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Date: June 8, 2018

DMS, DECE, and DFES Operations Memo 18-J4

To: Income Maintenance Supervisors  
 Income Maintenance Lead Workers  
 Income Maintenance Staff  
 Workforce Development Boards  
 W-2 Agencies  
 Training Staff  
 Child Care Coordinators  
 FSET Agencies  
 Job Center Leads and Managers

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

Katherine McGurk, Director  
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 Division of Early Care and Education  
 Department of Children and Families

Margaret McMahan, Director  
 Bureau of Working Families  
 Division of Family and Economic Security  
 Department of Children and Families

- Affected Programs:**
- BadgerCare Plus
  - Caretaker Supplement
  - Child Care
  - Children First
  - Emergency Assistance
  - FoodShare
  - FoodShare Employment and Training
  - Job Access Loan
  - Job Center Programs
  - Medicaid
  - Other Employment Programs
  - Refugee Assistance Program
  - SeniorCare
  - Wisconsin Works
  - Workforce Innovation and Opportunity Act

**New Functionality in CARES Worker Web for Administrative Screens  
 in CARES Mainframe**

**TABLE OF CONTENTS**

EFFECTIVE DATE..... 2

PURPOSE..... 2

BACKGROUND ..... 2

POLICY ..... 3

CARES..... 3

    Overview..... 3

    Administrative Structure Management..... 4

Agency Management .....	6
Agency Management Page .....	6
County / Tribe Details Page .....	10
Office Details Page .....	11
Location Details Page .....	12
Administrative and Supervisory Unit Management .....	13
Admin and Supervisory Unit Management Page.....	13
Administrative / Operating Unit Maintenance Page.....	15
Supervisory Unit Maintenance Page.....	18
Caseload Management .....	21
Caseload Management Page .....	21
Caseload Details Page.....	23
Worker Administration .....	26
Worker Assignment Search Page.....	26
User Profile Information Page .....	29
Reference Tools .....	31
Alert Code Help Text Search Page .....	31
Reason Code Maintenance Page .....	33
Reference Table Search .....	36
Reference Table Viewer .....	38
CONTACTS .....	38

**EFFECTIVE DATE**

June 23, 2018

**PURPOSE**

The purpose of this Operations Memo is to announce that the functionality of most administrative screens currently located in CARES Mainframe will be moved to CARES Worker Web (CWW).

**BACKGROUND**

As part of an ongoing effort to improve how users interact with CARES, administrative screens currently located in Mainframe will be moved into CWW. A single system user experience will promote easier access to information, and certain users will have better tools to manage the administrative structure of CARES and state-level functions.

Users will have the same access to the pages in CWW that they had in Mainframe (the same ability to view, add, edit, and delete.) To ensure that users who access only Mainframe and do not access CWW

can continue to view data currently available to them, Mainframe screens will remain viewable after they are moved into CWW.

## POLICY

There is no change in policy associated with this Memo.

## CARES

### OVERVIEW

On June 23, 2018, the functionality of most of the administrative screens in Mainframe will be moved into CWW. See the [Attachment of this Memo](#) for a complete list of Mainframe screens that are moving and the mapping of these screens to the CWW pages.

There are two types of administrative screens in Mainframe that will be moved into CWW:

- **Administrative Structure Management/Search** includes functionalities such as agency management, administrative and supervisory unit management, caseload management, and worker administration. These pages will be accessible by all users. However, only users with appropriate security will be able to add, edit, and/or delete information maintained in these pages. Note that users who can add, edit and/or delete information on these screens currently will have the same access after implementation.
- **State Administration** includes state administrative functions, such as business administration and managing reference data in CARES. These pages will be maintained for state staff members who have the appropriate security, though all users will have read-only access to some pages.

**Note:** State staff members who have the appropriate security will have exclusive access to options to edit and/or add information on certain pages (so not all options are enabled for all users). A summary of processes and procedures that are exclusive to these state staff members will be communicated separately from this Memo.

The following are the new pages all users can access in CWW:

Functionality Area	CWW Page Name	Mainframe Screen Name(s)
Agency Management	<a href="#">Agency Management</a>	CMCL – County Listing CMOL – Office Listing CMLL – Location Listing
	<a href="#">County / Tribe Details</a>	CMCO – County Maintenance
	<a href="#">Office Details</a>	CMOF – Office Maintenance
	<a href="#">Location Details</a>	CMLO – Location Maintenance

Functionality Area	CWW Page Name	Mainframe Screen Name(s)
Administrative and Supervisory Unit Management	<a href="#">Admin and Supervisory Unit Management</a>	CMAD – Administrative Unit Directory
	<a href="#">Administrative / Operating Unit Maintenance</a>	CMAM – Administrative Unit Maintenance CMAQ – Administrative Unit Inquiry
	<a href="#">Supervisory Unit Maintenance</a>	CMSM – Supervisory Unit Maintenance CMSQ – Supervisory Unit Inquiry
Caseload Management	<a href="#">Caseload Management</a>	SMUC – User Caseload Detail
	<a href="#">Caseload Details</a>	CMCM – Caseload Maintenance
Worker Administration	<a href="#">Worker Assignment Search</a>	SMUL – Statewide User List SMWL – Worker Assignment Listing
	<a href="#">User Profile Information</a>	SMUM – User Detail Information
Reference Tools	<a href="#">Alert Code Help Text Search</a>	CUAH – Alert Help Text
	<a href="#">Reason Code Maintenance</a>	CULC – Reason Code Legal Citation Maintenance CURC – Reason Code Maintenance CURD – Reason Code Description Maintenance
	<a href="#">Reference Table Viewer</a>	RTDT – Reference Table Display

***ADMINISTRATIVE STRUCTURE MANAGEMENT***

CARES is organized into a hierarchy as follows:

- County: Geographic
- Office: The primary unit of administration
- Administrative Unit Authority: Oversight for supervisory units
- Supervisory Unit Authority: Supervision for groups of workers
- Caseload: Assigned to one office and a primary worker

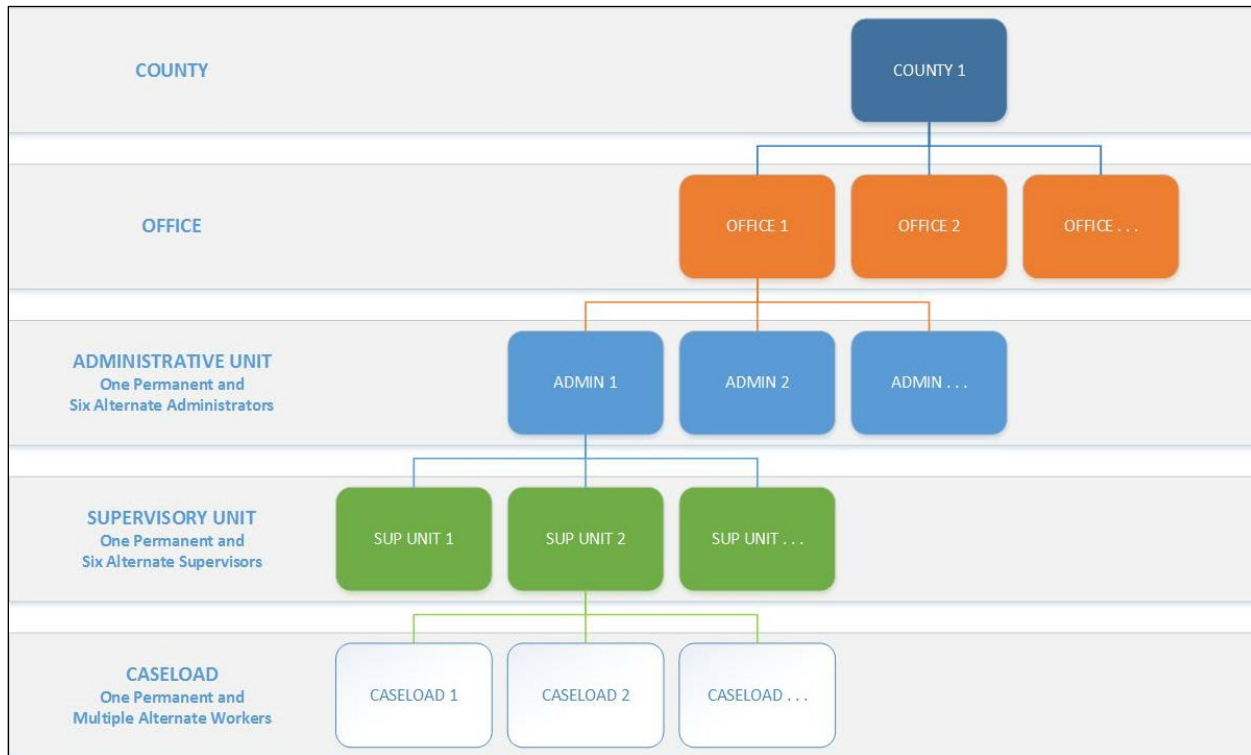


Figure 1 CARES Administrative Structure

The Administrative Structure Management/Search subsection will be added to the “Worker Tools” section of the Navigation Menu to support CWW administration. The following will be a part of the new Administrative Structure Management/Search subsection:

- Agency Management
- Admin and Supervisory Management
- Caseload Management
- Worker Assignment Search

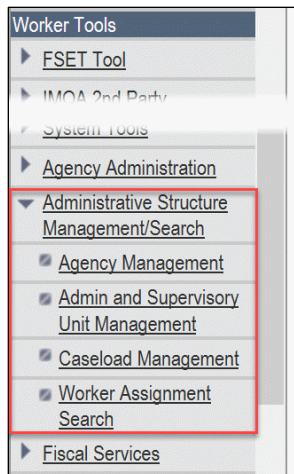


Figure 2 Navigation Menu With the Administrative Structure Management/Search Subsection

## AGENCY MANAGEMENT

Agency Management describes a set of pages that will allow users to search for county, office, and location units.

### Agency Management Page

A new Agency Management page will replace functionality from the following Mainframe screens:

- CMCL (County Listing)
- CMLL (Location Listing)
- CMOL (Office Listing)

Users will access the new page by clicking the Agency Management link located under Administrative Structure Management/Search in the “Worker Tools” section of the Navigation Menu.

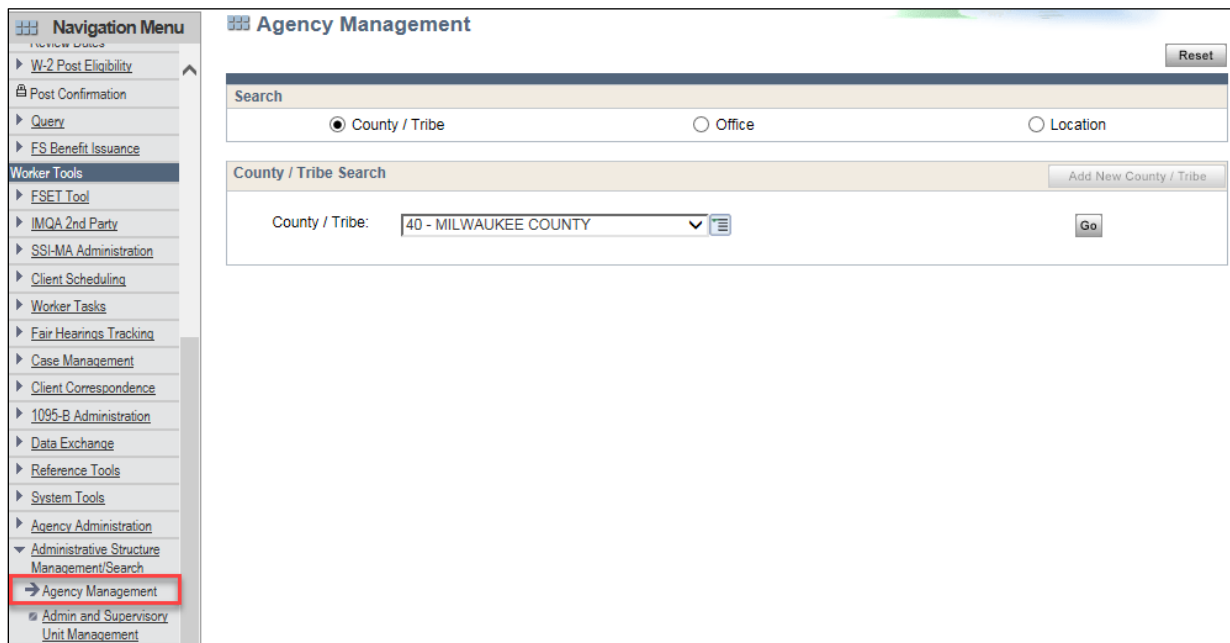


Figure 3 Agency Management Page

From this page, users can search by county or tribe, office, or location. The first step is to choose an option in the “Search” section. (County / Tribe is the default setting.)

### Search by County or Tribe

The “County / Tribe Search” section will display if users choose County / Tribe in the “Search” section.

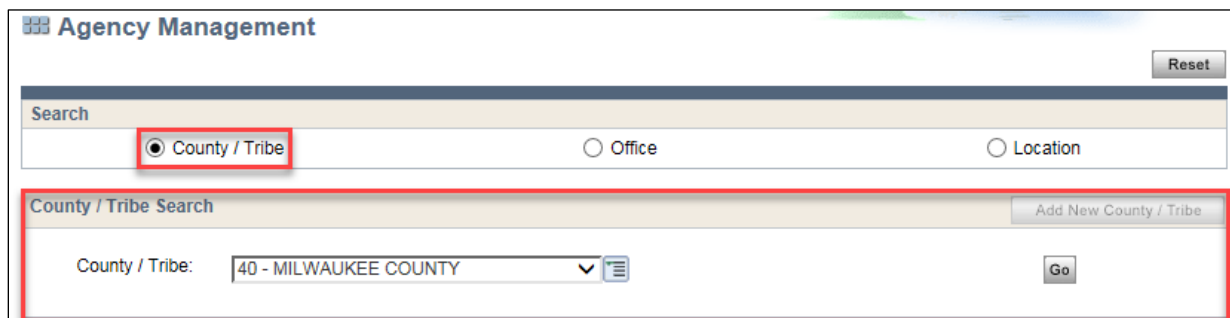


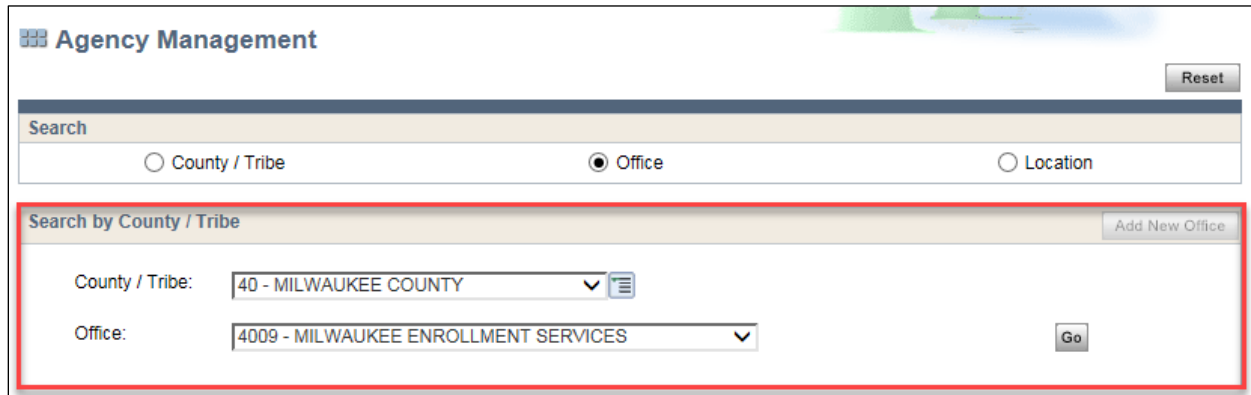
Figure 4 Agency Management Page With County / Tribe Search Selected

Users can select an option from the County / Tribe drop-down menu and click **Go** to navigate to the [County / Tribe Details page](#) for that county or tribe.

**Note:** The Add New County / Tribe button will only be enabled for users with appropriate security.

### ***Search by Office***

When users choose Office in the “Search” section, the Search by County / Tribe section will display.



The screenshot shows the 'Agency Management' page. At the top left is the title 'Agency Management' with a grid icon. To the right is a 'Reset' button. Below this is a 'Search' section with three radio buttons: 'County / Tribe', 'Office' (which is selected), and 'Location'. Below the search section is a 'Search by County / Tribe' section, which is highlighted with a red border. This section contains an 'Add New Office' button on the right. It has two dropdown menus: 'County / Tribe' with the value '40 - MILWAUKEE COUNTY' and 'Office' with the value '4009 - MILWAUKEE ENROLLMENT SERVICES'. A 'Go' button is located to the right of the 'Office' dropdown.

**Figure 5** Agency Management Page With Office Search Selected

Users can take the following steps to navigate to the [Office Details page](#) for a particular office:

1. Select an option from the County / Tribe drop-down menu. This action generates a set of options for the Office drop-down menu.
2. Select an option from the Office drop-down menu.
3. Click **Go**.

**Note:** The Add New Office button will only be enabled for users with appropriate security.

### Search by Location

When users choose Location in the “Search” section, the “How would you like to search?” section will display. Users can choose either By County / Tribe and Office, or By Location. (By County / Tribe and Office is the default setting.)

The screenshot shows the 'Agency Management' interface. At the top, there is a 'Search' section with three radio buttons: 'County / Tribe', 'Office', and 'Location'. The 'Location' radio button is selected. Below this is a section titled 'How would you like to search?' with two radio buttons: 'By County / Tribe and Office' (selected) and 'By Location'. Underneath, the 'Search by County / Tribe and Office' section is highlighted with a red border. It contains two dropdown menus: 'County / Tribe' with the value '40 - MILWAUKEE COUNTY' and 'Office' with the value '5611 - MILWAUKEE W-2 ELIG - NORTHERN'. A 'Go' button is located to the right of the Office dropdown. A 'Reset' button is visible in the top right corner of the page.

Figure 6 Agency Management Page With By County / Tribe and Office Selected

If users choose By County / Tribe and Office, the “Search by County / Tribe and Office” section will display, and users can do the following:

1. Select an option from the County / Tribe drop-down menu. This action generates a set of options for the Office drop-down menu.
2. Select an option from the Office drop-down menu.
3. Click **Go**.

If users choose By Location, the “Search by Location” section will display. Users can enter one or more Location IDs in the field and click **Go**.

The screenshot shows the 'Agency Management' interface. In the 'Search' section, the 'Location' radio button is selected. In the 'How would you like to search?' section, the 'By Location' radio button is selected. The 'Search by Location' section is highlighted with a red border and contains a text input field for 'Location ID(s)' with the value '2797'. Below the input field, there is a note: 'Separate Location IDs by a new line, comma, semicolon or space'. A 'Go' button is located to the right of the input field. Below the search section, there is a table titled 'Location Search Results' with the following data:

<a href="#">Location</a>	<a href="#">Location Type</a>	<a href="#">County / Tribe</a>	<a href="#">Office</a>	<a href="#">Location Short Name</a>	<a href="#">City</a>	<a href="#">ZIP</a>	
2797	WORK PROGRAM	40	1578	UMOS SSIA	MILWAUKEE	53204	

Figure 7 Agency Management Page With By Location Selected



Whether the user searches By County and Office or By Location, the “Location Search Results” section will display. Users can select the magnifying glass of one of the entries in the generated list to go to that specific [Location Details page](#).

The screenshot shows the 'Agency Management' interface. At the top, there is a 'Search' section with three radio buttons: 'County / Tribe', 'Office', and 'Location' (which is selected). Below this is a section titled 'How would you like to search?' with two radio buttons: 'By County / Tribe and Office' and 'By Location' (which is selected). An 'Add New Location' button is visible in the top right of this section. The 'Search by Location' section contains a text input field for 'Location ID(s)' with the value '2797' and a 'Go' button. Below the input field, there is a note: 'Separate Location IDs by a new line, comma, semicolon or space'. The 'Location Search Results' section is highlighted with a red border and contains a table with the following data:

<a href="#">Location</a>	<a href="#">Location Type</a>	<a href="#">County / Tribe</a>	<a href="#">Office</a>	<a href="#">Location Short Name</a>	<a href="#">City</a>	<a href="#">ZIP</a>	
2797	WORK PROGRAM	40	1578	UMOS SSIA	MILWAUKEE	53204	

Figure 8 Agency Management Page With By Location Selected

**Note:** Only 50 entries can be listed within the “Location Search Results” section. Users can use the navigation arrows to view all entries.

**Note:** The Add New Location button will only be enabled for users with appropriate security.

### County / Tribe Details Page

The new County / Tribe Details page replaces details and functionality available on Mainframe screen CMCO (County Maintenance).

Users can access the page through the [Agency Management page](#).

Users can view the details of a specific county or tribe selected on the Agency Management page. Users can also navigate to the [Location Details page](#) for the specific location associated with the county or tribe via the hyperlinked Location ID.

The screenshot displays the 'County / Tribe Details' page. At the top, there are 'Cancel' and 'Reset' buttons. The page is divided into two main sections: 'County / Tribe Information' and 'Primary Location Information'. The 'County / Tribe Information' section includes fields for County / Tribe (40), County / Tribe Name (MILWAUKEE), FIPS Code (079), Agency Name (DEPARTMENT OF SOCIAL SERVICES), DES Region (09 - MILWAUKEE RO), QC Region (03 - MILWAUKEE QC), WP Referral Method (O - OFFICE), Work First (Y - Yes), and Eligibility Review Type (SERC - MEMBER CONTACTS AGENCY FOR FOODSHARE INTERVIEW). The 'Primary Location Information' section includes Location ID (0055), Location Type (E - ECONOMIC SUPPORT), Location Short Name (MILES), and Location Contact Name (blurred). Below this is a detailed address table.

Address:	Number	Unit	Direction	St / Rural Rt / Box Number	Suffix
	433		W - WEST	VLIET	AVE - AVENUE
		Quadrant	Apt	Additional Address Info	
				SUITE # 3	
		City	State	ZIP	
		MILWAUKEE	WI - WISCONSIN	53212	
		Phone	Fax		
		888-552-8888	414-438-4580		

At the bottom right of the form is a 'Return' button with a back arrow icon.

Figure 9 County / Tribe Details Page

**Note:** The Edit button in the “County / Tribe Information” section will only be enabled for users with appropriate security.

## Office Details Page

The new Office Details page replaces details and functionality available on Mainframe screen CMOF (Office Maintenance).

Users can access the page through the [Agency Management page](#).

Users can view the details of a specific office selected on the Agency Management page. Users can also navigate to the [Location Details page](#) for the specific location associated with the office via the hyperlinked Location ID, or a [County / Tribe Details page](#) for the specific county or tribe associated with the office via the hyperlinked County / Tribe number.

The screenshot displays the 'Office Details' page with two main sections: 'Office Information' and 'Primary Location Information'. The 'Office Information' section includes fields for Office Number (4009), County / Tribe (40 - MILWAUKEE COUNTY), Office Name (MILWAUKEE ENROLLMENT SERVICES), Office Type (ES - ECONOMIC SUPPORT), W-2 / County (CT - COUNTY/TRIBE AGENCY), Validation Method (O - OFFICE), Active status (N - No), Activated Date (04/14/2009), and Inactivated Date (05/14/2009). The 'Primary Location Information' section includes Location ID (2793), Location Type (E - ECONOMIC SUPPORT), Location Short Name (MILES), Location Contact Name (redacted), Address (Number, Unit, Direction, Quadrant, City, State, ZIP, Phone, Fax), and St / Rural Rt / Box Number (PO BOX 05676). A 'Return' button is located at the bottom right of the page.

Office Information					
* Office Number:	4009				
* County / Tribe:	<a href="#">40 - MILWAUKEE COUNTY</a>				
* Office Name:	MILWAUKEE ENROLLMENT SERVICES				
* Office Type:	ES - ECONOMIC SUPPORT				
W-2 / County:	CT - COUNTY/TRIBE AGENCY			Validation Method: O - OFFICE	
* Active:	N - No				
Activated Date:	04/14/2009		Inactivated Date: 05/14/2009		

Primary Location Information					
Location ID:	<a href="#">2793</a>				
* Location Type:	E - ECONOMIC SUPPORT				
* Location Short Name:	MILES				
Location Contact Name:	[REDACTED]				
Address:	Number	Unit	Direction	*St / Rural Rt / Box Number	Suffix
				PO BOX 05676	
	Quadrant		Apt	Additional Address Info	
	*City	*State		*ZIP	
	MILWAUKEE	WI - WISCONSIN		53205	
	Phone	Fax			
	888-947-6583	414-286-0886			

Figure 10 Office Details Page

**Note:** The Edit button in the “Office Information” section will only be enabled for users with appropriate security.

## Location Details Page

The new Location Details page replaces details and functionality available on Mainframe screen CMLO (Location Maintenance).

Users can access the page through the [Agency Management page](#).

Users can view the details of a specific location selected on the Agency Management page. Users can also navigate to the [Office Details page](#) for the specific office associated with the location via the hyperlinked Office Number.

The screenshot shows a web application window titled "Location Details" with a "Cancel" button and a "Reset" button. The main content area is titled "Location Information" and includes an "Edit" button. The form contains the following fields and values:

- Location ID: 2797
- \* Location Type: W - WORK PROGRAM
- \* Location Short Name: UMOS SSIA
- Location Contact Name:
- \* Office Number: [1578](#)
- Admin Agency:
- Provider ID:

The address section is organized into columns:

Address:	Number	Unit	Direction	*St / Rural Rt / Box Number	Suffix
			<input type="text" value="Apt"/>	<b>ADMINISTRATIVE</b>	<input type="text" value=""/>
	Quadrant			Additional Address Info	
	AV - AV <input type="text" value=""/>				
	*City		*State	*ZIP	
	MILWAUKEE		WI - WISCONSIN <input type="text" value=""/>	53204	
	Phone		Fax		
	000-000-0000 <input type="text" value=""/>		000-000-0000 <input type="text" value=""/>		

A "Return" button is located at the bottom right of the form.

Figure 11 Location Details Page

**Note:** The Edit button in the “Location Information” section will only be enabled for users with appropriate security.

## ADMINISTRATIVE AND SUPERVISORY UNIT MANAGEMENT

Administrative and Supervisory Unit Management describes a set of pages that will establish administrative and supervisory units. All users will be able to search for and view details about these units. Users with appropriate security will be able to maintain administrative and supervisory units.

### Admin and Supervisory Unit Management Page

The new Admin and Supervisory Unit Management page replaces details and functionality available on Mainframe screen CMAD (Administrative Unit Directory).

Users will access the page by clicking the Admin and Supervisory Unit Management link located under Administrative Structure Management/Search in the “Worker Tools” section of the Navigation Menu.

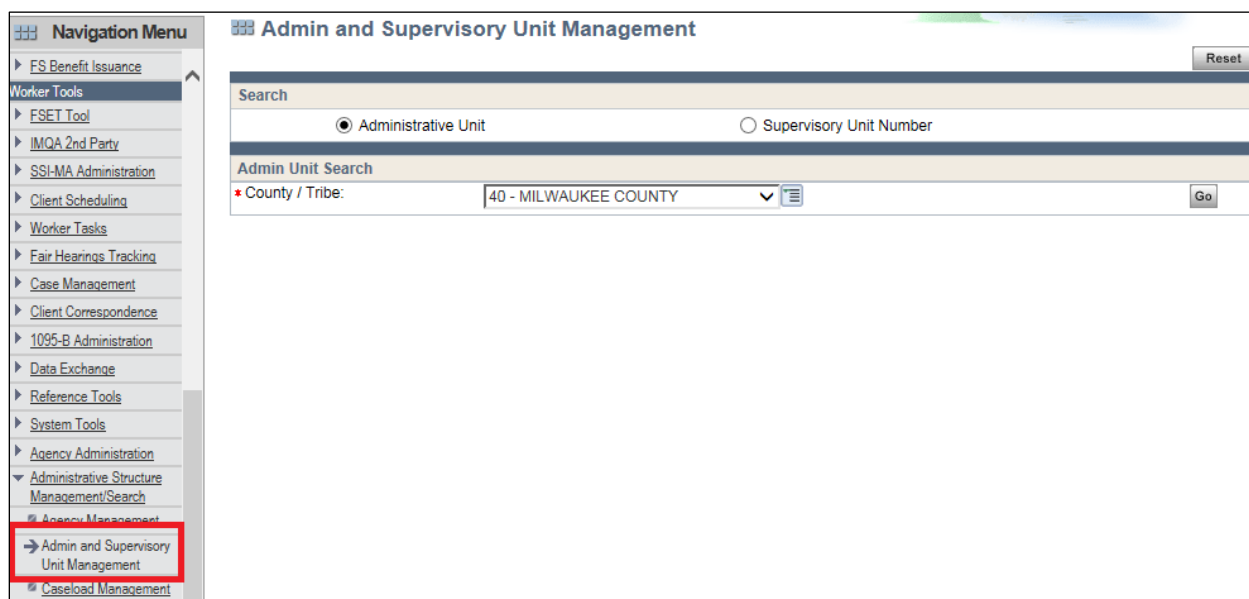


Figure 12 Admin and Supervisory Unit Management Page With Admin Unit Search Selected

Users will have the option of searching for administrative units by county or tribe, or for a specific supervisory unit.

### Search by County or Tribe

Users can search for administrative units within a county or tribe as follows:

1. Choose the Administrative Unit option in the “Search” section.
2. Select an option from the County / Tribe field drop-down menu in the “Admin Unit Search” section.
3. Click **Go**. This action generates a list of administrative units that belong to that specific county or tribe. Clicking Go without first selecting a county or tribe will return a list of every administrative unit in the state.

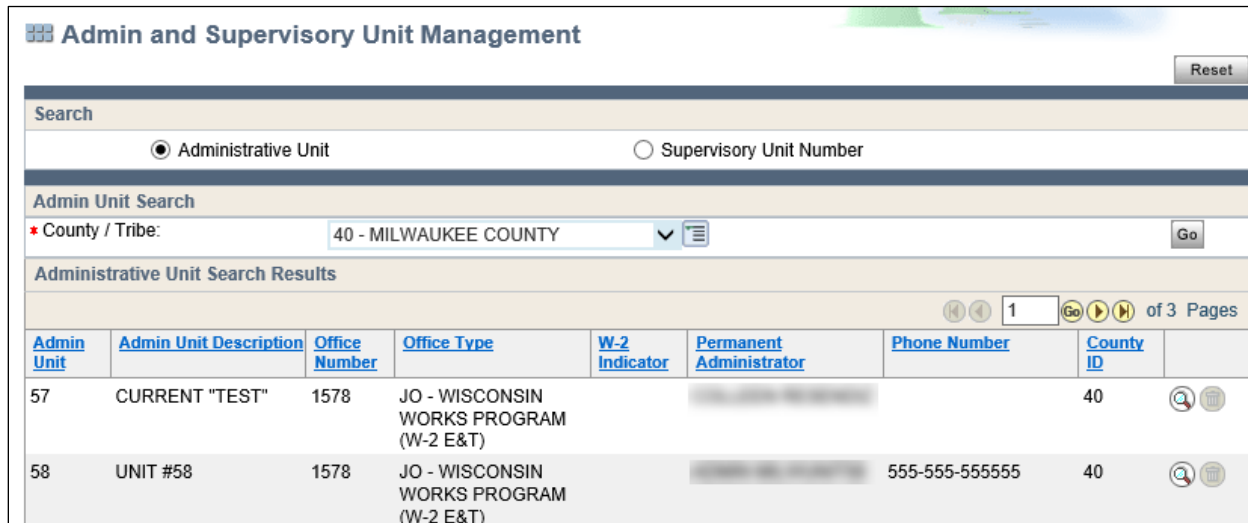


Figure 13 Admin and Supervisory Unit Management Page Showing the Administrative Unit Search Results Section

The list of administrative units will be displayed in ascending order within the “Administrative Unit Search Results” section. Users can click the magnifying glass to view details for that specific administrative unit.

The Add New Admin Unit button will only be enabled for users who have the appropriate security. When they click **Add New Admin Unit**, these users will navigate to the [Administrative / Operating Unit Maintenance page](#) to add a new administrative unit.

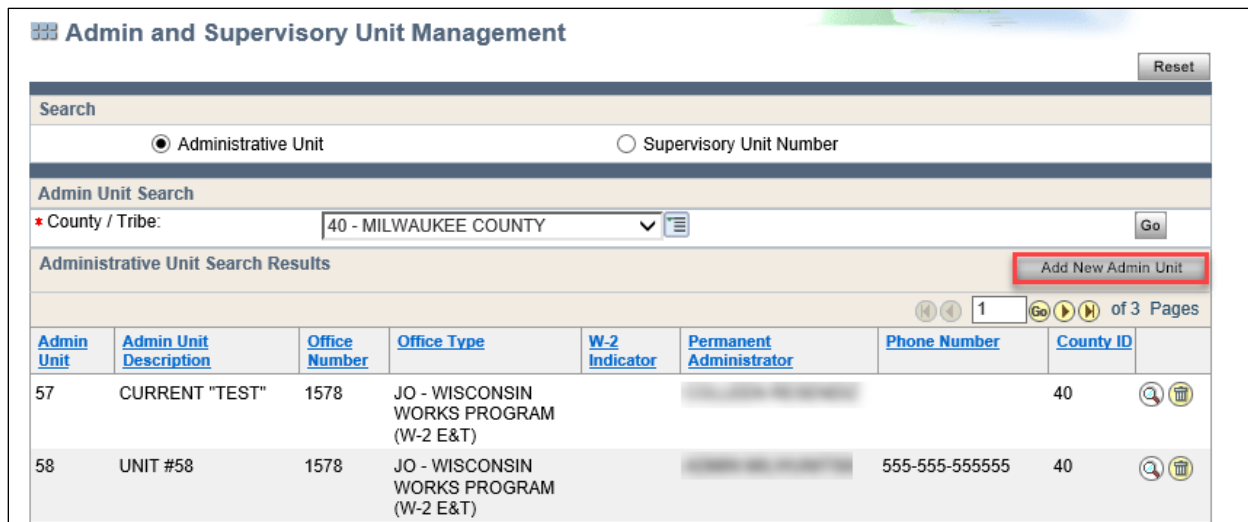


Figure 14 Admin and Supervisory Unit Management Page With Add New Admin Unit Button Enabled

The trash can icon will only be enabled for users who have the appropriate security. When they click the trash can icon to delete an admin unit, a warning message will display to verify the decision.

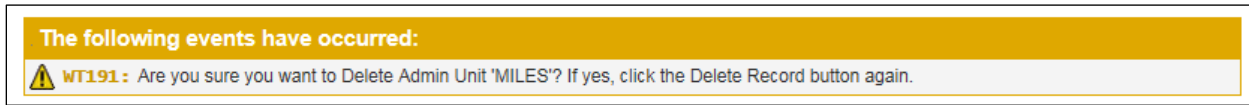


Figure 15 Delete Admin Unit Warning Message That Will Display on the Admin and Supervisory Unit Management Page

### ***Search for a Specific Supervisory Unit***

Users can search for a specific supervisory unit from this page as follows:

1. Choose the Supervisory Unit Number option in the “Search” section.
2. Enter a supervisory unit number in field within the “Search by Supervisory Unit” section
3. Click **Go**. This action will navigate users to the [Supervisory Unit Maintenance page](#) for that supervisory unit.

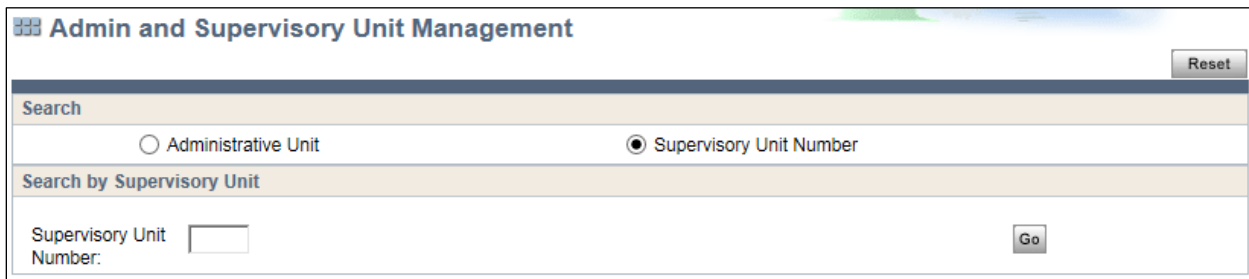


Figure 16 Admin and Supervisory Unit Management Page With Supervisory Unit Number Selected

### **Administrative / Operating Unit Maintenance Page**

The new Administrative / Operating Unit Maintenance page replaces details and functionality available on Mainframe screens CMAM (Administrative Unit Maintenance) and CMAQ (Administrative Unit Inquiry).

Users will access the page through the [Admin and Supervisory Unit Management page](#).

Users can view the details of a specific administrative unit, including the alternate administrators and supervisory unit associated with that administrative unit. Each administrative unit belongs to an office and has a permanent administrator.

**Note:** The Reset, Edit, Clear, and Add buttons will only be enabled for users with the appropriate security.

**Administrative / Operating Unit Maintenance** Reset

**Administrative Unit Attributes** Edit

County / Tribe: [40 - MILWAUKEE COUNTY](#)

\* Office Number: [4009 - MILWAUKEE ENROLLMENT SERVICES](#)

Administrative Unit: 349

\* Unit Type: ES - ECONOMIC SUPPORT

Description: MILES

\* Location ID: [2793 - MILES](#)

\* Admin ID: [Redacted]

Permanent Admin Name: [Redacted]

Begin Date: 04/14/2009

**Alternate Administrators** Clear

Admin ID	Administrator Name	Begin Date	End Date	Clear
[Redacted]	[Redacted]	MM / DD / YYYY	MM / DD / YYYY	<input type="checkbox"/>
[Redacted]	[Redacted]	MM / DD / YYYY	MM / DD / YYYY	<input type="checkbox"/>
[Redacted]	[Redacted]	MM / DD / YYYY	MM / DD / YYYY	<input type="checkbox"/>
[Redacted]	[Redacted]	MM / DD / YYYY	MM / DD / YYYY	<input type="checkbox"/>
[Redacted]	[Redacted]	MM / DD / YYYY	MM / DD / YYYY	<input type="checkbox"/>
[Redacted]	[Redacted]	MM / DD / YYYY	MM / DD / YYYY	<input type="checkbox"/>

**Supervisory Units** Add

Supervisory Unit	Description	Supervisor ID	Permanent Supervisor Name	Number of Alternate Supervisors
376	MILES	[Redacted]	[Redacted]	0

Return

Figure 17 Administrative / Operations Maintenance Page

Users with the appropriate security can edit an entry in the “Alternate Administrators” section as follows:

1. Click **Edit**.
2. Update the following:
  - Admin ID (CARES ID)
  - Begin Date
  - End Date
3. Click **Save**.



These users can delete an entry in the “Alternate Administrators” section as follows:

1. Click **Edit**.
2. Check the box in the Clear column for one or more of the entries.
3. Click **Clear**.
4. Click **Save**.

These users can add an entry in the “Alternate Administrators” section as follows:

1. Click **Edit**.
2. Enter the all of the following information in an empty row:
  - Admin ID (CARES ID)
  - Begin Date
  - End Date
3. Click **Save**.

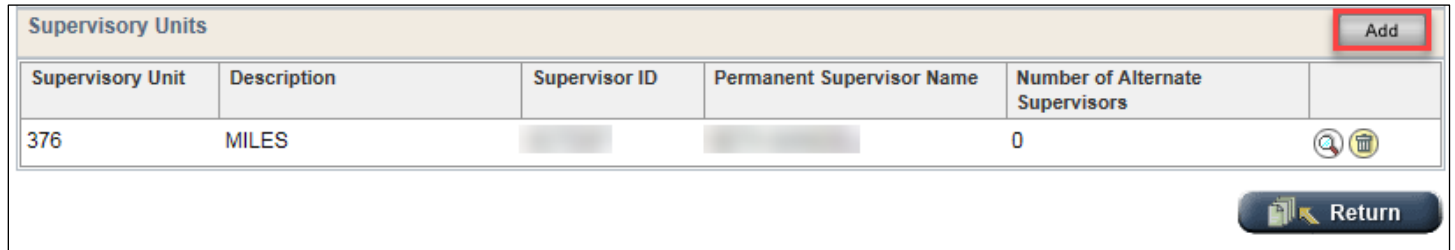
If all six entries for the “Alternate Administrators” section are occupied, users must delete an entry before adding one.

The screenshot shows a web application interface for "Administrative / Operating Unit Maintenance". The top section, "Administrative Unit Attributes", contains the following information: County / Tribe: 40 - MILWAUKEE COUNTY; Office Number: 4009 - MILWAUKEE ENROLLMENT SERVICES; Administrative Unit: 349; Unit Type: ES - ECONOMIC SUPPORT; Description: MILES; Location ID: 2793 - MILES; Admin ID: [redacted]; Permanent Admin Name: [redacted]; Begin Date: 04/14/2009. Below this is the "Alternate Administrators" section, which is a table with columns for Admin ID, Administrator Name, Begin Date, End Date, and Clear. The table contains six rows, each with a date picker and a checkbox. At the bottom is the "Supervisory Units" section, which is a table with columns for Supervisory Unit, Description, Supervisor ID, Permanent Supervisor Name, and Number of Alternate Supervisors. The table contains one row: 376, MILES, [redacted], [redacted], 0. The interface includes "Cancel" and "Reset" buttons at the top right, "Edit" and "Clear" buttons near the attribute and alternate administrators sections, and "Add" and "Save" buttons at the bottom right.

Figure 18 Administrative / Operations Maintenance Page – Update Details

Note that clicking **Save** will load the page with an updated list of alternate administrators.

Also, users with appropriate access can click **Edit** and click **Add** in the “Supervisory Units” section to add a new supervisory unit. This action will navigate the user to the [Supervisory Unit Maintenance page](#).



The screenshot shows a web interface titled "Supervisory Units". At the top right, there is a red-bordered button labeled "Add". Below the title is a table with the following columns: "Supervisory Unit", "Description", "Supervisor ID", "Permanent Supervisor Name", and "Number of Alternate Supervisors". The table contains one row with the values: "376", "MILES", a blurred Supervisor ID, a blurred Permanent Supervisor Name, and "0". To the right of the row are icons for search and delete. At the bottom right of the interface is a "Return" button.

Supervisory Unit	Description	Supervisor ID	Permanent Supervisor Name	Number of Alternate Supervisors
376	MILES			0

**Figure 19** Administrative / Operations Maintenance Page – Add Supervisory Unit

### Supervisory Unit Maintenance Page

The new Supervisory Unit Maintenance page replaces details and functionality available on Mainframe screens CMSM (Supervisory Unit Maintenance) and CMSQ (Supervisory Unit Inquiry).

Users can access this page through the [Administrative / Operating Unit Maintenance page](#).

Users can view the details of a specific supervisory unit, including the following:

- Workers
- Caseloads
- Permanent Supervisors
- Alternative Supervisors of a specific unit

**Note:** The Reset, Edit, and Clear buttons will only be enabled for users with the appropriate security.

**Supervisory Unit Maintenance** Reset

**County / Office Information** Edit

County / Tribe: [40 - MILWAUKEE COUNTY](#)

Office Number: [2575 - MILW CO REG 5 FSET-GOODWILL-EMPLOY SOLUT](#)

**Administrative Unit Information**

Administrative Unit: **342 - ONGOING TESTING**      Administrative Unit Location: [0101 - DEPT OF H & SS](#)

Admin ID:       Permanent Admin Name:

**Supervisory Unit Information**

Supervisory Unit Number: **371**      \*Supervisory Unit Type: **W - WORK PROGRAMS**

\*Supervisory Unit Description: **ONGOING TESTING**      Supervisory Unit Location: [0101 - DEPT OF H & SS](#)

\*Supervisor ID:       Permanent Supervisor Name:

Supervisor Begin Date: **12/23/2008**

**Alternate Supervisors** Clear

Supervisor ID	Supervisor Name	Begin Date	End Date	Clear
<input type="text"/>	<input type="text"/>	MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="text"/>	MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>

Show All Workers    Show All Caseloads    Return

Figure 20 Supervisory Unit Maintenance Page

Users with the appropriate access can update the “Supervisory Unit Information” and “Alternate Supervisors” sections as follows:

1. Click **Edit**.
2. Update information.
3. Click **Save**.

Users with the appropriate access can delete an entry in the “Alternate Supervisors” section as follows:

1. Click **Edit**.
2. Check the box in the Clear column for one or more of the entries.
3. Click **Clear**.
4. Click **Save**.

**Supervisory Unit Maintenance** Cancel  Reset

**County / Office Information** Edit

County / Tribe: **40 - MILWAUKEE COUNTY**  
 Office Number: **1578 - MILWAUKEE UMOS (SSIA-SE & SW)**

**Administrative Unit Information**

Administrative Unit: **813 - CURRENT TEST**      Administrative Unit Location: **2797 - UMOS SSIA**  
 Admin ID:       Permanent Admin Name:

**Supervisory Unit Information**

Supervisory Unit Number: **704**      \*Supervisory Unit Type: **I - INTAKE**

\*Supervisory Unit Description:       Supervisory Unit Location: **2797 - UMOS SSIA**

\*Supervisor ID:       Permanent Supervisor Name:

Supervisor Begin Date: **06/08/2018**

**Alternate Supervisors** Clear

Supervisor ID	Supervisor Name	Begin Date	End Date	Clear
<input type="text"/>		MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>		MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>		MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>		MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>		MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>
<input type="text"/>		MM / DD / YYYY <input type="text"/>	MM / DD / YYYY <input type="text"/>	<input type="checkbox"/>

Cancel

Figure 21 Supervisory Unit Maintenance Page – Update Details

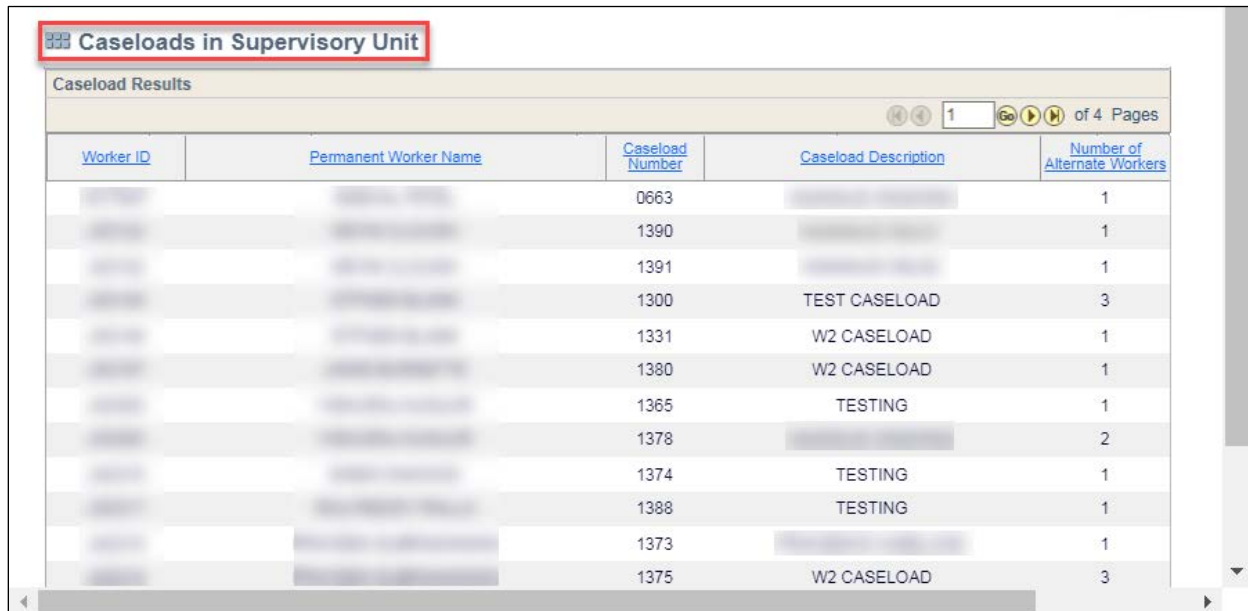
At the bottom of the page, all users can click either **Show All Workers** or **Show All Caseloads** to view workers and/or caseloads assigned to the Supervisory Unit.

**Workers in Supervisory Unit**

Worker Results 1 of 4 Pages

Worker ID	Permanent Worker Name	Caseload Number	Caseload Description	Number of Alternate Workers
		1376	TESTING	1
		1377		1
		1999		1
		1300		3
		1336	ES TEST	1
		1380		1
		1365	TESTING	1
		1378		2
		1374	TESTING	1
		1388	TESTING	1
		1373		1
		1375		3
		1356	TESTING	1
		1208	TESTING	2

Figure 22 Supervisory Unit Maintenance Page With Show All Workers Selected



The screenshot shows a web application window titled "Caseloads in Supervisory Unit". Below the title is a "Caseload Results" section with a table. The table has five columns: "Worker ID", "Permanent Worker Name", "Caseload Number", "Caseload Description", and "Number of Alternate Workers". The table contains 12 rows of data. The "Caseload Description" column includes entries like "TEST CASELOAD", "W2 CASELOAD", and "TESTING". The "Number of Alternate Workers" column shows values ranging from 1 to 3. The table is displayed on page 1 of 4.

Worker ID	Permanent Worker Name	Caseload Number	Caseload Description	Number of Alternate Workers
		0663		1
		1390		1
		1391		1
		1300	TEST CASELOAD	3
		1331	W2 CASELOAD	1
		1380	W2 CASELOAD	1
		1365	TESTING	1
		1378		2
		1374	TESTING	1
		1388	TESTING	1
		1373		1
		1375	W2 CASELOAD	3

Figure 23 Supervisory Unit Maintenance Page With Show All Caseloads Selected

### CASELOAD MANAGEMENT

Caseload Management describes a set of pages that concern assigned caseloads. All users will be able to search for and view details about a caseload; users with appropriate security will be able to create caseloads.

#### Caseload Management Page

The new Caseload Management page replaces details and functionality available on the Mainframe screen SMUC (User Caseload Detail). Users can search by caseload or Worker ID, and users with appropriate access can add new caseloads from this page.

Users will access the page by clicking the Caseload Management link located under Administrative Structure Management/Search in the “Worker Tools” section of the Navigation Menu.

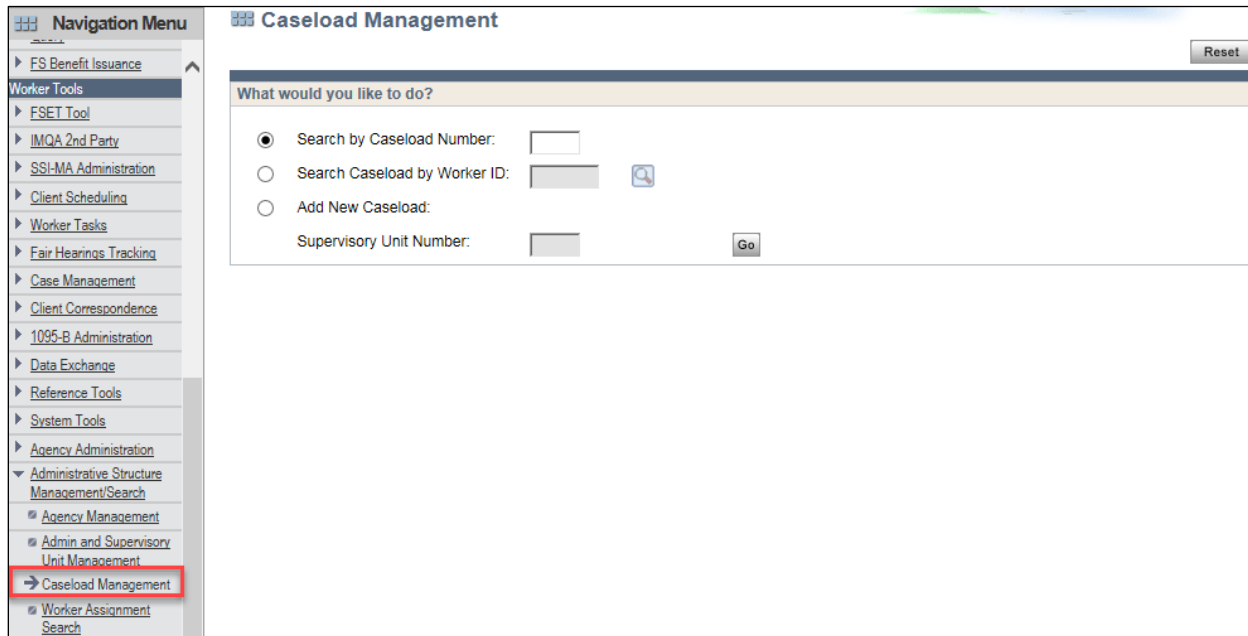


Figure 24 Caseload Management Page

Users can choose a search option for caseload-related information for a specific worker in the “What would you like to do?” section:

- Search by Caseload Number
- Search Caseload by Worker ID

After choosing a search option, users can enter the relevant information and click **Go**. The “Search Results” section will display a list of entries with the following attributes:

- Caseload Number
- Caseload Description
- Worker Type (permanent or alternate worker)
- Supervisor Unit
- Office

The entries will be displayed by caseload number in ascending order. Users can click the magnifying glass to navigate to the [Caseload Details page](#) for a specific caseload.

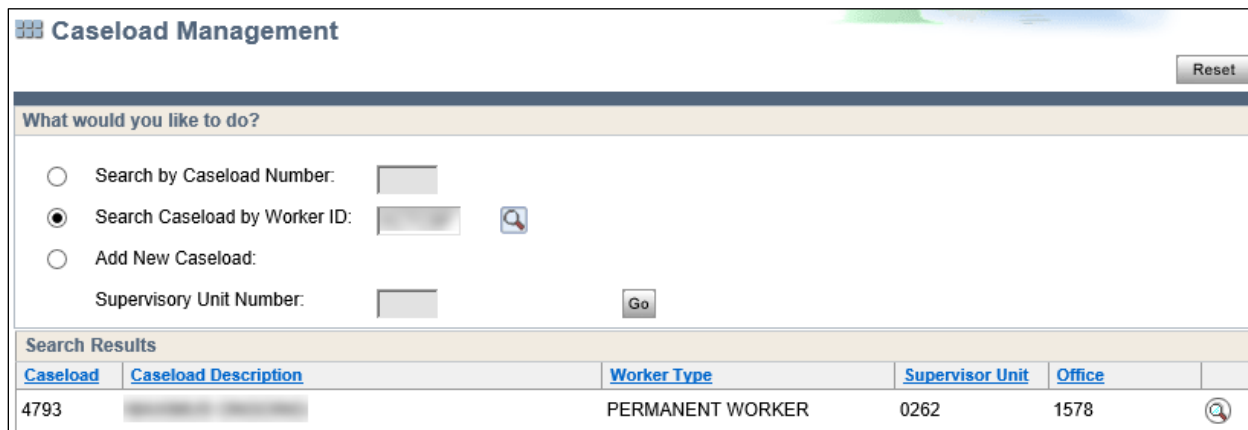


Figure 25 Caseload Management Page With Search Results

Only users with appropriate security can choose the Add New Caseload option in the “What would you like to do?” section and enter a supervisory unit number in order to navigate to the [Caseload Details page](#) and add a new caseload.



The screenshot shows a web interface titled "Caseload Management". At the top right, there is a "Reset" button. Below the title is a section titled "What would you like to do?". This section contains three radio button options: "Search by Caseload Number:" with an input field, "Search Caseload by Worker ID:" with an input field and a magnifying glass icon, and "Add New Caseload:" which is selected. Below the "Add New Caseload:" option is a "Supervisory Unit Number:" input field and a "Go" button.

Figure 26 Caseload Management Page

### Caseload Details Page

The new Caseload Details page replaces details and functionality available on the Mainframe screen CCM (Caseload Maintenance).

Users can access the page through the [Caseload Management page](#).

Users can view the details of a specific caseload selected on the Caseload Management page, including the permanent and alternate caseload workers.

**Note:** The Edit, Add, Delete Caseload buttons, as well as the pencil and trash can icons in the “Alternate Caseload Worker” section, will only be enabled for users with appropriate security.

**Caseload Details** Cancel  Reset

**County / Office Information** Edit

County / Tribe: [40 - MILWAUKEE COUNTY](#)  
Office: [1578 -JO - WISCONSIN WORKS PROGRAM \(W-2 E&T\)](#)

**Administrative / Supervisory Unit Information**

Administrative Unit: [0087 - TRAINING ADM UN](#) Administrative Unit Location: [0055](#)  
Supervisory Unit Description: **TRAINING SUP UN** Supervisory Unit Location: [0055](#)  
Supervisory Unit Number: [0122](#)

**Caseload Information**

Caseload Number: **0600** \* Caseload Description: **TRAINING CASELD**  
\* Caseload Location: [0055](#) \* Case Transfer Indicator: **N - No** \* Generate Letters: **N - No**

**Permanent Caseload Worker**

\* Permanent Worker ID: [redacted] Worker Begin Date: 03/01/1994  
Permanent Worker Name: [redacted]

**Alternate Caseload Workers**

Alternate Worker ID: [redacted] Delete:   
Begin Date: End Date:  
Reset Add

Worker ID	Worker Name	Begin Date	End Date	Deleted

Delete Caseload Return

Figure 27 Caseload Details Page

Users with appropriate security can add, edit, or delete a caseload on this page, as well as add or delete an alternate caseload worker.

These users can update the “Caseload Information” and “Permanent Caseload Worker” sections as follows:

1. Click **Edit**.
2. Update information.
3. Click **Save**.



**Caseload Details** Cancel  **Reset**

---

**County / Office Information** Edit

County / Tribe: **40 - MILWAUKEE COUNTY**  
Office: **1578 - JO - WISCONSIN WORKS PROGRAM (W-2 E&T)**

---

**Administrative / Supervisory Unit Information**

Administrative Unit: **0087 - TRAINING ADM UN**      Administrative Unit Location: **0055**  
Supervisory Unit Description: **TRAINING SUP UN**      Supervisory Unit Location: **0055**  
Supervisory Unit Number: **0122**

---

**Caseload Information**

Caseload Number: **0600**      \* Caseload Description:   
\* Caseload Location:       \* Case Transfer Indicator:       \* Generate Letters:

---

**Permanent Caseload Worker**

\* Permanent Worker ID:        Worker Begin Date: **03/01/1994**  
Permanent Worker Name:

---

**Alternate Caseload Workers**

Alternate Worker ID:        Delete:   
Begin Date:        End Date:

Worker ID	Worker Name	Begin Date	End Date	Deleted	

Cancel  **Save**

Figure 28 Caseload Details Page – Update Details

These users can edit an entry in the “Alternate Caseload Workers” section as follows:

1. Select an entry.
2. Click the pencil icon.
3. Update the information.
4. Click **Save**.

**Alternate Caseload Workers**

Alternate Worker ID:        Delete:   
Begin Date:        End Date:

Worker ID	Worker Name	Begin Date	End Date	Deleted	
		09/30/2003			<input type="button" value="🔍"/> <input type="button" value="🗑️"/>

Figure 29 Caseload Details Page – Update Alternate Caseload Workers

These users can also delete an entry in the “Alternate Caseload Workers” section as follows:

1. Select an entry.
2. Click the pencil icon.
3. Check the Delete box.
4. Click **Update** (which dynamically changes from Add to Update when deleting an entry).

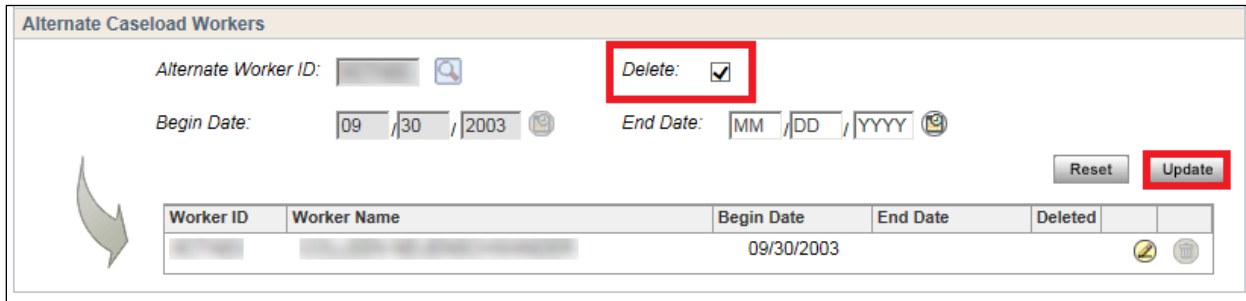


Figure 30 Caseload Details Page – Delete Alternate Caseload Workers

These users can also click **Add** to add an entry to the “Alternate Caseload Workers” section.

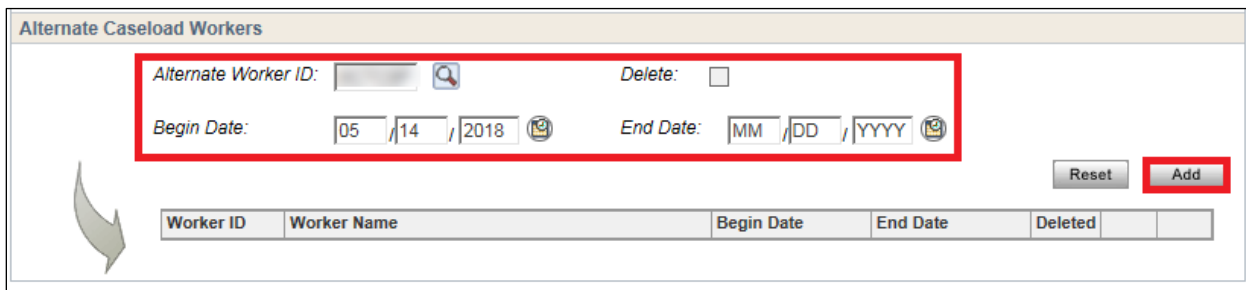


Figure 31 Caseload Details Page – Update Alternate Caseload Workers

If a user with the appropriate security clicks **Delete Caseload**, a warning message will display to verify the decision to delete the caseload.



Figure 32 Caseload Details Page Showing Delete Caseload Warning Message

## WORKER ADMINISTRATION

Worker Administration describes pages that will allow users to search for CARES workers by certain attributes.

### Worker Assignment Search Page

The Worker Assignment Search page replaces details and functionality available on Mainframe screens SMUL (Statewide User List) and SMWL (Worker Assignment Listing).

Users will access the page by clicking the Worker Assignment Search link located under Administrative Structure Management/Search in the “Worker Tools” section of the Navigation Menu.

Users can search for CARES workers. The first step is to choose an option in the “How would you like to search?” section. There are two choices: Worker by User Information (the default setting) and Worker by Team.

If users choose Worker by User Information, the “Criteria” section will display the following set of fields to refine the search:

- First Name
- Last Name
- Worker ID
- Worker Status
- Office
- County
- IM Consortium

The screenshot shows a web application interface for 'Worker Assignment Search'. On the left is a 'Navigation Menu' with various tool categories. The main area is titled 'Worker Assignment Search' and contains a 'Reset' button in the top right. Below the title is a section titled 'How would you like to search?' with two radio button options: 'Worker By User Information' (which is selected) and 'Worker By Team'. Below this is a 'Criteria' section with several input fields: 'First Name' (text box), 'Last Name' (text box), 'Worker ID' (text box), 'Worker Status' (dropdown menu), 'Office' (text box), 'County' (dropdown menu), and 'IM Consortium' (dropdown menu). A 'Search' button is located at the bottom right of the criteria section. A red box highlights the search options and the criteria section in the screenshot.

Figure 33 Worker Assignment Search Page – User Information Search

Users enter or select criteria and click **Search**.

If users choose Worker by Team, the “Criteria” section will display the following set of fields to refine the search:

- County
- IM Consortium
- Team

The screenshot shows the 'Worker Assignment Search' interface. At the top right is a 'Reset' button. Below the title is a section titled 'How would you like to search?' with two radio buttons: 'Worker By User Information' (unselected) and 'Worker By Team' (selected). Underneath is a 'Criteria' section with three dropdown menus: 'County' (selected: 40 - MILWAUKEE COUNTY), 'IM Consortium' (empty), and 'Team' (selected: DASHBOARD FIRST - MILWAUKEE COL). A 'Search' button is located at the bottom right.

Figure 34 Worker Assignment Search Page – Team Search

Users can do the following:

1. Choose to search either by county or IM consortium.
2. Select an option from the drop-down of the selected field.
3. Select an option from the drop-down of the Team field generated by the specific selection for county or IM consortium.
4. Click **Search**.

Whether users search by User Information or by Team, the “Search Results” section will display the following details for each entry:

- Worker ID
- First Name
- Middle Initial
- Last Name
- Worker Status
- County
- Location ID
- Office
- IM Consortium

Search Results									
Worker ID	First Name	Middle Initial	Last Name	Worker Status	County	Location	Office	IM Consortium	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ACTIVE	20	0008	5072	MORaine LAKES CONSORTIUM	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	INACTIVE	99	0008	5072		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ACTIVE	40	0008	5072	STATE CONSORTIUM	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ACTIVE	54	0008	5072	NORTHERN CONSORTIUM	

Figure 35 Search Results Section on Worker Assignment Search Page

Users can select the magnifying glass to view a specific user profile on the [User Profile Information](#) page.

### User Profile Information Page

The new User Profile Information page replaces details available on Mainframe screen SMUM (User Detail Information).

Users will access the read-only page through the [Worker Assignment Search page](#) as detailed above.

Users can view the user profile information of a specific CARES worker selected on the Worker Assignment page, including the following:

- Phone number
- Office address
- Email address
- Security level
- Caseload information
- Office assignment information

The “Profile Details” section provides basic information about the worker, and information about the last update date and Worker ID of the person who updated the worker profile.

User Profile			
Profile Details			
Update Date:	09/25/2015	Updated By:	
User Name:		Profile Name:	
Start Date:	07/15/1997	End Date:	

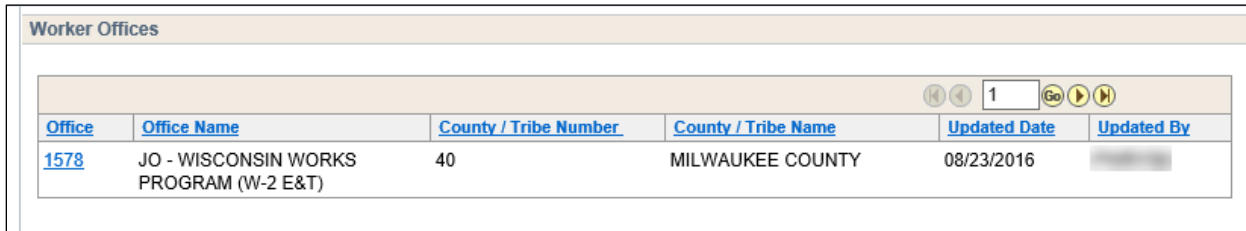
**Figure 36** User Profile Information Page – Profile Details

The “CARES User Information” section provides detailed information about the worker. The User Attribute field is a new field that identifies the type of user.

CARES User Information						
Update Date:	08/23/2016	Updated By:				
CARES ID:						
Last Name:	First Name:	MI:	Suffix:			
Status:	A - Active					
Security Level:	25 - WORKER					
Worker Type:	ES - Economic Support Worker					
Job Function:	ES - ECONOMIC SUPPORT SPECIALIST					
County Only Inquiry:	N - No		Position Begin Date:			
User Attribute:	<input type="checkbox"/> VIRTUAL ID	<input type="checkbox"/> FSET ID	<input type="checkbox"/> FEP ID			
	<input type="checkbox"/> IM ID	<input type="checkbox"/> ADRC/MCO	<input type="checkbox"/> OTHER			
<b>Profile Codes:</b>						
Child Care Cd: (Pos-2)	Misc CARES Acc: (Pos-3)	Primary CARES Acc: N (Pos-4)	RACF Status: A (Pos-6)			
<b>County / Tribe:</b> <a href="#">40 - MILWAUKEE COUNTY</a>						
Worker's Supervisory Unit:	<a href="#">0262</a>	Supervisor Name:				
Location:	<a href="#">0008</a>	Room Num:	Phone:	Ext Number:		
Worker Email:						
<b>Agency Start Date:</b> 08/23/2016						
Employer Name:			Agency End Date:			
Notes:			Employee Type: PR - Private			
<b>Worker Office Address:</b>						
Number	Unit	Dir	St / Rural Rt / Box Number	Suffix	Quad	Apt
S314 W347	30	W	HOLLAINGSONDALE	ST	W	
Additional Address Info						
C/O BAD RIVER TRIBE						
City	State	ZIP				
LAKE OF THE TOR	WI	549860011				
<b>Supervisory Units</b>						
Permanent / Alternate		Office		Office Name		
No data found.						
<b>Caseloads</b>						
Permanent / Alternate		Office		Office Name		
<a href="#">4792</a>	PERMANENT	1578		JO - WISCONSIN WORKS PROGRAM (W-2 E&T)		

Figure 37 User Profile Information Page – CARES User Information

The “Worker Office” section lists all offices the user ID is assigned to along with the associated office name, county or tribe number, and county or tribe name.



The screenshot shows a table titled "Worker Offices" with the following data:

Office	Office Name	County / Tribe Number	County / Tribe Name	Updated Date	Updated By
1578	JO - WISCONSIN WORKS PROGRAM (W-2 E&T)	40	MILWAUKEE COUNTY	08/23/2016	

Figure 38 User Profile Information Page – Worker Offices

## REFERENCE TOOLS

### ALERT CODE HELP TEXT SEARCH PAGE

The new Alert Code Help Text page replaces details and functionality available on Mainframe screen CUAH (Alert Help Text).

Users will access the page by clicking the Alert Code Help Text Search link under the “Reference Tools” section of the Navigation Menu.

Users can search for the help text for a specific alert code in the “Alert Code Search” section as follows:

1. Enter a number in the Alert Code field.
2. Click **Search**.

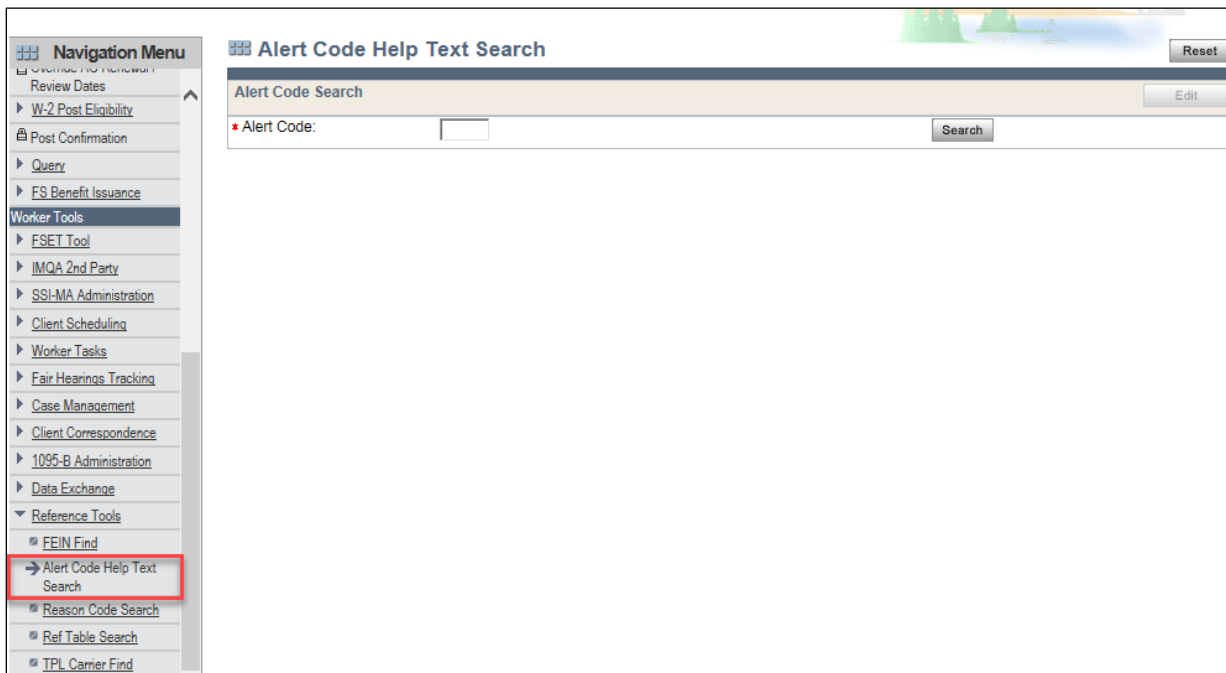


Figure 39 Alert Code Help Text Search Page

The result will be displayed in the “Alert Information” section with the following information:

- Alert Code Number
- Priority
- Active Indicator
- Description

More detailed information about the alert code help text will be displayed in the “Alert Help Text” section:

- Effective Begin Date
- Effective End Date
- Long Description
- Alert Help Text

The screenshot shows a web application interface titled "Alert Code Help Text Search". At the top right, there is a "Reset" button. Below the title is a search bar labeled "Alert Code Search" with an "Edit" button. The search criteria show "Alert Code: 003" and a "Search" button. The results are displayed in three sections: "Alert Information" showing "Alert Code: 003", "Priority: 3", and "Active: Y", with a description of "NEW CASE ASSIGNED"; "Alert Help Text" showing "Effective Begin Date: 06/25/2003" and "Effective End Date:"; and a text area for "Alert Help Text" containing a list of items: "1. Program(s) that generate the alert: All programs", "2. Why was the alert generated? A new case was assigned to the worker's caseload.", and "3.". Below the text area, it says "Current Size = 487 characters (3000 characters max.)". At the bottom, there is a date filter "Effective End Date on or Before" with a date input field (MM/DD/YYYY) and a "Go" button, and a "Return" button with a home icon.

Figure 40 Alert Code Help Text Search Page With Search Result Displayed

**Note:** The Edit and Reset buttons will only be enabled for users with appropriate security.

Users can use the page record navigator to view historical information for a specific alert code. A banner message stating information is historical will display at the top of the page. Within the banner message, users will click **Current** in order to return to the current view.



The screenshot shows a web application interface for searching alert codes. At the top, there is a title bar "Alert Code Help Text Search" with a "Reset" button. Below it is a dark red banner indicating "Viewing historical information updated on or before 01/01/2019" with a "Current" button. The main content area is divided into sections: "Alert Code Search" with a search input field containing "336" and a "Search" button; "Alert Information" showing "Alert Code: 336", "Priority: 2", and "Active: Y"; and "Alert Help Text" showing "Effective Begin Date: 04/17/2009" and "Effective End Date: 04/22/2018". The "Long Description" field contains "MA indiv turns 19 alert". The "Alert Help Text" field contains a multi-line description: "This Alert is created when ever an individual eligible in a family MA AG turns 19 years in the following month. TEST1 This Alert is created in PWCCM110/WKC cycle. this alert worker has to run SFED." Below the description is a "Current Size = 2290 characters (3000 characters max.)" label. At the bottom, there is a date filter "Effective End Date on or Before" with input fields for "01", "01", and "2019", and a "Go" button. A "Return" button is located at the bottom right.

Figure 41 Alert Code Help Text Search Page With Historical Search Result Displayed

### REASON CODE MAINTENANCE PAGE

The new Reason Code Maintenance page replaces details and functionality available on Mainframe screens CULC (Reason Code Legal Citation Maintenance), CURC (Reason Code Maintenance), and CURD (Reason Code Description Maintenance).

Users will access the page through the existing CWW Reason Code Search page, which is located under Reference Tools within the “Worker Tools” section of the Navigation Menu. The Reason Code Search page is Mainframe screen CURS (Reason Code Summary).

**Note:** The CWW Reason Code Search page will now display both the DCF Description and the IM/ACCESS Description for each reason code in place of the Long Description field that currently displays on the page.

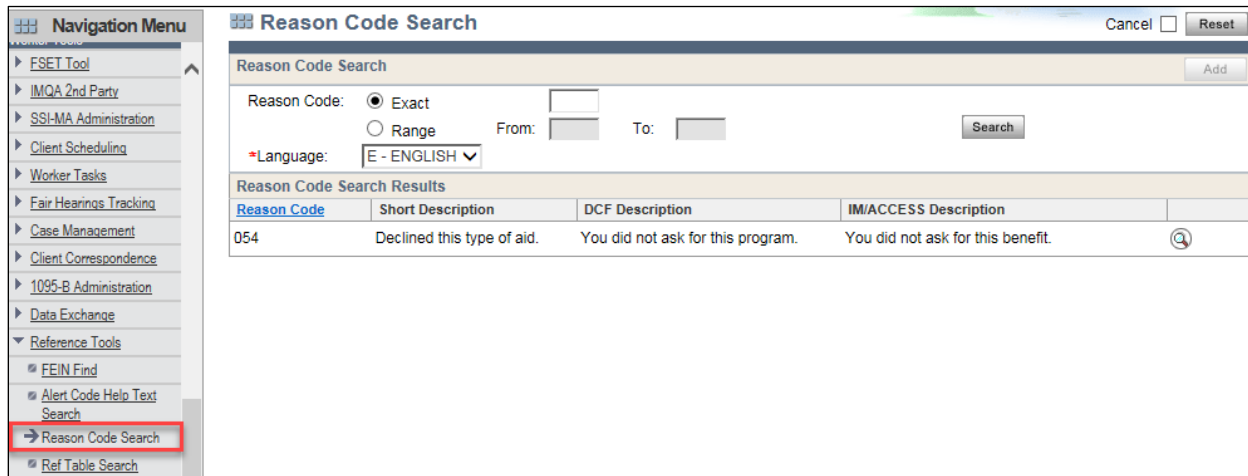


Figure 42 Reason Code Search Page

Users can view details associated with the specific reason code selected on the Reason Code Search page by clicking the magnifying glass for the reason code.

On the Reason Code Maintenance page, the “Reason Code Details” section displays the following information:

- Reason Code
- Begin Date
- End Date
- Worker Enterable
- AG/Indv/Both Level
- Priority
- WP Notify

**Note:** The Edit button in the Reason Code Details section will only be enabled for users with appropriate security.

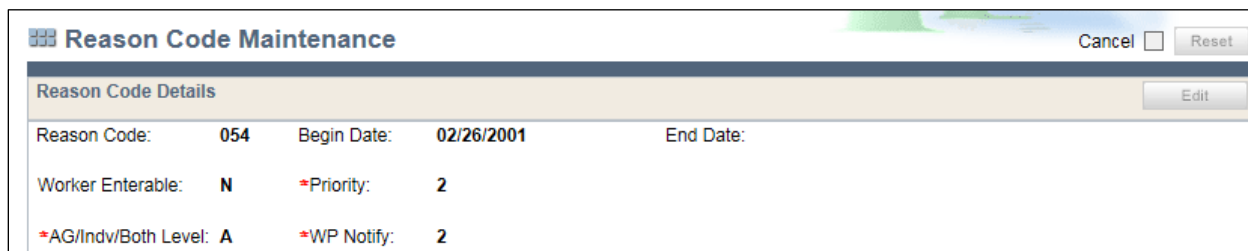


Figure 43 Reason Code Maintenance Page – Reason Code Details Section

The “Reason Code Description” section displays the following information in two columns (one with the header for E-English, and the other with a header for a language selected from the drop-down menu for the Language field):

- Begin Date
- End Date
- Short Description
- CC/W-2 Programs
- IM Notices / ACCESS

Reason Code Description							
Language:	E - ENGLISH	Language:	S - SPANISH				
Begin Date:	11/14/2007	End Date:		Begin Date:	01/04/2008	End Date:	
*Short Description:	Declined this type of aid. Current Size = 26 characters (60 characters max.)	Short Description:	Rechazó este tipo de ayuda. Current Size = 27 characters (60 characters max.)				
CC/W-2 Programs:	You did not ask for this program. Current Size = 33 characters (240 characters max.)	CC/W-2 Programs:	Usted no pidió este programa. Current Size = 29 characters (240 characters max.)				
IM Notices / ACCESS:	You did not ask for this benefit. Current Size = 33 characters (300 characters max.)	IM Notices / ACCESS:	Usted no pidió esta clase de asistencia. Current Size = 40 characters (300 characters max.)				

Figure 44 Reason Code Maintenance Page With the Reason Code Description Section

The “Reason Code Legal Citation” section displays the following information about the reason code selected on the Reason Code Search page:

- Code
- Begin Date
- End Date
- Citation

**Note:** The Add button in the “Reason Code Legal Citation” section will only be enabled for users with appropriate security.

**Reason Code Legal Citation**

Code:  Begin Date:  End Date:  Citation:

Code	Begin Date	End Date	Citation		
ADC	11/24/2000		45CFR206.10(A)		
ADR	11/24/2000		42CFR435.913		
BCA	02/26/2001		42CFR435.913		
BCL	12/01/2008		S.49.45 (23)		
BCP	09/01/2007		S.49.471		
CCA	11/24/2000		45CFR026.10(A)		
CEN	11/24/2000		42CFR435.913		
CTS	11/30/2001		49.775 STS		
FST	11/24/2000		7CFR273.10		
HST	11/24/2000		42CFR435.913		
IST	11/24/2000		42CFR435.913		
MAE	11/24/2000		42CFR435.913		
	08/01/2013		S.49.471		
MAW	11/24/2000		42CFR435.913		
QMB	11/24/2000		42CFR435.913		
SSR	11/24/2000		42CFR435.913		
WIW	11/24/2000		45CFR206(10)(A)		

Effective Date  MM /  DD /  YYYY

Figure 45 Reason Code Maintenance Page With the Reason Code Details Section

### REFERENCE TABLE SEARCH

To view a reference table, users currently access the page either by viewing it on Mainframe screen RTDT with the appropriate Table ID in the PARMS or clicking Reference Table Search under the “Reference Tools” section in the Navigation Menu.



Figure 46 Reference Table Search Page

Users will continue to search for a reference table in CWW by doing one of the following:

- Enter a four letter code in the Table ID field.
- Enter one or more terms in the Table Description field.

The result(s) will be displayed in the “Reference Table Search Result” section. Users can click the magnifying glass to view details for that entry.

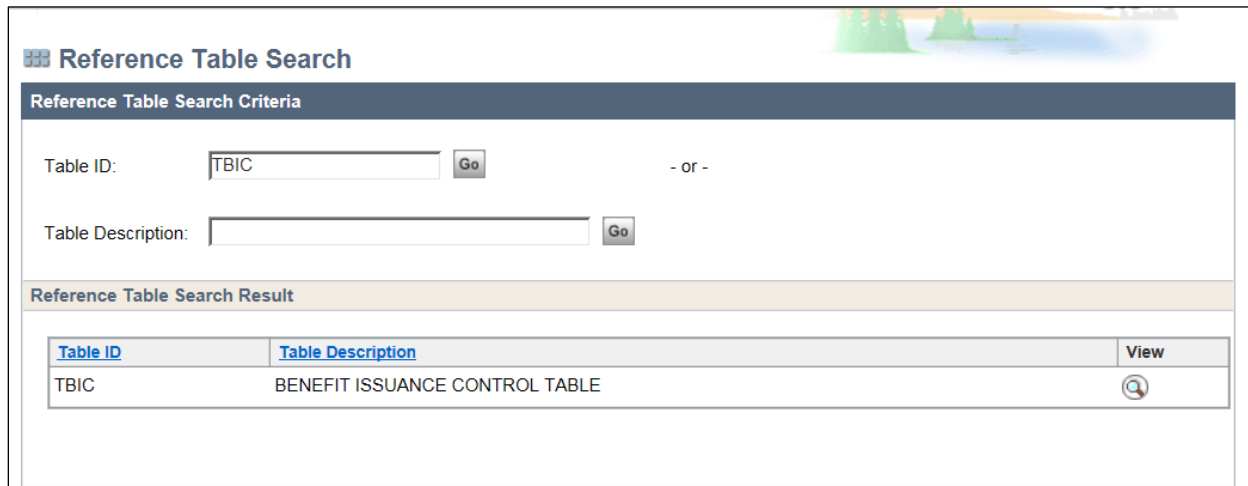


Figure 47 Reference Table Search Page With a Search Result Displayed

**Note:** The Add New Reference Table button in the “Reference Table Search Result” section will only be enabled for users with appropriate security.

**Note:** W-2 users using Mainframe screens that include reference tables specific to W-2 will continue to be able to use RTDT to view those reference tables.

## REFERENCE TABLE VIEWER

Workers currently access the page through the [Reference Table Search page](#) (RTDT in Mainframe). Workers can click the Export button to transfer reference table data into an Microsoft Excel file.

Code	BNFTYEAR	BNFTMNTN
199301	1993	01
199302	1993	02

Figure 48 Reference Table Viewer Page

## CONTACTS

BEPS CARES Information and Problem Resolution Center

For Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at [broccpolicyhelpdesk@wisconsin.gov](mailto:broccpolicyhelpdesk@wisconsin.gov)

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](mailto: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/DMS/BEPS/JMJ

DCF/DECE/BELP

DCF/DFES/BWF/ME