

**DEPARTMENT OF WORKFORCE
DEVELOPMENT**

Secretary Roberta Gassman
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
FAX: (608) 266-1784
www.dwd.state.wi.us



**State of Wisconsin
Governor Jim Doyle**

**DEPARTMENT OF HEALTH AND
FAMILY SERVICES**

Secretary Helene Nelson
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.wisconsin.gov

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
W-2 Agencies**

**FROM: Amy Mendel-Clemens
Communications Section
Bureau of Eligibility Management
Division of Health Care Financing**

BEM/DWS OPERATIONS MEMO					
No:	05-27				
DATE:	07/29/2005				
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★
PRIORITY: HIGH					

SUBJECT: NEW W-2 AUXILIARY PAYMENT APPROVAL DESIGNATION FORM

CROSS REFERENCE: Operations Memo 05-25, dated 06/30/2005

EFFECTIVE DATE: July 29, 2005

REPLY BY: *August 12, 2005*

PURPOSE

This memo is the second in a series of Operations Memos that are being used to phase in new W-2 auxiliary payment approval and monitoring changes, until all necessary CARES and operational changes can be completed. This memo provides guidance on the use of a new W-2 auxiliary payment approval form that W-2 agencies must complete and furnish to DWS for each office location to initially designate who can authorize issuance of W-2 auxiliary payments for that office location. This form must also be used when any change is made to the list of persons who can authorize W-2 auxiliary payments for a given office.

This memo also provides guidelines for agency administrators to consider when deciding which staff should be W-2 auxiliary payment approvers. The new form is one part of new procedures being established that will ensure that a worker requesting a W-2 auxiliary payment are not the same worker that approves the payment for issuance.

BACKGROUND

In response to a Legislative Audit Bureau report, new W-2 auxiliary payment approval and monitoring processes are being established. Operations Memo 05-25 provided guidance on the implementation and use of new WEBI based interim W-2 auxiliary payment monitoring reports. This memo provides guidance on the implementation and uniform use of a new DWS form that all W-2 agencies must use to designate who can authorize W-2 auxiliary payment issuance for each office location. Upon completion of CARES and operational changes around the beginning of September 2005, another Operations Memo will be issued that will provide detailed summary guidance of CARES and other changes made for W-2 auxiliary payments and monitoring. Effective with that Operations Memo, W-2 auxiliary payments will no longer be issued without use of this new two-party (requestor plus approver) issuance process which will replace the current single worker with security level of 50 or higher.

POLICY

In order to properly phase in implementation of these changes, all W-2 agencies must complete and fax a signed copy of their initial W-2 Auxiliary Approval Designation Form (DWSW-14746-E) for each office location to DWS Security Unit staff by to (608) 327-6420 **No Later Than August 12, 2005**. **Please note** that the new form requires signatures of both the W-2 Agency Security Officer and the W-2 Agency Administrator (or designee).

W-2 Auxiliary Approval Form DWSW - 14746-E Guidance

Form DWSW-14746-E (attached) must be completed for each office in which an agency has W-2 cases. Smaller offices should limit information to three approvers per office. Larger offices can have up to six authorized approvers per office. The minimum recommended number of approvers for an office is two. When needed, the same worker may be an approver for more than one office, but must be listed for each office location submitted.

Form DWSW-14746-E, along with instructions for completing it, can also be found in the DWS Forms Repository Website at: <http://workweb.dwd.state.wi.us/forms/viewsort/default.asp?ID=NEW> When using the Website version, please remember to copy the blank form into your files and fill in only the copied version for each office. Please do not try to first fill in the form on-line and then try to save it.

It is extremely important that all agencies return their initial completed and signed forms for each of their W-2 offices by no later than August 12, 2005, so that State staff can load the information into a new CARES screen BIAW, which lists the authorized W-2 auxiliary approval workers per office. Only State staff will be able to load or modify the W-2 auxiliary payment office approval list in CARES, using form DWSW-14746-E information. Once all changes are published in early September, W-2 agencies will no longer be able to issue W-2 auxiliary payments for an office unless they have provided their authorized approvers via the form.

Starting August 22, 2005, the new CARES screen BIAW will be available for W-2 agencies to query and verify their list of worker names and IDs submitted for W-2 auxiliary payment approval workers for each office. To query this screen in CARES, enter BIAW in TRAN and the office number being queried in PARMS. If errors are found in the initial BIAW names, please contact DWS Security staff at (608) 261-6317 for guidance. W-2 changes that add or delete local agency approval staff can be done by following instructions found in form DWSW-14746-E, which includes querying CARES Screen BIAW and submitting an updated form.

Information on Designating Auxiliary Approval Staff and Upcoming Screen Changes

It is suggested that FEP supervisors be involved in selecting staff designated for each office to perform this function. Listed here are some other guidelines to consider when deciding who will be given authority to approve W-2 auxiliary payments for your agency:

- The approver should have a working knowledge of CARES W-2 eligibility and payment criteria and should have access to Application Entry and Benefit Issuance screens in CARES, including ACWI, CMCC, IQAF and IQWD.
- It is recommended that each W-2 office have a minimum of two (2) designated approvers and preferably three (3) in order to provide backup. Larger agencies can have more than three (3) approval workers, but not more than a maximum of six (6) for each office. State security staff will monitor submissions to verify that the maximum has not been exceeded.
- W-2 agencies typically should not have all of their W-2 workers at one location listed as approvers. However, the same worker may be designated as an approver for more than one office. An approval worker does not need to have update access to cases in an office in order to approve a W-2 auxiliary payment request in that office.
- The same staff currently requesting auxiliary payments on BICS will still be able to do so when all CARES changes are made. However, the requestor will not be able to authorize their own payment once all changes are implemented in early September. Once all changes are published, each W-2 auxiliary payment will require one worker to request the payment on revised screen BICS and a different worker to approve the request on a new approval screen BIWA. The new BIWA screen (which is different from the above new BIAW screen) will replace BIOR for W-2 auxiliary approvals. BIOR will then be used only to approve FoodShare supplements.
- History of the worker who requested a W-2 auxiliary payment and the worker who approved a W-2 auxiliary payment will be maintained in CARES.
- Designated approvers will need to keep track locally of worker logon IDs for which they have approving W-2 auxiliary payment authority.
- All authorized approvers will receive an alert for a W-2 auxiliary request made within an office to which they are assigned. Approvers will be responsible for checking their alerts daily and entering approval dispositions timely on the new approval screen. The new approval system will prevent duplicate approval of a specific W-2 auxiliary payment request. However, W-2 agencies will need to establish a local "order of staff approval" for each local office to ensure prompt payment and eliminate any confusion on who should be approving a payment.

Another Operations Memo will be issued to implement all remaining W-2 Auxiliary Payment process changes in CARES in early September 2005. That memo will provide more detailed explanation of the two new supporting CARES screens BIAW and BIWA. It will describe changes made to screen BICS and use of new W-2 auxiliary payment WEBI monitoring reports that will replace the interim monitoring reports issued under Operations Memo 05-25.

CONTACTS**BHCE CARES Information & Problem Resolution Center**

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DWD/DWS/BW2/BP