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Date: June 22, 2016

DHCAA, DECE, and DFES Operations Memo 16-J3

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Training Staff
Child Care Coordinators

Affected Programs:

- | | |
|---|--|
| <input checked="" type="checkbox"/> BadgerCare Plus | <input checked="" type="checkbox"/> Caretaker Supplement |
| <input checked="" type="checkbox"/> Child Care | <input checked="" type="checkbox"/> Children First |
| <input type="checkbox"/> Emergency Assistance | <input checked="" type="checkbox"/> FoodShare |
| <input checked="" type="checkbox"/> FoodShare Employment and Training | <input type="checkbox"/> Job Access Loan |
| <input type="checkbox"/> Job Center Programs | <input checked="" type="checkbox"/> Medicaid |
| <input type="checkbox"/> Other Employment Programs | <input type="checkbox"/> Refugee Assistance Program |
| <input checked="" type="checkbox"/> SeniorCare | <input checked="" type="checkbox"/> Wisconsin Works |
| <input type="checkbox"/> Workforce Innovation and Opportunity Act | |

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Archiving CARES Worker Web (CWW) and CARES Data

CROSS REFERENCE

- Income Maintenance Manual, [Section 1.5 Record Retention](#)
- Wisconsin Works (W-2) Manual, [Section 4.4.3 Record Retention Requirements](#)

EFFECTIVE DATE

June 26, 2016

PURPOSE

This Operations Memo provides information on the following:

- The archival process for CARES Worker Web (CWW) and CARES data.
- The process to request and view data that has been archived.
- Data that will be excluded from the archival process.

BACKGROUND

Since 1993, the number of CARES records stored in the CARES database has continued to grow. The increasing number of stored records has started to negatively impact system performance. In order to ensure optimal system response times into the future, the Wisconsin Department of Health Services developed a process to archive CARES electronic records, taking into account current Records Retention/Disposition Authorization (RDA) policies and business needs.

POLICY

There are no policy changes associated with this.

CARES

CURRENT PROCESS

Over time, some CARES data has been archived to meet an immediate system performance need. Data that is currently archived includes:

- Audit Trail (case and worker data History Maintenance Audit Case (HMAC) and History Maintenance Audit Worker (HMAW)):
 - o Data older than the first of the previous month.
 - o This process runs on the second Saturday of the month.
 - o This data is purged after five years.
- Confirmed Assistance Group Summary page:
 - o Invalid eligibility records older than one year. An invalid record is a record that has a payment end date that is before the payment begin date. Example: 04/1/16 begin date with a 3/31/16 end date.
 - o Invalid eligibility records of not eligible or not requesting older than three months. These are X and Z Assistance Groups Example: FS X and FS Z.
 - o Valid eligibility records of not eligible or not requesting (X and Z AGs) older than one year.
- CARES mainframe Notices history older than one year.
- Third Party Liability (TPL) health insurance data when a case has been closed seven years.

ENHANCEMENTS

Starting on June 25, 2016, the CARES data archival process will be implemented. Not all data will be archived at implementation. The initial archival process will be rolled out over several months, archiving sections of CARES data with each process. After the initial archival process is complete, data will be archived weekly.

There will be a message on the Case Summary page indicating if data is archived, is pending data retrieval, or has been retrieved and for how long it will be available. Most CARES data greater than seven years old will be archived. However, information that is part of the most recent record (i.e.,

Case/Personal Identification Number [PIN], Request For Assistance [RFA], Social Security Number [SSN]) will not be archived. The most recent record for each begin month will NOT be considered for archival, even if it is older than seven years. Examples include: last address on file, last household composition, employer, etc., but would change depending on the identifier used: RFA vs. case vs. SSN.

The CARES Archival Process will always retain the most recent combination of the following fields from a record:

- PIN
- Sequence number
- Begin month

When archived data exists for a case, “Case has archived information” will display on the Case Summary page. Messages will also display when archived data does not exist, if retrieval is pending, and how long retrieved archived data will be retained until it is archived again.

Case Summary		Reset
Summary Information		
Primary Person:	[REDACTED] 40M PP	W-2 Placed Participant
Contact Information		
County of Residence:	51 - RACINE COUNTY	
Household Address:	XXXXXXXXXX XXX XXXXXXXXXXXXXXXXXXXXXXXX LLLLLL LLLLLLLLLLLLLLLLLLLLLLLLLLLLLLLL	Alternate Address: XXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Phone:	LLLLLLLLLLLLLLLL WI 444444444 XXX.XXX.XXXX	Phone: XXXXXXXXXXXXX WI 999999999 XXXXXXXXXXXX
Office / Worker Information		
Eligibility Office:	MILW CO REG 5 W-2.GOODWILL- EMPLOY SOLUTN (5605)	W-2 Work Program Office:
County / Tribe:	40 - MILWAUKEE COUNTY	
IM Consortium:	STATE CONSORTIUM	W-2 Geographical Area:
Assigned Worker:	[REDACTED]	FEP:
Caseload:	3476	
Case Information		
Language:	E - ENGLISH	W-2 Placement:
Last Review Date:	06/10/2014	Next Review Date:
Case Closed Date:	05/31/2015	Case Web Status: WEB
Case Archival Status:	Case has archived information	

Figure 1 Archived Information on the Case Summary Page. Cases With Archived Information Will Have the Case Archival Status of “Case has archived information.”

Case Information		
Language:	E - ENGLISH	W-2 Placement:
Last Review Date:	06/10/2014	Next Review Date:
Case Closed Date:	05/31/2015	Case Web Status:
Case Archival Status:	Case does not have any archived information	

Figure 2 Archived Information on the Case Summary Page. Cases Without Archived Information Will Have the Case Archival Status of “Case does not have any archived information.”

Case Information		
Language:	E - ENGLISH	W-2 Placement:
Last Review Date:	06/10/2014	Next Review Date:
Case Closed Date:	05/31/2015	Case Web Status:
Case Archival Status:	Case has archived information; retrieval pending	

Figure 3 Archived Information on the Case Summary Page. Cases With Archived Information Pending Retrieval Will Have the Case Archival Status of “Case has archived information; retrieval pending.”

Case Information		
Language:	E - ENGLISH	W-2 Placement:
Last Review Date:		Next Review Date:
Case Closed Date:		Case Web Status:
Case Archival Status:	Case has retrieved information which will be retained until 09/30/2016	

Associated RFA Information / ACCESS Application Information							
Number	Agency	Contact Method	RFA Status	Contact Date	ACCESS App	ACP Status	Summary
No data found.							

Figure 4 Archived Information on the Case Summary Page. Cases With Retrieved Information Will Have the Case Archival Status of “Case has retrieved information.”

Information older than seven years that will be archived includes:

- Client scheduling information.* This includes Deleted Slots, Deleted Standard Days, and Deleted Assigned Calendar.
- Error Prone Profile information.
- Worker comments for closed appeals.
- CARES Eligibility information for BadgerCare Plus, Caretaker Supplement, Medicaid, FoodShare, and Wisconsin Works (W-2) programs.
- Second party review cases (other than those in unassigned status).
- Applications with the Status code “Archived.”
- Renewals/reviews with the Status code “Completed.”
- SeniorCare historical application and renewal-related information regardless of the application status. The most current record will be retained for the application.
- Cases selected for Quality Control review.
- RFAs of a case will be limited to the oldest 100 RFAs.
- FSET (only CWW information)*.
- Work Program Activities.

- Work Program Referrals.
- W-2 Employability Plans.

* **Note:** Client Scheduling, FSET, and Data Exchange archived data cannot be retrieved.

Confirmed Assistance Group Eligibility History

Case Information
 Assistance Group: FS - FOODSHARE

Benefit Details

Before Archival:
 This case has 6 pages of FS history on it, dating back to 1994

Benefit Begin Date	Benefit End Date	Date Created	Eligibility Status-Non Financial	Eligibility Status-Asset	Eligibility Status-Income	Benefit Amount	Net Change Amount	Reasons	Updated By	Coordinate
01/01/2011	01/31/2011	12/10/2010	FAIL	PASS	FAIL	\$0.00	\$0.00	014 016		
12/08/2010	12/31/2010	12/10/2010	FAIL	PASS	FAIL	\$0.00	\$0.00	014 016		
11/01/2010	11/30/2010	10/06/2010	PASS	PASS	FAIL	\$0.00	\$0.00	557		
10/01/2010	10/31/2010	10/06/2010	PASS	PASS	FAIL	\$0.00	\$117.00	557 062		
06/01/2010	09/30/2010	05/04/2010	PASS	PASS	PASS	\$117.00	\$0.00			
05/01/2010	05/31/2010	05/04/2010	PASS	PASS	PASS	\$117.00	\$0.00			
04/28/2010	04/30/2010	05/04/2010	PASS	PASS	PASS	\$11.00	\$0.00			
01/01/2010	03/31/2010	12/17/2009	FAIL	PASS	PASS	\$367.00	\$0.00	077		
09/01/2009	12/31/2009	08/05/2009	PASS	PASS	PASS	\$367.00	\$0.00			
08/01/2009	08/31/2009	07/15/2009	PASS	PASS	PASS	\$367.00	\$0.00			
07/15/2009	07/31/2009	07/15/2009	PASS	PASS	PASS	\$201.00	\$0.00			
05/01/2009	06/30/2009	04/13/2009	PASS	PASS	PASS	\$325.00	\$42.00	066		
04/01/2009	04/30/2009	03/17/2009	PASS	PASS	PASS	\$367.00	\$0.00			
01/01/2009	03/31/2009	11/21/2008	PASS	PASS	PASS	\$323.00	\$0.00			
12/01/2008	12/31/2008	11/11/2008	PASS	PASS	PASS	\$323.00	\$0.00			
11/01/2008	11/30/2008	11/18/2008	PASS	PASS	PASS	\$323.00	\$0.00			
09/01/2008	10/31/2008	08/06/2008	PASS	PASS	PASS	\$105.00	\$193.00	062		
07/01/2008	08/31/2008	05/29/2008	PASS	PASS	PASS	\$298.00	\$0.00			

Figure 5 Confirmed Assistance Group Eligibility History Page Before Archival

After Archival: only one page of history dating back to 2009. Everything older than 7 years is archived.

Benefit Begin Date	Benefit End Date	Date Created	Eligibility Status-Non Financial	Eligibility Status-Asset	Eligibility Status-Income	Benefit Amount	Net Change Amount	Reasons	Updated By	Override
01/01/2011	01/31/2011	12/10/2010	FAIL	PASS	FAIL	\$0.00	\$0.00	014.016		
12/08/2010	12/31/2010	12/10/2010	FAIL	PASS	FAIL	\$0.00	\$0.00	014.016		
11/01/2010	11/30/2010	10/06/2010	PASS	PASS	FAIL	\$0.00	\$0.00	557		
10/01/2010	10/31/2010	10/06/2010	PASS	PASS	FAIL	\$0.00	\$117.00	557.062		
06/01/2010	09/30/2010	05/04/2010	PASS	PASS	PASS	\$117.00	\$0.00			
05/01/2010	05/31/2010	05/04/2010	PASS	PASS	PASS	\$117.00	\$0.00			
04/28/2010	04/30/2010	05/04/2010	PASS	PASS	PASS	\$11.00	\$0.00			
01/01/2010	03/31/2010	12/17/2009	FAIL	PASS	PASS	\$367.00	\$0.00	077		
09/01/2009	12/31/2009	08/05/2009	PASS	PASS	PASS	\$367.00	\$0.00			
08/01/2009	08/31/2009	07/15/2009	PASS	PASS	PASS	\$367.00	\$0.00			
07/15/2009	07/31/2009	07/15/2009	PASS	PASS	PASS	\$201.00	\$0.00			
05/01/2009	06/30/2009	04/13/2009	PASS	PASS	PASS	\$325.00	\$42.00	066		
04/01/2009	04/30/2009	03/17/2009	PASS	PASS	PASS	\$367.00	\$0.00		CARES	

Figure 6 Confirmed Assistance Group Eligibility History Page After Archival

Individual Eligibility History			
Individual : J [REDACTED] 23M		PIN : [REDACTED]	
Case : [REDACTED] 21 			
Assistance Group	Sequence	Eligibility Begin Date	Eligibility End Date
MAR	1	09/01/1995	11/30/1995
MAR	1	09/01/1993	03/31/1995
MAOR	1	08/01/1995	08/31/1995
MAOR	1	07/01/1995	07/31/1995
MAOR	1	05/01/1995	06/30/1995
ADCR	1	09/01/1995	11/30/1995
ADCR	1	09/01/1993	03/31/1995
FS	1	09/01/1995	11/30/1995
FS	1	11/16/1993	03/31/1995
Case : [REDACTED] 43 			
Assistance Group	Sequence	Eligibility Begin Date	Eligibility End Date
MAR	1	02/01/1999	08/31/1999
MAR	1	01/01/1998	11/30/1998
MAR	1	11/01/1996	01/31/1997
MAOR	1	05/01/1997	12/31/1997
ADCR	1	11/01/1996	01/31/1997
ADCR	1	11/01/1996	12/31/1997
Case : [REDACTED] 61 			
Assistance Group	Sequence	Eligibility Begin Date	Eligibility End Date
MAR	1	10/01/1996	10/31/1996
MAOR	1	10/01/1996	10/31/1996
ADCR	1	10/01/1996	10/31/1996
Case : [REDACTED] 84 			
Assistance Group	Sequence	Eligibility Begin Date	Eligibility End Date
No data found.			

Figure 7 Individual Eligibility History Page Before Archival

Individual Eligibility History			
Individual : J. [REDACTED]		PIN : [REDACTED]	
Case : [REDACTED] 21 			
Assistance Group	Sequence	Eligibility Begin Date	Eligibility End Date
MAR	1	09/01/1995	11/30/1995
ADCR	1	09/01/1995	11/30/1995
Case : [REDACTED] 43 			
Assistance Group	Sequence	Eligibility Begin Date	Eligibility End Date
MAR	1	02/01/1999	08/31/1999
MAOR	1	05/01/1997	12/31/1997
ADCR	1	11/01/1996	12/31/1997
Case : [REDACTED] 61 			
Assistance Group	Sequence	Eligibility Begin Date	Eligibility End Date
MAR	1	10/01/1996	10/31/1996
MAOR	1	10/01/1996	10/31/1996
ADCR	1	10/01/1996	10/31/1996
Case : [REDACTED] 84 			
Assistance Group	Sequence	Eligibility Begin Date	Eligibility End Date
No data found.			
			

Figure 8 Individual Eligibility History Page Before Archival

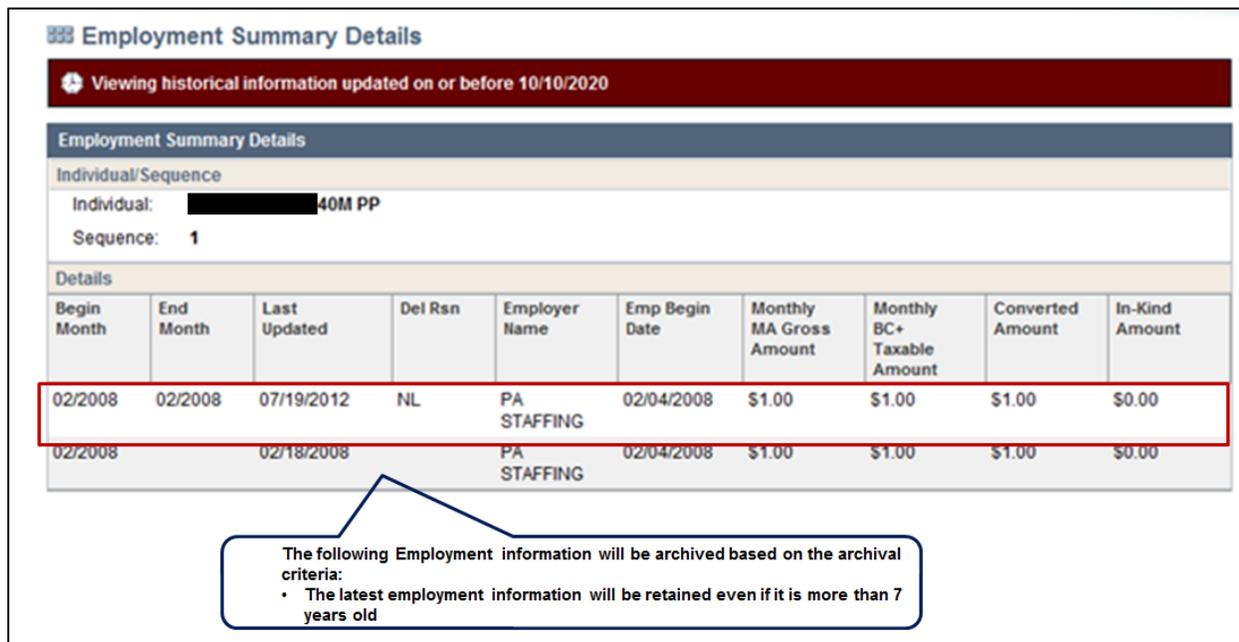


Figure 9 Employment Summary Page Before Archival

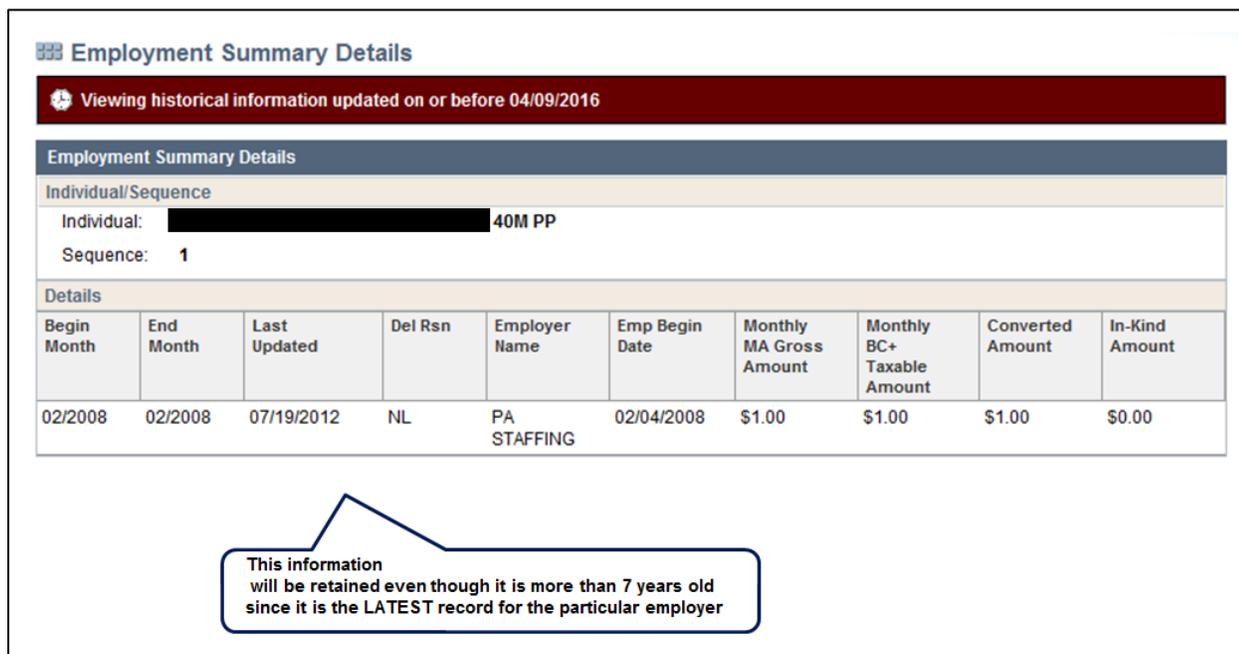


Figure 10 Employment Summary Page After Archival

EXCLUSIONS FROM ARCHIVAL

The following information will never be archived:

- Information in the ACCESS System
- Master Customer Index (MCI) data
- Documents stored in the Electronic Case File (ECF)
- Intentional Program Violation (IPV) and fraud information—all programs
- Identification (ID)

- Citizenship
- SSN
- Overpayment/Benefit Recovery Information
- W-2 Extension Record
- W-2 Clock Information
- CARES Mainframe screens—AIWE, AIWX, WPPS, IQAF, IQFS and AIWC
- Case Comments
- Asset information
- Permanent demographics
- PIN
- Disability Information
- The most recent record of the case
- CC Provider Based Letters
- CC Eligibility Information
- CC Prisoner Records

ARCHIVED DATA RETRIEVAL PROCESS

ARCHIVED DATA RETRIEVAL PAGE

Starting in June 2016, there will be a new CARES page titled Archived Data Retrieval page for the rare situations in which workers may need to retrieve archived data that is older than seven years. A new link will be added below the W-2 Geographical area lookup in Worker Tools and will be accessible to all eligibility workers with update access to CARES. The retrieved data will be available to view in CARES for 90 calendar days and will be archived at the end of the 90 days. Because requesting archived data searches all of the data in CARES for a case, these requests will be processed overnight and will be viewable on the next day. The retrieval process is limited to 200 cases per day, statewide. It is expected that data retrieval will be needed very rarely.

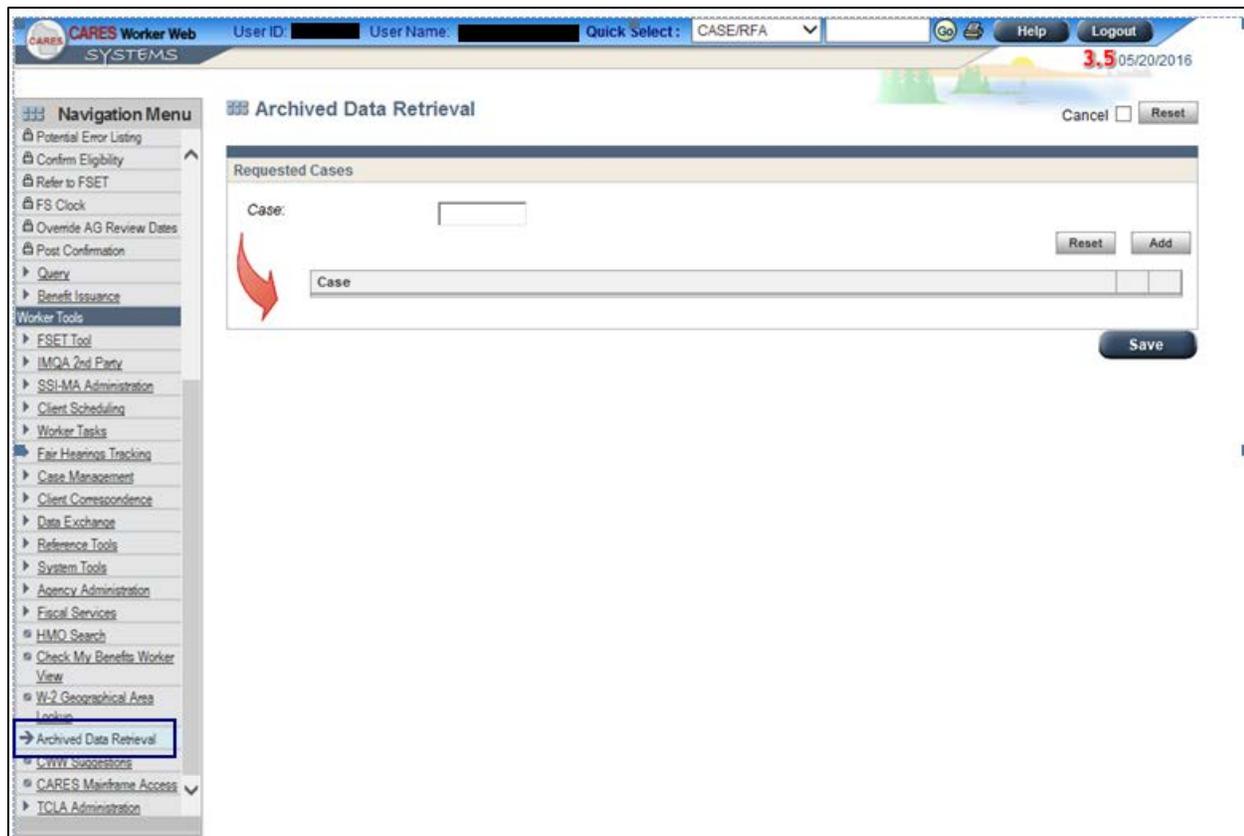


Figure 11 Archived Data Retrieval Page

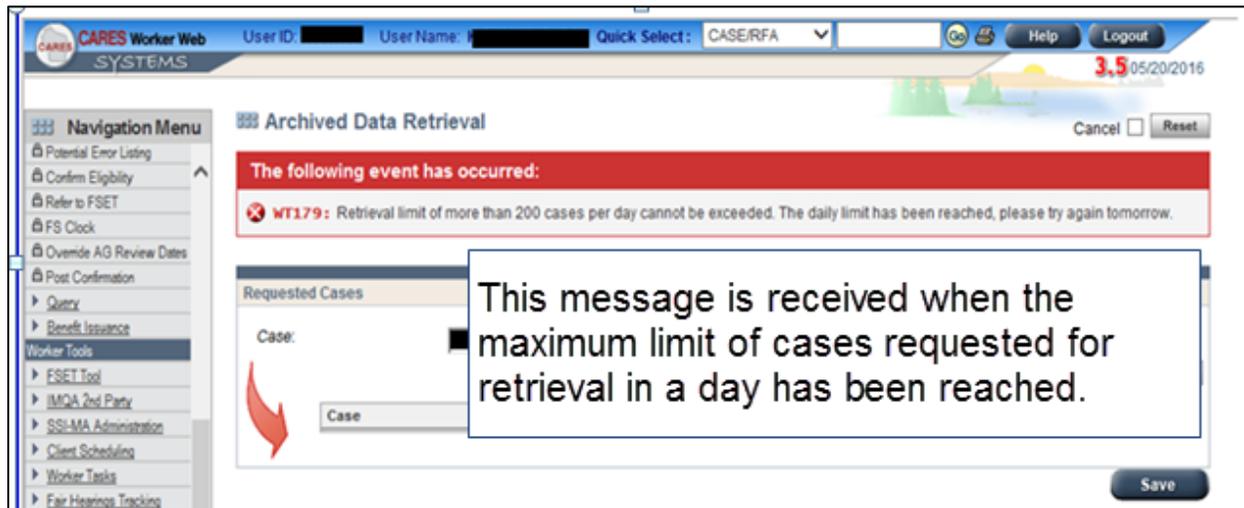


Figure 12 Archived Data Retrieval Page Message When the Maximum Limit of Cases Retrieved in a Day Has Been Reached

OTHER CHANGES

Since archived data will no longer be available when running eligibility in CARES with dates, a new edit will be created. The new edit will display on the Initiate Eligibility page preventing the worker from running eligibility with dates that are greater than 78 months in the past. If in a rare situation this has to be done, the eligibility worker will have to determine eligibility manually.

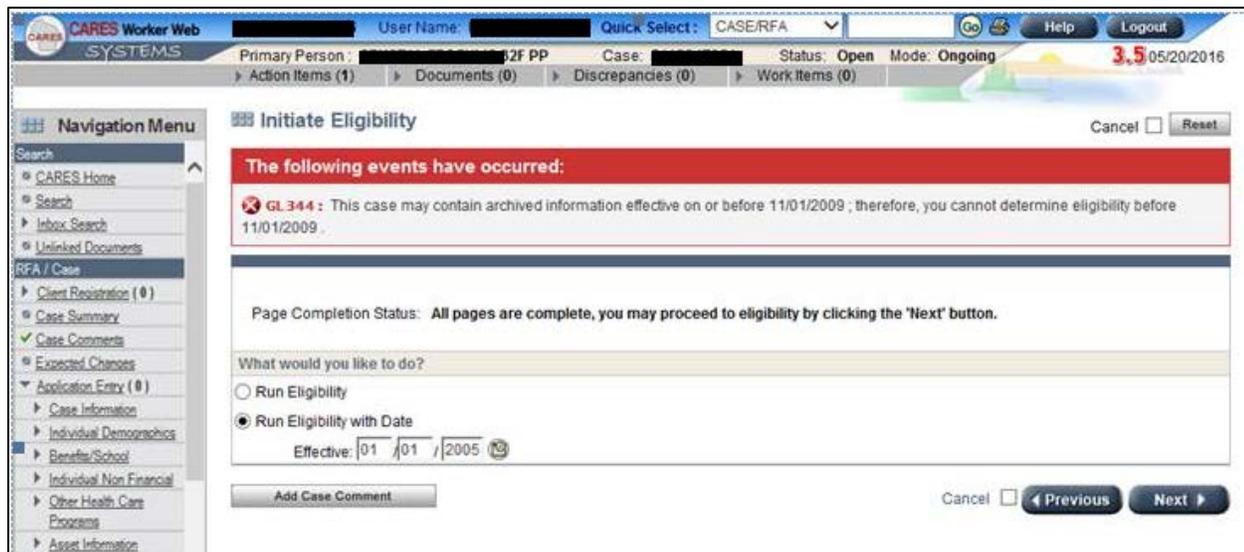


Figure 13 Initiate Eligibility Page

CONTACTS

BEPS CARES Information & Problem Resolution Center

For Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at http://dcf.wisconsin.gov/regional_operations/pdf/contact_list.pdf.

For Child Care CARES/CWW, CSAW and CCPI IT systems processing questions statewide and policy questions in Milwaukee County: Child Care Help Desk at childcare@wisconsin.gov or 608-264-1657.

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

DHS/DHCAA/BEPS/LT RB

DCF/DECE/BELP/PZ

DCF/DFES/BWF/JK