



DEPARTMENT OF  
CHILDREN AND FAMILIES  
Secretary Eloise Anderson  
201 East Washington Avenue, Room G200  
P.O. Box 8916  
Madison, WI 53708-8916  
Telephone: 608-266-8684  
Fax: 608-261-6972  
www.dcf.wisconsin.gov

DEPARTMENT OF HEALTH SERVICES  
Secretary Dennis Smith  
1 West Wilson Street  
P.O. Box 7850  
Madison, WI 53707-7850  
Telephone: (608) 266-9622  
FAX: (608) 266-7882  
www.dhs.wisconsin.gov

**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**

**FROM:** Janice Peters, Director  
Bureau of Working Families  
Division of Family and Economic Security

DFES OPERATIONS MEMO					
<b>No:</b>	11-74				
<b>DATE:</b>	12/21/2011				
<b>FS</b>	<input type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>
<b>CC</b>	<input type="checkbox"/>	<b>W-2</b>	<input checked="" type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input type="checkbox"/>	<b>JC</b>	<input type="checkbox"/>
<b>RCA</b>	<input type="checkbox"/>	<b>RMA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/> *
				<b>EP</b>	
<b>PRIORITY: HIGH</b>					

**SUBJECT: CARES Updates for the W-2 Case Management Services for Job Ready Individuals (CMJ) Placement**

**CROSS REFERENCE:** [Operations memo 11-60: Implementation of the W-2 Case Management Services for Job Ready Individuals](#)

**EFFECTIVE DATE:** January 1, ~~2011~~ 2012

**PURPOSE**

The Operations Memo informs Wisconsin Works (W-2) agencies of the Client Assistance for Reemployment and Economic Support (CARES) processing for the new W-2 Case Management Services for Job Ready (CMJ) Individuals placement.

**BACKGROUND**

The 2011-2013 Biennial Budget (Wisconsin Act 32) allows for individuals to receive case management services in lieu of placement in a W-2 paid employment position effective January 1, 2012. The new CMJ policy was issued in [Operations memo 11-60: Implementation of the W-2 Case Management Services for Job Ready Individuals](#).

**POLICY**

The case management placement for job ready individuals (CMJ) is for unemployed individuals able to find and keep full-time employment who meet W-2 financial and nonfinancial eligibility criteria.

To be appropriate for CMJ, individuals must have sufficient skills and work history to obtain employment quickly, but need support and assistance from the W-2 agency to find and keep a job. Examples of support and assistance the W-2 agency may provide include: help creating and implementing a strategy to obtain employment; assistance with child care costs through Wisconsin Shares; and assistance to pay for work-related expenses, transportation or car repairs through either a Job Access Loan or supportive services funding from the W-2 agency. Instead of placing these individuals in a paid W-2 employment position that will count toward their time limits, the FEP may place them in a CMJ placement.

The entire CMJ policy can be found in [Operations memo 11-60: Implementation of the W-2 Case Management Services for Job Ready Individuals](#).

POLICY CLARIFICATION**Updates to [W-2 Manual Section 7.2.3.2](#) Moving from Other W-2 Placements to CMJ**

The entire section of 7.2.3.2 has been re-written as follows:

*CMJ is only available to W-2 applicants, and, in limited situations, to CMC and other case management participants. The chart below shows when a participant in a specific W-2 placement can and cannot move into the CMJ placement. In each instance in which a W-2 participant **can** move into the CMJ placement, the individual must meet CMJ eligibility requirements outlined in Section 7.2.3.3 of the CMJ policy found in [Operations Memo 11-60](#).*

<b>W-2 Placement</b>	<b>Move to CMJ?</b>
<i>Trial Job (TJB)</i>	No
<i>Community Service Job (CSJ, CS1, CS2, CS3)</i>	No
<i>W-2 Transitions (W-2 T)</i>	No
<i>Custodial Parent of an Infant (CMC)</i>	Sometimes  <i>If the CMC participant was <b>not</b> in an At Risk Pregnancy (ARP), Trial Job (TJB), CSJ (including partial CSJ) or W-2 T placement prior to going into CMC, the individual may be considered for a CMJ placement.</i>
<i>At-Risk Pregnancy (ARP)</i>	No  <i>If the woman in an ARP placement gives birth, she is eligible for a CMC placement. See CMC above.</i>

<b>W-2 Placement</b>	<b>Move to CMJ?</b>
<p>Case Management Follow-up (CMF)</p> <p>Case Management Unsubsidized (CMU)</p>	<p>Yes</p> <p><i>Individuals in a CMF or a CMU may be considered for a CMJ placement. However, moving from CMU or CMF to CMJ is only appropriate for individuals who are able to find and keep full-time employment. This includes individuals who may be able to work full time, but choose to only pursue part-time work.</i></p> <p><i>The W-2 agency must individually assess each CMF and CMU participant who loses employment to determine the reason for that employment loss. Loss of employment may indicate a hidden barrier that is making it difficult for the individual to maintain employment. The W-2 agency must pay particular attention to CMU and CMF participants who lose their jobs after only a short time.</i></p>
Case Management Minor Parents (CMM)	<p>Sometimes</p> <p><i>If the minor parent turns 18, already has a high school diploma or equivalent and a work history, that minor parent may be considered for a CMJ.</i></p>
Case Management Pregnant Woman (CMP)	<p>No</p> <p><i>The CMP placement is for women who are pregnant and have no other custodial children. CMJ placement is only for custodial parents.</i></p> <p><i>If the woman in an CMP placement gives birth, she is eligible for a CMC placement. See CMC above.</i></p>
Case Management Noncustodial Parents (NCP)	<p>Sometimes</p> <p><i>If the NCP becomes a custodial parent, he or she may be considered for a CMJ placement.</i></p>
Case Management Denied (CMD)	<p>Sometimes</p> <p><i>If the extension denial reason was that the local labor market has jobs the participant could have gotten, the individual may be considered appropriate for CMJ.</i></p>

### Updates to W-2 Manual Section 7.2.3.5 Case Management Services in CMJ

The underlined language has been added to section 7.2.3.5.

*Once the placement has been made, the W-2 agency and CMJ participant have equal share in the responsibility of finding employment. The FEP must maintain weekly, face-to-face, contact with CMJ participants. During these weekly contacts, the FEP must provide an array of structured employment services and supports including:*

- *Providing participants with job leads that match the individual's skills (based on career assessment results) with specific jobs open in the local labor market.*
- *Creating and updating the participant's employability plan (EP) with appropriate activities based on feedback obtained from the participant and from employers that either did not offer the participant an interview or did not offer the participant a job. Include in the EP the CMJ participant's employment and personal goals.*
- *Offering career assessment services, providing guidance in career decision making skills and helping identify jobs that might match the participant's skills, interests and abilities.*
- *Monitoring participants' job search efforts to find out what specific jobs the participant has applied for, what interviews the participant has had, the outcome of those interviews, and discussions about why the participant thinks they did not get the job. This does not mean solely collecting participant's job contact logs on a weekly basis.*
- *Discussing any nonparticipation with the participant and the reasons for the nonparticipation. Agencies must exercise due diligence in determining whether previously identified or unidentified barriers are the underlying cause of the nonparticipation such as personal and family challenges. The FEP must work quickly to re-engage in job search activities CMJ participants who are able to work or quickly reassess and place in a paid position ~~the~~ CMJ participants who are found to have more severe barriers.*
- *Convening staffings with the CMJ participant and with agency staff who assist in developing job leads and employer contacts.*
- *Discussing with the participant any barriers that may be preventing the participant from obtaining employment, including necessary supports, such as housing, transportation, and child care.*

### **Updates to W-2 Manual Section 7.2.3.8 Ending CMJ Placements**

The underlined language has been added to section 7.2.3.8.

*CMJ participants who obtain employment must be offered employment retention and advancement services in the CMF placement. (See Chapter 7)*

*CMJ participants are required to comply with all nonfinancial eligibility requirements. A FEP must close a participant's case when a CMJ participant fails to cooperate with specific W-2 program requirements without good cause. (See 11.4) If a CMJ participant is not cooperating with ongoing job search activities, the FEP must address this at the weekly meetings. Then, at the 30-day reassessment, if the participant has not exhibited the level of effort required to get a job by cooperating with ongoing job search activities throughout the 30 day period, and the W-2 agency has provided appropriate case management and job development services, the FEP may close the case.*

## **CARES**

### CARES UPDATES

Effective January 1, 2012, a new CMJ placement type will be available. The CMJ placement has the following edits:

- A CMJ placement cannot be entered on CARES screen WPWW if it is immediately following a Trial Job, W-2 T or a CSJ (including partial CSJ) placement.

Workers will receive the following error code on CARES screen WPWW: CHJ – CAN'T BE MOVED FROM A PAID PLACEMENT TO A CMJ PLACEMENT.

- A CMJ placement cannot be entered on CARES screen WPWW if it is immediately following a CMC placement if the W-2 participant moved from an At-Risk Pregnancy (ARP), Trial Job, W-2 T or a CSJ (including partial CSJ) placement directly into the CMC placement.

Workers will receive the following error code on CARES screen WPWW: CHK – CAN'T BE MOVED TO A CMJ PLCMNT FROM CMC WHICH WAS PRECEDED BY PAID PLCMNT.

A new alert has also been created. CARES alert 473 says: CMJ 30 DAY REVIEW DUE. The alert will be generated 21 calendar days prior to 30<sup>th</sup> day of the CMJ placement.

The child care eligibility worker must use the SEEK code on the Child Care Activity Status page in CWW to indicate the child care activity type for individuals in the CMJ placement.

## **CONTACTS**

For Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For CARES Processing Questions: W-2 Help Desk

\*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.