W-2 ACCESS APPLICATION IMPACTS TO IM

Rachel Witthoft, Kristine DeBlare, Julie Taylor

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Overview

- On October 24, 2020, the Department of Children and Families (DCF) is implementing a project to enhance the online W-2 and Job Access Loan (JAL) applications in ACCESS.

- This project includes additional enhancements beyond the simplified W-2 ACCESS application that was introduced as part of the COVID-19 changes earlier this year.

Purpose

- The purpose of this project is to help improve accessibility for applicants and streamline local-level W-2 administrative procedures and operations.

- While this project is focused on W-2 and the impact to FEP agencies, there are a few items that touch IM.

Note: We will not be covering the parts of this project that only affect W-2.

Goals of this Presentation

- Inform IM about the impacts to worker processes when a combined W-2 and IM ACCESS application is submitted.

- Inform IM about the impacts to worker processes when a W-2 Add a Program application is submitted for an existing IM case.

- Inform IM about the impacts to FoodShare On-Demand.

Note: There are no policy changes for IM programs. The changes are specific to CWW and processing.

Combined Applications

Work Items

When applicants submit a combined application for the W-2 and IM program(s) through ACCESS, two separate work items will be created:

- One for the IM worker/coordinator

  - Will appear as Unassigned in the IM worker dashboard.

- One for the W-2 worker/coordinator

RFA Processing

For applications that contain both IM and W-2 program requests, either the IM worker or the W-2 worker can create an RFA and process through to case creation or link/merge the application with an existing case.

- This can be done by following the work item link in the worker dashboard.

- Both the W-2 and IM work items will lead to the same Application Summary page.

RFA Processing

- The RFA processing functionality will be enhanced to give W-2 and IM workers access to initiate ACCESS applications for both IM and W-2 requests in order to create an RFA and process through to a case.

- Once a case has been created for the application, both workers can access the case to process through the CWW flow.

Case Processing

- Once either the IM or W-2 worker creates an RFA and processes through to case creation, the work items in both the IM and W-2 worker dashboards will be moved to the "Case Processing" section.

Case Processing

- If the IM worker goes in to CWW to process the case before the W-2 worker has finished processing, or vice versa, the IM worker will be brought to the page where the W-2 worker left off. If the W-2 worker has completed processing, the IM worker will be brought to the beginning of the CWW flow.

- Either worker can process this application by pending the interview for the program they are not responsible for.

Add A Program Applications

Add a Program to Existing Case

- If a W-2 AAP application is added to an exiting IM case, the primary IM worker will receive a case alert notification to show that a W-2 program linked to the case has been processed.

- If an IM AAP application is added to an existing W-2 case, the primary W-2 worker will receive a case alert notification to show that an IM program linked to the case has been processed
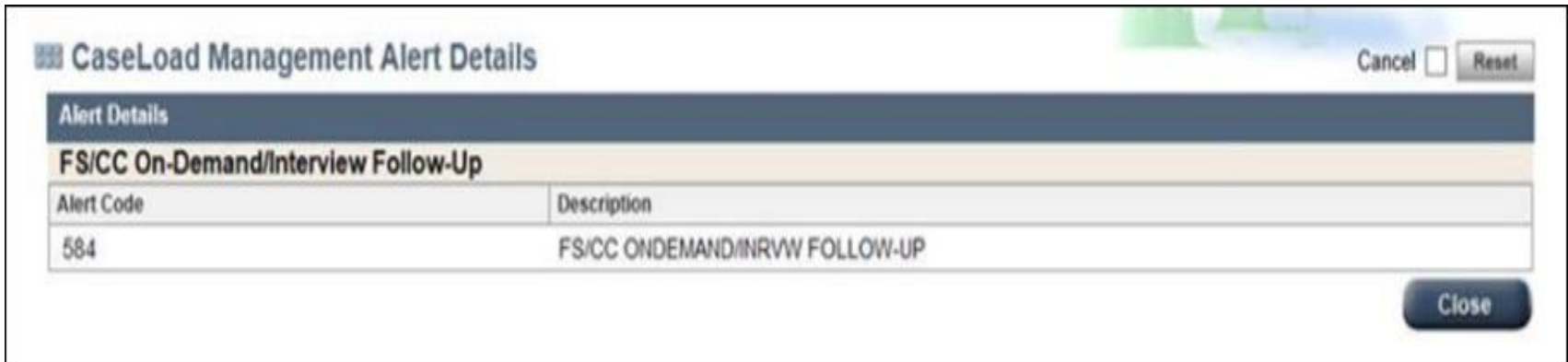
Impacts to FoodShare On-Demand

FoodShare On-Demand

- If the W-2 worker processes a W-2 and FoodShare combined application first:
  - The verification checklist (VCL) will be sent for the FoodShare interview
  - The IM work item will update to Pending Verification.
  - The FoodShare On-Demand item will be marked as complete and will fall off the FSOD Dashboard.
  - A case level alert will be created notifying the IM worker that follow-up is needed for FoodShare On-Demand and FoodShare interview.

Addressing the Alert

Follow the On-Demand policy by making two contact attempts. If the attempts are unsuccessful, mark the On-Demand follow-up alert complete. No further worker action is needed because the interview VCL has gone out notifying the household of the interview requirement.

Addressing the Alert

- IM workers will be able to search for this new alert (584 – FS/CC On-Demand/Interview Follow-up) on the Caseload Management Search page.

Release Readiness Activities

Upcoming Events

- October 21 – CARES Bulletin published

- October 24 – Project Implementation

- October 26 – Process Help updated

- October 28 – ACCESS User Guide updated

Note: DHS is not publishing an operations memo since there are no changes to policy for the DHS programs.

Questions?