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**State of Wisconsin
Governor Jim Doyle**

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: Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security

DFES OPERATIONS MEMO					
No:	08-47				
DATE:	9/22/2008				
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<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	<input type="checkbox"/> *
				EP	
PRIORITY: HIGH					

SUBJECT: Modifications to Fact Finding WPFf Screen

CROSS REFERENCE: Operations Memo 06-40
Wisconsin CARES Guide, Chapter 10

EFFECTIVE DATE: September 22, 2008

PURPOSE

This memo describes:

1. An enhancement to the CARES Fact Finding WPFf Screen;
2. A new Fact Finding report in WEBI for use in monitoring Fact Finding activities.

BACKGROUND

On September 1, 2006, a new process for W-2 agencies to use in tracking, documenting and reporting Fact Finding outcomes was introduced. This process required W-2 agencies to enter and document their monthly Fact Finding results on CARES screen WPFf. The results of these entries on WPFf are captured in WEBI reports which are used to monitor and track monthly Fact Finding activities.

CARES CHANGES

Based on feedback from local agencies the following changes have been made to the WPFf screen. These changes are effective September 22, 2008.

- A new field, "Appointment Notice Provided Date" has been added. This new field captures the date that the notice for the Fact Finding review was either provided or mailed to the W-2 participant.
- In order to enter a "Review Held Date" the "Scheduled Review Date" must also be entered.
- When a "Scheduled Review Date" is rescheduled, type the new date over the previous date in the "Scheduled Review Date" field. The new WEBI report will display the new and previous review dates.
- The "Pre-resolution Disposition" field has been re-named to "Pre-Resolution Outcome".
- The Fact Finding decision code "Case Abandoned", which was previously documented as a "Pre-review Disposition" on WPFf, will now be entered in the "Pre-Resolution Outcome" field.
- A new field for capturing the "Pre-resolution Outcome Date" has been added. This captures the date the issue was resolved prior to the scheduled Fact Finding review.

This new WPFf screen-print is below:

WPFf	FACT FINDING	08/20/08 10:25
		XCT266 J SMITH
PIN: 1234567890	ELIG OFFICE: 9999	CTY/TRIBE:
NAME: John Doe		
DC: ___	SEQ NUM: 001	UPDATED DT: ___ __ ___
		LAST UPDATED BY: _____
FACT FINDING REQUEST DT: ___ __ ___		SCHEDULED REVIEW DT: ___ __ ___
APPT. NOTICE PROVIDED DT: ___ __ ___		REVIEW HELD DT: ___ __ ___
REASON(S) FOR REQUEST: _____		

PRE-RESOLUTION OUTCOME: ___		PRE-RESOLUTION OUTCOME DT: ___ __ ___
DECISION DT: ___ __ ___	DECISION FAVORS: ___	DT AGENCY COMPLIED: ___ __ ___
REVIEW ATTENDEES: _ PART _ W2 STAFF _ L.A.W. _ OTHER LGL REP _ NON-LGL REP		
COMMENTS: _____		

PF13 UPDATE MODE		
NEXT TRAN: _____	PARMS: _____	MORE...

WEBI REPORTS

A new Web Intelligence (WEBI) RP Report #25 – Fact Findings Out of Compliance Report has been created for use by the Bureau of Working Families Regional Administrators and local agencies. The new Fact Finding report will be available in WEBI for use on October 6, 2008.

The Fact Finding WEBI report will list all Fact Finding activities by month and identify Fact Findings that are not in compliance with the timelines outlined in W-2 Policy. Fact Finding Report (#25) can be found by going into WEBI, selecting “**Corporate Documents**”, and then selecting the folder named “**RP-Fact Findings**”. Like the other Fact Finding reports on WEBI, the Fact Finding report (#25) will be updated monthly with Fact Finding data that the agencies enter on WPFf.

For more information on the Fact Finding timeline as defined in policy please see the W-2 Policy Manual, Chapter 19.

A sample of the Fact Finding WEBI report #25 is attached.

Field Definitions for WEBI RP Report #25 – Fact Findings Out of Compliance Report

- *Worker ID* is the assigned CARES number for the worker.
- *PIN* is the personal identification number of the person requesting the Fact Finding.
- *Name* is the name of the participant requesting for the Fact Finding review.
- *Fact Finding Reason Combination* means the reason for the request for the Fact Finding as entered on WPFf.
- *Request Date* means the date that the participant asked for a Fact Finding review.
- *Notice Date* means the date that the notice for Fact Finding review was either hand delivered or mailed to the participant.
- *Days Between Request and Notice Date* means the number of business days between the request for the Fact Finding and when the notice was provided to the participant.
- *Scheduled Review Date* means the date that the Fact Finding review is scheduled to take place.
- *Rescheduled Review Date* means the new date outside of the original scheduled review date that the Fact Finding review is rescheduled to take place.

- *Days Between Notice and Scheduled Review Date* means the number of business days between the date the notice was provided/mailed and the review was scheduled.
- *Review Held Date* means the date in which the Fact Finding review was held.
- *Decision Date* is the date of the Fact Finding review decision or outcome.
- *Days Between Schedule Review and Decision Date* means the number of business days between the date the review was scheduled and the decision date.
- *Days Between Review Held and Decision Date* means the number of business days between the date the review was held and the date the decision was made.
- *Decision Favors* means who the decision favors as entered in WFFF.
- *Date Agency Complied* means the date that the W-2 agency complied with a decision that favored the participant.
- *Days Between Decision and Compliance Date* means the number of business days between the decision and the date the agency complied with a decision that favored the participant.

AGENCY USE

Beginning on October 6, 2008, agencies should review this report at least once per month to assure that the Fact Finding process is in compliance with the timeline established in policy.

CONTACTS

For Policy Related Questions: BWF Regional Office Staff

For CARES processing Questions: W-2/CC Help Desk

ATTACHMENTS

Fact Finding WEBI Report #25

*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.

DCF/DFES/BWF/AE