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

FROM: Amy Mendel-Clemens
Technical Assistance, Training &
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Bureau of Eligibility Management
Division of Health Care Financing

BEM/DWS OPERATIONS MEMO					
No:	06-26				
DATE:	06/02/2006				
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input checked="" 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: **CARES Worker Web Enhancements (June 2006)**

EFFECTIVE DATE: JUNE 5, 2006

PURPOSE

This memo describes changes being made to CWW as a result of feedback and suggestions submitted by workers in local agencies.

BACKGROUND

Suggested changes to CWW continue to be submitted through CWW Process Help and through the [CWW Feedback](#) website. The list of suggested changes is continually reviewed and items prioritized based on the frequency of the suggestion and its effect on daily workflow for local agencies. The suggested changes with the greatest impact have been implemented with this enhancement to CWW.

CWW CHANGES

Employment Queries Allow New Hire Match For 18 Year Olds

The Employment and Unemployment Queries for New Hire, UI, and Wages have been modified to now include matches for individuals who are 18 years old. Previously, these matches were only being done for individuals over age 18.

New CARES Worker Web Suggestions Page

The new CARES Worker Web Suggestions page has been developed to give workers a more centralized and efficient way of submitting feedback. This page will replace the CWW Feedback site. We are happy to make CWW work more efficiently for you and encourage you to continue to identify and report challenges you encounter that CWW doesn't currently address.

The CWW Worker Web Suggestion page will be listed under Worker Tools on the Navigation Menu and should only be used to send suggestions for improvement of the CWW system. Enter the page name or select a drop down value for the Suggestion Type and enter the feedback or suggestion into the Suggestion Detail field on the page. Hitting Submit sends the suggestion to us and returns the worker to the home page.

The screenshot shows the 'CARES Worker Web Suggestions' page. The browser title is 'CARES Worker Web - CARES Worker Web Suggestions - Microsoft Internet Ex...'. The address bar shows 'https://trn.cares.wisconsin.gov'. The user is logged in as 'J ELLENBECKE' with 'User ID: XCTA08'. The page has a navigation menu on the left with options like 'CARES Home', 'Search', 'Inbox Search', 'Client Registration (0)', 'Application Entry (0)', and 'Worker Tools'. The main content area has a 'Reset' button and 'Instructions' stating: 'Please use this page for directing any system or process related suggestions for CARES Worker Web. Please do not use this page for entering case comments or reporting any problems or issues that you might have encountered.' Below this is the 'Suggestion Details' section with fields for 'Worker Name: J ELLENBECKE', 'Worker ID: XCTA08', 'Page Name: [text box]', 'Suggestion Type: [dropdown]', and 'Suggestion Details: [text area]'. A 'Submit' button is at the bottom right. The current size of the text area is 0 characters (1500 characters max).

NOTE ➤ This page does not replace the process established to report system problems or specific case problems.

View/Record Six Month Report Actions Radio Button On Case Summary Page.

Currently the "Record/View Six Month Report Actions" radio button is not accessible unless you are the worker assigned to the case, the case is in Review mode, or the case is closed. This prevents users with query access from viewing the View/Record Six Month Report Actions Page for Ongoing cases. This has caused problems for supervisors, QC reviewers and other query users who may need to view the action history to review a case. The radio button will now be accessible in all situations to allow view only access for these users.

Not Allow Person Delete For Individuals Eligible For SeniorCare.

Individuals confirmed eligible for SeniorCare or counted as an "Income Spouse" on an open case cannot be deleted from the case until the 12 month SeniorCare certification period ends. Because of this, we are adding the following edit: <AE303: You cannot delete this individual as s/he is also included in a SeniorCare AG>.

If the Medicaid eligibility determination is not correct because an individual in a SeniorCare assistance group is still included in the household, contact the Call Center.

CONTACTS

BEM 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.

DHFS/DHCF/BEM/JE