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

FROM: Amy Mendel-Clemens
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BEM/DWS OPERATIONS MEMO					
No:	07-60				
DATE:	11/01/2007				
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input 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: **Training Announcement For IM Agencies – BadgerCare Plus (BC+), CWW 3.0 (Eligibility on CWW), Notice Re-Engineering**

CROSS REFERENCE: DHC Administrator's Memo 07-09 (coming soon)

EFFECTIVE DATE: NOVEMBER 1, 2007

PURPOSE

Implementation of BadgerCare Plus (BC+), Notice Re-engineering, and CARES Worker Web (CWW) 3.0 (Eligibility on CWW) is scheduled for February 1, 2008 with system changes available in production on January 14, 2008.

Training will consist of two main phases. This memo describes these phases, and how to access the phase one training materials.

TRAINING ANNOUNCEMENT

PHASE ONE TRAINING

Phase One Materials

Effective November 1, phase one self-study training materials will be available to local agencies. The phase one materials consist of:

- 1) A presentation called "Income Maintenance Winter 2007-2008 Changes" that provides details about the policy, process and automation of BC+, Notice Re-engineering, and Eligibility on CWW;
- 2) The new BC+ policy handbook; and
- 3) A web-based "guided tour" of the new BC+ handbook, including a self assessment quiz.

These materials will be available on the new IM Instructional Resources page on the DHFS Learning Center. To get to these materials, go to the [DHFS Learning Center](#), click on Instructional Resources link located in the Course Search section. Select the resource you want to view by clicking the associated Instructional Resource link. Phase one materials will remain available until the spring of 2008. Agencies will be notified in advance of these materials being taken off line.

Phase One Audience

The audience for phase one of the training is all IM management and staff impacted by BC+, Notice Re-engineering, or Eligibility on CWW. Phase one of the training is strongly recommended by both DHFS and the Income Maintenance Advisory Committee (IMAC). It is expected that agencies will ensure appropriate staff access these materials and review them completely.

Taking Phase One Training

It is advised that the "Income Maintenance Winter 2007-2008 Changes" presentation be accessed first, and then review the BC+ Handbook while taking the guided tour. If additional policy information is desired, a more detailed independent study of the BC+ handbook can be done.

Agencies may choose to have individuals access these materials individually at their desks, or may present the materials in group sessions using a computer connected to the internet, and a projector.

Obtaining Training Credit For Phase One

To obtain credit for taking phase one training, agencies must include participants on their end-of-year training report. For information on that report, including how and where to submit it, see DHCF Administrator's Memo [03-02](#).

PHASE TWO TRAINING

Phase two of the training will consist of a series of classroom training sessions provided by state IM training staff. Topics will include:

- BC+ Policy
- Overview of BC+ systems changes
- Overview of Client Notice Re-design processes
- Overview of Eligibility on CWW

There will be two “tracks” of this training for IM workers. A one day session will include all the topics above. This session is intended for workers who currently work with family Medicaid and will be working with the BC+ program. There will also be a 1/2 day session offered via virtual classrooms that will include only the Client Notice redesign and Eligibility on CWW topics. This session is intended for IM workers who do not determine eligibility for family Medicaid and will not be working with BC+ (e.g. Long Term Care workers).

Phase two of the training will be offered beginning the week of November 26, 2007, and will continue until approximately the end of January, 2008. This phase of the training will be mandatory for anyone who works directly with customers and CARES/CWW to conduct IM eligibility determinations.

- **NOTE** Phase two builds on the knowledge gained in phase one. All phase two participants will be expected to have completed phase one prior to attending phase two.

Information about how to sign up for phase two training sessions will be available via the [DHFS Learning Center](#) in early November. Individuals may also want to sign up to receive [IM training notifications](#), which will include information about signing up for these sessions, as well as other valuable information about IM training events.

CONTACTS

If you have questions, technical issues, etc. about the training or training materials as you are taking phase one, please contact the IM Training Call Center at (608) 261-6378 (option 2), or email IMTraining@dhfs.state.wi.us. Anyone from a local IM agency may contact the Training Call Center – it is not limited solely to CARES/policy coordinators.

If you have questions about the policy in the BC+ handbook, please email those questions to IMTraining@dhfs.state.wi.us. Receipt of your question will be acknowledged, however individual responses to specific policy questions will not be sent. Instead, the questions and answers will be released in a series of Recently Asked Questions (RAQs) that will be made available via the Instructional resources page on the DHFS IM Learning Center.

Please direct any questions about the information in this training announcement to the IM Training Call Center (608) 261-6378 (option 2).

*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.