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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

<b>DFES OPERATIONS MEMO</b>					
<b>No: 09-42</b>					
<b>DATE: JULY 21, 2009</b>					
<b>FS</b>	<input type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input type="checkbox"/>	<b>CC</b>	<input type="checkbox"/>
<b>W-2</b>	<input checked="" type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input checked="" type="checkbox"/>	<b>JC</b>	<input type="checkbox"/>
<b>RAP</b>	<input type="checkbox"/>	<b>WIA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/> *
<b>EP</b>					
<b>PRIORITY: HIGH</b>					

**SUBJECT:** Job Access Loan (JAL) Centralization

**CROSS REFERENCE:** Administrator's Memo 09-03; Operations Memo 09-37  
s. 49.147 (6) Stats; Administrative  
Rule DCF 101.17; Obsoletes Operations Memo 97-106

**EFFECTIVE DATE:** August 3, 2009

**PURPOSE**

This memo provides CARES instructions for processing JAL applications.

**BACKGROUND**

The JAL Centralization project has moved most of JAL eligibility determination and the entire loan issuance process into CARES. JAL expenditures will be uploaded from CARES into the Central Office Reporting (CORe) system just as W-2 benefits expenses are currently done. These changes will reduce local agency workload, increase accuracy of JAL reporting, and increase consistency in eligibility determination across W-2 agencies.

This change in JAL processing is in response to problems identified in recent years. In 2006 the Department identified 1,500 JAL claims in *A - applied* status in the CARES system; some were as many as 8 years old. Some of those loans had been denied, some had been abandoned, and some had been issued but CARES had not been updated to show the accurate status of the loan. Each of those loans has been reviewed and corrections to the CARES entry

has been made. The changes made to CARES for the JAL centralization process ensures more accuracy in future JAL records.

An ad hoc workgroup that met from October 2007 to April 2008 provided input on the automation of the JAL eligibility determination process and central check processing and has guided the implementation of this project.

### ***CARES CONVERSION***

CARES conversion will occur on the weekend of July 31, 2009. During conversion CARES will mark all JAL requests that are in *A - applied* status on the BVJL screen as *D - denied*. A report of these requests will be generated and provided to local W-2 agencies on Monday, August 3, 2009. Each of these JAL requests must be re-entered into CARES to be completed through the new process. At the end of the workday on July 31, 2009, it will be very important to have as few JALs in *A - applied* status. This will reduce the likelihood that JAL checks issued by the local W-2 agency are not issued in duplicate through CARES. To prepare for conversion, frequent reminders have been provided to local W-2 agencies to monitor JAL requests in *A - applied* status on CARES screen BVJL.

Beginning on Monday, August 3, 2009 all JAL checks will be issued through CARES.

### **New CARES Screens and Modified Screens**

#### **There are three new CARES screens**

- BIJA – Designated JAL Approvers. This screen lists worker IDs of staff that are authorized to approve JAL requests for the office. This screen is modeled after BIAW, the W-2 auxiliary approver screen.
- BIAJ – JAL Request Approval. This screen lists the JAL requests waiting to be approved in offices associated with the JAL Approver. This is similar to BIWA, the screen that documents approval of W-2 auxiliary payments.
- BVJW – Job Access Loan Worksheet. This is an automated worksheet that replaces the [Household Budget Worksheet](#). Some agencies have used this form to determine the applicant's ability to repay the loan. Income and expense information that is known to CARES is displayed on this page.

#### **Five CARES screens have been modified**

- BVJL – Job Access Loan Information. This screen displays general information about the loan. A new field has been added for JAL vendors. Vendors are queried on IQVN and are selected just as they are for AGVP (W-2 vendor payments). There are also new JAL status codes (*I - intake, A - applied, R - ready, D - denied*) and revised "reasons for the loan". There is now a field for a benefit number, and new PF key functionality.

During conversion all indicators on the "reason for the loan" section of this screen will be converted from A's and G's to X's; after conversion only an X will be used to indicate the use of the loan funds.

- BICC – Cancel W-2/JAL benefits. This screen will be used to cancel JAL payments as well as W-2 payments. This screen can only be used to cancel the loan on the same day that it was approved.
- IQAF – W-2 Issuance History-Disbursements. JAL payments will appear as a payment on this screen. If the payment is a vendor payment the check number field will be blank.

- IQAD – W-2 Issuance History-Details. JAL payments will also now appear on this screen and are identified as a JL payment type.
- IQAV – W-2 Issuance History-Vendor Details. JAL vendor payment details are displayed here. Benefit type has been added, and updates such as returned checks and stop payments are displayed on this screen.

## CARES PROCESSING

### Application and Intake

The loan applicant must meet with a FEP to complete the interactive JAL application process and to complete and sign the upper half of the [JAL Combined Application and Repayment Agreement form](#). This form is available in the DCF Forms Repository. This form documents the JAL application date and loan amount requested; the second section of the form acknowledges receipt of the loan and serves as a loan repayment agreement. The loan recipient must sign the lower half of the form to document receipt of the loan check at the time the check is provided to the loan recipient. Two different workers must be involved in the intake and approval of JALs; the worker that accepts the application may not be the same worker that approves the loan request.

When eligibility determination has been completed and the loan check has been accepted by the loan recipient, the [JAL Combined Application and Repayment Agreement form](#) must be scanned into the Electronic Case File (ECF).

To initiate CARES processing, begin by entering BVJL (Job Access Loan Information) in the transaction field leaving the parameter field blank, press enter. CARES will create a new claim number and the JAL will be in *intake* status.

```

BVJL                                JOB ACCESS LOAN INFORMATION                07/07/09 14:26
CLM: 1100006481
STATUS: I  ___  UPDATED DATE:                UPDATE USER ID:                XCTI35 R PROCHAZKA

CASE:  ___  CAT:  ___  SEQ:  ___  ORIG OFFICE:
LIABLE INDV PIN :  ___
VENDOR REQ: N NUM:  ___  NAME:

      LOAN AMT:                REPAYMENT PERIOD:                THRU
      OUTSTND BAL AMT:                MONTHLY CASH REPAYMENT AMOUNT:  ___
      OUTSTND CASH BAL:                MONTHLY IN-KIND REPAYMENT AMOUNT:
      OUTSTND IN-KIND BAL:                MONTHLY IN-KIND HOURS:                ___
      OUTSTND IN-KIND HRS:                NEXT INSTALLMENT DUE DT:
      DUNNING NOTICE NUM:                0                DELINQUENCY DT:
      BENEFIT NUM:                REFERRED TO CRES DT:

PURPOSE FOR JAL:
- RENT                - CAR PURCHASE                - SELF EMPLOYMENT                - FINES
- SECURITY DEPOSIT    - CAR REPAIR                - WORK EQUIPMENT                - CLOTHING
- MORTGAGE            - JOB RELOCATION                - OTHER                _____

PFKEYS:    13=BVJW    14=BIAJ    15=IQAD    22=BVCC    24=PROCESS REQUEST
NEXT TRAN:  ___  PARS: 1100006481

```

After entering the case number, category, sequence number, the applicant's PIN and vendor is applicable, use an X to indicate the purpose for the JAL and press enter to access BVJW, the Job Access Loan Worksheet.

```

BVJW                                JOB ACCESS LOAN WORKSHEET                                07/07/09 14:32
CLAIM: 1100006481                                                            XCTI35 R PROCHAZKA
LAST UPDATED:                                                                BY:

      MONTHLY INCOME                                                    MONTHLY EXPENSES
EARNED      : _____
UNEARNED    : + _____
W2 BENEFITS : + _____
CTS         : + _____
FOOD SHARE  : + _____
CHILD SUPPORT : + _____
OTHER INCOMES : + _____
TOTAL INCOME : = _____

RENT/MORTGAGE : _____
CHILD CARE    : + _____
TRANSPORTATION : + _____
CHILD SUPPORT : + _____
FOOD          : + _____
UTILITIES     : + _____
OTHER EXPENSES : + _____
TOTAL EXPENSE : = _____

TOTAL INC - TOTAL EXP = NET MONTHLY INC: $ .00
LOAN AMOUNT REQUESTED : $ _____
APPROVED LOAN AMOUNT  : $ _____
CASH REPAYMENT AMOUNT : $ _____
AGREED INKIND HOURS   : 0
TOTAL INKIND AMOUNT   : $ .00

MONTHS TO REPAY LOAN : 12
MONTHLY CASH REPAYMENT : $
MONTHLY INKIND HOURS : 0

PFKEYS: 24=SAVE & BVJL
NEXT TRAN: _____ PARS: 1100006481_____

```

BVJW is the budget worksheet screen that will help the worker and the loan applicant gather monthly household budget information to develop a repayment plan. CARES will display earned income, confirmed and ongoing W-2 payments, FoodShare, Caretaker Supplement, Child Support received, and other income types that are known in the CARES system. Each amount that has been pre-filled can be overwritten; overwriting will not affect the screens from which this information had originated.

BVJW will also display expense information that is current in the system for another program of assistance. Rent or mortgage is the amount that is currently used in the FoodShare budget, child care expenses are pulled from the Dependant Care Obligations/Payments page in CWW; Child Support expense is the amount recorded on the Support Obligations/Payments page in CWW. Each of these fields may also be overwritten without affecting the screens the information originated from.

Together the worker and the applicant may change the budget information on BVJW until an accurate reflection of the monthly household budget is reached. When the household budget information, the loan amount requested and approved loan amount have been completed, press enter and CARES will display the Net Monthly Income (Income minus Expenses). This figure will help the worker and loan applicant determine a suitable repayment plan.

The *Total In-kind Amount* field is limited to 75% of the value of the loan. CARES will automatically fill this field with the difference between the Approved Loan Amount and the Cash Repayment Amount when the cash repayment amount is less than the approved Loan Amount. In-kind is valued at the prevailing minimum wage. It is important to note that when the original terms of repayment do not include the option of partial repayment through in-kind this option cannot be added later.

*Loan Amount Requested* - This is the amount requested by the applicant on the Job Access Loan Combined Application and Repayment Agreement, DCF-F-DWSP2482.

*Approved Loan Amount* - This may not exceed \$1,600 per individual. As long as the applicant is not in default in the repayment of another JAL or a cash assistance overpayment, she or he may be eligible for one or more loans up to a maximum of \$1,600 over a 12 month period.

*Cash Repayment Amount* - This amount must be at least 25% of the value of the loan, but may be any amount agreed upon by the applicant and the worker. During the initial application the

cash repayment amount can be changed until a repayment agreement is reached. The cash repayment amount drives the repayment period and the in-kind repayment amount; if the cash repayment is lower the in-kind obligation will be higher. Then if the applicant wishes to make a lower monthly cash payment, the length of the *Months to Repay Loan*, or repayment period will be extended.

*Months to Repay Loan* - CARES will default to a 12 month repayment period, but is worker enterable. The loan repayment period can be extended for up to 18 months on a new loan. During loan renegotiation; this field can be extended but not to exceed an overall 24 month repayment period.

The JAL applicant in the BVJW sample below has requested and may be approved for a \$200 loan. The applicant plans to repay the loan through a combination of in-kind and cash over a 12 month period.

MONTHLY INCOME		MONTHLY EXPENSES	
EARNED	: 900.00	RENT/MORTGAGE	: 650.00
UNEARNED	: + 150.00	CHILD CARE	: + 35.00
W2 BENEFITS	: +	TRANSPORTATION	: + 75.00
CTS	: +	CHILD SUPPORT	: +
FOOD SHARE	: + 200.00	FOOD	: + 225.00
CHILD SUPPORT	: +	UTILITIES	: +
OTHER INCOMES	: +	OTHER EXPENSES	: +
TOTAL INCOME	: = 1250.00	TOTAL EXPENSE	: = 985.00
TOTAL INC - TOTAL EXP = NET MONTHLY INC: \$ 265.00			
LOAN AMOUNT REQUESTED	: \$ 200.00	MONTHS TO REPAY LOAN	: 12
APPROVED LOAN AMOUNT	: \$ 200.00	MONTHLY CASH REPAYMENT	: \$ 8.33
CASH REPAYMENT AMOUNT	: \$ 100.00	MONTHLY INKIND HOURS	: 2
AGREED INKIND HOURS	: 16		
TOTAL INKIND AMOUNT	: \$ 100.00		
PFKEYS: 24=SAVE & BVJL			
NEXT TRAN: _____ PARS: 1100006481_____			

Pressing PF 24 returns to BVJL and saves the loan amounts and repayment agreement fields. The claim remains in intake status.

```

BVJL                JOB ACCESS LOAN INFORMATION                07/07/09 14:43
CLM: 1100006481                XCTI35 R PROCHAZKA
STATUS: I  _  UPDATED DATE: 07 07 09  UPDATE USER ID: XCTI35

CASE: 1700470019                CAT: WW C  SEQ: 01                ORIG OFFICE: 5605 MILWAUKEE W2 RE
LIABLE INDV PIN : 1101188901    CHEVY                SILVERADO
VENDOR REQ:  N  NUM:  _  _  _  NAME:

      LOAN AMT:                200.00    REPAYMENT PERIOD:                THRU
      OUTSTND BAL AMT:         200.00    MONTHLY CASH REPAYMENT AMOUNT:                8.33
      OUTSTND CASH BAL:        100.00    MONTHLY IN-KIND REPAYMENT AMOUNT:                13.10
      OUTSTND IN-KIND BAL:     100.00    MONTHLY IN-KIND HOURS:                2
      OUTSTND IN-KIND HRS:      16                NEXT INSTALLMENT DUE DT:
      DUNNING NOTICE NUM:      0                DELINQUENCY DT:
      BENEFIT NUM:                _                REFERRED TO CRES DT:

PURPOSE FOR JAL:
  _ RENT                _ CAR PURCHASE                _ SELF EMPLOYMENT                _ FINES
  _ SECURITY DEPOSIT    _ CAR REPAIR                X WORK EQUIPMENT                _ CLOTHING
  _ MORTGAGE            _ JOB RELOCATION                _ OTHER                _

PFKEYS:  13=BVJW  14=BIAJ  15=IQAD  22=BVCC  24=PROCESS REQUEST
NEXT TRAN:  _  _  _  PARS: 1100006481
CCJ - LAST CHANCE TO ENTER VENDOR PARTY CHECK

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### Completing the Application Process and Approving the Loan

Pressing PF24 on BVJL will update the status to *A - applied*, will offer a final chance to add a vendor, and will send alert 440 – JAL REQUEST WAITING FOR APPROVAL to all JAL Approvers assigned to that office. Only JAL Approvers have update access to CARES screen BIAJ where the JAL request is Approved. This process is similar to the W-2 Auxiliary payment process.

Operations Memo 09-37 requires each local W-2 agency to submit a [JAL Approver Designation Form](#) for JAL Approvers. Each office must have at least 2 JAL Approvers and not more than 4 JAL Approvers. See the Operations Memo for additional instructions regarding JAL Approvers.

BIJA can be queried by office number and will display all workers designated as JAL Approvers for that office. Querying by office number will bring up history of all updates made for that office. When queried by worker ID, BIJA will bring up a screen for each office in which that worker is a JAL Approver.

Upon receipt of alert 440 – JAL REQUEST WAITING APPROVAL, the JAL Approval worker may either go directly to BIAJ to view all JAL requests awaiting approval or may use the case number associated with the alert to find the particular JAL on BVCA. With the claim number the JAL Approver may go to BVJL to review the JAL request and use PF14 to get to BIAJ to approve or deny the request.

BIAJ		JAL REQUEST APPROVAL					07/07/09	14:53
APP IND	CASE NUMBER	CLAIM NUMBER	OFC NUM	WORKER ID	REQUEST DATE	REQUEST AMOUNT	VENDOR NUMBER	
P	0700409408	6100006466	5605	XCT546	06 30 2009	200.00	604	
H	0700467301	7100006317	5605	XCT081	05 20 2009	200.00		
P	1700470019	1100006481	5605	XCTI35	07 07 2009	200.00		

A - APPROVE      H - HOLD      S - SELECT  
 PF13 IQAF    PF14 BVJL    PF15 BVJW  
 NEXT TRAN:      PARMs:

At BIAJ, JAL requests that are awaiting approval are noted by the *P - pending* indicator. The JAL Approver may either use the A code to approve the loan, H to hold the loan, or S to select the loan to review the details of the loan by using the PF keys to go directly to pertinent screens.

Before finalizing approval of the loan, CARES will provide an error message to remind the JAL Approver of this final opportunity to add a vendor if one hasn't been selected.

The loan is approved on BIAJ. From BVJL, the JAL Approver can use PF14 to access the BIAJ screen.

BVJL		JOB ACCESS LOAN INFORMATION				07/07/09	15:04	
CLM:	1100006481						XCTI35 R	PROCHAZKA
STATUS:	R	UPDATED DATE:	07 07 09	UPDATE USER ID:	XCTI35			
CASE:	1700470019	CAT:	WW C	SEQ:	01	ORIG OFFICE:	5605 MILWAUKEE W2 RE	
LIABLE INDV PIN :	1101188901	CHEVY	SILVERADO					
VENDOR REQ:	N	NUM:	NAME:					
LOAN AMT:	200.00	REPAYMENT PERIOD:	THRU					
OUTSTND BAL AMT:	200.00	MONTHLY CASH REPAYMENT AMOUNT:	8.33					
OUTSTND CASH BAL:	100.00	MONTHLY IN-KIND REPAYMENT AMOUNT:	13.10					
OUTSTND IN-KIND BAL:	100.00	MONTHLY IN-KIND HOURS:	2					
OUTSTND IN-KIND HRS:	16	NEXT INSTALLMENT DUE DT:						
DUNNING NOTICE NUM:	0	DELINQUENCY DT:						
BENEFIT NUM:		REFERRED TO CRES DT:						
PURPOSE FOR JAL:								
<input type="checkbox"/> RENT	<input type="checkbox"/> CAR PURCHASE	<input type="checkbox"/> SELF EMPLOYMENT	<input type="checkbox"/> FINES					
<input type="checkbox"/> SECURITY DEPOSIT	<input type="checkbox"/> CAR REPAIR	<input checked="" type="checkbox"/> WORK EQUIPMENT	<input type="checkbox"/> CLOTHING					
<input type="checkbox"/> MORTGAGE	<input type="checkbox"/> JOB RELOCATION	<input type="checkbox"/> OTHER						
PFKEYS:	13=BVJW	14=BIAJ	15=IQAD	22=BVCC	24=PROCESS REQUEST			
NEXT TRAN:		PARMS:	1100006481					

When the JAL Approver indicates the loan has been approved by entering an *A* in the *Approval Indicator* field, the loan status will be updated to *R - ready* on BVJL. In the example above the loan has been approved, meaning the loan is in *R - ready* status, a check has been authorized and will be processed that evening.

The *R* status indicates that the loan is *ready* to be issued in the daily Benefit Issuance (BI) cycle. That evening, a check will be generated in the CARES system and within 48 hours a

check will be mailed to the local W-2 office for distribution to the loan recipient. JAL checks are never mailed directly to the loan recipient from Madison. When CARES has processed the check, the loan status will be automatically updated to *O - open* on BVJL.

To review W-2 payments or JAL payments issued through CARES, tran to IQAD. JAL payments are identified by JL as the Benefit Type, JAL as the Benefit Reason, and JL as the Payee Type on IQAD.

### Denying a JAL Request

JAL requests are denied on BVJL. At the Status field use *D - denial* to indicate that the request has been denied. Enter a two character Reason Code to indicate the reason for the denial.

JAL Denial Reasons	
Code:	Description:
LR	Loan application is not for an approved loan reason
MN	Applicant cannot meet minimum cash repayment
PN	Repayment plan not approved
AW	Applicant withdrew the application
VR	Sufficient verification was not provided
DL	Delinquent loan or other W-2 overpayment collection
<b>The following denial reasons are not enterable by agency staff:</b>	
NU	No update for 60 days (counting from the BVJL initiation date JAL requests that have not been acted upon after 60 days will be automatically marked denied and CARES will generate a notice to the loan applicant of this action)
OT	Used by state staff to indicate that a claim has been written off

### **CARES Generated Denial Notice**

When a JAL is denied on BVJL, CARES will generate a denial notice using the denial reason entered on BVJL.

### **Manual Notice of Denial**

When the JAL application has been denied because the applicant has not passed W-2 financial or non-financial eligibility, the W-2 agency must issue a manual notice of denial. A [Manual JAL Denial Letter](#) is available in the Forms Repository for this use.

### JAL VENDORS

#### **Vendors and Tax Identification Numbers**

Administrator's Memo 09-03 instructed W-2 agencies to collect Wisconsin's substitute W-9 form, [DOA-6448](#), for each vendor that will receive vendor payments through CARES. The information provided on the [DOA-6448](#) is used to meet the Federal Internal Revenue Service requirement that ensures that income paid to each vendor is correctly reported to the IRS. At the end of the tax year, DCF issues [IRS-1099](#) forms to vendors that have been paid more than \$600 in the tax year.

Use IQVN to find vendors in CARES; vendors may be searched by tax ID, SSN or name. If the JAL check is to be made payable to a vendor that is not available on BIVN, the agency must provide the vendor with the [DOA-6448](#), have them complete and sign the form and then submit the completed form to the W-2 Help Desk for entry into CARES. When the vendor information has been recorded in CARES, the vendor is immediately available for selection. All JAL vendor checks will be payable to both the JAL recipient and the vendor.

## Loan Repayment

### Repayment Schedule and Posting Loan payments in CARES

JALs that are opened between the 1<sup>st</sup> and the 15<sup>th</sup> of the month require the first payment on 25<sup>th</sup> of the same month. Loans that are opened between the 16<sup>th</sup> and the end of month require the first payment on the 25<sup>th</sup> of the next month.

JAL cash and in-kind payments are posted in CARES on BVCP- Post Claim Payment. In the parameter field use the PIN number followed by /JAL to access the payment screen for the loan.

PAYMENT OFFICE :									
PAYMT TYPE :									
SOURCE :									
AMT :									
IN-KND HRS :									
ADJT DT :									
SEL	CLAIM	CLM	JAL	REPAYMENT	REMAINING	CASE	CAT	SEQ	
		TYP	TYP	AMOUNT	BALANCE				
-	4100006454	JL	CA	20.83	250.00	2700468121	WW C	01	
-	4100006454	JL	IN	26.20	250.00	2700468121	WW C	01	

Monthly cash repayments (CA) and in-kind repayments (IN) must be entered into CARES within 5 working days of receipt. When both payment types are received, record one payment type and then return to BVCP to post the other payment type.

A dunning notice will be issued if a full monthly payment according to the terms of the repayment agreement is not posted for loans in O – open status each month. For example, if the repayment agreement requires both cash and an inkind repayment, both must be entered onto BVCP, or a dunning notice will be issued (see Dunning Notices for more information).

The Adjustment Date (ADJT DT) field may be used to enter the date of the payment when the date of the payment is different than the posting date. For example, if a payment is dated August 18, 2009 but the payment is not posted until August 26, 2009, the date of the check may be entered in the Adjustment Date field. This field is informational.

If however, a payment received on August 24, 2009 is posted on September 4, 2009, a dunning notice will be issued. When a dunning notice has been issued incorrectly, as in this example, the number of dunning notices can be set back on BVJL by the local agency staff as long as this is done before the loan has been referred for tax intercept.

### Moving Out of the Area

When a JAL recipient moves out of the area during the repayment of a loan the new agency will accept payments made by the loan recipient. Each payment received must be posted in CARES and then reported on CORE line 2305.

### Renegotiating the Terms of Repayment

The terms of a JAL may be renegotiated at any point prior to referral for tax intercept. Loan repayment negotiation is done on CARES screen BVJL. Using the claim number in the parameters field, BVJL will display the existing claim with its current information. If the claim number is unknown, a search of all claims for the case can be found on CARES screen BVCA using the case number in the parameter field.

On BVJL, use the *Monthly Cash Repayment Amount* or *Monthly In-kind Hours* fields to make changes to the terms of repayment.

**Example:** Loan recipient wants to increase monthly cash payment.

CARES will allow the loan recipient to make cash repayment in excess of the originally agreed upon amount. It is recommended that this is done without changing the terms of repayment in CARES to prevent dunning notices from occurring should the loan recipient be unable to continue paying a higher amount. Paying more than the minimum payment will pay off the cash repayment portion of the claim more quickly.

Increasing the monthly cash repayment amount will not change the agreed upon in-kind hours. If the loan recipient wishes to decrease the in-kind hours, it must be changed in the *Monthly In-kind Hours* field. This will update the outstanding cash balance, but may not exceed 75% of the value of the loan.

**Example:** Loan recipient wants to reduce monthly cash payment.

Decreasing the monthly cash payment will extend the repayment period. If the new monthly cash amount will not repay the loan by the originally agreed upon date, CARES will extend the repayment period up to the maximum of 24 months. If the new cash amount will pay off the cash balance within 24 months, CARES extends the repayment period by the months needed. If based upon the desired monthly payment, the cash balance cannot be repaid within 24 months CARES will send an error message, "Maximum JAL repayment period cannot exceed 24 months".

**Example:** Loan recipient wants to change the monthly in-kind which changes the cash repayment amount.

CARES first calculates the in-kind portion and then determines if the repayment period needs to be extended. CARES will limit the in-kind to 75% of the value of the loan and will determine if the difference between the original in-kind and the new in-kind amount will affect the cash repayment. If it does, CARES will adjust the cash balance and re-determine a monthly cash payment amount. If the new cash amount cannot be paid off in the agreed upon time period, CARES will extend the repayment period by the number of months needed to pay the cash portion to 24 months.

**Example:** Loan recipient wants to decrease the monthly in-kind hours.

CARES will determine the new in-kind balance based on the months left x wage x monthly hours. The difference between the original in-kind and new in-kind amount is then added to the cash repayment amount and outstanding cash total. CARES then checks that the cash amount will be paid off within the originally agreed upon period and if not it will extend the end date of the repayment period up to 24 months.

### Stopping, Cancelling or Returning a JAL Check

Use CARES screen BICC – CANCEL W-2 AUXILIARY/JAL REQUEST to cancel a JAL payment on the same day it was updated to *A – approved*. Since JAL requests will be processed in the daily BI cycle, in order to cancel the payment it must be done before the close of business on the same day the status was updated to *A – approved*. When a JAL request is cancelled on

BICC, the JAL status on BVJL reverts to *I - intake*. When the worker that cancelled the request is not the same worker that requested the payment an alert (446 – JAL Benefit Request Cancelled) is sent to the worker that requested the JAL. The worker receiving the alert must return to BVJL to change the loan request, or deny the loan.

In the coming weeks, additional changes to CARES BI screens are planned to manage stop payments and returned checks. Additional information regarding these screens is included in the Supplemental CARES Information included as an attachment to this memo. Changes to these screens will be provided through an Operations Memo. The screens that will be affected are:

Screen	Description
BIVS	Stop Vendor Payment Request
BISP	Stop Payment Request
BIVC	Cancel Vendor Payments
BIRB	Return Benefits
BIVR	Return Vendor Payment

## **NOTICES AND LETTERS**

Benefit Recovery Letters, Dunning Notices, and CARES generated JAL denial notices can now be found in CWW on the Correspondence History Search Results page. They will no longer appear on screen CNHS in the CARES mainframe.

### **JAL Denial Notice**

A [Manual JAL Denial Notice](#) is available in the DCF Forms Repository to be used when the JAL application is denied because the applicant has not passed W-2 financial or non-financial eligibility. An automated CARES denial notice will be sent to JAL applicants that are denied JAL eligibility after passing W-2 eligibility. A sample of the automated JAL Denial Notice is also attached to this Memo.

### **Monthly JAL Summary Statements**

Copies of monthly JAL Summary Statements (BVLL) are may be viewed in CWW. Each month while the JAL is in *O - open* status, the loan recipient will receive a monthly Summary Statement of the account. This statement will summarize payments received and balance remaining. A sample of a Monthly JAL Summary Statement is attached to this Memo.

### **Dunning Notices**

Copies of Dunning Notices (BVLM) may also be viewed through CWW. A dunning is a notice mailed to the loan recipient on the first business day of the month after a missed payment or partial payment. Missed payment or partial payments need not be consecutive to result in a dunning notice being issued. A dunning notice demands payment of the terms of the repayment agreement and notifies the participant of the incomplete payment. After the third missed payment or partial payment, the debt will be referred for tax refund intercept. No in-kind payments can be accepted after referral for tax intercept. There is no option to renegotiate the terms of repayment after the referral for tax intercept. A sample of a Dunning Notice is attached to this Memo.

## **JAL WEEKLY CARES CLEAN UP PROGRAM**

JAL application processing must be completed in a timely manner. CARES will run a batch program every Friday evening to find JAL applications that have been in *I - intake* and *A - applied* status for 30 or more days and 60 or more days.

This program will produce the following alerts to the worker that initiated the JAL on BVJL:

**438 – JAL IS IN INTAKE STATUS > 30 DAYS**

When the weekly batch program finds a JAL application in *I - intake* status for more than 30 days the worker listed on BVJL will get this alert. The worker will need to either complete the loan request and have it approved, or deny the request.

**439 – JAL IS IN APPLIED STATUS > 30 DAYS**

When the batch program finds a JAL application that has been in *A – applied* status for more than 30 days (as of the first Monday of the month), the worker listed on BVJL will get this alert. The worker will need to either complete the loan request and have it approved, or deny the request.

**443 – JAL CLAIM DENIED**

When a JAL is in *A - applied* or *I - intake* status for more than 60 days, the CARES batch job will automatically deny the application with the status/reason code NU - NO UPDATE WITHIN LAST 60 DAYS, send alert 443 to the JAL worker, and send the applicant a denial letter that explains that the JAL was denied because there has been no action on the request for 60 days.

## **TRAINING**

JAL policy and CARES training will be available through the PTS Learning Center website beginning on July 20, 2009. All agency staff that process JALs and all designated JAL Approvers must complete this training prior to processing JAL requests in CARES. See Operations Memo 09-37 for additional information related to JAL Approver designation.

A fiscal teleconference regarding CORE reporting is planned for August 13, 2009 from 1:00 pm to 3:00 p.m. This teleconference will be an opportunity for agency fiscal staff to learn how the JAL centralization will affect CORE reporting.

Local W-2 agencies will report JAL issuance for reimbursement through CORE reporting through July 2009. To allow for adjustment to the new process, July JAL expenses may be reported on the local agency CORE report through 9/30/09. All JALs that are approved and issued on and after August 3, 2009 will be uploaded to CARES just as benefit expenditures are done.

### **Attachments:**

[JAL Combined Application and Repayment Agreement form](#)

[DOA-6448](#)

[JAL Approver Designation Form](#)

[Manual JAL Denial Notice](#)

BVJD CARES generated JAL Denial Notice sample

BVLL Monthly Summary Statement sample

BVLM Dunning Notice sample

Supplementary CARES Information

## **CONTACTS**

For Policy Related Questions: Contact the BWF Regional Administrator

For CARES Processing Questions: Contact the W-2 Help Desk at (608)261-6317, Option #3

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/RMP