

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 Karen E. Timberlake
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: **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 and Training Section
Bureau of Enrollment Management
Division of Health Care Access and
Accountability

Janice Peters, Director
Bureau of Wisconsin Works
Division of Family Supports

Laura Saterfield, Chief
Child Care Section
Division of Family Supports

BEM/DFS OPERATIONS MEMO

No: 08-31 (Amended)

DATE: 8/13/2008

FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
CC	<input checked="" type="checkbox"/>	W-2	<input checked="" 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	<input type="checkbox"/>
				EP	

PRIORITY: HIGH

**SUBJECT: Telephone Interview for FoodShare and Child Care Application and
Recertification Interviews**

CROSS REFERENCE: FoodShare Handbook 2.1.1, 2.1.3; Child Care Manual 1.1.0

EFFECTIVE DATE: June 30, 2008

PURPOSE: To explain the new policy that waives the requirement for a face-to-face interview for FoodShare and Child Care applications and reviews and the process for conducting the telephone interviews. In addition, this memo highlights how the new CWW functionality impacts other programs at application and review, i.e., Wisconsin Works (W-2), Caretaker Supplement (CTS), and Health Care (HC).

FoodShare households are currently required to complete a face-to-face interview with an IM worker at initial application and review. The face-to-face interview requirement may be waived for Elderly,

Blind or Disabled (EBD) households and, on a case by case basis, for households claiming a hardship, as long as the hardship is documented. The policy allowing telephone interviews based on hardship has not been applied uniformly across the state.

FNS published a memo in October 2006 allowing states to waive the requirement to document a hardship for 50% of initial applications who complete a telephone interview and waive documentation statewide at the recertification interview. Wisconsin recently received approval of this waiver. As a condition of approval, Wisconsin must submit an interim report to FNS one year after implementation consisting of error rate data of households affected by the waiver. Data will be monitored on a monthly basis to ensure compliance with the waiver.

Additionally, face-to-face interviews have been required for Child Care (CC) initial applications and reviews. This has created both barriers to working parents who may not be able to easily attend face-to-face interviews and confusion for local staff attempting to meet application/review requirements for multiple programs.

CURRENT POLICY

Current FoodShare policy only allows a telephone interview for households with EBD members and households claiming a hardship. Current Child Care policy does not allow for telephone interviews. Telephone interviews are not allowed for W-2.

NEW POLICY

Telephone interviews will be allowed for all FS and CC applications and reviews unless a face-to-face interview is requested by the customer. Telephone interviews are still not allowed for W-2.

For Child Care purposes, telephone interviews are optional for each local agency unless the customer requests one.

For FoodShare purposes, because of Federal reporting requirements, hardship reasons must still be collected and documented at the initial application.

LOCAL AGENCY PROCESSING

Local agencies should establish similar processes for scheduling telephone interviews as they have for scheduling face-to-face interviews. Appointment times should continue to be scheduled so agencies and customers are able to prepare and be available for the telephone interview.

At the scheduled appointment time, the worker should contact the interviewee at the telephone number confirmed in the interview appointment notice. When the customer answers the telephone, workers should identify her/himself by name and local agency office. Use the intake or review driver flow in CWW to conduct the interview. Advise the customer of the verification items that they will need and their change reporting requirements. If the food unit/assistance group will be subject to six-month reporting, explain the six-month report form and process to receive ongoing benefits.

If the first attempt to contact the customer is unsuccessful, try contacting the customer within 15 minutes of the first call. If the second attempt is unsuccessful, document in case comments that the customer was unavailable at the appointment time and when the follow up call was made. Send the Notice of Missed Interview to the customer to reschedule.

If an e-signature is provided on an ACCESS application for FS or HC, or the customer has signed a mail-in application/review form for HC, FS and/or CC, collection of an additional signature is not required. Signatures are program specific. A signature is only valid for the program requested at the time the signature was provided. For example, an e-signature on ACCESS for a HC application is not valid for FS if FS was not requested as part of the ACCESS application for HC. Note that CC does not accept the e-signature as a valid signature for setting the filing date.

For FS only, if an ACCESS RFA or if a signature was provided on a "page one" to set the file date for an application for the current interview for FS collection of an additional signature is not required.

NOTE: A FoodShare application interview can not be conducted prior to setting a filing date.

Other than FS applications, if there is not a signature for the current interview enter a "?" in the new Signature Details section on the General Case Information page in CWW to pend the case. Instruct the customer that the printed CAF along with the signature page will be mailed to them for their signature. The signature page must be signed and returned to the agency within 10 days or by the end of the application or review processing period, whichever is later. The application or review is not complete until a signature is returned to the agency. When the signature page of the CAF is returned with the signature, change the "?" in the Signature Details section to a "Y" and rerun eligibility.

For cases without a signature prior to the interview, and the signature page is not returned within the ten day period, or by the end of the application or review processing period, whichever is later, enter a "N" in the Signature Details section in CWW and close the case for failure to sign the application (closure code 045).

It is not necessary for applicant signatures to be witnessed by an agency representative for a FS or CC application to be considered complete.

CARES PROCESSING

INTAKE/PROGRAM ADD

APPLICATION/REVIEW INTERVIEW DETAILS PAGE

The screenshot shows the 'Application / Review Interview Details' page in the CARES Worker Web application. The page header includes the user ID (XCT548), user name (P JANSSEN), and case information (Case: 7700450676, Status: Pending, Mode: Intake). The main content area features a table with the following data:

Program Filing Date	Program	Mode	*Interview Type	Last Updated
06/04/2008	CC - CHILD CARE	Program Request		
06/04/2008	FS - FOODSHARE	Program Request		
06/04/2008	WW - W-2	Program Request		

Below the table, there are date selection fields for 'From Date' and 'To Date', both in MM/DD/YYYY format. There is also a 'Go' button next to the 'To Date' field. At the bottom of the page, there are buttons for 'Add Case Comment', 'Previous', and 'Next'.

A new page Application/Review Interview Details Page has been added to CWW, to allow the worker to document whether an interview has been conducted for FoodShare (FS), W-2, Child Care (CC) and Caretaker Supplement (CTS). This page will also document what type of interview was conducted for each program. The information displayed on the page will be different, based on whether the worker is doing an intake/program add or a review.

History of intake/program adds and reviews can be queried on this page. The page will display up to one year's worth of historical information at one time. Select the desired date range in the "From Date" and "To Date" fields at the bottom of the page. Only a date range of one year can be entered.

The page will be scheduled when:

- The group level program request for FS, CC or W-2 is changed to 'Yes'.
- The filing date is changed for FS, CC or W-2 when the program request is a 'Yes'.

Note: In areas where the Income Maintenance (IM) agency and W-2 agency are not the same, only the W-2 worker should change the group level program request for W-2 to 'Yes'. IM workers should follow existing local area procedures for referring an individual for W-2 services.

The "Program Filing Date", "Program" and "Mode" fields will automatically populate on this page. "Program Request" will display in the "Mode" field for both intakes and program adds. The "Interview Type" field is a mandatory field and must be entered by the worker with the appropriate Interview Type code for each program displayed on the page.

Since Health Care (HC) and CTS do not require an interview at application or review, those programs will not be included on this page for intakes or program adds.

The Interview Type codes for each program for intake and program add are listed below.

Interview Type codes for FS:

“? - Pending Interview” - pends the FS AG and a verification checklist can be requested and sent to the applicant to let the applicant know they must complete an interview.

“F - Face to Face” - allows the interview to count for FS.

“N - No Interview” - indicates that no interview was conducted for FS.

“T - Telephone” - allows the interview to count for FS.

Interview Type codes for CC:

“? - Pending Interview” - pends the CC AG and a verification checklist can be requested and sent to the applicant to let the applicant know they must complete an interview.

“F - Face to Face” - allows the interview to count for CC.

“N - No Interview” - indicates that no interview was conducted for CC.

“T - Telephone” - allows the interview to count for CC.

Interview Type codes for W-2:

“? - Pending Interview” - pends the W-2 AG and a verification checklist can be requested and sent to the applicant to let the applicant know they must complete an interview.

“F - Face to Face” - allows the interview to count for W-2.

“N - No Interview” - indicates that no interview was conducted for W-2.

Example 1: Claire is open for FS benefits and now wants to apply for W-2 services. Claire is applying for W-2 in an area in which the W-2 agency and the Income Maintenance (IM) agency are split. The W-2 worker begins the face-to-face interview for W-2. Therefore, when processing the program add for W-2, the W-2 worker needs to select "F - Face to Face" as the Interview Type for W-2. In addition, the W-2 worker needs to select "N - No Interview" as the Interview Type for FS.

Example 2: Mary is open for CC and now wants FS benefits. Mary's worker administers both the CC program and the FS program. When processing the program add for FS, the worker needs to indicate the type of interview (either “F - Face to Face” or “T - Telephone”) for both FS and CC. The interview should count for CC as the Review Date created for FS will also update the Review Date for CC to the same date.

REVIEW

The screenshot shows the 'Application / Review Interview Details' page in the CARES Worker Web application. The header displays user information (User ID: XCT548, User Name: P JANSSEN) and case details (Case: 2700450124, Status: Open, Mode: Ongoing, Date: 06/04/2008). A navigation menu on the left lists various options like 'Case Summary', 'Case Comments', and 'Application Entry (2)'. The main content area features a table with the following data:

Review Start Date	Program	Mode	*Review Type	Last Updated
06/04/2008	FS - FOODSHARE	Review		
06/04/2008	WW - W-2	Review		
06/04/2008	MA - HEALTH CARE	Review		

Below the table is a form for adding case comments, including 'From Date' and 'To Date' fields (MM/DD/YYYY) and a 'Go' button. There are also 'Add Case Comment', 'Cancel', 'Previous', and 'Next' buttons.

This page will replace the existing Review Questions Page in CWW. It will be scheduled whenever the worker selects the “Begin Review” option in the Case Summary Page.

The “Review Start Date” field will default to the current date. The “Program” field will be pre-populated with all open programs and programs that have been closed for less than a calendar month. The “Mode” field will default to “Review”. The “Review Type” field is mandatory and must be completed by the worker with the appropriate Review type code for each program displayed.

Review Type codes for FS:

“F - Face to Face” - allows the review to count for FS.

“T - Telephone” - allows the review to count for FS.

“N - No Review” - does not allow the review to count for FS.

“?” - Pending Review” - pends the review for FS.

Review Type codes for CC:

“F- Face to Face” - allows the review to count for CC.

“T - Telephone” - allows the review to count for CC.

“N - No Review” - does not allow the review to count for CC.

Review Type codes for W-2:

“F- Face to Face” - allows the review to count for W-2.

“N - No Review” - does not allow the review to count for W-2.

Review Type codes for Health Care (HC):

“F - Face to Face” - allows the review to count for HC.

“T - Telephone” - allows the review to count for HC.

“N - No Review” - does not allow the review to count for HC.

“A - ACCESS Application” - allows the review to count for HC.

“M - Mail-in Application” - allows the review to count for HC.

Review Type codes for CTS:

“F - Face to Face” - allows the review to count for HC.

“T – Telephone” - allows the review to count for CTS.

“N - No Review” - does not allow the review to count for CTS.

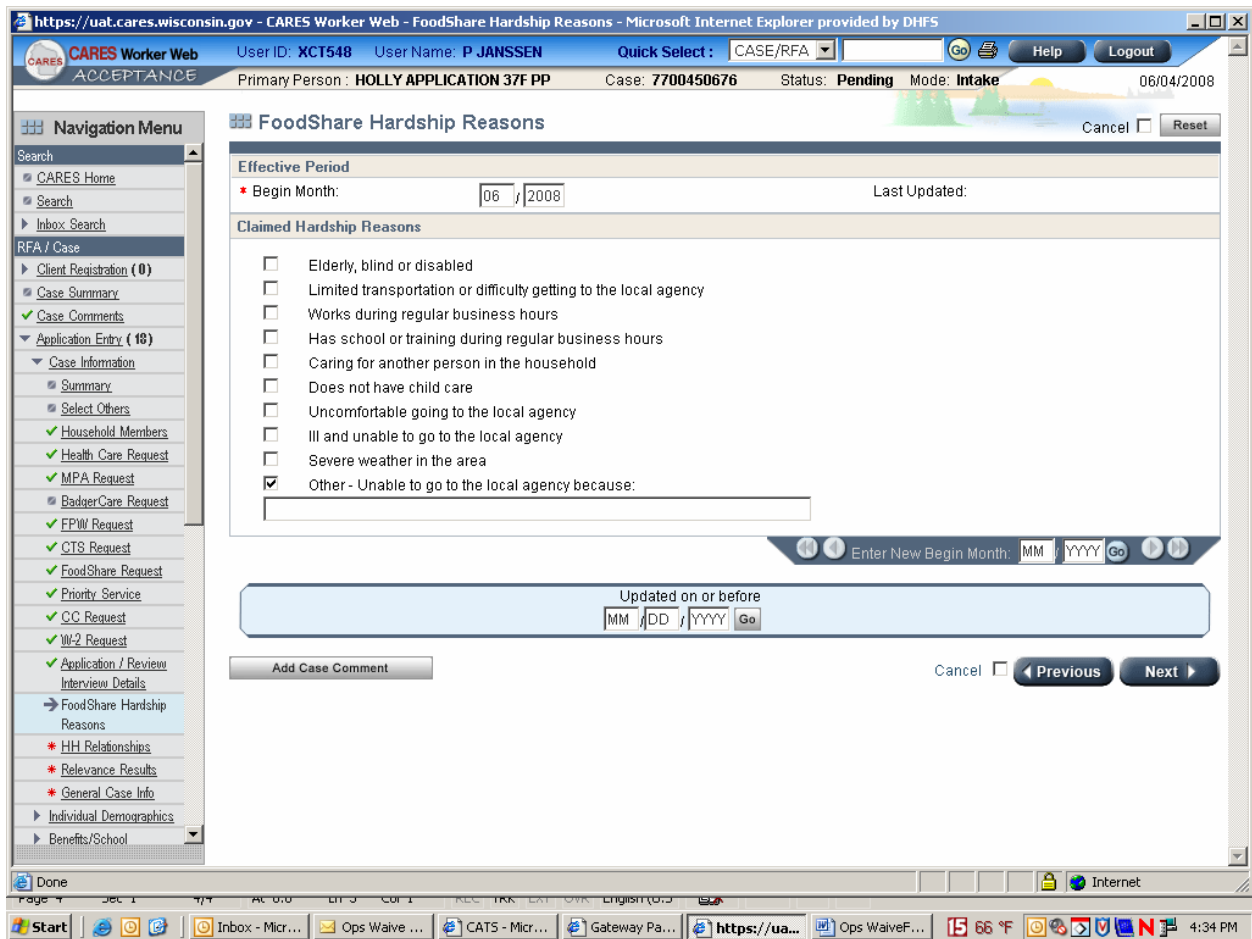
“M - Mail-in Application” - allows the review to count for CTS.

“? - Pending Review” - pends the review for CTS.

In both intake/program add and in review modes, the intake or review will only count for the programs that have an entry that indicates the interview or review is allowed for that program. For example, if the worker enters a “F - Face to Face” review for W-2 and also enters a “N - No Review” for FS, CARES will only count the review for W-2, not FS. If the worker enters a “T - Telephone” review for CC and a “? - Pending Review” for FS, CARES will count the review for CC but pend the FS for a review.

These CARES changes were implemented to accommodate multiple worker models in the local agencies. If an IM worker is processing a review for FS and another worker will process the review for CC or W-2, the IM worker should enter “N - No review” for the other program.

FOODSHARE HARDSHIP REASONSFOODSHARE HARDSHIP REASONS PAGE



This page will be scheduled whenever the Interview Type code for FS is not “F - Face to Face”. Because the department has to send reports to FNS on the number of households that meet the existing hardship reasons, workers should enter any hardship reasons the household claims. If there are no hardship claims, you can move on from this page by hitting the ‘next’ button.

If a household claims a hardship on an ACCESS application, those hardship reasons will be auto populated from ACCESS.

Multiple hardship reasons can be selected.

SIGNATURE DETAILS SECTION ON THE GENERAL CASE INFORMATION PAGE

https://uat.cares.wisconsin.gov - CARES Worker Web - General Case Information - Microsoft Internet Explorer provided by DHFS -

CARES Worker Web User ID: XCT548 User Name: P JANSSEN Quick Select: CASE/RFA Go Help Logout

Primary Person: HOLLY APPLICATION 37F PP Case: 7700450676 Status: Pending Mode: Intake 06/04/2008

Navigation Menu

- Search
 - CARES Home
 - Search
 - Inbox Search
- RFA / Case
 - Client Registration (0)
 - Case Summary
 - Case Comments
 - Application Entry (17)
 - Case Information
 - Summary
 - Select Others
 - Household Members
 - Health Care Request
 - MPA Request
 - BadgerCare Request
 - FPW Request
 - CTS Request
 - FoodShare Request
 - Priority Service
 - CC Request
 - W-2 Request
 - Application / Review
 - Interview Details
 - FoodShare Hardship Reasons
 - HH Relationships
 - Relevance Results
 - General Case Info
 - Individual Demographics
 - Benefits/School

General Case Information Cancel Reset

Case Information

Effective Period

Last Updated: 06/04/2008

Case File Location

*File Location: IN - INTAKE *File Location Date: 06/04/2008

Information Provider

*First Name: HOLLY MI: *Last Name: APPLICATION Suffix: *IP In Household: Yes

Signature Details

*Health Care Signature: *CTS Signature: *FoodShare Signature: *Child Care Signature:

Household Address

Populate with office address (for homeless Primary Persons)

Number: 123 Unit: Direction: MAIN *St / Rural Rt / Box Number: ST - STREET Suffix: Quadrant: Apt:

Additional Address Info:

*City: MILWAUKEE *State: WI - WISCONSIN *ZIP: 54321 Phone:

Census Tract: Region Number: 01

*Address Verification: Post Office Suggested Address Verification:

Contact Information

Since the signature page of the CAF may have to be mailed to the applicant/member once the interview has been completed, a new section, "Signature Details" has been added to the "General Case Information Page" in CWW. Workers will have to indicate if there is a valid signature for each program of assistance requested. Since W-2 requires a face-to-face interview, that program was not included in this section.

The handbooks for each program reference that program's policy regarding a valid signature. (BC+ 25.5, MEH 2.5.3.4, CC 1.1.0)

Signature codes:

"? - Waiting for Signature" - pends the program.

"N - No-In Intake/Program Add" - fails the program because there is no signature on the application/review. In Review mode, CARES will not recognize this as a completed review for the program.

"Y - Yes" - indicates there is a valid signature for this program.

If FS closes for lack of signature after a completing a timely review and the household returns the signature page within the calendar month following the review month, the worker should reopen the

FS and prorate benefits from the date the household returns the signature page. The new certification period will begin the month after the month the review was due.

Example: Tricia's household has a FS certification period ending June 30, 2008. Tricia completes a telephone interview on June 17. The signature page is not returned timely and FS close June 30th. Tricia returns the signature page on July 14th. FS will reopen without requiring a new application. Benefits are prorated from July 14th, with a certification period from July 14, 2008 to June 30, 2009.

NEW REASON CODES

DENIAL/CLOSURE REASON CODES

Two new denial/failure reason codes have been created for this process. The new codes are:

613: Short text: No interview was done for this program.

Long text: The person who applied did not have an interview with a worker as part of applying for this program.

614: Short Text: Application not signed for this program.

Long Text: The person who applied did not sign the application for this program.

NEW PENDING REASON CODES

Two new reason codes have been created to display on the verification checklist when pending an interview or a signature for a program.

601: You need to have an interview with a worker for this program.

602: You need to sign an application for this program.

REVIEW DUE/CLIENT SCHEDULING LETTER CHANGES

Attached are new versions of both the Review Due and Client Scheduling letters. The language in the Review Due letter (CML1) has been updated with language telling FS/CC households their review interview can be done over the phone. The Review Letter will also display the household's current telephone number in CARES and will ask if it is correct. If no telephone number is listed in CARES the letter will ask the household to contact the agency to update the information.

Client Scheduling letters (E0 - CSLD, IF - CSL1, IR - CSL3) have also been updated to include language about telephone interviews.

The specific language changes have been shaded on the attached copies of the updated letters.

NOTE: The requirement and process for sending the 'Notice of Missed Interview' (NOMI) letter for missed FS interviews has not changed. Both versions of the Review Letter contain the NOMI language so, as long as the Review Letter was sent, an additional notice is not required if the FS household misses a review appointment. Appointment letters generated when CARES Client Scheduling (CS) is used also contain the NOMI language. If the household misses an appointment that was scheduled through CS, an additional notice is not required. If agencies do not use Client

Scheduling for an initial application interview appointment, the worker must send the CARES Standard Letter (NOMI 0099 01 NOTICE OF MISSED INTERVIEW) if the applicant misses the appointment.

CONVERSION PROCESS

There will be a one time conversion process the weekend of June 26, 2008 for any cases that are in Review mode.

If the Face-to-Face indicator on the Review Details page is "Yes", the interview type on the new Application/Review Interview Details page will default to "F - Face-to-Face" for CC, W-2, CTS and HC if those programs are currently open or closed less than a calendar month.

If the indicator that this review counts for FS is coded "Yes" along with the indicator that this is a face-to-face interview, the interview type for FS will default to "F - Face to Face."

If the review indicator is not "F - Face to Face," the interview type will default to "Mail-In" for HC and CTS if those programs are currently open or closed less than a calendar month. The interview type for CC, W-2, and FS will default to "N - No Interview" if those programs are open or closed for less than a calendar month.

There will be no conversion for the signature details fields.

CONTACTS

For FoodShare, HC and CTS: BEM CARES Information & Problem Resolution Center

For W-2 and CC:

BW-2 Regional Office Staff (W-2 Policy Questions)

CC Call Center (CC Policy Questions)

DWD W-2/CC Help Desk (W-2/CC CARES Processing Questions)

*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, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCAA/BEM

DWD/DFS