance Pulldown dates are different from W-2 Pulldown.

W-2 eligibility will end on the last day of the current month.

**Example:** On January 20<sup>th</sup>, the participant reports that her only child has left her home and is now residing with the child's father. The FEP checks CWW Table TBIC to determine when Benefit Issuance Pulldown occurs in January and learns that pulldown already occurred on January 18<sup>th</sup>. In order to end eligibility effective the last day of January, on January 21<sup>st</sup>, the FEP ends the W-2 placement and disenrolls the participant from WP. After navigating to CWW, the FEP:

1. Deletes the child from the case in CWW;
2. Navigates to the *Initiate Eligibility* page and selects "Run Eligibility with Date" and enters a February 1 date;
3. Confirms W-2 eligibility on AGECE, which will delete the child and close the W-2 case for the month of February;
4. Navigates back to the *Initiate Eligibility* page and selects "Run Eligibility" to delete the child and close the case for future months; and
5. Confirms W-2 eligibility on AGECE.

By doing so, the FEP ends W-2 eligibility effective January 31<sup>st</sup>.

### ***MOVING CASES BETWEEN W-2 AGENCIES***

The Bureau of Working Families (BWF) issued instructions in Operations Memo 12-65 on how to process cases when a W-2 participant relocates from one W-2 geographical area to another. BWF will amend Operations Memo 12-65. In the meantime, FEPs must use the following instructions.

#### ***CASE MOVING INTO OR OUT OF MILWAUKEE COUNTY OR BETWEEN BALANCE OF STATE W-2 AGENCIES***

When a W-2 participant relocates from one W-2 geographical area to another geographical area served by a different W-2 agency, the outgoing agency must take action to keep W-2 eligibility open in CWW until the end of the month that the placement is ending. Depending on whether the FEP is taking the action to end eligibility before or after Adverse Action will determine which steps described above the agency should follow.

Below is an example of the steps that both the outgoing agency and the incoming agency should follow. The steps the incoming agency uses are appropriate in circumstances where W-2 eligibility is still open at the time the individual is applying at the incoming agency.

**Example:** The participant lives in a geographical area run by Agency A. On January 9<sup>th</sup>, the participant reports that she is moving the next day to a different geographical area and will be applying at Agency B prior to the end of the month. On January 10<sup>th</sup>, the FEP at Agency A takes the following steps:

1. End the placement on WPWW. On WPFR, uses reason code (044) *You Do Not Live In the W-2 Geographical Area*.
2. Select "Run Eligibility" on the CWW *Initiate Eligibility* page. W-2 eligibility will end on January 31<sup>st</sup> (Note: If the FEP was running eligibility after adverse action, she must determine when Benefit Issuance Pulldown will occur and wait until after that date to run eligibility with a date, using a February 1 date to end eligibility on January 31<sup>st</sup>.)
3. Confirm W-2 eligibility on CARES screen AGECE, which will close the case. Confirmation of the W-2 closure auto updates the "Requesting this Program/Subprogram of Assistance" field to <No> on the CWW *W-2 Request* page. The "Begin Month" and "W-2 Request Date" fields are also auto updated on this page to match the month and day the FEP confirmed the closure on AGECE.
4. Close all activities on CARES screen WPCH with the <B> completion code.
5. Disenroll the participant from WP on screen WPDS.
6. Record case comments related to the closure reason on CMCC.

On January 20<sup>th</sup>, the individual applies at Agency B. This is a new application for W-2 and Agency B must follow policy for new applicants even though W-2 eligibility is still open in CWW.

1. Select "Transfer Case" on the CWW *Case Summary* page and proceed to the *Agency Transfer* page to transfer eligibility to the new county eligibility office where the participant now resides.
2. Enter a new date in the "W-2 Request Date" field based on the date the participant requested assistance on the *W-2 Request* page and change the "W-2 Request" indicator to <Yes>. This initiates the eligibility driver flow. The FEP must also:
  - a. Complete the AIJR screen to refer the individual to WP; and
  - b. Enroll the participant in WP, complete the WP informal assessment, and determine if up-front job search is appropriate.
3. If up-front job search is appropriate, develop an Employability Plan and assign up-front activities. On the CWW W-2 Up-front Activity Requirements page, indicate that she has assigned up-front job search. This will pend W-2 eligibility until the FEP receives all eligibility verification and makes an eligibility determination. If the applicant is eligible for W-2, the FEP must:
  - a. Navigate to the *Initiate Eligibility* page, selects "Run Eligibility with Date" and enters a February 1<sup>st</sup> date;
  - b. Confirm W-2 eligibility on AGECE, which will open the W-2 case effective February 1<sup>st</sup>;
  - c. Navigate back to the *Initiate Eligibility* page and select "Run Eligibility" to open the case for future months;
  - d. Confirm W-2 eligibility on AGECE; and
  - e. Make a W-2 placement on WPWW, create or update the EP, and assign or update activities as appropriate.

If the applicant is not eligible for W-2, the FEP completes steps a through d above, which will deny eligibility effective February 1<sup>st</sup> as well as for future months.

### *CASES MOVING FROM ONE MILWAUKEE REGION TO A DIFFERENT MILWAUKEE REGION*

The W-2 agency must keep both the W-2 placement and eligibility open when a W-2 participant relocates from one Milwaukee W-2 geographical area to another Milwaukee geographical area. The agency transfers the W-2 case to the new eligibility office and the W-2 participant's PIN to the new WP office. Refer to [Operations Memo 12-65](#) for instructions on transferring between W-2 agencies in Milwaukee County.

### **ADDING A PERSON TO THE W-2 GROUP (NO CASE CLOSURE)**

When a FEP adds a person to a W-2 group and the change will not result in the case closing, the FEP must run eligibility with a date to add that person to the W-2 group for the month in which the change occurred.

The FEP must subsequently run eligibility without a date to add that individual to the W-2 group for future months.

**Example 1:** A participant is in a W-2 Transition (W-2 T) placement and gives birth to a daughter on June 3<sup>rd</sup>. On June 8<sup>th</sup>, the FEP receives verification of the child's date of birth and proof that an application for a social security number for the baby has been completed. After adding the child to the W-2 case, the FEP:

1. Navigates to the *Initiate Eligibility* page, selects "Run Eligibility with Date" and enters the baby's date of birth;
2. Confirms W-2 eligibility on AGECE, which will add the child to the W-2 case for the month of June;
3. Navigates back to the *Initiate Eligibility* page and selects "Run Eligibility" to add the child to the case for future months; and
4. Confirms W-2 eligibility on AGECE.

These steps add the baby to the W-2 group as an Eligible Child (EC) for the month of June.

### **DELETING A PERSON FROM THE W-2 GROUP**

When a FEP deletes a person from the W-2 group, regardless of whether or not the person delete will result in the case closing, the FEP must delete the individual from the W-2 case for the month after the change occurred.

#### *PERSON DELETE BEFORE ADVERSE ACTION*

When a FEP takes action in CWW before Adverse Action to delete a person from the W-2 case at the end of the current month, after taking any necessary actions in WP, the FEP:

1. Deletes the person from the W-2 group in CWW;
2. Navigates to the *Initiate Eligibility* page and selects "Run Eligibility"; and
3. Confirms W-2 eligibility on CARES screen AGECE.

The person is removed from the case beginning in the next month.

**Example:** On February 5<sup>th</sup>, participant reports that the father of her child (the second parent in the W-2 case) moved out of the household on February 2<sup>nd</sup>. This change will not impact the participant's financial or non-financial eligibility for W-2.

On February 6<sup>th</sup>, the FEP navigates to CWW and follows steps 1 through 3 above for a person delete before adverse action. By doing so, the father is no longer eligible for W-2 beginning March 1st.

#### *PERSON DELETE AFTER ADVERSE ACTION*

When a FEP takes action in CWW after Adverse Action to delete the individual from the W-2 case at the end of the current month, the FEP must wait until the day after Benefit Issuance Pulldown to run eligibility. After Benefit Issuance Pulldown and taking any necessary actions in WP (to end a placement, activities, or an EP), the FEP:

1. Deletes the person from the W-2 group in CWW;
2. Navigates to the *Initiate Eligibility* page and selects "Run Eligibility with Date", and enters the first day of the following month;
  - **Note:** If driven to screen AIWP, press PF12 to navigate away from it. Do not process AIWP by choosing PF24. This will refer the individual to WP.
3. Confirms W-2 eligibility on AGECE, which will delete the person for the following month.
4. Navigates back to the *Initiate Eligibility* page and selects "Run Eligibility" to delete the person for future months; and
5. Confirms W-2 eligibility on AGECE.

The person is removed from the case beginning in the next month.

**Example:** On July 28<sup>th</sup>, participant reports that the youngest of her three children passed away two weeks ago from a terminal illness. The FEP checks CWW Table TBIC to determine when Benefit Issuance Pulldown occurs in July and learns that pulldown already occurred on July 19<sup>th</sup>. In order to delete the child from the W-2 case effective the last day of July, after navigating to CWW, the FEP:

1. Deletes the child from the case in CWW;
2. Navigates to the *Initiate Eligibility* page and selects "Run Eligibility with Date", and enters an August 1 date;
3. Confirms W-2 eligibility on AGECE, which will delete the child for the month of August;
4. Navigates back to the *Initiate Eligibility* page and selects "Run Eligibility" to delete the child for future months; and
5. Confirms W-2 eligibility on AGECE.

By doing so, the child is removed from the case beginning August 1<sup>st</sup>.

**SUMMARY OF HOW TO RUN ELIGIBILITY**

	<b>Before Adverse Action</b>	<b>After Adverse Action</b>
<b>Closing a case effective the end of the current month</b>	Run eligibility without dates	Run eligibility with a date using the first day of the following month and then run again without dates
<b>Deleting a person effective the end of the current month</b> (regardless of whether it results in a case closure)		
<b>Adding a person effective the current month</b> (no case closure results)	Run eligibility with a date in the current month	Run eligibility with a date in the current month

**AGENCY ACTION**

W-2 agencies are to use this memo as a guide for training W-2 agency staff with the correct process for closing a W-2 case in CWW.

**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, RAP – Refugee Assistance Program, Other EP – Other Employment Programs.

DCF/DFES/BWF/HH