



Date: July 17, 2017

DMS Operations Memo 17-31

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff

Affected Programs:	
<input type="checkbox"/> BadgerCare Plus	<input type="checkbox"/> Caretaker Supplement
<input checked="" type="checkbox"/> FoodShare	<input type="checkbox"/> FoodShare Employment and Training
<input type="checkbox"/> Medicaid	
<input type="checkbox"/> SeniorCare	

From: Rebecca McAtee, Bureau Director
Bureau of Enrollment Policy and Systems
Division of Medicaid Services

Enhancements to the FoodShare On-Demand Case Management Tool in CARES Worker Web, Including New Access from the CARES Worker Web Home Page

CROSS REFERENCE

- Operations Memos [12-23](#), [15-49](#), and [16-05](#)
- FoodShare Wisconsin Handbook, [Section 2.1.3 Interviews](#) and [Section 2.2.1.2 Shortening a Certification Period](#)

EFFECTIVE DATE

August 5, 2017

PURPOSE

The purpose of this Operations Memo is to announce that the FoodShare On-Demand Case Management Tool will now display on the CARES Worker Web Home page and that enhancements will be made to the FoodShare On-Demand Case Management Tool, including the tracking of counts in real time and reassignment of on-demand items.

BACKGROUND

The FoodShare On-Demand Case Management Tool is used to track applications and renewals for the FoodShare on-demand interview waiver. Displaying the FoodShare On-Demand Case Management Tool on the CARES Worker Web Home page will provide workers more immediate access to this information. Enhancing the FoodShare On-Demand Case Management Tool to include the tracking of real-time counts will help workers recognize the timeliness of application and renewal on-demand items. A new page, FoodShare On-Demand Case Management Tool Reassignment, will allow workers to reassign on-demand items in the same way as the Work Item Reassignment page.

POLICY

There is no change in policy associated with this Memo.

CARES WORKER WEB

The following enhancements will be implemented on August 5, 2017.

FOODSHARE ON-DEMAND CASE MANAGEMENT TOOL AVAILABLE ON THE CARES WORKER WEB HOME PAGE

The FoodShare On-Demand Case Management Tool will display on the CARES Worker Web Home page. Workers will be able to view the counts of assigned on-demand items organized by how many business days are left to complete the items. When workers click the link of a count within the tool, the results will be displayed.

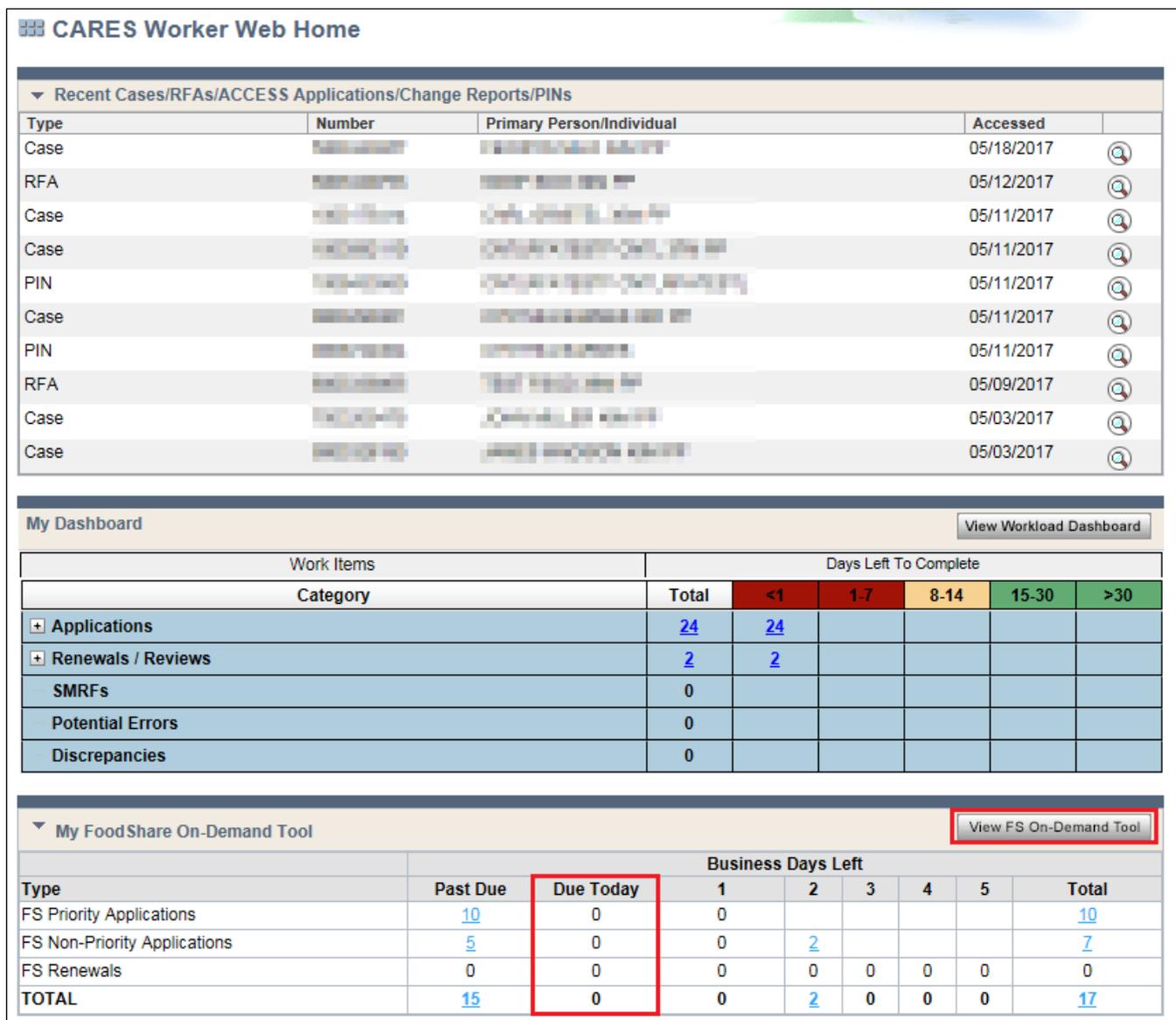


Figure 1 CARES Worker Web Home Page With FoodShare On-Demand Case Management Tool

The columns on the FoodShare On-Demand Case Management Tool will also be changing:

- A new Due Today column will display on-demand items due that business day. Those items will no longer be displayed in the one Business Day Left column.
- The Business Days Left columns will display on-demand items due within the next five business days. The column representing six business days left will be removed.

The column changes will not affect a worker's on-demand items.

Workers will be able to click **View FS On-Demand Tool** to open the FoodShare On-Demand Case Management Tool page.

EXPANDED AND COLLAPSED VIEWS OF THE FOODSHARE ON-DEMAND CASE MANAGEMENT TOOL

The FoodShare On-Demand Case Management Tool will have new functionality to provide workers the option of an expanded or collapsed view. When workers have one or more on-demand items assigned, the FoodShare On-Demand Case Management Tool will be displayed in an expanded view with the assigned item(s) on display.

Type	Business Days Left							
	Past Due	Due Today	1	2	3	4	5	Total
FS Priority Applications	10	0	0					10
FS Non-Priority Applications	5	0	0	2				7
FS Renewals	0	0	0	0	0	0	0	0
TOTAL	15	0	0	2	0	0	0	17

Figure 2 FoodShare On-Demand Case Management Tool—Expanded View

When workers do not have any assigned on-demand items, the view of the FoodShare On-Demand Case Management Tool will be collapsed by default. In the worker-level collapsed view, workers will see a message stating, “No FS Items Assigned” (the message does not appear in the team, county, or consortium-level collapsed view.)



Figure 3 FoodShare On-Demand Case Management Tool—Collapsed View With Message

If one or more on-demand items are assigned to the worker during the work day, the view of the FoodShare On-Demand Case Management Tool will remain collapsed, but the message “No FS Items Assigned” will disappear.

The preferred view of the FoodShare On-Demand Case Management Tool, either expanded or collapsed, will be saved when workers log out of CARES Worker Web (CWW). This preferred view will apply when workers log back into CWW and will only change if workers switch the view.

TEAM TOOLS VIEWS OF THE FOODSHARE ON-DEMAND CASE MANAGEMENT TOOL

If the worker is a team member, team lead, or a backup team lead, a team-level view of the FoodShare On-Demand Case Management Tool will display on the CARES Worker Web Home page. This team-level view will display in the expanded view by default, though workers can choose to collapse the view. Similar to the worker-level view, the preferred team-level view, either expanded or collapsed, will be saved when workers log out of CWW and apply once they log in again.

My FoodShare On-Demand Tool View FS On-Demand Tool								
Type	Past Due	Due Today	Business Days Left					Total
			1	2	3	4	5	
FS Priority Applications	10	0	0					10
FS Non-Priority Applications	5	0	0	2				7
FS Renewals	0	0	0	0	0	0	0	0
TOTAL	15	0	0	2	0	0	0	17

FoodShare On-Demand Tool for ASH TEAM - MILWAUKEE COUNTY								
Type	Past Due	Due Today	Business Days Left					Total
			1	2	3	4	5	
FS Priority Applications	61	0	0					61
FS Non-Priority Applications	20	1	0	3				24
FS Renewals	16	0	0	0	0	0	0	16
TOTAL	97	1	0	3	0	0	0	101

Figure 4 FoodShare On-Demand Case Management Tool—Expanded Team Tool View

FOODSHARE ON-DEMAND CASE MANAGEMENT TOOL PAGE

The FoodShare On-Demand Case Management Summary page will be renamed the FoodShare On-Demand Case Management Tool and will have new functionality for the opening and closing of FoodShare On-Demand Tool views.

OPENING MULTIPLE FOODSHARE ON-DEMAND TOOL VIEWS

Workers will be able to open multiple FoodShare On-Demand Tool views on the FoodShare On-Demand Case Management Tool page. Once workers open a FoodShare On-Demand Tool view, that FoodShare On-Demand Tool will always appear when they return to the page unless one of the following actions or events takes place:

- The worker closes the view.
- The worker is no longer a member of the consortium or county team associated with that view.
- The consortium or county team associated with that view no longer exists.

Workers will be able to open a limited number of FoodShare On-Demand Tool views at the same time. The limit will depend on the type of view:

- Maximum of 15 worker FoodShare On-Demand Tool views.
- Maximum of five team FoodShare On-Demand Tool views.
- No limit for county and income maintenance (IM) consortium FoodShare On-Demand Tool views.

ADD FOODSHARE ON-DEMAND TOOL VIEWS

To add a view to the FoodShare On-Demand Tool, complete the following steps:

1. Click **Open a Tool**.

The screenshot shows the 'FoodShare On-Demand Case Management Tool' interface. It features two data tables and a button. The first table is titled 'FoodShare On-Demand Tool for [REDACTED] - [REDACTED]' and the second is 'FoodShare On-Demand Tool for APTEAMDB - MILWAUKEE COUNTY'. Both tables have columns for 'Type', 'Past Due', 'Due Today', 'Business Days Left' (1-5), and 'Total'. The 'Open a Tool' button is highlighted with a red box.

Type	Past Due	Due Today	1	2	3	4	5	Total
FS Priority Applications	5	0	1	0				6
FS Non-Priority Applications	1	0	0	0	0			1
FS Renewals	1	0	0	0	0	0	0	1
TOTAL	7	0	1	0	0	0	0	8

Type	Past Due	Due Today	1	2	3	4	5	Total
FS Priority Applications	21	0	1	0				22
FS Non-Priority Applications	1	0	0	0	0			1
FS Renewals	10	0	0	0	0	0	0	10
TOTAL	32	0	1	0	0	0	0	33

Figure 5 FoodShare On-Demand Case Management Tool Page

2. Choose the type of dashboard that should be added.

The screenshot shows the same 'FoodShare On-Demand Case Management Tool' interface as Figure 5, but with a modal dialog open. The dialog is titled 'Step 1: Select the type of Dashboard you want to add' and contains four radio button options: 'Worker' (selected), 'Team', 'County / Tribe', and 'IM Consortium'. A 'Go' button is at the bottom and a 'Cancel' button is at the top right of the dialog. The 'Open a Tool' button from the previous screenshot is also visible.

Figure 6 FoodShare On-Demand Case Management Tool Page—Step 1: Select the type of Dashboard you want to add

3. Enter information based on the dashboard being added:
 - a. To add the dashboard of a particular worker, enter that worker’s ID in the Worker ID field, and click **Open**.

The screenshot displays the 'FoodShare On-Demand Case Management Tool' interface. It features two summary tables and a dialog box. The first table is titled 'FoodShare On-Demand Tool for [redacted]' and the second is 'FoodShare On-Demand Tool for APTEAMDB - MILWAUKEE COUNTY'. Both tables show counts for 'Past Due', 'Due Today', and 'Business Days Left' (1-5) for 'FS Priority Applications', 'FS Non-Priority Applications', and 'FS Renewals', along with a 'Total'. The 'Step 2: Select a Worker' dialog box is highlighted with a red border and contains a 'Worker ID' input field with a search icon, and 'Previous' and 'Open' buttons.

Type	Past Due	Due Today	Business Days Left					Total
			1	2	3	4	5	
FS Priority Applications	5	0	1	0				6
FS Non-Priority Applications	1	0	0	0	0			1
FS Renewals	1	0	0	0	0	0	0	1
TOTAL	7	0	1	0	0	0	0	8

Type	Past Due	Due Today	Business Days Left					Total
			1	2	3	4	5	
FS Priority Applications	21	0	1	0				22
FS Non-Priority Applications	1	0	0	0	0			1
FS Renewals	10	0	0	0	0	0	0	10
TOTAL	32	0	1	0	0	0	0	33

Figure 7 FoodShare On-Demand Case Management Tool Page—Step 2: Select a Worker

- b. To add a team-level dashboard:
 - 1) Choose either **County/Tribe** or **IM Consortium**.
 - 2) Select an option from the County/Tribe drop-down menu or the IM Consortium drop-down menu (as appropriate).
 - 3) Select an option from the Team drop-down menu.
 - 4) Click **Open**.

The screenshot shows the 'Step 2: Select a Team' dialog box. It contains three radio buttons: 'County / Tribe' (selected), 'IM Consortium', and 'Team'. The 'County / Tribe' option is selected, and its corresponding dropdown menu shows '40 - MILWAUKEE COUNTY'. There are also 'Previous' and 'Open' buttons at the bottom of the dialog.

Figure 8 FoodShare On-Demand Case Management Tool Page—Step 2: Select a Team

- c. To add a county-level dashboard, select the applicable county from the County drop-down menu, and click **Open**.



Figure 9 FoodShare On-Demand Case Management Tool Page—Step 2: Select a County

- d. To add a consortium-level dashboard, select the applicable option from the IM Consortium drop-down menu, and click **Open**.



Figure 10 FoodShare On-Demand Case Management Tool Page—Step 2: Select an IM Consortium

CLOSING MULTIPLE FOODSHARE ON-DEMAND TOOL VIEWS

Workers will be able to close any FoodShare On-Demand Tool view except the personal worker-level FoodShare On-Demand Tool view. Each FoodShare On-Demand Tool view that workers can close will feature a Close button. If workers click **Close**, the view will close, but the on-demand items will not be affected.

REAL-TIME DISPLAY IN THE FOODSHARE ON-DEMAND CASE MANAGEMENT TOOL

The FoodShare On-Demand Case Management Tool will display both ACCESS FoodShare applications and Pre-Printed Renewal Form (PPRF) FoodShare renewals in real time. Worker-initiated FoodShare renewals will not be tracked.

When an on-demand item is completed, withdrawn, or reassigned, the corresponding count displayed in the FoodShare On-Demand Case Management Tool will be updated.

To access updated information in real time, workers should click **Refresh**. The FoodShare On-Demand Case Management Tool page always reloads with the Type counts for all the FoodShare On-Demand Tool views on the page, even if workers are returning from the FoodShare On-Demand Case Management Details page.

FOODSHARE ON-DEMAND CASE MANAGEMENT DETAILS PAGE

On the FoodShare On-Demand Case Management Details page, workers will now be able to track Other Requested Programs for renewals as well as applications. Also, Medicare Savings Programs and Caretaker Supplement applications and renewals will be tracked as Other Requested Programs.

FoodShare On-Demand Case Management Details								
Details								
County/Tribe	Assigned Worker	Name	ACCESS/RFA/Case	Type	Other Requested Programs	Filing Date	On-Demand Due Date	Business Days Left
40			Case - [link]	FS Priority Application	HC, CC, FPW, CTS	05/26/2016	05/27/2016	Past Due
40			Case - [link]	FS Priority Application		03/08/2017	03/09/2017	Past Due
40			Case - [link]	FS Priority Application	EBD	03/27/2017	03/28/2017	Past Due
40			RFA - [link]	FS Priority Application	HC	05/09/2017	05/10/2017	Past Due
40			Case - [link]	FS Priority Application	CLA	05/10/2017	05/11/2017	Past Due
40			ACCESS - [link]	FS Priority Application		05/11/2017	05/12/2017	Past Due
40			RFA - [link]	FS Priority Application	HC	05/15/2017	05/16/2017	Past Due
40			RFA - [link]	FS Priority Application	HC	05/16/2017	05/17/2017	Past Due
40			RFA - [link]	FS Priority Application	HC, FPW	05/22/2017	05/23/2017	Past Due
40			RFA - [link]	FS Priority Application	HC, CC	05/22/2017	05/23/2017	Past Due
40			Case - [link]	FS Non-Priority Application	HC, CC, FPW	05/30/2016	06/01/2016	Past Due
40			Case - [link]	FS Non-Priority Application	HC, CTS	05/30/2016	06/01/2016	Past Due
40			RFA - [link]	FS Non-Priority Application	HC	05/09/2017	05/11/2017	Past Due
40			ACCESS - [link]	FS Non-Priority Application		05/10/2017	05/12/2017	Past Due
40			ACCESS - [link]	FS Non-Priority Application		05/11/2017	05/15/2017	Past Due
40			ACCESS - [link]	FS Non-Priority Application		05/11/2017	05/15/2017	Past Due
40			RFA - [link]	FS Non-Priority Application	HC	05/22/2017	05/24/2017	Past Due
40			RFA - [link]	FS Non-Priority Application	HC	05/22/2017	05/24/2017	Past Due
40			RFA - [link]	FS Non-Priority Application	HC, CC, FPW	05/22/2017	05/24/2017	Past Due
40			RFA - [link]	FS Non-Priority Application	HC	05/22/2017	05/24/2017	Past Due
40			Case - [link]	FS Non-Priority Application	HC, CC, FPW	05/22/2017	05/24/2017	Past Due
40			ACCESS - [link]	FS Non-Priority Application		05/25/2017	05/30/2017	Past Due
40			Case - [link]	FS Renewal	FAM, MSP	07/25/2012	08/01/2012	Past Due
40			Case - [link]	FS Renewal	FAM, MSP	07/25/2012	08/01/2012	Past Due
40			Case - [link]	FS Renewal	FAM, MSP	09/04/2012	09/11/2012	Past Due

Figure 11 FoodShare On-Demand Case Management Details Page

FOODSHARE ON-DEMAND CASE MANAGEMENT TOOL REASSIGNMENT PAGE

The new FoodShare On-Demand Case Management Reassignment page will allow workers to reassign on-demand items. The ability to reassign items depends on the worker's security level:

Worker Security Level	Reassignment of On-Demand Items
Level 25	Can reassign an item to themselves, another worker, or another team within the same county or consortium
Level 50 or higher	Can reassign any item to anyone

In the “On-Demand Items to Reassign” section, workers will be able to reassign items by choosing one of the following options:

- Reassign to me
- Reassign to a Team
- Reassign to Specific Worker ID(s)

FoodShare On-Demand Case Management Tool Reassignment

FoodShare On-Demand Details

FSOD Results

Select Page	County/Tribe	Assigned Worker	Name	ACCESS/RFA/Case	Type	Other Requested Programs	Filing Date	On-Demand Due Date	Business Days Left
<input type="checkbox"/>	40	[blurred]	[blurred]	Case - [blurred]	FS Priority Application	CLA	05/10/2017	05/11/2017	Past Due
<input type="checkbox"/>	40	[blurred]	[blurred]	ACCESS - [blurred]	FS Non-Priority Application		05/11/2017	05/15/2017	Past Due
<input type="checkbox"/>	40	[blurred]	[blurred]	RFA - [blurred]	FS Non-Priority Application	HC	06/01/2017	06/05/2017	Past Due

On-Demand Items to Reassign

Reset Add

On-Demand Item ID	Name	ACCESS/RFA/Case	Type	Worker

Reassign to me

Reassign to a Team :

Assign to Team Lead
 Assign to Backup Leads
 Assign to Workers

Reassign to Specific Worker ID(s) :

Separate Worker IDs by a new line, comma, semicolon or space

What would you like to do?

Reassign On-Demand items in the 'On-Demand Items to Reassign' Section

Reassign All On-Demand items in the 'FoodShare On-Demand Details' Section

Cancel Return

Figure 12 FoodShare On-Demand Case Management Tool Reassignment Page

REASSIGN TO ME

Workers will be able to reassign on-demand items to themselves if they have update access to the county or consortium for the item. This is the default selection on the page.

REASSIGN TO A TEAM

Workers will be able to reassign on-demand items to a team depending on its type (county or consortium). The drop-down menu will display the available teams as options. After selecting a team from the menu, workers will be able to choose one or more of the following role options for reassigning the on-demand items:

- Assign to Team Lead
- Assign to Backup Leads
- Assign to Workers

Example 1: A worker wants to reassign the on-demand items to every team member except the team lead. The worker keeps the check for **Assign to Backup Leads** and **Assign to Workers**, and unchecks **Assign to Team Lead**.

Later, the worker decides to reassign all on-demand items to the team lead. The worker unchecks **Assign to Backup Leads** and **Assign to Workers** and checks **Assign to Team Lead**.

REASSIGN TO SPECIFIC WORKERS BY WORKER ID(S)

Workers will be able to reassign on-demand items to a specific worker or set of workers within the same county or consortium. At least one worker ID must be entered, and up to 50 worker IDs could be entered.

AUTOMATIC REASSIGNMENT OF ITEMS TO MULTIPLE WORKERS

When workers reassign multiple on-demand items to multiple workers through either the Reassign to a Team option or the Reassign to Specific Worker ID(s) option, CWW will automatically reassign the items in a round-robin manner that starts with a randomly selected worker.

Example 2: A worker wants to reassign 100 on-demand items to a set of 10 workers. One of the 10 workers will be randomly selected as the first to receive a reassigned on-demand item. The remaining workers will receive on-demand items in random order until each worker has received one on-demand item. The remaining 90 on-demand items will be distributed to the workers according to the order set for the initial 10 on-demand items, looping sequentially through all 10 workers until all on-demand items have been reassigned. In this example, each worker will receive 10 new on-demand items.

TEAM DETAILS PAGE

The Team Details page will be updated to allow workers with a security level of 50 and higher to select who on a team must see the Workload Dashboard or the FoodShare On-Demand Case Management

Tool on the CARES Worker Web Home page. Workers will be able to select one or more of the following options:

- Team Members
- Team Lead
- Backup Team Lead

Team Details

Cancel Reset

Team Attributes

Team ID:

* Team Name:

Purpose:

Current Size = 0 characters (200 characters max.)

* Type:

<input type="checkbox"/> Team Members	<input type="checkbox"/> Team Lead	<input type="checkbox"/> Backup Team Lead
<input type="checkbox"/> IM	<input type="checkbox"/> Change Center	<input type="checkbox"/> LTC
<input type="checkbox"/> Child Care	<input type="checkbox"/> Core	<input type="checkbox"/> Non-English
<input type="checkbox"/> W-2	<input type="checkbox"/> EBD	<input type="checkbox"/> Other

Show Workload Dashboard on Home Page

Show FS On-Demand Tool on Home Page

* Location:

County / Tribe:

IM Consortium

W-2 Geographical Area

Last Updated:

Last Updated By:

Team Members

Worker ID:

Role:

Delete:

Reset Add

Worker ID	Last Name	First Name	County	Role	Last Updated	Last Updated By	Deleted		
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Cancel Return

Figure 13 Team Details Page

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Starting August 5, 2017, workers with a security level of 50 and higher will be able to reconfigure the view of the Workload Dashboard on the CARES Worker Web Home page for members of pre-existing teams. At that time, workers may consider whether it is necessary for the backup team lead to see the Workload Dashboard on the CARES Worker Web Home page.

CONTACTS

BEPS CARES Information and Problem Resolution Center

DHS/DMS/BEPS/AW