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Date: February 15, 2018

DMS, DECE, and DFES Operations Memo 18-J2

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

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

Katherine McGurk, Director  
Bureau of Early Learning and Policy  
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  
Manual Letters and Changes to Batch Correspondence**

**CROSS REFERENCE**

Process Help, [Section 58.2 Manual CARES Correspondence](#)

**EFFECTIVE DATE**

March 3, 2018

**PURPOSE**

The purpose of this Operations Memo is to announce CARES Worker Web (CWW) will generate most manual and batch letters. New functionality in CWW will allow workers to create manual and free format letters from predefined templates.

**BACKGROUND**

Letters are either sent to individuals manually by workers, or automatically through a batch process. In the past, manual letters have been generated using Mainframe, and batch letters have been generated using either Mainframe or CWW.

On March 3, 2018, all active batch letters generated by Mainframe, except benefit recovery letters, will be moved to CWW. This is part of an initiative to move all functions away from Mainframe. In addition, new functionality will allow workers to generate manual and free format letters within CWW. Letters generated using the new process will automatically be stored in the Electronic Case File (ECF) so workers will no longer need to scan the notices separately. Except for benefit recovery letters, most letters currently generated by mainframe will be made obsolete with the new tool.

**POLICY**

There are no policy changes associated with this Memo.

**CARES**

CWW will be used to send both batch and manual letters to individuals. Batch letters are automatically sent when certain triggers occur. Manual letters are created by workers and are either based on a predefined template or are free format.

***BATCH LETTERS***

The following table lists the batch letters that will be migrated from Mainframe to CWW on March 3, 2018.

<b>Document Code</b>	<b>Available in Access?</b>
CML4 – CHG IN ESS WKR	Yes
CMLS – SC RENEWAL FORM	No
ASLM – SC – FS/MSP INFO	No
AELI – TERM PROTECT PAYEE	Yes
AEO2 – ASSIGN PROTECT PAYEE	Yes
APLW – W2 DF SANCT. LETTER	Yes
BIL1 – W2 PAYMENT STATEMENT	Yes
NWSN – W-2 SANC NOTIFY LTR	Yes
W2FE – NEW FEP	Yes

As part of the migration, the above letters will be upgraded to current standard letter formats. Batch letters generated before March 3, 2018, will not be changed. There will be no change to worker actions to send batch letters.

**MANUAL LETTERS**

Workers will use CWW to create most manual and free format letters. Benefit recovery letters will continue to be created in Mainframe. Manual and free format letters created in CWW will be automatically saved as PDFs in the ECF upon completion of the nightly mail batches. Workers will not need to print or scan letters manually. The “Client Correspondence” section of the Left Navigation menu will include a link to the Manual Letter Selection page. This new page will allow workers to select a manual or free format letter from predefined templates to send to an individual.

**Note:** Workers will only have access to program letters associated with their worker profile. For example, only a Wisconsin Works (W-2) worker will have access to W-2 letters.

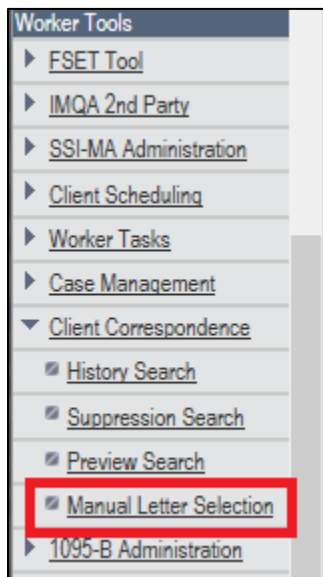


Figure 1 Left Navigation Menu With Manual Letter Selection Highlighted

The following table lists the manual letters that will be available on March 3, 2018. New letters may be added at a later date.

Program Code	Document Code	Case/PIN/RFA Based	Available in ACCESS?
FS – FoodShare	FS SMRF INC LTR – NAIR	Case	Yes
FS – FoodShare	FSET PROOF OF EXMPT – NFST	Case	Yes
FS – FoodShare	MISSED INTERVIEW – NOMI	Case	Yes
HC – Health Care	BCP PREM INFO MANUAL – NCBP	Case	Yes
HC – Health Care	RFA MIPPA LTR MANUAL – NCRA	RFA	Yes
HC – Health Care	WI WELL WOMAN LETTER – NWWW	Case	Yes
CC – Child Care	MISSED CC INTERVIEW – NCMI	Case	Yes
SC – SeniorCare	SC REQUEST FOR INFO – NSC2	Case	No
SC – SeniorCare	SC AUTHORIZED REP – NSC3	Case	No
SC – SeniorCare	SC FEE REC'D NO APP – NSC5	Case	No
SC – SeniorCare	SC FEE LATE NO PPRA – NSC6	Case	No
SC – SeniorCare	SC INCOME CORRECTION – NSC8	Case	No
SC – SeniorCare	SENIORCARE CLOSURE – NSCA	Case	No
WW – Wisconsin Works (W-2)	W-2 NON COOPERATION – NWNC	PIN	Yes

Free format letters will have several open-ended fields to allow workers to create unique letters, as the situation requires. The following table lists the free format letters that will be available on March 3, 2018. New letters may be added at a later date.

Program Code	Document Code	Case/PIN/RFA Based	Available in ACCESS?
FS – FoodShare/ HC – HealthCare	FREE FORMAT IM LTR – FFIM	Case	Yes
CC – Child Care	FREE FORMAT CC LTR – FFCC	Case	Yes
SC – SeniorCare	FREE FORMAT SC LTR – FFSC	Case	No
WW – Wisconsin Works (W-2)	FREE FRMT W2 PIN LTR – FFWP	PIN	Yes
WW – Wisconsin Works (W-2)	FREE FRMT W2 CASE LT – FFWW	Case	Yes

Each manual letter will have standardized text and customizable fields. Program contact information will be automatically entered for each manual and free format letter, based on the program associated with the letter and individual contact information based on the case, personal identification number (PIN), or request for assistance (RFA) number.

### HOW TO SEND A MANUAL LETTER

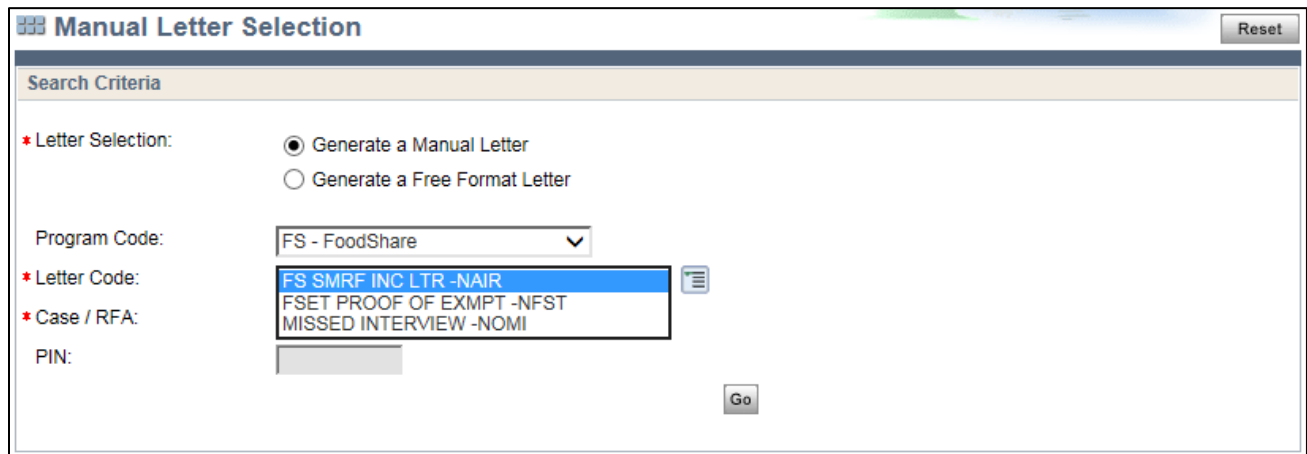
Workers will create manual letters using predefined and formatted templates. Workers will select the appropriate template and insert person and case-specific details. Manual FoodShare, HealthCare, Child Care, and W-2 letters will be sent by mail or will be available on ACCESS, depending on the individual's mail preference. SeniorCare manual letters will only be sent by mail.

Figure 2 Manual Letter Selection Page – Generate a Manual Letter is Selected

Workers will use the following process to create and send a manual letter:

1. Click **Manual Letter Selection** in the Left Navigation menu to open the Manual Letter Selection page.
2. Select the **Generate a Manual Letter** radio button.

Workers can select a program from the Program Code drop-down menu. When selecting a program, CWW will filter the options in the Letter Code drop-down menu to only show letters for that program. If workers select All Programs as the Program Code, all available letter options will be shown. Workers must select a letter from the Letter Code drop-down menu.



The screenshot shows a web interface titled "Manual Letter Selection" with a "Reset" button in the top right corner. Below the title is a "Search Criteria" section. It contains the following fields and options:

- Letter Selection:** Two radio buttons. The first, "Generate a Manual Letter", is selected. The second is "Generate a Free Format Letter".
- Program Code:** A dropdown menu currently displaying "FS - FoodShare".
- Letter Code:** A dropdown menu with a list of options: "FS SMRF INC LTR -NAIR" (highlighted in blue), "FSET PROOF OF EXMPT -NFST", and "MISSED INTERVIEW -NOMI".
- Case / RFA:** A text input field.
- PIN:** A text input field.
- A "Go" button is located at the bottom right of the form area.

**Figure 3** Manual Letter Selection Page – Letter Codes Available When FS - FoodShare Program Code Is Selected

If workers access this page while processing a case, the Case/RFA number field will automatically be populated with the case number or RFA number. This number will be used to generate letter information and save the letter to the appropriate case number or RFA number in the ECF. Case-based and RFA-based letters must be associated with the respective case number or RFA number.

PIN-based letters must be associated with an individual's PIN and either a case number or RFA number. Workers will enter the related PIN in the appropriate field. The PIN field is only available for PIN-based letters, and will be grayed out for all case-based or RFA-based letters. Only some W-2 letters will be PIN-based at this time.

3. Click **Go** to navigate to the Manual Letter Generation page.

**Manual Letter Generation** Cancel  Reset

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**Manual Letter Details**

Case/RFA/PIN:	[REDACTED]	Letter Code:	NOMI
Document Type:	C-CASE	Letter Description:	MISSED INTERVIEW

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<b>Mailing Address</b>	<b>Agency Contact Information</b>
Recipient Name: JOHN DOE	Agency Contact Line 1: Milwaukee Enrollment Services
Recipient Address Line 1: [REDACTED]	Agency Contact Line 2: Worker: [REDACTED]
Recipient Address Line 2: [REDACTED]	Agency Contact Line 3: Phone #: [REDACTED]
Recipient City: [REDACTED]	Agency Contact Line 4: Fax #: [REDACTED]
Recipient State: [REDACTED]	Agency Contact Line 5: Use fax # to send verifications.
Recipient Zip Code: [REDACTED]	

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**Additional Information**

\* Member Name: John Doe

\* Agency Phone Number: 555 555 5555 x 5555

\* Due Date: 02 / 26 / 2018

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**Mail Management**

Would you like to mail this letter overnight? Yes

Cancel  ← Previous Next →

**Figure 4** Manual Letter Generation Page for the Missed Interview – NOMI Letter

- Confirm the information in the “Manual Letter Details,” “Mailing Address,” and “Agency Contact Information” sections. The information will be automatically populated based on the information entered on the Manual Letter Selection page. Most of the fields will be read-only and cannot be changed.

The recipient name and address information will be populated with either the primary person on a case or the person whose PIN was entered. The Recipient Name field can be edited for FoodShare, HealthCare, and SeniorCare letters, but will be read-only for W-2 and Child Care letters.

- Enter information specific to the case, RFA, or PIN in the available fields in the “Additional Information” section. The available fields in this section will vary based on the option selected from the Letter Code drop-down menu on the Manual Letter Selection page.

Each manual letter is based on a standard template with fields for individual-specific or case-specific information. The “Additional Information” section will show all fields for the selected template. Workers will complete the fields to generate the final letter. Worker entries will be added to the predefined template to create a standardized letter.

For example, the purpose of the Missed Interview – NOMI letter is to inform the member that they missed their mandatory FoodShare interview. The “Additional Information” section will display three fields for the worker to enter the FoodShare member’s name, the agency’s phone number, and the interview deadline. See figure 5.

- Select **Yes** in the “Mail Management” section to send the correspondence in the nightly mail batch.

**Note:** The default will be set to Yes, and will generally not need to be changed.

The option to select No is designed to allow workers to print the letter and hand it to the individual, or if additional documents must be sent with the letter. If workers select No, the letter will be saved as a PDF in the ECF and will not be printed in the nightly mail batch. For example, workers will select Yes for the Missed Interview – NOMI letter because all information is included and the member is not in the office to directly receive the letter. However, the FS SMRF INC LTR – NAIR letter must be sent with the incomplete SMRF form. Therefore, workers will select No, print the letter manually, and mail both the letter and form together.

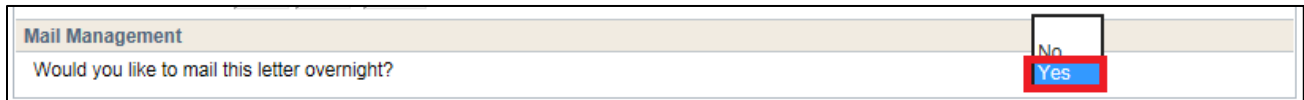


Figure 5 Correspondence Preview Summary Page – Preview The Correspondence Selected

7. Click **Next** to navigate to the Correspondence Preview Summary page. The letter will be saved to the ECF and added to the nightly mail batch if Yes was selected in the “Mail Management” section.

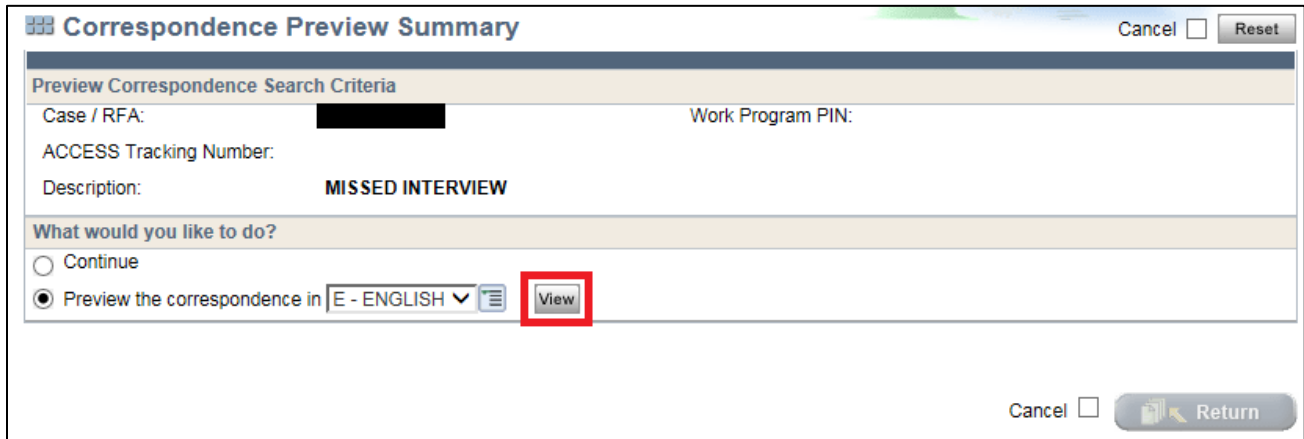


Figure 6 Correspondence Preview Summary Page – Preview The Correspondence Selected

8. Click **View** to preview the letter for errors. If there are errors in the letter, workers will be able to suppress the letter through the end of the day it was created.



<p>MILWAUKEE MILWAUKEE ENROLLMENT SERVICES PO BOX 05676 MILWAUKEE WI 53717</p>	 <p><b>State of Wisconsin</b></p> <p>Case #:</p> <p><b>Milwaukee Enrollment Services</b> Worker: [REDACTED] Phone #: [REDACTED] Fax #: [REDACTED] Use fax # to send verifications.</p>	
<p>Mailing Date: 01/26/2018</p>		
<p>JOHN DOE Mailing Address City, State Zip</p>		
 <p>The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free.</p>		
<p><b>Notice of Missed Interview</b></p>		
<p>Dear JOHN DOE,</p>		
<p>You missed the appointment for your interview to complete your FoodShare application. If you still wish to apply for FoodShare, contact your local agency at (555) 555-5555 x5555 to reschedule this appointment. You have until Feb. 26, 2018 to complete the interview.</p>		
<p>EXAMPLE</p>		
<p>Case:</p>	<p>Date: 1/26/2018</p>	<p>Page 1 of 1</p>

Figure 7 Example Of Letter Created Using The Missed Interview – NOMI Template



9. Select **Continue** and click **Return** to return to the Manual Letter Generation page.

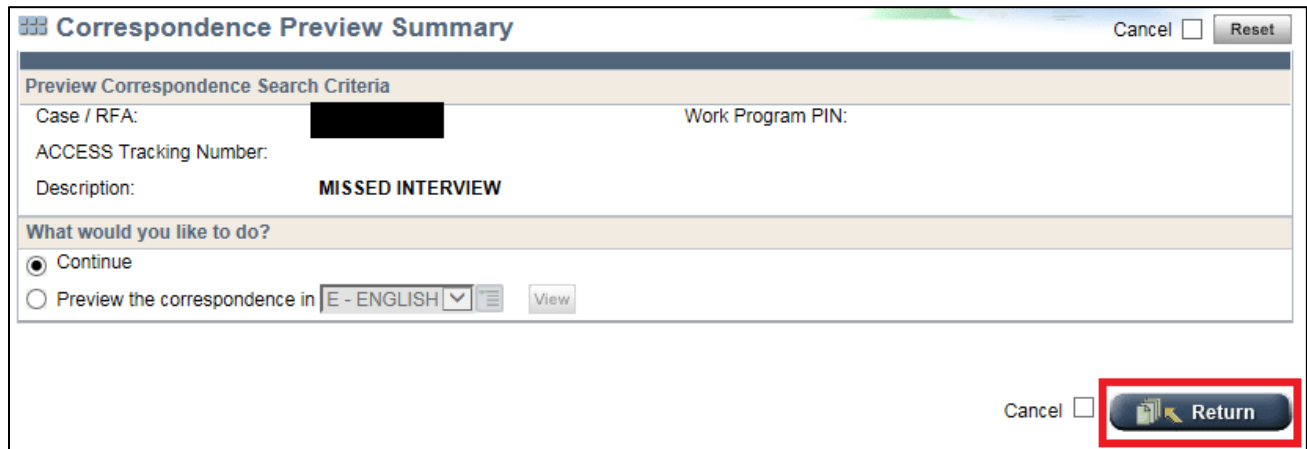


Figure 8 Correspondence Preview Summary Page – Continue Selected

### HOW TO SEND A FREE FORMAT LETTER

Free format letters will be used for situations not covered by any of the manual letter templates. The free format letter template uses the same header and footer as the manual letter templates but does not have any predefined message. Workers will create a unique message using the available fields. FoodShare, HealthCare, Child Care, and W-2 free format letters will either be sent by mail or will be available on ACCESS, depending on the individual's mail preference. SeniorCare free format letters will only be sent by mail.

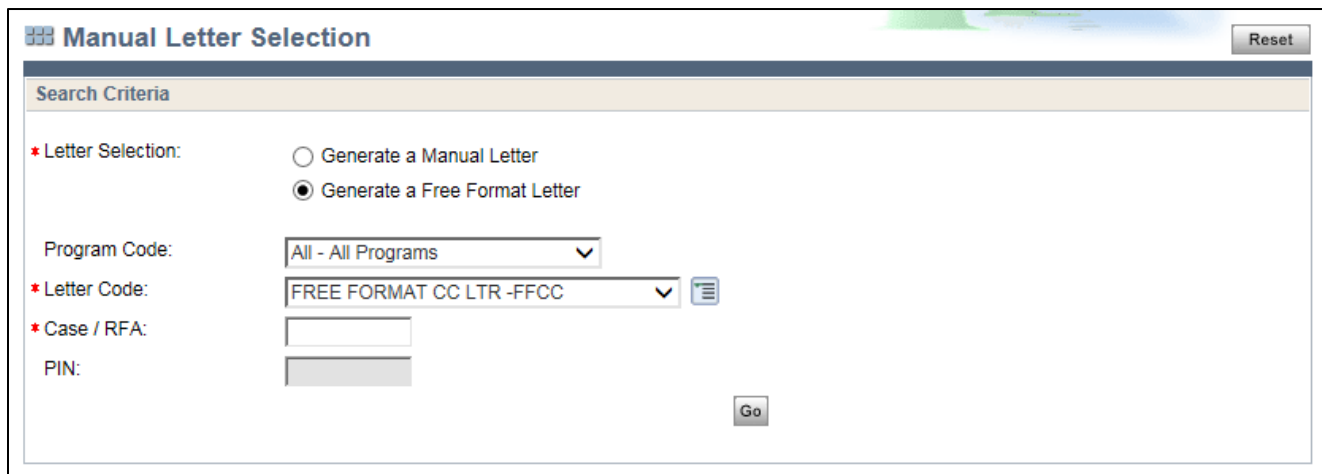


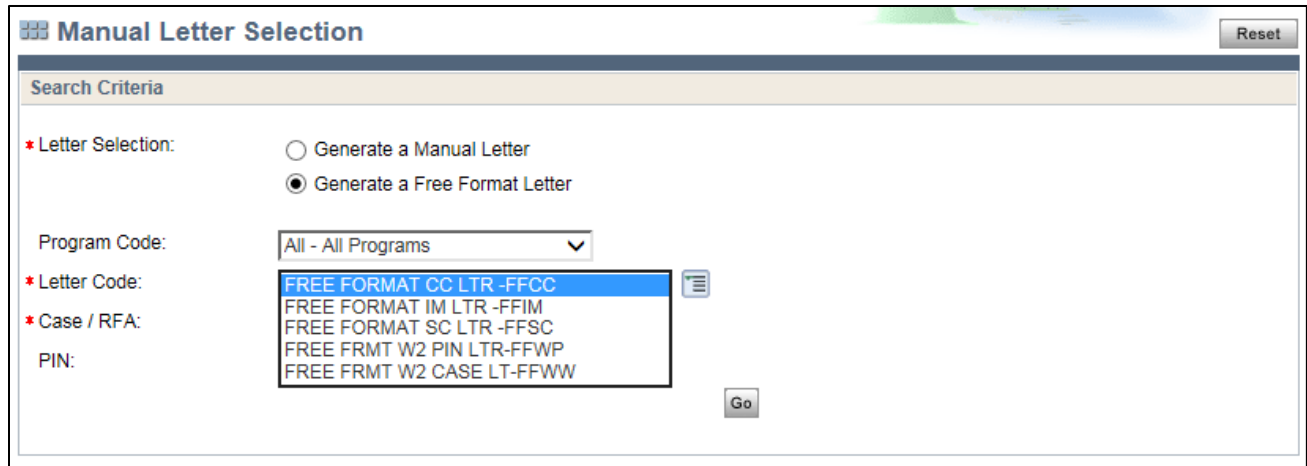
Figure 9 Manual Letter Selection Page – Generate a Free Format Letter Selected

Workers will use the following process to create and send a free format letter:

1. Click **Manual Letter Selection** in the Left Navigation menu to open the Manual Letter Selection page.
2. Select the **Generate a Free Format Letter** radio button and complete the remaining fields.

Workers must select a letter from the Letter Code drop-down menu. Workers can select a program from the Program Code drop-down menu in order to filter the options in the Letter Code drop-down

menu to only show letters for that program. If workers select All Programs as the Program Code, all available letter options will be shown.



The screenshot shows a web interface titled "Manual Letter Selection" with a "Reset" button in the top right corner. Below the title is a "Search Criteria" section. It contains the following fields and options:

- Letter Selection:** Two radio buttons: "Generate a Manual Letter" (unselected) and "Generate a Free Format Letter" (selected).
- Program Code:** A dropdown menu currently showing "All - All Programs".
- Letter Code:** A dropdown menu with a list of options: "FREE FORMAT CC LTR -FFCC" (highlighted in blue), "FREE FORMAT IM LTR -FFIM", "FREE FORMAT SC LTR -FFSC", "FREE FRMT W2 PIN LTR-FFWP", and "FREE FRMT W2 CASE LT-FFWW".
- Case / RFA:** A text input field.
- PIN:** A text input field.
- Go:** A button located below the Letter Code dropdown.

**Figure 10** Manual Letter Selection Page – Letter Codes Available With All - All Programs Program Code Selected

Case-based and RFA-based letters must be associated with a case number or RFA number. If workers access this page while processing a case, the Case/RFA number field will automatically be populated with the case number or RFA number. The number will be used to generate letter information and save the letter to the appropriate case number or RFA number in the ECF.

PIN-based letters must be associated with an individual’s PIN as well as case number or RFA number. Workers will enter the related PIN in the appropriate field. The PIN field is only available for PIN-based letters, and will be grayed out for all case-based or RFA-based letters. Only some W-2 letters will be PIN-based at this time.

3. Click **Go** to navigate to the Free Format Letter Generation page.

**Free Format Letter Generation** Cancel  Reset

**Free Format Letter Details**

Case/RFA/PIN:	[REDACTED]	Letter Code:	FFIM
Document Type:	C-CASE	Letter Description:	FREE FORMAT IM LTR

**Mailing Address**

Recipient Name:	[REDACTED]
Recipient Address Line 1:	[REDACTED]
Recipient Address Line 2:	[REDACTED]
Recipient City:	[REDACTED]
Recipient State:	[REDACTED]
Recipient Zip Code:	[REDACTED]

**Agency Contact Information**

Agency Contact Line 1:	Moraine Lakes Consortium
Agency Contact Line 2:	Worker: [REDACTED]
Agency Contact Line 3:	
Agency Contact Line 4:	Fax #: [REDACTED]
Agency Contact Line 5:	Use fax # to send proof.

**Additional Information**

\* Intro Paragraph:

Please send proof of historical wage information by 1/30/2018 to maintain your benefits.

Current Size = 88 characters (1000 characters max.)

Additional Paragraph (Optional):

Examples include:

Current Size = 17 characters (1000 characters max.)

Bullets (Optional):

- Pay stubs
- W-2
- Employment details
- 
- 

Closing Paragraph (Optional):

Contact agency if any questions

Current Size = 31 characters (1000 characters max.)

**Mail Management**

Would you like to mail this letter overnight? Yes

Cancel  **Previous** **Next**

Figure 11 Free Format Letter Generation Page With Example Letter Text.

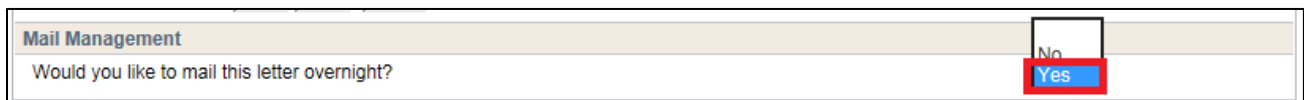
4. Confirm information in the “Free Format Letter Details,” “Mailing Address,” and “Agency Contact Information” sections. The information will be automatically populated based on the information entered on the Manual Letter Selection page. Most of the fields will be read-only and cannot be changed.

The Recipient Name field will be populated either with the primary person on a case or the person whose PIN was entered. The Recipient Name field can be edited for FoodShare, HealthCare, and SeniorCare letters, but will be read-only for W-2 and Child Care letters.

5. Enter the letter contents in the “Additional Information” section. Free Format letters will have three paragraph fields and five bulleted list fields. Workers must enter information into the Intro Paragraph field, but all other fields are optional. Only the fields with text will show on the actual letter.
6. Select **Yes** in the “Mail Management” section to send the correspondence in the nightly mail batch.

**Note:** The default will be set to Yes for all workers, and will generally not need to be changed.

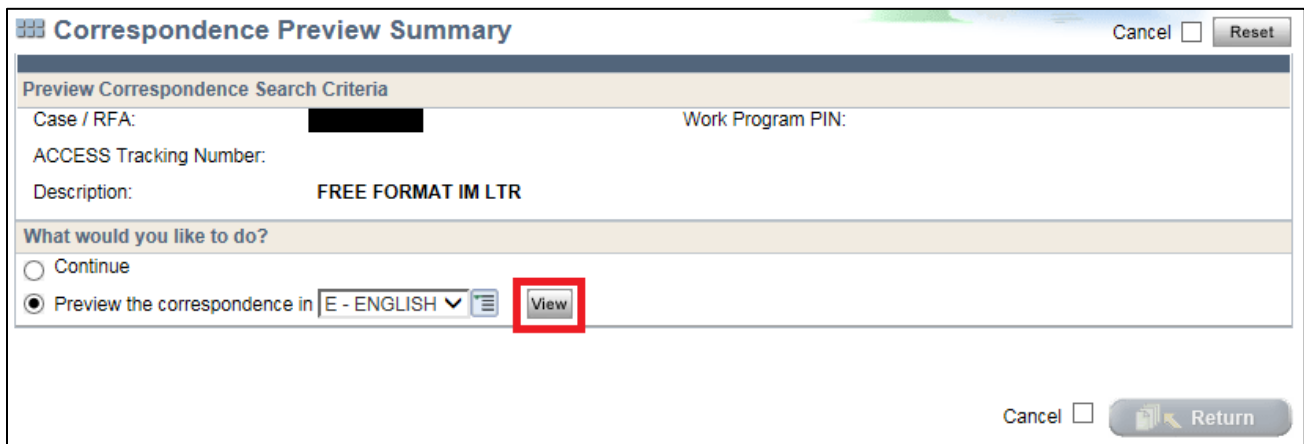
The selection of No is designed to allow workers to print the letter and hand it to the individual. If the worker selects No, the letter will be saved as a PDF in the ECF and will not be printed in the nightly mail batch.



The screenshot shows a form titled "Mail Management" with the question "Would you like to mail this letter overnight?". To the right of the question is a drop-down menu with two options: "No" and "Yes". The "Yes" option is highlighted with a red box, indicating it is the selected option.

**Figure 12** Mail Management Section With Yes Selected In Drop-Down Menu

7. Click **Next** to navigate to the Correspondence Preview Summary page. The letter will be saved to the ECF and added to the nightly mail batch if Yes was selected in the “Mail Management” section.



The screenshot shows the "Correspondence Preview Summary" page. It includes a search criteria section with fields for "Case / RFA", "ACCESS Tracking Number", and "Description" (set to "FREE FORMAT IM LTR"). Below this is a section titled "What would you like to do?" with two radio button options: "Continue" and "Preview the correspondence in". The "Preview the correspondence in" option is selected. To the right of this option is a dropdown menu showing "E - ENGLISH" and a "View" button, which is highlighted with a red box. At the bottom right of the page are "Cancel" and "Return" buttons.

**Figure 13** Correspondence Preview Summary Page - Preview the Correspondence selected

8. Click **View** to preview the letter for errors. If there are errors in the letter, workers will be able to suppress the letter through the end of the day it was created.

CDPU  
CENTRALIZED DOCUMENT PROCESSING UNIT  
PO BOX 5234  
JANESVILLE WI 53547 5234

Mailing Date: 01/15/2018

Mailing Address  
City, State, Zip



**State of Wisconsin**

Case #:

**Moraine Lakes Consortium**

Worker: [REDACTED]

Fax #: [REDACTED]

Use fax # to send proof.



The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 1-888-947-6583. These services are free.

Please send proof of historical wage information by 1/30/2018 to maintain your benefits.

Examples include:

- Pay stubs
- W-2
- Employment details

Contact agency if any questions

**Figure 14** Example of Letter Created Using The FREE FORMAT IM LTR Template

9. Select **Continue** and click **Return** to return to the Free Format Letter Generation page.

**Correspondence Preview Summary** Cancel  Reset

**Preview Correspondence Search Criteria**

Case / RFA: [REDACTED] Work Program PIN:

ACCESS Tracking Number:

Description: **FREE FORMAT IM LTR**

**What would you like to do?**

Continue

Preview the correspondence in E - ENGLISH

Cancel  **Return**

**Figure 15** Correspondence Preview Summary Page – Continue Selected

## 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 <https://dcf.wisconsin.gov/files/regionaloperations/pdf/bro-contacts.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](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/TH  
DCF/DECE/BELP  
DCF/DFES/BWF