

Effective: 04-05-2008  
 (Most recent changes highlighted in yellow)

**WISCONSIN WORKS  
 DOCUMENTATION, VERIFICATION AND SUPERVISION CRITERIA**

<b>W-2 Activities that Count Toward the TANF Work Participation Rate</b>	<b>Documentation</b> <b>Note:</b> Documentation must show hours of participation in activities assigned for each day of the week  Documentation must be MAINTAINED in participant's paper file or scanned into participant's Electronic Case File except where a W-2 agency has multiple participants engaged in the same activity at one location. In those circumstances, the verification may be kept in a central location by the W-2 agency and made available upon request.	<b>Verification</b> <b>Note:</b> W-2 agencies are generally responsible for collecting verification items for group activities when multiple participants are engaged in the same activity at one location.	<b>Supervision</b>
<ul style="list-style-type: none"> <li>• Working Full-time (WF)</li> <li>• Working Part-Time (WP)</li> </ul> <p>Note: Includes Self-Employment</p>	<p>Initial hours of employment may be documented by an Employer Verification Letter or phone call to the employer if a verification letter cannot be obtained. Subsequent documentation will be completed via photocopies of the equivalent of two weeks pay stubs which must be collected not less than every six months and must be maintained in the participant's paper case file or the electronic case file. W-2 policy requires that any change, including a change in income be reported within ten calendar days of the change.</p>	<p>W-2 agency must verify actual hours of participation in unsubsidized employment. This will be done initially through the Employer Verification Letter or a phone call to the employer and subsequently through two consecutive weeks of pay stubs that are collected and reviewed not less frequently than every six months. Actual hours must include all hours for which the participant was paid. Documents, such as the Employer Verification Letter and pay stubs used to verify actual hours of participation must include the participant's name and/or social security number, the actual hours worked, and the name of the employer.</p> <p>Weekly scheduled hours should be calculated by adding total hours worked from two weeks of pay stubs and dividing that number by two. If the Employer Verification Letter is used to initially document hours of work, the projection should be based on the employer's estimate of weekly scheduled hours.</p>	<p>Daily supervision of individuals who maintain eligibility for W-2 cash assistance while in unsubsidized employment will be provided by the employer. Verification will be conducted through collection of two consecutive weeks of pay stubs at least every six months unless contradictory information is received sooner than the six month point.</p>

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Work Experience (WE)	<p><i>Minimum information captured on documentation:</i></p> <ol style="list-style-type: none"> <li>1. Participant's Name</li> <li>2. Date of Activity</li> <li>3. Name of Worksite</li> <li>4. Scheduled Daily Hours</li> <li>5. Daily Start and End Time</li> <li>6. Daily Actual Hours</li> <li>7. Daily Missed Hours</li> <li>8. Reason for any Missed Daily Hours (if available from worksite)</li> <li>9. Supervisor's Signature/Electronic Signature</li> <li>10. Supervisor's Phone Number</li> </ol>	<p>For self-employment, the monthly scheduled hours must first be calculated using gross monthly income less business expenses divided by the Federal minimum wage. Once the monthly projected hours are determined, the monthly hours should be divided by 4.33 to arrive at weekly scheduled hours. Hours of participation must be recalculated each time a change in income is reported or at least every six months.</p> <p>W-2 agency is required to obtain computer printouts, sign-in sheets or individual activity logs containing minimum information at least twice a month.*</p> <p>In situations in which the participant is relying on an individual activity log to verify participation, it is primarily the W-2 participant's responsibility to have the training worksite supervisor sign the documentation.</p>	<p>For self-employment, the case manager signs the documentation.</p> <p>All work experience sites require a work training site supervisor who is onsite daily.</p>

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	<p><b>Note:</b> Documentation must show hours of participation in activities assigned for each day of the week</p> <p>Documentation must be MAINTAINED in participant's paper file or scanned into participant's Electronic Case File except where a W-2 agency has multiple participants engaged in the same activity at one location. In those circumstances, the verification may be kept in a central location by the W-2 agency and made available upon request.</p>	<p><b>Note:</b> W-2 agencies are generally responsible for collecting verification items for group activities when multiple participants are engaged in the same activity at one location.</p>	
<ul style="list-style-type: none"> <li>• Employment Search (ES)</li> <li>• Up-front Employment Search (UE)</li> </ul>	<p><u>Facilitated Job Search</u> – Individual or group activity led by Job Center or W-2 staff or some other facilitator, e.g. Job Club.</p> <p><i>Minimum information captured on documentation:</i></p> <ol style="list-style-type: none"> <li>1. Participant's Name</li> <li>2. Start Time</li> <li>3. End Time</li> <li>4. Daily Actual Hours</li> <li>5. Activity Description</li> <li>6. Supervisor's Signature/Electronic Signature (on individual activity logs)</li> <li>7. Supervisor's Phone Number</li> </ol> <p><i>Method(s) of documentation:</i></p> <ul style="list-style-type: none"> <li>▪ Individual activity log</li> <li>▪ Sign-in sheets</li> <li>▪ Electronic printout based on swipe card, or time clock system</li> </ul> <p><u>Self-Directed Job Search</u>            Participants pursue job leads given to them by W-2 agency or identified on</p>	<p><u>Facilitated Job Search</u> – W-2 agency is required to obtain individual activity logs.</p> <p>It is primarily the W-2 participant's responsibility to have the authorized staff person, e.g., W-2 agency staff, Job Center staff, workshop facilitator, etc. sign the documentation and submit it at least twice a month.*</p> <p><u>Self-Directed Job Search</u>            W-2 agency is required to obtain</p>	<p><u>Facilitated Job Search</u>            Authorized staff person, e.g., W-2 agency staff, Job Center staff, workshop facilitator, etc. supervises activity</p> <p><u>Self-Directed Job Search</u>            Case Manager will have a minimum of</p>

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	<p><b>Note:</b> Documentation must show hours of participation in activities assigned for each day of the week</p> <p>Documentation must be MAINTAINED in participant’s paper file or scanned into participant’s Electronic Case File except where a W-2 agency has multiple participants engaged in the same activity at one location. In those circumstances, the verification may be kept in a central location by the W-2 agency and made available upon request.</p> <p>their own and discussed with the agency.</p> <p><i>Minimum information captured on documentation:</i></p> <ol style="list-style-type: none"> <li>1. Date</li> <li>2. Participant’s Name</li> <li>3. Employer Contacted</li> <li>4. Position of Interest</li> <li>5. Start Time</li> <li>6. End Time</li> <li>7. Daily Actual Hours (a formula approach is not acceptable; hours must be actual)</li> <li>8. Person Contacted</li> <li>9. Contact Information</li> <li>10. Activity Description, e.g., looking for suitable job opportunities, contacting potential employers, applying for job, interviews, follow-up contact.</li> <li>11. Contact verification certification of at least 25% of weekly contacts.</li> <li>12. Signature of W-2 agency staff verifying contact.</li> </ol> <p><i>Method(s) of documentation:</i></p> <ul style="list-style-type: none"> <li>▪ Individual Activity Log</li> </ul>	<p><b>Note:</b> W-2 agencies are generally responsible for collecting verification items for group activities when multiple participants are engaged in the same activity at one location.</p> <p>individual activity logs on a weekly basis.</p> <p>W-2 agency must conduct random follow-up on a minimum of 25% of a participant’s weekly contacts with employers identified on the individual activity log to verify information and confirm contacts. Follow-up may be completed via phone calls, business cards or other collateral information. e.g., fax cover sheets for resume or application submittal, e-mail or other mail correspondence responding to application or resume submittal, etc..</p>	<p>weekly contact (phone or face-to-face) with participant to discuss various job leads and progress made on employment contacts – discussions documented in case comments</p> <p>Case Manager signs individual activity log.</p>
<ul style="list-style-type: none"> <li>• Career Planning and Counseling (CE)</li> </ul>	<p>Individual or group activity led by Job Center or W-2 staff or some other facilitator</p>	<p>W-2 agency is required to obtain computer printouts, sign-in sheets or</p>	<p>Whether this activity is completed in a group setting or completed independently</p>

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<ul style="list-style-type: none"> <li>• Career Advancement Services (CR)</li> <li>• Job Retention Services (JR)</li> <li>• Life Skills Training (LF)</li> <li>• Job Readiness/Motivation (MO)</li> <li>• Occupational Testing (OC)</li> <li>• Up-front Career Planning (UC)</li> <li>• Up-Front Job Readiness/Motivation (UR)</li> </ul>	<p><i>Minimum information captured on documentation:</i></p> <ol style="list-style-type: none"> <li>1. Participant's Name</li> <li>2. Date of Activity</li> <li>3. Start Time</li> <li>4. End Time</li> <li>5. Daily Actual Hours</li> <li>6. Activity Description, e.g. occupational assessments, researching career ladders, career exploration, etc.</li> <li>7. Supervisor's Signature/Electronic Signature</li> <li>8. Supervisor's Phone Number</li> </ol> <p><i>Method(s) of documentation:</i></p> <ul style="list-style-type: none"> <li>▪ Electronic printout based on swipe card, or time clock system</li> <li>▪ Group sign in sheets</li> <li>▪ Individual activity log</li> </ul>	<p>individual activity logs containing minimum information and signed by authorized staff person at least twice a month.*</p> <p>It is primarily the W-2 participant's responsibility to have the authorized staff sign the documentation.</p>	<p>the participant will be supervised by authorized staff person, e.g., W-2 agency staff, Job Center staff, Resource Room Monitor, career counselor, etc.</p>

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Mentor/Coach (MN)	<p><b>Note:</b> Documentation must show hours of participation in activities assigned for each day of the week</p> <p>Documentation must be MAINTAINED in participant's paper file or scanned into participant's Electronic Case File except where a W-2 agency has multiple participants engaged in the same activity at one location. In those circumstances, the verification may be kept in a central location by the W-2 agency and made available upon request.</p> <p><i>Minimum information captured on documentation:</i></p> <ol style="list-style-type: none"> <li>1. Participant's Name</li> <li>2. Date of Activity</li> <li>3. Start Time</li> <li>4. End Time</li> <li>5. Daily Actual Hours</li> <li>6. Activity Description</li> <li>7. Supervisor's Signature/Electronic Signature</li> <li>8. Supervisor's Phone Number</li> </ol> <p><i>Method of documentation:</i></p> <ul style="list-style-type: none"> <li>▪ Individual activity log</li> </ul>	<p><b>Note:</b> W-2 agencies are generally responsible for collecting verification items for group activities when multiple participants are engaged in the same activity at one location.</p> <p>W-2 agency is required to obtain documentation at least twice a month.*</p> <p>It is primarily the W-2 participant's responsibility to have the mentor sign the documentation.</p>	Mentor supervises this activity.
<ul style="list-style-type: none"> <li>• AODA Assessment (AA)</li> <li>• Disability and Learning Assessment (AD)</li> <li>• Physician's Assessment (AL)</li> <li>• Mental Health Assessment (AM)</li> </ul>	<p><i>Minimum information captured on documentation:</i></p> <ol style="list-style-type: none"> <li>1. Participant's Name</li> <li>2. Date of Activity</li> <li>3. Start Time</li> <li>4. End Time</li> <li>5. Daily Actual Hours</li> <li>6. Purpose of Visit</li> <li>7. Supervisor's Signature/Electronic Signature</li> <li>8. Supervisor's Phone Number</li> </ol> <p><i>Method(s) of documentation:</i></p> <ul style="list-style-type: none"> <li>▪ Individual activity log</li> </ul>	<p>W-2 agency is required to obtain documentation containing minimum information and signed by qualified provider or staff of qualified provider, e.g., medical receptionist, nurse aid, etc., at least twice a month.*</p> <p>It is primarily the W-2 participant's responsibility to have qualified provider or staff of qualified provider, e.g., medical receptionist, nurse aid, etc., sign the documentation.</p>	Participant will be supervised by the provider agency, e.g., counselors, medical provider or medical provider staff; W-2 agency staff, etc.

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<ul style="list-style-type: none"> <li>• AODA Counseling (CA)</li> <li>• Mental Health Counseling (CM)</li> </ul>		If the participant is unable to get a signature from a qualified medical provider or the staff of a qualified medical provider, the W-2 agency must assist the participant by attempting to verify the information contained in the individual activity log. If the agency is able to verify participation through a phone contact to the provider but cannot obtain the providers signature, the agency should make a note of the phone contact in the individual activity log and file it with other participation verification in ECF. If, in its attempt to help verify actual participation, the agency determines that there is no clear evidence that the participant engaged in the activity, the hours must be entered as nonparticipation, unless good cause exists.	
Physical Rehabilitation (PR)	<u>Facilitated Physical Rehabilitation</u> Individual or group activity led by qualified medical provider, doctor, physical therapist, etc.  <i>Minimum information captured on documentation:</i>	<u>Facilitated Physical Rehabilitation</u> W-2 agency is required to obtain documentation containing minimum information and signed by qualified provider or staff of qualified provider,	<u>Facilitated Physical Rehabilitation</u> Participant will be supervised by qualified provider or staff of qualified provider, e.g. medical receptionist, nurse aid, etc.

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<ul style="list-style-type: none"> <li>• Adult Basic Education (BE)</li> <li>• English-as-a-Second-Language (EL)</li> <li>• General Educational Development (GE)</li> <li>• High School Equivalency Diploma (HE)</li> <li>• Job Skills Training (JS)</li> <li>• Literacy Skills (LS)</li> <li>• Technical College Activities (TC)</li> <li>• Vocational Adult Basic Education (VA)</li> <li>• Vocational English-as-a-Second-Language (VE)</li> </ul>	<p><i>Minimum information captured on documentation:</i></p> <ol style="list-style-type: none"> <li>1. Participant's Name</li> <li>2. Date of Activity</li> <li>3. Education/Training Provider</li> <li>4. Start Time</li> <li>5. End Time</li> <li>6. Daily Actual Hours</li> <li>7. Activity Description, e.g., classroom time, monitored study time</li> <li>8. Supervisor's Signature/Electronic Signature</li> <li>9. Supervisor's Phone Number</li> </ol> <p><i>Method(s) of documentation:</i></p> <ul style="list-style-type: none"> <li>▪ Electronic printout based on swipe card, or time clock system</li> <li>▪ Group sign in sheets</li> <li>▪ Attendance reports in combination with class schedules</li> <li>▪ Individual activity log</li> </ul>	<p>W-2 agency is required to obtain computer printouts, attendance records, sign-in sheets or individual activity logs containing documentation at least twice a month.*</p> <p>In situations in which the participant is relying on an individual activity log to verify participation, it is primarily the W-2 participant's responsibility to have the instructor or other authorized staff person sign the documentation. If the education/training center has an electronic method of documentation or a sign-in sheet process, the instructor or other authorized staff person could submit it to the W-2 agency.</p>	<p>Education/Training instructor supervises activity.</p> <p>In the event that some of the work is home-based, participants should have assigned to them a liaison at the education/training center that will provide supervision.</p> <p>In the event of monitored study time, the study time would be monitored either by the instructor or other authorized staff person, e.g., W-2 agency staff, etc.</p>

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<ul style="list-style-type: none"> <li>Vocational Literacy Skills (VL)</li> </ul>			
Regular School (K-12)	<p><i>Minimum information captured on documentation:</i></p> <ol style="list-style-type: none"> <li>Participant's Name</li> <li>Date of Activity</li> <li>Education Provider</li> <li>Start Time</li> <li>End Time</li> <li>Daily Actual Hours</li> <li>Activity Description; i.e., classroom time or supervised study</li> <li>Supervisor's Signature/Electronic Signature</li> <li>Supervisor's Phone Number</li> </ol> <p><i>Method(s) of documentation:</i></p> <ul style="list-style-type: none"> <li>Electronic printout based on swipe card, or time clock system</li> <li>Individual activity log</li> <li>Attendance reports in combination with class schedules</li> </ul>	<p>W-2 agency is required to obtain computer printouts, e.g. attendance records or individual activity logs containing minimum information at least twice a month.*</p> <p>In situations in which the participant is relying on an individual activity log to verify participation, it is primarily the W-2 participant's responsibility to have the school staff or other authorized staff person sign the documentation. If the education site has an electronic method of documentation or a sign-in sheet process, the school staff or other authorized staff person would submit it to the W-2 agency.</p>	<p>Teacher or school staff supervises the activity.</p> <p>In the event of monitored study time, the study time would be monitored either by school staff or other authorized staff person, e.g., W-2 agency staff, etc.</p>

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W-2 Activities that Do Not Count Toward the Work Participation Rate	Documentation	Verification	Supervision
<ul style="list-style-type: none"> <li>• Drivers Education (DR)</li> <li>• Housing Related Activities (HR)</li> <li>• Court-Related/Legal Appointments (LA)</li> <li>• On-The-Job Training (OJ)</li> <li>• Parenting Skills (PA)</li> <li>• Personal Development (PD)</li> </ul>	<p>The W-2 agency can determine what documentation it needs to collect in order to verify that the participant is completing his or her assigned activities. When the activity is supervised, the documentation should include a signature of the supervisor.</p>	<p>W-2 agency is required to obtain documentation at least once a month. In order to facilitate receiving the documentation once a month, the agency may consider providing stamped, agency-addressed envelopes and a personalized log with information pertaining specifically to the participant's barrier(s) that can be mailed to the agency.</p> <p>Because these activities are not likely to be conducted in a group setting, verification must be MAINTAINED in the participant's paper file or scanned into participant's Electronic Case File.</p>	<p>FEP will have contact (phone or face-to-face) at least once a month with participant to discuss progress in activities determined appropriate by the W-2 agency.</p>
<ul style="list-style-type: none"> <li>• Domestic Violence Assessment &amp; Supportive Services (AV)</li> <li>• Caring for Disabled Child (CD)</li> <li>• Caring for Other Family Member (CF)</li> <li>• Ongoing Medical/Personal Care (MP)</li> <li>• SS(D)I Advocacy/Application (SD)</li> <li>• Family Member Treatment/Counseling (FC)</li> </ul>	<p>Appropriate assessment documentation or required DFS forms constitute documentation.</p>	<p>W-2 agency is required to document in the case file (either CARES case comments or ECF) ongoing quality case management practices. At a minimum, this includes documenting monthly contact with participant.</p>	<p>FEP will have contact (phone or face-to-face) at least once a month with participant to discuss progress in activities determined appropriate by the W-2 agency.</p>