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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:** Janice Peters, Director  
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DFES OPERATIONS MEMO					
<b>No:</b> 09-48					
<b>DATE:</b> AUGUST 14, 2009					
<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 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: MEDIUM</b>					

**SUBJECT:** Federal Clock Not Matching W-2 Paid Months Monitoring Report

**CROSS REFERENCE:** Operations Memos 06-51 and 08-13

**EFFECTIVE DATE:** Immediately

**PURPOSE**

This operations memo describes the Federal Clock Not Matching W-2 Paid Months WebI report to assist W-2 agencies in monitoring the federal TANF 60 month limit. There is a summary and a detail report. W-2 agencies need to review this report monthly to determine if the federal TANF clock has ticked correctly in CARES. Regional Administrators will follow up with agencies to ensure that this process is being completed.

**BACKGROUND**

The Legislative Audit Bureau (LAB) has identified another finding related to the federal TANF 60 month limit during its 2009 audit for the time frame July 1, 2007 – June 30, 2008. This finding is in addition to findings in audit years 2005, 2006, 2007, and 2008. In response to this finding, the Department has agreed to develop new strategies to comply with LAB's recommendation to enforce the TANF 60 month limit.

The Department had developed the Federal Clock Not Matching W-2 Paid Months report in 2008 but had not required W-2 agencies to use the report to identify cases where the CARES federal 60 month time clock and the number of W-2 payments did not match. This operations

memo requires agencies to use this report to identify where there may be discrepancies and to make the necessary correction to the CARES federal 60 month clock or document the reason for the discrepancy in CARES case comments.

## ***WEBI REPORT***

### **Federal Clock Not Matching W-2 Paid Months Report**

The Federal Clock Not Matching W-2 Paid Month reports are located in the Monitoring Reports W-2 and FSET Webl folder. There are two reports:

- WWP Report #10 Federal Clock Not Matching W-2 Paid Month – Details
- WWP Report #11 Federal Clock Not Matching W-2 Paid Month – Summary

The report lists the benefit month, whether the CARES federal TANF 60 month clock ticked, the clock type, whether a W-2 payment was issued, and a reason why the CARES federal TANF 60 month clock did not tick. There are months where CARES will have a payment, but no clock tick. There will also be months with a clock tick, but no payment.

This report is produced each month on the first Sunday after the W-2 delayed cycle runs. The report will contain the payment and time limit information for the previous month.

**EXAMPLE: The July delayed cycle runs on Wednesday, August 6<sup>th</sup>, so the report is generated on Sunday, August 10<sup>th</sup>. The information on this report is for the entire month of July.**

Cases will appear on the report the month after the 53rd tick occurs on their CARES federal TANF 60 month clock, and the number of W-2 payments does not equal 53. Workers will have this report available for the 54 month clock discussion they need to conduct with the participant.

If the case does not get any additional ticks on its CARES federal 60 month clock and if the discrepancy with the number of W-2 payments continues, the case will appear on additional monthly reports until the discrepancy is resolved or there is another tick on the CARES federal TANF 60 month clock.

As the case obtains additional ticks on their CARES federal 60 month clock, the case will not appear on future monthly reports – regardless of whether the W-2 payment discrepancy has been addressed. This logic was used in order to ensure, to the degree possible, that the same case would not appear on multiple monthly reports. Webl retains history for this report so all past monthly reports can be viewed.

Although the discrepancy may not have been made by the current agency, agencies are expected to correct errors on all cases currently residing in their office.

### **How to Use the Federal Clock Not Matching W-2 Paid Months Report**

If there is a 'Y' in both the Fed Clock Tick and the W2/AFDC Pymts columns, there is no discrepancy. If one of the columns is blank and the other has a 'Y', there is a discrepancy. If there is a discrepancy, the W-2 agency will need to research each case and determine why the discrepancy exists. The W-2 agency will need to review W-2 benefit issuance screens, case comments, placements and sanction/good cause information in order to determine the cause of the discrepancy.

Below are some common reasons why the number of ticks on the federal TANF 60 month clock does not match the number of W-2 payments:

- The agency issued an auxiliary payment, but the clock was not manually ticked for the month of issuance.

NOTE: In September 2008 changes were made to the auxiliary payment process in CARES so that a tick will automatically be made, at least in most cases (see referenced Operations Memos at the beginning of this document). As a result most, but not all, discrepancies that exist occurred prior to September 2008.

- A placement was back-dated into a prior month and an auxiliary was issued for that month. The clock was not manually ticked for that month.
- A payment was returned to Madison but the clock tick was not manually deleted.
- The entire W-2 payment for a month was recouped or repaid and the clock tick was not manually deleted.
- The agency did not run with dates when appropriate. This resulted in the participant receiving payments when there was no placement, so no tick occurred.

NOTE: This was an issue prior to June 6, 2006. In June 2008, the Move Placements project disconnected the payment process from the eligibility process. Prior to June 2006 many errors resulted from the fact that the agency did not correctly run eligibility with dates to prevent a payment from going out when ending a placement.

- Some discrepancies are CARES errors. There have been many fixes made to CARES over the years to correct the time limit tracking process.

### **How to Make Necessary Adjustments and Document**

The agency will either have to add ticks or delete them (based on the results of the case review) and enter case comments regarding the clock adjustment and the reason. The end result is to have the number of W-2 payment months equal the number of federal TANF 60 month clock ticks. If the W-2 agency is not able to make the adjustment to the clock, the agency should make a note in case comments regarding the correct number of ticks on the federal TANF 60 month clock and the reason for the discrepancy.

Keep in mind when reviewing the years of AFDC and W-2 eligibility on these cases that quite a few policy and CARES changes have occurred. It may be helpful to have a Lead Worker or other experienced agency staff person help with some of the more difficult case reviews.

Some things to consider when reviewing time limits are:

- Some individuals may exceed the 60 month limit by adding ticks for past payments. W-2 extensions may need to be considered for these individuals. If a W-2 extension is not appropriate, W-2 payments may need to be recovered through the overpayment process.
- CMC participants who have never been determined eligible for AFDC or a W-2 paid employment position (Trial Jobs, Community Service Jobs or W-2 Transition) should not have their 60 month clock ticked. If CMC payments appear on this report and the federal TANF 60 month clock did not tick for that month, verify that the participant was never eligible for AFDC or placed in a W-2 paid employment position.

- Some qualified aliens are not subject to the federal TANF 60 month time limit. This is based upon their alien registration status code. See Operations Memo 08-13 for more information. One group of qualified aliens not included in Operations Memo 08-13 is Victims of Trafficking (Code 19).
- Beginning October 1, 1996, CARES began tracking time limited benefits for AFDC recipients who were non-exempt, active Jobs Opportunities and Basic Skills (JOBS) participants. An active JOBS participant is someone who met all of the following criteria:
  - Included in the Standard Filing Unit (SFU) in an open AFDC AG;
  - Age 18 or older;
  - Had a JOBS registration code of Mandatory (M), Voluntary (V), or Parental and Family Responsibility Demonstration (PFR) with a code of (P) or (R); and
  - Enrolled in JOBS under Experimental, or Non-Experimental Pay For Performance (PFP); Work Not Welfare (WNW), Experimental or Control PFR.
 When reviewing cases, more times than not, it will appear that the clock should have ticked for a JOBS participant, but upon further research, the participant was exempt from JOBS. The JOBS exemption codes are listed in an attachment to this operations memo.

Some helpful CARES screens to use during the review are listed below. All of these screens contain historical information for the case or PIN.

WPWW – Wisconsin Works Information

WPPS – W-2 Placement Summary

WPNH – Non-Participation History

WPAH – Referral Action History

WPTN- Services/Transaction History

IQAF – AFDC/W-2 Issuance History - Disbursement

IQAD - AFDC/W-2 Issuance History - Details

IQWD – View W-2 Payment Calculation

AIWC – Wisconsin Works Clocks

AQAE – Assistance Group Eligibility History (Confirmed Assistance Group Eligibility History page in CWW)

EEND – Non-Financial Eligibility Determination (Assistance Group Composition Details page in CWW)

ALIEN/REFUGEE INFORMATION page in CWW

### **Report Format Information**

The report contains the following fields:

Contract Agency: This is the contract agency name and number found on CARES reference table TCNT.

County: The number assigned to the county, as listed in CARES reference table TCTY.

Agency Office: The number of the W-2 eligibility office where the case(s) in this report resided as of the report month.

FEP: The logon ID of the most recent FEP, as listed on screen WPWW.

PIN: The personal identification number of the individual for which information is provided.

Case Number:	The case number in which the individual received 53 ticks on the CARES federal 60 month clock but the number of W-2 payments does not equal 53.
Name:	The current name of the individual as listed on the Household Member page in CWW.
Benefit Month:	This is the month for which a W-2 payment was issued. Generally (but not always) a federal tick should exist for each month a payment was issued. This month corresponds to the month in which the last day of the participation period lands. The benefit month can be found for a W-2 payment on CARES screen IQAD.
Clock Type:	This is the clock type for which the tick occurred. The values are CSJ or W2-T or OTF (Other TANF Funds).
Fed Clock Tick:	This field shows a 'Y' if a Federal tick was assigned for the Benefit Month. If this field is blank, it means no Federal tick occurred for that Benefit Month.
W2/AFDC Pymts:	This indicates if a W-2 or AFDC payment was issued for the Benefit Month.
Reason/s for Not Ticking:	<p>This field lists recognized reasons for why the Federal clock did or did not tick. Reasons listed in this field include:</p> <ul style="list-style-type: none"><li>• <i>Sanctioned</i> - the entire payment was sanctioned down to \$0,</li><li>• <i>CMC</i> - the indicated payment is for a CMC and there was never any previous W-2 payment made to this individual</li><li>• <i>Returned</i> - the payment was returned to Madison</li><li>• <i>Alien</i> - Individuals with Alien Status code of 01, 03,04, 05, 06, 11, 15, 16, 17 or 18 are considered Qualified Aliens and do not receive ticks on their Federal clock</li><li>• <i>Zero Issuance</i> - The payment was sanctioned to \$0.</li><li>• <i>OPC</i> – this individual is the 'other parent' in the case, and the Two Parent Result Switch on WPTP is 'No'.</li><li>• <i>Age &lt; 18</i> – The individual receiving the payment is less than 18 years of age. NOTE: This only occurred in the AFDC program.</li></ul>
Totals:	This field is not labeled on the report, but lists the total number of months W-2 payments were made to the participant. It also totals the number of months for which a Federal clock ticked.

***ACTION REQUIRED***

Effective immediately W-2 agencies must use the WWP Report #10 Federal Clock Not Matching W-2 Paid Months report in order to:

- determine if discrepancies exist between the federal TANF 60 month clock ticks and the number of months of W-2 payments;
- make necessary adjustments to the ticks on the federal TANF 60 month clock when the system allows it; and
- document in case comments the reason for the discrepancy and whether the federal TANF 60 month clock could be corrected.

Regional Administrators will monitor to ensure that this work is being completed.

***ATTACHMENT***

An excerpt from the AFDC Handbook is attached to this operations memo. The excerpt lists the exemptions for AFDC recipients from participating in the JOBS work program.

***CONTACTS***

For Policy Related Questions: BWF Regional Office Staff

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

\*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/RB