

# CARES Updates – June 2018

CARES Updates will be moved to Process Help with the June CARES release, with minimal structural changes.

## Features and benefits


- Secured behind WAMS ID
- Use WebHelp Search to perform a global search of content – no longer need to click on each hyperlink and search within each CARES Update

## What will stay the same

- CARES Updates will continue to be published and announced roughly two weeks before CARES releases

## What will change

- CARES Updates will no longer be accessible via the Eligibility Management page on the DHS website
- Instead, CARES Updates will be accessible on the Process Help homepage



State of Wisconsin  
Department of Health Services  
**Process Help**  
Release 18-03 April 20, 2018

### Welcome to the Process Help Guide.

This guide is for agency workers who use the CARES system to administer W-2, Child Care, and Income Maintenance programs. Use this guide to accurately process your cases.

#### What's New?

[Sign up](#) to be notified of Process Help releases.

#### Cover Sheets

Year	Release Number	Effective Date
2018	<a href="#">18-02</a>	March 3, 2018
	<a href="#">18-01</a>	January 22, 2018
2017	<a href="#">17-03</a>	November 04, 2017
	<a href="#">17-02</a>	July 24, 2017
	<a href="#">17-01</a>	February 28, 2017
2016	<a href="#">16-04</a>	September 28, 2016
	<a href="#">16-03</a>	August 22, 2016
	<a href="#">16-02</a>	July 5, 2016
	<a href="#">16-01</a>	January 11, 2016
2015	<a href="#">15-04</a>	December 21, 2015
	<a href="#">15-03</a>	October 29, 2015
	<a href="#">15-02</a>	June 22, 2015
	<a href="#">15-01</a>	May 14, 2015
2014	<a href="#">14-03</a>	December 5, 2014
	<a href="#">14-02</a>	October 3, 2014
	<a href="#">14-01</a>	March 7, 2014
2013	<a href="#">13-02</a>	June 19, 2013
	<a href="#">13-01</a>	April 26, 2013

#### CARES Updates

Year	Release Month	Year	Release Month
2018	<a href="#">March</a>	2017	<a href="#">January</a>
			<a href="#">April</a>
			<a href="#">August</a>
			<a href="#">November</a>
2016	<a href="#">January</a>	2015	<a href="#">March</a>
	<a href="#">March</a>		<a href="#">June</a>
	<a href="#">June</a>		<a href="#">October</a>
	<a href="#">September</a>		
2014	<a href="#">April</a>	2013	<a href="#">January</a>
	<a href="#">June</a>		<a href="#">February</a>
	<a href="#">September</a>		<a href="#">April</a>
	<a href="#">December</a>		
2012	<a href="#">April</a>		
	<a href="#">October</a>		
	<a href="#">December</a>		

Access instructions for using this guide by clicking on the Help link located in the toolbar.

To sign up for emails notifying you of a Process Help release, go to <https://www.dhs.wisconsin.gov/em/signup.htm>.

Notice: The content within this guide is the responsibility of the State of Wisconsin's Department of Health Services (DHS) and the Department of Workforce Development (DWD).

If you are experiencing technical issues with CARES Worker Web, follow your agency procedures to contact the DHS Cares Call Center, the Child Care Help Desk or the W-2 Help Desk.

Publication Number: P-16103