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State of Wisconsin  
Governor Scott Walker

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

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<b>DCF/DFES OPERATIONS MEMO</b>					
<b>DCF/DECE OPERATIONS MEMO</b>					
<b>BEPS/DFS OPERATIONS MEMO</b>					
No: 11-71					
DATE: 12/15/2011					
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input checked="" type="checkbox"/>	FSET	<input type="checkbox"/>
CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RCA	<input type="checkbox"/>	RMA	<input type="checkbox"/>	Other	<input type="checkbox"/>
				EP	
<b>PRIORITY: HIGH</b>					

**SUBJECT: CARES Worker Web (CWW) Application Summary Updates**

**CROSS REFERENCE:** [Operations Memo 09-29: Application Summary](#)  
[Operations Memo 10-11: Child Care in ACCESS and Approved Activity Code Change](#)  
[W-2 Manual, Chapter 1](#)  
[Child Care Policy Manual, Chapter 1](#)

**EFFECTIVE DATE:** December 17, 2011

**PURPOSE**

The Operations Memo provides information on the addition of Wisconsin Works (W-2) and Wisconsin Shares to the existing Client Assistance for Reemployment and Economic Support (CARES) Worker Web (CWW) Application Summary and the policy and procedures that should be followed when using the Application Summary for these additional programs.

## **BACKGROUND**

In mid-2009, the Department of Health Services developed a CWW-generated Application Summary based on suggestions to make the Combined Application Form (CAF) shorter and easier to understand. The Application Summary is currently used in place of the printed mainframe CAF for BadgerCare Plus, Medicaid and FoodShare (FS) cases as well as mixed cases that include Caretaker Supplement (CTS).

Because the Application Summary did not meet the needs of the W-2 and Wisconsin Shares Child Care programs, local agencies were required to continue using the mainframe CAF when establishing eligibility for those two programs. In response to local agency requests, the Application Summary has been revised to meet the needs of the W-2 and Wisconsin Shares programs. We anticipate that this change will reduce agency errors and workload for these programs.

## **PROCESS**

### *CURRENT PROCESS*

When a worker is required to provide an applicant or participant with a summary of W-2 or Wisconsin Shares eligibility information for signature, a Combined Application Form (CAF), including the Addendum to the CAF, is printed from the CARES mainframe screen ACCP and given to the applicant or participant. This form is difficult to read and costly to mail. For cases including both Income Maintenance and W-2 or Wisconsin Shares, the worker is required to provide both the CWW Application Summary and the mainframe CAF for signature.

### *NEW PROCESS*

Beginning December 17, 2011, agencies must use the Application Summary for all W-2 and Wisconsin Shares applicants. The revised CWW Application Summary replaces the mainframe CAF and Addendum. The mainframe CAF and Addendum must not be used as of December 17, 2011, for W-2 and Wisconsin Shares and they will be disabled in early 2012.

The new Application Summary is easier to read and shorter than the old CAF and Addendum. If the Application Summary needs to be mailed, a cover letter is also generated to explain the purpose of the Application Summary with instructions for the customer on signing and returning the Signature Page if a signature is required. This would rarely, if ever, be used for the W-2 program because W-2 interactive interviews are completed face-to-face. This may happen more frequently for the Wisconsin Shares program if the use of phone interviews increases.

## **POLICY**

### WISCONSIN WORKS

The W-2 application gathers information on the Assistance Group's financial and nonfinancial eligibility. An application for W-2 is completed through an interactive interview during which a W-2 worker enters eligibility information into CWW. Interactive interviews must also be conducted during eligibility reviews with ongoing W-2 participants.

After the interactive interview is complete, the agency must provide all applicants and participants a summary of all of the information used to determine eligibility. The applicant or participant must review the information provided to ensure that it is accurate and complete.

### Application Signatures

All applicants requesting W-2 services, including Job Access Loans (JALs), and all W-2 participants completing an eligibility review must complete and sign either:

- The Application Summary that prints out of CWW at the completion of the interactive interview, or
- The Wisconsin Works (W-2) and Related Programs Application paper form (2471) which is the equivalent to the Application Summary and can be used when the CARES system is unavailable.

#### Required W-2 Forms and Publications during the Application Process

Agencies must give all W-2 applicants (including those who receive the Application Summary and those who receive the W-2 and Related Programs Application paper form) a copy of the revised W-2 Rights and Responsibilities (398-P) brochure. The worker must review the brochure with the applicant and have the applicant initial the signature page acknowledging that they received the brochure. (See Signature Page below)

As of December 17, 2011, the Addendum to the Application will no longer be used in the application process. The Addendum printed along with the CAF. When CARES was down, agencies used the Addendum to Application (2378-1) paper form. The Addendum to Application paper form will be obsolete as of December 17, 2011. As a part of the project to switch to the Application Summary, the W-2 Rights and Responsibilities (398-P) brochure has been updated to include information that was on the Addendum to the Application.

#### WISCONSIN SHARES

##### Request for Assistance

No change. Applicants requesting Wisconsin Shares for the first time, or after their Child Care Assistance Group has been closed for 30 or more days, will continue to make a Request for Assistance in all of the ways they currently do:

- By submitting an ACCESS application (the filing date is the date submitted or the next business day if it is submitted after 4:30 pm Monday – Friday);
- By submitting form DCF-F-DWSP14880 (the filing date is the date received in the agency); or
- By verbally requesting the program, and having the eligibility interview (the filing date is the date the interview is conducted).

##### 12-Month Renewal

No change. On-going clients must complete a full eligibility review every 12 months including an interview.

##### Interviews

No change. For both initial eligibility and 12-month reviews/interviews, the agency must continue to interview the customer, following the driver flow in CWW. The interview can be either face-to-face, or via telephone.

##### Application Summary Signatures

The interview cannot be counted as complete until the customer signs the CWW Application Summary. This is similar to current policy for applications and renewals where the request for assistance was written or verbal. This changes current policy for ACCESS on-line applications and renewals. Currently, applications and renewals for ACCESS have been considered complete when submitted, even though key pieces of eligibility information may have been missing. Since all applications and renewals, including ACCESS applications and renewals, will now require a physical signature to conclude the interview, this problem will be solved.

## **CARES**

### *General Case Information Page – Signature Details (Wisconsin Shares Only)*

As is currently the case, the “Signature Details” field will be blank. Workers should pend the case for signature by choosing “?” from the drop down menu. This item cannot be coded “Yes” until the Application Summary is generated, and the signed Application Summary is returned to the agency. For face-to-face interviews, this can be accomplished immediately.

### *GENERATE SUMMARY PAGE*

The Generate Summary Page has been updated for use with W-2 and Wisconsin Shares cases. This page will allow the worker to either mail the Application Summary or print it. The worker will also be able to choose what type of signature has been or needs to be collected for the application or review. For Wisconsin Shares and W-2, the only option available is “written.” “Telephonic” signatures are not acceptable for either program.

This page will come up in “add” mode in both the Intake and Review driver flows before the Initiate Eligibility page. The worker will have to complete the page by choosing one of the ‘What would you like to do’ and ‘Signature’ options and view the PDF version of the summary to move past the page. The page will also be scheduled in “add” mode when a program is added or a change to the case has been made that will require the worker to initiate eligibility. Below is an example of the page in “add” mode.

The Generate Summary page will appear in “view” mode if the page has already been completed and eligibility initiated. The worker can get to the page in “view” mode by clicking on the Generate Summary page in the navigation menu on the right side of any CWW page. If the worker wants to make changes to any information on the Generate Summary page while it is in “view” mode, the worker must click on the “Add New” button (see D on the screenshot below).

Primary Person : JACK CLIFFORD 46M PP Case: 5700523353 Status: Pending Mode: Intake 3.5 11/15/2011

▶ Action Items (3) ▶ Documents (0) ▶ Discrepancies (0)

**Generate Summary** Cancel  Reset

Effective Period

Effective Date: 11/15/2011 Worker: M MCMAHON (XCT004)

Summary

FoodShare/HealthCare Signature:    ← A

ChildCare/W-2 Signature:    ← A

CTS Signature:    ← A

\* View Summary: H - Hmong   ← B

\* What would you like to do? PS - Print Summary   ← C

Updated on or before: MM / DD / YYYY Go  ← D

Add Case Comment Cancel  Previous Next

- A.** The signature type fields displayed are only those programs that have been requested.

For FoodShare/HealthCare Signature, the dropdown options are:

1. Electronic
2. Written
3. Telephonic
4. Preprinted Renewal Form (PPRF)

For Child Care/W-2 Signature and CTS Signature, the only dropdown option is Written.

Workers must choose a signature type for each program displayed unless PPRF is chosen for FoodShare/Health Care. If PPRF is chosen, the CTS and Child Care/W-2 Signature fields are cleared and disabled.

- B.** The Application Summary already prints in English or Spanish, depending on the household language. The Hmong language is now also available.

If the household language is English, the display defaults to English. If the household language is Spanish or Hmong, the dropdown will display English as well as the correct household language. For any household language other than English, Spanish, or Hmong, the display defaults to English. However, if the summary is mailed, the translation box on the Cover Page will be generated in any of the 26 household languages available in CARES Table TLAG.

The worker must select the *View* button in order to send the summary to the Electronic Case File (ECF) and allow the worker to proceed to the next page. The summary will be generated as a PDF and will be stored in the ECF. All historic versions of the summary that have been generated will also be available in the ECF.

- C.** The worker is provided the following options in the “What would you like to do?” field:

1. Mail Summary (to mail the Cover Letter, Application Summary and Signature Page to the individual)
2. Print Summary (to print the Application Summary and Signature Page in the agency to give to the individual for signature after a face-to-face interview)
3. No Action (to use when a summary is not required to be given or mailed to the individual)

*Wisconsin Works:* By policy, the W-2 applicant must sign the W-2 application in front of an agency representative. For that reason, FEPs must always choose the *Print Summary* option.

If hardware issues make it impossible for the FEP to print the summary at the end of the interactive interview, the FEP may choose *Mail Summary*. The application is not complete until the signature page is returned. Under this rare circumstance when the Application Summary will not print, the FEP must have the applicant sign the *Back-up Applicant/Participant Signature* (11154) form while in the office for the interactive interview. This form must then be attached to the Application Summary when the participant returns the Signature page.

If it is not possible to print the *Back-up Applicant/Participant Signature* (11154) form, when the participant returns the signed Signature Page, the agencies must confirm the validity of the signature by having the individual resign it during the next office visit or comparing it to a signature already on file.

*Wisconsin Shares:* The Wisconsin Shares applicant has the option of interviewing in person or by telephone and does not have to sign the application in front of agency staff. In most instances, the worker would choose "Print Summary" to conclude face-to-face interviews and have the applicant sign while still at the agency. In most instances, the worker would choose "Mail Summary" to conclude telephone interviews and mail the summary and cover letter with instructions to the applicant.

Once the agency has the signed summary, the worker can change the "?" to "Y" at the Child Care Signature field to allow the case to pass.

- D.** If the worker wants to make changes to any information on the Generate Summary page while it is in "view" mode, the worker must click on the "Add New" button.

### APPLICATION SUMMARY

The Application Summary contains eligibility information that the applicant has provided throughout the application process for the requested programs. The PDF will dynamically display information based on the information collected for a particular program. The applicant must review this information and then sign the Signature Page acknowledging that the information is correct and true. The following information has been added to existing summary sections to support the addition of W-2 and Wisconsin Shares.

- For self-employment:
  - Other disallowed expense
  - Business Start Month
  - Most recent business taxes filed year
- SSN Cooperation?
- Legal Custody?
- Receiving SSI?
- Caring for Reference Person?

- Filling Parental Role?
- Special Needs Child?

The following fields have been added to the existing Assets sections and will only appear for W-2 and Elderly/Blind/Disabled (EBD) cases if the applicant has assets:

- Asset availability?
- Vehicle Identification Number

The following new section has been added to the Application Summary to support the addition of Wisconsin Shares and will only appear if Wisconsin Shares has been requested:

#### **Child Care Participation**

- Person
- Effective Month
- Activity Type Code

### COVER LETTER, PROGRAM ACKNOWLEDGEMENTS, AND SIGNATURE PAGE

The Cover Letter, Program Acknowledgements, and Signature Page all contain dynamic, program-specific language depending upon which programs have been requested by the applicant and the signature type for each program. All documents are translated into Spanish and Hmong.

#### Cover Letter

The Cover Letter is generated when *Mail Summary* is selected in the *What do you want to do?* field on the Generate Summary page. While much of the language in the letter is dynamic depending upon program and *Signature Type* requested, the format for the letter is modeled after the Verification Checklist Letter (VCL). Additions or changes to the Cover Letter include:

- Updating the “equal opportunity service provider” box that appears at the top of the letter. The box will either contain joint DHS/DCF information, DCF information only or DHS information only. In addition, this information will appear in the same language as the selected case-level household language selected from CARES Table TLAG.
- Moving the agency contact information box to the bottom of the page, similar to the VCL in order to accommodate multiple contacts.

See attached example.

#### Program Acknowledgements

The Program Acknowledgements are generated when *Mail Summary* or *Print Summary* is selected in the *What do you want to do?* field on the Generate Summary page.

The program-specific Acknowledgements are the program-specific rules an applicant must read and agree to before signing the Signature Page. The Acknowledgements that appear depend upon what programs have been requested.

See attached example.

Signature Page

The Signature Page is generated when *Mail Summary* or *Print Summary* is selected in the *What do you want to do?* field on the Generate Summary page.

The Signature Page includes a page to collect signatures from the applicant and other relevant household members, and any authorized representatives for the case. The display for the Signature Page depends upon the type of signature that was requested on the Generate Summary page as well as the programs that have been requested.

*Wisconsin Works*

W-2 applicants and participants must write their initials on the Signature Page to acknowledge that their answers are correct and that they have received the W-2 Rights and Responsibilities (398) brochure. For W-2 eligibility reviews, the participant must still initial the box, but the agency is not required to provide the brochure.

<b>Wisconsin Works (W-2)</b>	
	By signing this application, I acknowledge that I understand the questions and my answers are correct and complete to the best of my knowledge. Also, by signing, I understand and agree to the statements in the application summary.
(Initials)	By initialing in the space provided, I agree that I have received the W-2 Rights and Responsibilities: A Help Guide brochure and that it was explained to me by a FEP or another W-2 agency staff.

*Wisconsin Shares*

For Wisconsin Shares requests only, the Signature Page will only display a signature box for the *Primary Person* as no other adult in the Wisconsin Shares group is required to sign the application.

<b>Child Care (CC)</b>
By signing this application, I acknowledge that I understand the questions and my answers are correct and complete to the best of my knowledge. Also, by signing, I understand and agree to the statements in the application summary.
I also acknowledge that I have read and understand the Child Care Responsibilities and Rights contained on previous pages.

Otherwise, if other programs in addition to Wisconsin Shares are requested, the signature boxes for Primary Persons as well as Other Adults and Authorized Representatives will display.

SIGNATURE _____		_____	
Primary Person	Date	Other Adult	Date
SIGNATURE _____		_____	
Authorized Representative	Date	Other Adult	Date

See attached example.

In addition, on the Signature Page, the Electronic Case File (ECF) code has been changed from CAF to APP to reflect a change that had been made to the ECF file structure in June 2010.

### Caretaker Supplement (CTS)

Some updates were made to accommodate CTS cases. Workers can continue to use the summary for pre-printed renewals by selecting 'PPRF' from the Foodshare/Healthcare dropdown when it is a mixed case that includes CTS. There is no change to the process for CTS only cases. Asset information will not display on the summary unless the case is open for EBD Medicaid or W-2.

### **ATTACHMENTS**

1. Cover Letter requesting signature for all programs
2. W-2 Acknowledgements
3. Child Care Acknowledgements
4. Signature Page

### **CONTACTS**

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

For Child Care Policy and CARES Processing Questions: [childcare@wisconsin.gov](mailto:childcare@wisconsin.gov)

For Income Maintenance Programs Policy and CARES Processing Questions: BEPS CARES Information & Problem Resolution Center

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RCA – Refugee Cash Assistance Program, RMA - Refugee Medical Assistance Program, \*Other EP – Other Employment Programs.

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