

W-2 Contractor Payment Structure
2021 - 2022 Contracts
 (Requirements for 2021)

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Note: Definitions for some common terms in this document can be found in the Related Programs Contract 2021 - 2022 and glossary.

Section 1: Summary of 2021 Changes

A. Changes to Cost Reimbursement Payments

The W-2 Contractor will receive cost reimbursement of 85% of the agency's total maximum budget.

See Appendix E: Section G: SPARC Codes for more detailed information on cost reimbursable expenses.

B. Changes to Performance Outcome Payments (POP)

1. Vocational Training Completion Job Attainment

DCF has eliminated this Performance Outcome Payment.

2. SSI/SSDI Attainment

DCF has eliminated this Performance Outcome Payment.

C. Changes to Process Outcome Payment

1. Timely Processing of Emergency Assistance Applications

DCF eliminated this Process Outcome Payment Expenses related to processing Emergency Assistance applications will be cost reimbursed.

D. Changes to Performance Incentive Payments

1. All Families Work Participation Rate Incentive

For 2020, W-2 Contractors who met a monthly Federal All Families WPR of 40% for the geographical area were eligible for an incentive payment. The WPR calculation did not include Case Management Follow-up Plus (CMF+) placements.

For 2021, W-2 Contractors who meet a monthly Federal All Families WPR of 40% for the geographical area are eligible for an incentive payment. The WPR calculation will include Case Management Follow-up Plus (CMF+) placements.

DCF will determine the W-2 Contractor's monthly Federal All Families WPR according to TANF guidelines. The W-2 Contractor is not required to submit a verified claim to be paid a WPR monthly performance payment. No payments will be made for any month in which the W-2 Contractor does not meet the 40% level.

In its sole discretion, DCF may at the end of the federal reporting year make a payment to the W-2 Contractor of previously unearned Monthly Performance Incentive Payments if the W-2 Contractor meets the Federal All Families WPR of 40% for the year.

2. Vocational Training and Educational Attainment Incentive

DCF eliminated the W-2 T Vocational Training and Educational Attainment payment. Additionally, all Vocational Training and Educational Attainment payments will be the same amount, regardless of the type of attainment, i.e., Vocational Training attainment or High School or equivalent attainment.

3. W-2 Child Support Liaison Noncustodial Parent (NCP) Enrollment Incentive Payments

For 2020, DCF paid a quarterly payment to the W-2 Contractor for each NCP a Child Support Liaison referred to a government funded employment program and the referral resulted in an NCP enrolling in the employment program.

For 2021, DCF will pay a quarterly payment to the W-2 Contractor for each NCP a Child Support Liaison refers to a government funded employment program, job skills/ vocational training certificate program, or technical college program and the referral results in an NCP enrolling in the program. The W-2 Contractor is still eligible for one payment for each enrolled NCP per year.

Section 2: Monthly Cost Reimbursement Payments

W-2 Contractors will report all allowable expenses for services provided through the W-2 program. After receiving reporting of W-2 Contractor expenses through SPARC Expenditure Reports, DCF will pay the W-2 Contractor an amount up to 85% of the total Contractor's maximum budget. See Appendix E: Section G: SPARC Codes for more detailed information on cost reimbursable expenses.

In 2020, the total W-2 Contractor budget included several earmarked allocations that were paid through cost reimbursement of actual allowable expenses. These expenses, listed below, will continue to be cost reimbursed in 2021, however will be included in the cost reimbursement allocation of the Maximum Budget. SPARC Line codes will continue to be available for reporting of these expenses.

- TEMP Subsidies: This allocation covers CP and NCP TEMP subsidy payments to eligible participants
- NCP TEMP Stipends: This allocation reimburses the W-2 Contractor for stipends provided to W-2 NCP participants in TEMP Orientations
- Child Support Liaison: This allocation reimburses the W-2 Contractor for salaries and other allowable expenses for the Child Support Liaison position
- Emergency Assistance Case Management: This allocation reimburses the W-2 Contractor for salaries and other allowable expenses for all activities related to processing Emergency Assistance applications.

The W-2 Contractor will also be reimbursed for allowable expenses of the following:

- Refugee Cash Assistance
- Refugee Administration
- Emergency Assistance Payments
- Contracted Child Care

W-2 Contractors will receive a total Job Access Loan (JAL) allocation. The JAL Payment is issued centrally, and payments will be deducted from the agency allocation through SPARC as W-2 Contractors approve the payments in CARES.

DCF will generate payments according to the [Claims and Payment Calendar 2021](#).

Section 3: W-2 Contractors' Claims Process for Performance Outcomes

W-2 Contractors will earn payments based on the attainment of the following four performance outcomes:

- 1) Job Attainment;
- 2) Long-Term Participant Job Attainment;
- 3) High Wage Job Attainment; and
- 4) Job Retention

I. Performance Outcome Payments Overview

The W-2 Contractor will be paid on a per outcome attainment basis for each performance outcome. The W-2 Contractor must approve claims through CARES by 9:00 p.m. CST on the last calendar day of each month in order to receive payment for the claims in the following month. The Department of Children and Families (DCF) will generate performance outcome payments to the W-2 Contractor based on the information in CARES. Payments will be generated according to the schedule of [Claims and Payment Calendar 2021](#).

Only claims verified and approved by the W-2 Contractor will be considered for payment. The W-2 Contractor must use document code POPD in the Electronic Case File (ECF) under the PIN for all POP documentation. DCF has established an adjudication process that will apply to all W-2 Contractor approved claims. DCF will generate a monthly report in Webl, POP Report 01: W-2 Job-Related Performance Outcome Details by Contract Agency for the Month, which will identify all claims approved, denied, and paid in that month. There will also be a weekly report displaying all a W-2 Contractor's claims including initiated, approved, withdrawn, and denied. The CARES screen WPOL will display in real time all initiated claims, as well as claims that were approved, withdrawn, and denied within seven calendar days of the current date.

II. Conditions Required for Job-Related Performance Outcome Payment

There are four types of job-related performance outcomes:

- 1) Job Attainment;
- 2) Long-Term Participant Job Attainment;
- 3) High Wage Job Attainment, and
- 4) Job Retention.

The Primary Employment Begin Date (PEBD) is defined as the first date for which the employer paid the participant. This date must be accurately recorded on the employment page in WWP.

Example: A participant is hired on January 1, 2021; however, the first day the participant reports to work and starts being paid by their employer is not until January 15, 2021. The PEBD recorded on the employment page in WWP is January 15, 2021.

The PEBD should not change unless one of the following three scenarios occur:

- 1) A CMC participant returns to the same employment she left before being placed in CMC. In this scenario, the PEBD must be changed to the date the participant returns to employment directly from the CMC placement.

Example: The PEBD for a participant was October 15, 2021. The participant then has a baby and is placed in a CMC. She returns to work on January 1, 2021. The PEBD recorded on the employment page in WWP is January 1, 2021.

- 2) A participant is laid off, terminated, or quits employment and is subsequently rehired by the same employer. In this scenario, the PEBD must be changed to the new hire date. The W-2 Contractor must provide documentation from the employer to prove that this was the sequence of events that occurred.

Example: A participant began employment on March 15, 2021. On July 31, 2021, the participant is laid off by the employer. On December 15, 2021, the employer rehires the participant and provides the W-2 Contractor with a letter stating that the employee was laid off and rehired. The PEBD recorded on the employment page in WWP is December 15, 2021.

- 3) A participant is with a temporary employment agency and there is a 90-calendar day or greater gap between active assignments. In this scenario, if there is a 90-calendar day or greater gap, the PEBD must be changed to the date of the new assignment.

Example: A participant has been with a temporary employment agency since June 25, 2021. The participant receives an assignment that begins July 1, 2021, and will end on December 31, 2021. The PEBD recorded on WPEH is July 1, 2021. After the assignment ends on December 31, 2021, the participant does not receive another assignment until August 1, 2022. The PEBD recorded on the employment page in WWP is August 1, 2022.

A W-2 Contractor can earn a POP for this employment provided all other requirements are met.

Claim Period Begin Date (CPBD) is defined as the W-2 Contractor's chosen begin date for initiating a POP claim for any rolling 31-day period within 180 from the PEBD.

Example: A participant begins employment on February 7, 2021. The W-2 Contractor receives the paystubs from the participant for the first 3 months of employment. In the first 31 calendar days of employment, the participant did not meet the requirements of a claim; however, in the 31 calendar days following March 21, 2021, the claim requirements were met. The W-2 Contractor can enter a Claim Period Begin Date of March 21, 2021, on CARES screen WPOP.

CARES will look at the PEBD recorded on WPEH when determining the PEBD for the performance outcome claim. It is possible to backdate the PEBD without affecting the claim as long as the performance outcome payment requirements are met as of the PEBD.

Before approving a job-related claim in CARES, the W-2 Contractor must verify that all required conditions are met and properly recorded in CARES and verification is scanned into ECF using the document code POPD under the PIN. During the contract year, it is possible for a W-2 Contractor to successfully earn all four job-related performance outcome claims for a single individual.

In a two-parent household, job-related employment claims can potentially be made on each parent. Refer to A. through D. below for details on verification requirements for a two-parent household.

When multiple employments are combined to meet a job-related performance outcome, the W-2 Contractor must designate one of those employments as the primary employment in CARES. The PEBD is used by CARES in the process of validating that the performance outcome requirements have been met. This process is described in more detail in A. through D. below. The following is a description of conditions required for each type of job-related performance outcome.

A. Job Attainment:

W-2 Contractors will earn Job Attainment payments by placing individuals in verifiable employment. The Job Attainment POP is payable under the following conditions:

1. The W-2 Contractor has verified that the individual has secured unsubsidized employment that complies with all state and federal labor laws.
2. The W-2 Contractor has verified that a single employment, designated in CARES as the Primary Employment, has lasted at least 31 calendar days with no interruptions.
3. The W-2 Contractor has verified that within 180 days from the PEBD, either a. or b. below was met from one job or a combination of multiple jobs:
 - a. Total hours worked (including paid days off) equals or exceeds 110 hours over a 31-calendar day timeframe. This condition may be met within the first 31 calendar days from the PEBD or CPBD.
 - or-
 - b. The individual has earned at least \$870 in gross unsubsidized wages over a 31-calendar day timeframe. This condition may be met in the first 31 calendar days from the PEBD or CPBD.

Note: The wages and hours from multiple jobs can be used to meet the Job Attainment requirements as long as the primary employment designated in CARES has lasted at least 31 calendar days with no interruptions.

Note: The wages and hours from any employee benefits (e.g., vacation/sick/bonus) an individual receives may be used to meet the hours or wages requirement for a Job Attainment claim.

The Claim Effective Date (CED) recorded in CARES must be a date in Calendar Year (CY) 2021.

4. The W-2 Contractor has verified that it has not received another Job Attainment payment for the eligible parent in the 12 months prior to the PEBD or the CPBD.

If a Job Attainment has been claimed in the previous 12 months, the system compares the PEBD or CPBD of the first Job Attainment to the PEBD or CPBD of the second Job Attainment. If the PEBD or CPBD is less than 12 months from the new employment, the system will not allow the second Job Attainment.

5. The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job was enrolled in or was transferred into a work program office associated with the W-2 Contractor that is making the claim (this is determined by contract number).
6. The W-2 Contractor has verified that as of one day prior to the PEBD the eligible parent who obtained the job has an open Employability Plan (EP) and is assigned to the "Actual" phase of a W-2 activity.
7. The W-2 Contractor has verified that either a. or b. below was met:
 - a. If the W-2 case is a one-parent household, as of one day prior to the PEBD, the individual was:
 - Open in the "Actual" phase of an Up-front activity; or
 - Open in a W-2 placement.
 - or-
 - b. If the W-2 case is a two-parent household, as of one day prior to the PEBD, one of the parents was:
 - Open in the "Actual" phase of an Up-front activity; or
 - Open in any W-2 placement.
8. All submitted verification is scanned in the participant's ECF using the document code POPD under the PIN prior to the claim being approved.

B. Long-Term Participant Job Attainment

W-2 Contractors will earn Long-Term Participant Job Attainment payments by placing hard to employ individuals in verifiable employment. W-2 Contractors can earn the Long-Term Participant Job Attainment POP in addition to the Job Attainment outcome payment for the same individual as long as all requirements are met for both types of payments.

The Long-Term Job Attainment POP is payable under the following conditions:

1. The individual:
 - a. Has used at least 24 months of the 60-month state W-2 eligibility time limit as of the PEBD.

The W-2 Contractor must also verify the following:

1. The individual who obtained employment has met all the requirements for the Job Attainment performance outcome (refer to Section II.A above for Job Attainment requirements).
2. The W-2 Contractor has never received a Long-Term Participant Job Attainment performance outcome payment for the individual.

The CED recorded in CARES must be a date in CY 2021.

C. High Wage Job Attainment

W-2 Contractors will earn High Wage Job Attainment payments by placing individuals in verifiable employment if the initial starting wage for that employment is equal to or exceeds the starting wage identified in following table.

Milwaukee	Starting Wage	Balance of State	Starting Wage
ROSS	\$16.40	FSC	\$16.70
Maximus	\$16.40	EQUUS	\$16.70
AWWI	\$16.40	WCI	\$16.85
UMOS	\$16.40	WRI	\$16.85

The starting wage was derived using the average of the top 15% of 2018 starting wage information entered by each W-2 Contractor on WPEH in CARES. The High Wage Job Attainment claim is in addition to and must meet all the requirements of a Job Attainment Claim, along with an initial starting wage exceeding the established threshold. The initial starting wage must be verified in the same way as a Job Attainment Claim, and the wage must be entered as the starting or initial wage as part of a new employment entered in the WWP employment page. The initial wage can be either the wage at the Primary Employment Begin Date (PEBD) or the Claim Period Begin Date (CPBD). If the wage for these dates is different, the wage must be updated on the WWP employment page.

Like Job Attainments, a High Wage Job Attainment can only be claimed once in any 12 month period for any W-2 participant. A High Wage Job Attainment Claim cannot be the result of a wage increase in an existing job but must be the initial starting wage in a new employment. A promotion from a current employer must be entered in WWP as a new employment in order to obtain the High Wage Job Attainment.

. The CED recorded in CARES must be a date in CY 2021.

D. Job Retention

W-2 Contractors will earn Job Retention payment by placing individuals in a verifiable job(s) for a specified duration. The Job Retention POP is payable under the following conditions:

1. The W-2 Contractor has verified that the eligible parent has secured unsubsidized employment that complies with all state and federal labor laws.
2. The W-2 Contractor has verified that employment(s) has lasted at least 93 calendar days with no more than a single interruption of no more than 14 calendar days (the 14 days is included as part of the 93 calendar days) with the interruption followed by at least one calendar day of employment.
3. The W-2 Contractor has verified that either a. or b. below is met from one or a combination of multiple jobs:
 - a. Total hours worked equals or exceeds 330 hours over a 93-calendar-day timeframe. This condition may be met in the first 93 calendar days from the PEBD, or in the 93 calendar days from the CPBD.

-or-

- b. The individual has earned at least \$2,610 in gross unsubsidized wages over a 93-calendar-day timeframe. This condition may be met in the first 93 calendar days from the PEBD, or in the 93 calendar days from the CPBD.

Note: The wages and hours from any employee benefits (e.g., vacation/sick/bonus) an individual receives may be used to meet the wages or hours requirement for a Job Retention claim.

If the Job Retention claim is based on a CPBD, not all 93 days need fall within 180 days from the PEBD; however, the first 31 days from the CPBD must fall within the 180 days from the PEBD.

Example 1: The PEBD is January 1, 2021. June 29, 2021, is the 180th day from the PEBD. The CPBD occurs June 25, 2021. The 31st day from the CPBD is July 25, 2021. Therefore, a Job Retention claim cannot be made because the 31st day does not fall within 180 days from the PEBD.

Example 2: The PEBD is January 1, 2021. June 29, 2021, is the 180th day from the PEBD. The CPBD occurs on May 25, 2021. The 31st day from the CPBD is June 24, 2021. Therefore, a Job Retention claim can be made because the 31st day falls within 180 days from the PEBD.

The 93 calendar days for a Job Retention claim can be calculated from either the PEBD or the CPBD, whichever meets the claim requirements and the W-2 Contractor chooses to use.

The CED recorded in CARES must be a date in CY 2021.

4. The W-2 Contractor has verified that it has not received another Job Retention payment for the individual in the 12 months prior to the PEBD or the CPBD.
5. The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job was enrolled in or was transferred into a work program office associated with the W-2 Contractor that is making the claim (this is determined by contract number).
6. The W-2 Contractor has verified that as of one day prior to the PEBD the individual who obtained the job had an open EP and was assigned to the “Actual” phase of a W-2 activity.
7. The W-2 Contractor has verified that either a. or b. below was met:
 - a. If the W-2 case is a one-parent household, as of one day prior to the PEBD, the individual was:
 - Open in the “Actual” phase of an Up-front activity; or
 - Open in a W-2 placement.
 - or-
 - b. If the W-2 case is a two-parent household, as of one day prior to the PEBD, one of the parents was:
 - Open in the “Actual” phase of an Up-front activity; or
 - Open in any W-2 placement.

8. All submitted verification is scanned in ECF using the document code POPD under the PIN prior to the claim being approved.

III. CARES Detail for Initiating a Job-Related Performance Outcome Claim

This section highlights the three CARES screens the W-2 Contractor must use to initiate any job-related performance outcome claim, including:

- Job Attainment;
- High Wage Job Attainment
- Long-Term Participant Job Attainment; and
- Job Retention.

A. WPEH – Employment History

Once the W-2 Contractor completes the employment information in WWP, the information is sent via an overnight ‘batch’ to CARES screen WPEH.

WPEH is used to view an eligible parent’s employment history information. All employment for which a claim is initiated must first be listed here. Job-related claims are generated from this page.

NOTE: W-2 Contractors must also continue to record employment information that does not meet the requirements for a job-related performance outcome payment in WWP, including the date of change in employment hours or wages.

WPEH	EMPLOYMENT HISTORY		11/09/17 10:07
PIN: 5506076983	OFFICE: 1582	CTY/TRIBE: 40	XCT266 K CLOUGH
NAME: DAY-MSK	KENNETH-MSK	A	LAST UPDATED: 02 01 2018
ENTERED EMPLOYMENT(Y/N): Y JOB TYPE: U UNSUBSIDIZED			
BEGIN DATE: 01 27 2018	END DATE: ___ ___	PJ JA JR LT VJ HW	CLAIMS: A
PROVIDER ID: 0156	STAFF ID: XAW111		
DURATION: ___ FULLTIME LESS THAN 30 DAYS		___ PARTTIME LESS THAN 30 DAYS	
X FULLTIME 30 DAYS OR MORE		___ PARTTIME 30 DAYS OR MORE	
EMPLOYER TYPE: PUBLIC ___ PRIVATE X	AVG HRS/WEEK: 32	HOURLY WAGE: 23.00	
PAY CODE: HR	DATE OF CHANGE IN EMPLOYMENT HOURS OR WAGES: ___ ___		
EMPLOYER NAME: MASKED EMPLOYER NAME	EMPLOYER SEQ NUM: 14		
ADDRESS: 123 MASKING STREET			
CITY: MADISON	APT. 8	RESIDE IN TMI AREA: ___	
JOB DUTIES: MOVER/DRIVER	STATE: WI	ZIP: 55555555	DOT: 999
			REASON FOR LEAVING: ___
MEDICAL BENEFITS: N OTHER BENEFITS: NP			
PF13 WPED	PF14 WPOP	PF5 REFRESH WPEH	
NEXT TRAN: ___	PARMS: 5506076983		

B. WPEL – Employment History List

For each employment recorded on WPEH, a row containing summary information about the employment is displayed on screen WPEL. This does not include claims for High Wage Job Attainment.

To flag an employment record for a potential job-related performance outcome claim, the worker selects the row on WPEL associated with that employment, either by entering “S” or “X” and pressing the F14 key. This transfers the employment information to screen WPOP – W-2 Job-Related Performance Outcome Claim. The employment information that transfers to WPOP is recorded as the primary employment.

Information that is transferred to WPOP includes:

- Employer Sequence Number,
- Employer Name,
- PEBD,
- Employment End Date (if applicable).

WPEL		EMPLOYMENT HISTORY LIST						02/10/17 12:10	
PIN: 5008687140								XCT266 K CLOUGH	
NAME: POP2017-ONE		TEST		OFFICE: 0721					
								COUNTY/TRIBAL UNIT: 53	
EMPLOYER NAME	SEQ NUM	EE	HRLY WAGE	HRS	BEGIN DT	END DT	REASON LEAVING	CLM	
— MCDONALDS	4	Y	12.00	22	12 28 16			Y	
— DQ	1	Y	10.00	20	11 10 16	12 15 16	OT	N	
— KFC	2	N	11.00	20	01 05 16	04 30 16	QT	N	
— BURGER KING	3	N	09.00	25	09 01 15	01 05 16	FD	N	

PF14: WPOP
NEXT TRAN: _____ PARS: 5008687140 _____ PAGE: 1

C. WPOP – W-2 Job-Related Performance Outcome Claim

WPOP is used to initiate a W-2 job-related performance outcome claim. Update access to this screen is limited to workers with FEP and FEP Supervisor profiles. A W-2 Contractor can request multiple types of claims for each eligible parent.

To access this screen, the worker must:

1. Select a row of employment history on WPEL, using either an “S” or “X”, and press the F14 key;

To initiate and process a claim that uses the Claim Period Begin Date, the worker must:

1. Enter the date the worker chooses to use in the Claim Period Begin Date field on WPOP. The field the worker must enter the Claim Period Begin Date is highlighted in the WPOP screen shot below.
2. Press enter.
3. Press PF24 to process and exit.

Automatic Claim Initiation and Processing

1. The system will automatically create the High Wage Job Attainment claim on WPOP if the W-2 Contractor initiates a Job Attainment with a qualify initial high wage.
2. When a High Wage Job Attainment is created by the system, an informational message will display indicating that both the Job Attainment and the High Wage Job Attainment will be created by pressing PF24 on WPOP.

IV. CARES Detail for Initiating Educational Attainment and Vocational Training Completion Incentive Claims

WPCS – W-2 Educational Attainment and Vocational Training Completion Incentive

WPCS is the component and status detail screen used to create, update, and complete activities assigned and reported.

To initiate the Educational Attainment and Vocational Training Completion Incentive

Educational Attainment

1. Entering the CARES work programs activity completion code of <V- Educational Attainment and Vocational Training Completion> for GE, HE, or RS will automatically create a claim and display an informational message with the claim number. (See Section 3.V.C)

Vocational Training Completions

1. Entering the CARES work programs activity completion code of <V- Educational Attainment and Vocational Training Completion> for JS or TC will automatically create a claim and display an informational message with the claim number. (See Section 3.V.C)

Note: W-2 Contractors must enter the <V- Educational Attainment and Vocational Training Completion> upon receiving confirmation that either the Educational Attainment or Vocational Training activity was completed. However, the W-2 Contractor must not approve the claim until submitted verification is scanned in the participant's ECF using the document code POPD under the PIN.

V. CARES Approval Process for Initiated Claims

A. WPOA – W-2 Performance Outcome Approvers

WPOA is a view-only screen that lists the names and user IDs of the individuals who have been designated as performance outcome claim approvers in each CARES W-2 work program office. Up to 14 approvers may be designated for each work program office. After identifying which W-2 Contractor staff will be designated as performance outcome claim approvers, the W-2 Contractor will submit the Job Access Loan, W-2 Auxiliary Payment and/or Performance Outcome Claim Approval Designation form (DCF-F-2582) to the BWF Work Programs Help Desk. The BWF Work Programs Help Desk will be responsible for recording the approver’s information on WPOA.

WPOA	W-2 PERFORMANCE OUTCOME APPROVERS	12/04/13 14:26
		XCT266 A W2FEP
LAST UPDATED: 05 13 2013		LAST UPDATED BY: JX9311
OFFICE: 0721	ROCK WP BELOIT	
MAXIMUM USERS ALLOWED FOR THE OFFICE:	08	
USER ID	NAME	
JX9311	ROBERT	DEMAALA
XCTA28	KEVIN	CLOUGH
XCTE56	LAURIE	CRUSE
XCTU38	VETHA	CHELLAPPA
XCT266	KEVIN	CLOUGH
XCT862	SHARON	WOLLIN
XTE224	SEGAR	MUTHURAMALINGAM

NEXT TRAN: _____	PARMS: 0721_____	MORE...

B. WPOL – W-2 Performance Outcome Claims List

WPOL displays in real time all initiated claims, as well as claims that were approved, withdrawn, and denied within seven calendar days of the current date.

Once an initiated claim has met all validations and has been processed (using the F24 key) on WPOP or WPOS, the initiated claim is displayed on screen WPOL.

A W-2 Contractor employee, who is designated as an approver, will access the WPOL screen to review initiated claims. Before approving a claim, the approver must verify that all conditions have been met and that appropriate verification has been scanned into ECF using the document code POPD for the PIN. From the WPOL screen, the approver can select an initiated claim (using either “S” or “X” and then pressing the <Enter> key) and return to WPOP or WPOS to review the claim information. After reviewing the claim information and the verification that is scanned into ECF, the approver will transfer to screen WPOV to approve or withdraw the claim.

OFFICE		CLAIM	CLAIM	CLAIM	CLAIM	CLAIM
NUM	PIN	NUMBER	TYPE	INIT DATE	STATUS	STATUS DATE
1583	5584998664	8000000420	JA	02 08 2016	AA	02 08 2016
1583	5584998664	8000000418	JA	02 06 2016	CD	02 07 2016
1583	8584978623	8000000366	PJ	01 20 2016	CD	02 03 2016
1583	8584979361	8000000368	PJ	01 30 2016	SU	02 03 2016
1583	8584978623	8000000363	JA	01 31 2016	RP	02 01 2016
1583	8584979361	8000000369	JA	01 31 2016	SU	02 01 2016
1583	8584978623	8000000385	PJ	02 02 2016	W1	02 01 2016
1583	3584981611	8000000374	JA	12 24 2015	IO	01 17 2016
1583	5584998664	8000000410	PJ	01 05 2016	IP	01 09 2016
1583	5584998664	8000000412	JR	03 06 2016	CD	01 09 2016
1583	5584998664	8000000411	PJ	01 07 2016	AA	01 08 2016
1583	2584979438	8000000373	JR	12 01 2015	IO	01 01 2016
1583	3584981611	8000000375	JR	12 30 2015	IP	01 01 2016
1583	2584981301	8000000379	JR	12 30 2015	IP	01 01 2016
1583	1584979259	8000000392	PJ	12 20 2015	W1	12 31 2015

PF13 WPOV
NEXT TRAN: _____ PARMS: 1583 _____ MORE...

C. WPOV – W-2 Performance Outcome Claim Approval/Review

WPOV is the final screen in the claims approval process. On this screen, an approver may either approve or withdraw a claim by entering approval or withdrawal codes in the <Claim Status> field. Upon approving a claim on this screen, the claim is scheduled for payment.

A withdrawal of a claim may be done by the W-2 Contractor approver or through a batch process in CARES. A batch process will withdraw an initiated job-related performance outcome claim in the following circumstances:

1. When the eligible parent’s W-2 placement is ended through a batch process because the W-2 eligibility case has been closed for 60 days; or
2. When the eligible parent’s W-2 placement is ended through a batch process because a W-2 time-limit extension has ended; or
3. When an individual has reached 24 or 60 months and no extension has been granted.

State adjudicators will review claim details in CARES and the verification scanned into ECF using the document code POPD. The state adjudicator will enter validation codes into the <Claim Status> field on WPOV. If during this state adjudication process, the state adjudicator determines that a claim is not valid, the “Claim Status” field will be changed from approved to denied on WPOV.

If the claim is denied after it has already been paid to the W-2 Contractor, DCF will decrease the next payment by the amount already paid for the denied claim. If the claim is denied before the date of the report that determines payments to the W-2 Contractor (i.e., denied the

same month it is approved by the W-2 Contractor), then the outcome payment associated with the denied claim will not be paid to the W-2 Contractor.

WPOV	PERFORMANCE OUTCOME CLAIM APPROVAL/REVIEW	12/08/15 13:43
		XCTV56 K CLOUGH
PIN: 8584979361	OFFICE: 1583	LAST UPDATED: 10 14 2015
CASE MANAGER: XCTU85	FEP: XCTU85	
PARENT NAME: PAY	CYCLE1	
CLAIM #: 8000000369	CLAIM TYPE: JA	
CLAIM INIT DATE: 01 31 2016	CLAIM WORKER: XCTU85	
CLAIM EFFECTIVE DT: 10 30 2015		
CLAIM STATUS: SU	AGENCY 2ND LEVEL APPEAL; DENIAL UPHELD; DO NOT PAY CLAIM	
STATUS DATE : 02 01 2016	AGENCY WORKER: XCTU69	REVIEWER: XCTB5J
COMMENT: TEST	_____	

PF13: WPOP	PF14: WPOS	PF15: WPOL
NEXT TRAN: _____	PARMS: 8000000369	PF16: UNDO
		MORE...

VI. Claim Initiation and Approval Deadlines

There are timeframes in which the W-2 Contractor must initiate and approve performance outcome claims. Below is the description of those timeframes for each claim type.

A. Job Attainment, High Wage Job Attainment, and Long-Term Participant Job Attainment:

For Job Attainment, High Wage Job Attainment, and Long-Term Participant Job Attainment, the claim may be initiated in CARES no earlier than the CED. For job-related claims, the CED field is auto populated by CARES on WPOP. The CED is the 31st day from the PEBD or CPBD that was used for the basis of the claim and determines the contract -year associated with the claim.

The claim must be initiated and approved by the W-2 Contractor in CARES within 90 days from the CED.

Example: If the date of employment is June 30, 2021, and the participant is still employed on July 30, 2021, and all other conditions are met for the performance outcome, then the performance outcome Claim Effective Date is July 30, 2021. The W-2 Contractor has until October 27, 2021, to initiate and approve the Job Attainment claim in CARES.

The performance outcome payment will be applied to the performance outcome contract amounts for the funding period in which the CED occurred. In the example above, payment would be applied to the 2021 contract amounts.

B. Job Retention

For Job Retention, the claim may be initiated in CARES no earlier than the CED. For Job Retention claims, the CED is auto populated by CARES on WPOP. The CED is the 93rd day from the PEBD or CPBD that was used as the basis of the claim.

The claim must be initiated and approved by the W-2 Contractor in CARES within 90 days from the CED.

Example: If the date of employment is October 20, 2021 and the participant is still employed on January 20, 2022 (93rd day of employment), and all other conditions are met for the performance outcome, then the performance outcome Claim Effective Date is January 20, 2022. The W-2 Contractor has until April 19, 2022, to initiate and approve the Job Retention claim in CARES.

The performance outcome payment will be applied to the performance outcome contract amounts for the funding period in which the CED occurred. In the example above, payment would be applied to the 2022 contract amounts.

C. Educational Attainment and Vocational Training Incentive

For the Educational Attainment and Vocational Training Incentive, the two components of this incentive listed below must be initiated and approved by the W-2 Contractor in CARES by March 31 of the year following the 2021 calendar year educational attainment or vocational training completion date.

1. Attainment of a High School Diploma or Equivalency.
Attainment of a certificate, diploma, or degree as a result of the assigned Job Skills or Technical College activities.

W-2 Contractors must complete the Educational and Vocational activities with the <V-Educational Attainment and Vocational Training Completion> work programs completion code upon receiving confirmation that the activities were completed. The W-2 Contractor must wait until they have the supportive documentation scanned into the Electronic Case File (ECF) using the document code POPD under the PIN to approve the claim in CARES.

Note: Activity completion codes cannot be backdated past October 1 of the previous year.

Section 4: Work Participation Incentive Payment

I. 40% All Families Work Participation Rate Payment

DCF is required to meet the Federal Temporary Assistance for Needy Families (TANF) Work Participation Rate (WPR) on an annual basis. W-2 Contractors who achieve a 40% monthly Federal All Families WPR for the geographical area will be eligible for an incentive payment. DCF will pay the WPR incentive payment monthly. Payments will be generated according to the [Claims and Payment Calendar 2021](#).

DCF will determine the W-2 Contractor's monthly Federal All Families WPR according to TANF guidelines. The W-2 Contractor is not required to submit a verified claim to be paid a WPR

monthly performance payment. No payments will be made for any month in which the W-2 Contractor does not meet the 40% level.

In its sole discretion, DCF may at the end of the federal reporting year make a payment to the W-2 Contractor of previously unearned Monthly Incentive Payments if the W-2 Contractor achieve a 40% Federal All Families WPR for the year.

Federal Work Participation Requirements

DCF will generate monthly and quarterly reports in WebI, CORE Report 03: Work Participation Rates Summary for CORE Input Report Calendar Quarter and WPR Report 01: Work Participation Rates Summary by Contract Agency, which will calculate the TANF WPR. These reports will contain all families including two parent families and single parent families. WPR calculation is based on worker-entered data in CARES. (See Section III below for further information). A family with one or more work-eligible individuals is included in the overall WPR, unless explicitly disregarded. (See Section II.D. below for further information on disregarded participants.)

A. Core Activities

In general, in order for a CSJ or W-2 T participant to meet the TANF work participation requirement, they must participate in a minimum of 20 hours of Core activities per week. These 20 hours do not include hours in which a participant was sanctioned for non-participation. While W-2 good cause policy does not limit the number of hours a participant may receive good cause for non-participation, there are limits on the number of good cause hours that may be counted towards the TANF work participation requirement. The Department will keep track of reportable hours through its federal reporting data system. (See F. below for more detail on how good cause hours are counted for federal work participation)

Core activities, as defined in TANF regulations, that count toward meeting the 20-hour requirement may include participation in any of the following:

1. Working Full-Time (WF) or Working Part-Time (WP).
2. Work Experience (WE).
3. Paid Work Experience in the Private Sector, Not Funded by TANF (SZ) and Paid Work Experience in the Public Sector, Not Funded by TANF (SW).
4. Job Skills Training (JS) by itself or combined with Vocational Adult Basic Education (VA), Vocational English-as-a-Second-Language (VE), or Vocational Literacy (VL). This activity may count as a Core activity for no more than 12 months during the lifetime of participation. The 12 months need not be consecutive.
5. Technical College (TC) and Technical College Study Time (TT). These activities may count as a Core activity for no more than 12 months during the lifetime of participation. The 12 months need not be consecutive.
6. Activities that fall under the Federal definition of Job Search and Job Readiness. These activities may count toward the 20 hour per week requirement for no more than 240 hours for a single parent of a child under age six and 360 hours for all other work-eligible individuals. Hours may be counted for no more than 4 consecutive weeks. The timeframe for these limits is the preceding 12 months. These activities include:
 - a. Disability and Learning Assessment (AD)

- b. AODA Counseling (CA)
- c. Career Planning & Counseling (CE)
- d. Occupational Testing (OC)
- e. Mental Health Counseling (CM)
- f. Employment Search (ES)
- g. Job Readiness/Motivation (MO)
- h. Mental Health Assessment (AM)
- i. AODA Assessment (AA)
- j. Physical Rehabilitation (PR)
- k. Life Skills (LF)
- l. Physicians Assessment (AL)
- m. Career Advancement Services (CR)
- n. Job Retention Services (JR)
- o. Mentor/Coach (MN)

-or-

7. Assignment to a combination of any of the activities listed in 1. through 6. above.

B. Non-Core Activities

Along with the 20 hours per week of Core activities, CSJ and W-2 T participants whose youngest child is age 6 or older must participate in 10 or more hours of additional Core or Non-Core activities, as defined in TANF Regulations. Non-Core activities may include:

- 1. Adult Basic Education (BE);
- 2. English-as-a-Second Language (EL);
- 3. Literacy Skills (LS);
- 4. General Educational Development – GED (GE);
- 5. High School Equivalency Diploma – HSE (HE); or
- 6. Regular School – K through 12 (RS).

C. Teen Parents

Teen parents ages 18 and 19, who do not have a high school diploma, may meet their work participation requirement either through the combination of Core and Non-Core activities described above, or through participation in activities that fall under the federal definition of Satisfactory School Attendance. These activities include:

- 1. General Educational Development – GED (GE);
- 2. High School Equivalency Diploma – HSE (HE); or
- 3. Regular School – K through 12 (RS).

For Satisfactory School Attendance, the TANF regulations do not require a specific assignment of hours. Participants must demonstrate that they are making progress towards completion of their diplomas.

D. Disregarded Participants

The following participants are disregarded (not included in the denominator) from the monthly TANF WPR:

- 1. CSJ and W-2 T participants who are caring for a disabled family member are disregarded from the TANF WPR. In order to be excluded, the participant must be

assigned to one of two CARES activities, Caring for Disabled Child (CD) or Caring for Other Family Member (CF).

2. CMC, CSJ, and W-2 T participants who are a single custodial parent with a child under 12 months of age are disregarded from the TANF WPR. There is a 12-month lifetime limit on disregarding a family for this reason.
3. Participants who do not meet the work participation requirement in a month due to a sanction (non-participation without good cause) may be disregarded up to 3 months. The three months need not be consecutive. The timeframe for calculating the 3-month limit is the preceding 12 months.

E. Two Parent Households

For federal reporting, a two-parent household is defined as two adults with a child in common with neither parent being disabled or caring for a disabled family member. At least one parent in a two-parent household must meet the TANF Work Participation requirements described in A. through C. above. In addition, two-parent households must meet a two-parent work participation requirement:

1. Two-parent households that are receiving federally funded childcare must participate in at least 55 hours of activity, at least 50 of which must be Core activities.
2. Two-parent households that are not receiving federally funded childcare must participate in at least 35 hours of activity, at least 30 of which must be Core activities.

F. Good Cause Hours

When calculating the TANF WPR, hours of non-participation that are determined to have good cause may count as participation within the following parameters:

1. No more than 80 hours of good cause may be counted as participation. The timeframe for the 80-hour limit is the preceding 12 months.

Hours that are missed due to the following holidays may be counted as participation:

- a) New Year's Day;
 - b) Birthday of Martin Luther King, Jr.;
 - c) Memorial Day;
 - d) Independence Day;
 - e) Labor Day;
 - f) Thanksgiving Day;
 - g) Day after Thanksgiving Day;
 - h) Christmas Eve Day;
 - i) Christmas Day; and
 - j) New Year's Eve Day.
2. Good cause hours counted as participation may not exceed 16 hours in a calendar month. Holidays are not considered in this limit.

II. CARES Screens Relevant to the Federal Work Participation Calculation

Wisconsin maintains a federal reporting database (FReD) which pulls data from CARES to calculate the Federal WPR. The following CARES screens provide data for the calculation:

- A. **WPWW – WISCONSIN WORKS INFORMATION.** The participant’s W-2 placement type (e.g., CSJ, W-2 T, CMC) is recorded on this screen.
- B. **WPNH – NON-PARTICIPATION HISTORY and WPNP - NON-PARTICIPATION HISTORY LISTING.** These screens capture non-participation and good cause determinations.
- C. **WPCH – COMPONENT/STATUS HISTORY and WPCS – CREATE/UPDATE COMPONENT/STATUS.** The participant’s activities are assigned and tracked until completion on these screens.

Section 5: Educational Attainment and Vocational Training Incentive

I. Educational Attainment

DCF will pay a one-time Educational Attainment Incentive for a participant’s educational attainment of a High School Diploma or equivalency (CARES WP Activity codes: GE, HE, or RS). The W-2 Contractor will receive a higher incentive payment for a W-2 T participant achievement of educational attainment. Verification of the Educational Attainment may consist of a copy of the High School diploma or a printout of GED or HSED test scores as documentation to support that the participant has passed the GED or HSED tests. See table in section III below for payment information.

Note: W-2 Contractors must scan all submitted verification in the participant’s ECF using the document code POPD under the PIN prior to the claim being approved. (See Section 3.IV)

II. Vocational Training

DCF will pay a one-time Vocational Training Incentive for the completion of the JS or TC activity. The W-2 Contractor must scan verification of the Vocational Training completion into the participant’s ECF using the code POPD under the PIN. See table in section III below for payment information.

In order for a W-2 Contractor to earn the one-time Vocational Training Incentive, the participant must have actually *completed* one of the six listed credits, credentials, certificates, or degrees.

1. Credits or a credential earned from a Wisconsin-based [eligible training provider](#), as defined by the Workforce Innovation and Opportunity Act (WIOA) Statewide List of Eligible Training Programs and Providers (including Continuing Education Credits);
2. A license, recognized by the State or Federal Government;
3. A certificate of apprenticeship completion;
4. A certificate of completion of a program approved by the Office of Skills Development through a Fast Forward or Blueprint for Prosperity grant;
5. Completion of a customized training established by an employer with the written understanding that the employer(s) will make a good faith effort to hire the participant upon successful completion of the training; or
6. A bachelor’s or associate degree.

For a W-2 Contractor to earn a one-time Vocational Training Incentive, a copy or print-out of the official transcript from a registrar’s office, written communication from the school of record stating completion, the completed course credits, credential, certificate, or degree must be scanned into ECF. For customized trainings developed with an employer, a copy of the written understanding or contract must be scanned into ECF. For curriculums developed through a Fast Forward or Blueprint for Prosperity grant, a copy of the approved grant plan must be scanned into ECF.

Note: W-2 Contractors must scan all submitted verification in the participant’s ECF using the document code POPD under the PIN prior to the claim being approved. (See Section 3.IV)

For any assigned activity not completed prior to the review of the EP or if the number of hours assigned in the subsequent EP will change, the FEP must end the activity on WPCS using the completion code of <B-Unsuccessfully completed/interrupted> and re-enter the activity with a new Begin Date.

III. Educational Attainment and Vocational Training Payments

Educational Attainment	Payment Amount
Attainment of a High School Diploma or Equivalency	\$2,000 in the month attained
Vocational Training	
Attainment of a certificate, diploma, or degree as a result of the assigned Job Skills or Technical College activities	\$2,000 in the month attained

Section 6: Customer Satisfaction Incentive

DCF will pay a one-time annual payment to a W-2 Contractor with an average 75% positive satisfaction rating using three areas of participant experience sampled in the annual Customer Satisfaction Survey (CSS). The 75% average for each contractor will be calculated by taking the weighted average of each survey question and then calculating an overall average score for each survey area. This results in three weighted averages which are then used to calculate an overall average survey score. Each individual survey question is scored using a five-point scale with 5 being the highest rating and 1 being the lowest. A 75% satisfaction score corresponds to an average response of 3.5 on the 5-point scale. The following three survey areas and questions are included in the calculations:

1. Communication between contractor and customer is determined using the following survey questions:

Question 9: Think about the last time you left a telephone message asking your worker to call you back. How many business days did it take for them to respond to you?

Question 10: Think about the last time you emailed your worker and asked them to respond. How many business days did it take for them to respond to you?

2. Helpfulness/Responsiveness of the services is determined using the following survey questions:

Question 11: First, how well did the W-2 agency understand what you are looking for from the W-2 program?

Question 13: How responsive was the W-2 agency to the needs of you and your family?

Question 14: How clear was the W-2 agency in explaining what W-2 programs and services were available to you and your family?

Question 15: How clear was the W-2 agency in explaining what you had to do to get those W-2 services?

Question 17: How helpful to you and your family were the W-2 resources or services that you got from the W-2 agency?

3. Respect experienced by the customer from the contractor is determined using the following survey questions:

Question 12: How respectful was your W-2 agency?

Question 16: How involved were you in the process of identifying and assigning your W-2 activities?

Section 7: W-2 Child Support Liaison NCP Enrollment Incentive

DCF will pay the W-2 Contractor a quarterly payment for each NCP a Child Support Liaison refers to a government funded employment program, job skills/vocational training certificate program, or technical college program and the referral results in an NCP enrolling in the program. The W-2 Contractor is eligible for one payment a year for each enrolled individual.

Examples of eligible government funded employment programs, , are W-2, Transitional Jobs (TJ), Transform Milwaukee Jobs (TMJ), Trial Employment Match Program (TEMP), FoodShare Employment and Training (FSET), Vocational Rehabilitation, Veterans Affairs (VA) employment programs, Technical College, and WIOA employment programs.

The W-2 Contractor must provide verification of enrollment in the employment or educational program by either an enrollment letter or a copy of the employment plan.

The W-2 Contractor must submit a Microsoft Office Excel spreadsheet with a list of all of the names of the NCPs the W-2 Contractor is requesting payment for by no later than 15 calendar days after the end of the quarter. The Excel spreadsheet and the support documentation to verify the incentive requirements were met must be attached to an email and sent to DCFDfESBWFContracts@wi.gov. Payments will be generated according to the [Claims and Payment Calendar 2021](#).

Section 8: Glossary of Terms:

Adjudication – The entire process of completing the review on a claim from start to finish.

Agency Approved Claim – An agency claim status that indicates an initiated claim the agency has approved in the CARES system.

Claim – A request for payment for a performance outcome.

Claim Effective Date (CED) - The date a performance claim meets required timeline for claim. For job attainment related claims, this is 31 days from either the PEBD or CPBD. For job retention this is 93 days from the PEBD or CPBD. The CED is also used to determine the contract period an individual claim applies.

Claim Period Begin Date (CPBD) – The W-2 Contractor's chosen begin date for initiating a POP claim for any rolling 31-day period within 180 days from the PEBD.

Cost Reimbursement - An allocation for a specific cost or costs that may be reimbursed to the W-2 Contractor based on reporting of actual allowable costs. Reimbursement may be capped at a specified amount or uncapped.

Denial Recommendation – A state claim status that indicates a claim that is determined to be not valid and recommended for denial after the DCF Reviewer has questioned it, received additional information from the agency, and re-reviewed it with the new information.

Denied Claim – A verified claim or a pending claim for which DCF has declined payment.

Disallowed Claim – A paid claim that DCF determined after payment to be ineligible.

Initial Review – The process of completing the first review of a claim.

Initiated Claim – A claim submitted to DCF by the W-2 Contractor for review using established procedures and within time deadlines for submission.

Interruption – A break in employment due to a layoff, quit, or termination.

Overtured – A state claim status that indicates that a denied claim was substantiated after appeal.

Paid Claims – A submitted claim for which the W-2 Contractor has received a payment.

Pending Appeal – A state claim status that indicates a W-2 Contractor has submitted a completed first or second level appeal to DCF and is awaiting a decision from the W-2 Contract Manager or Division Administrator.

Pending Claim – A claim that DCF has not begun the process of adjudicating.

Performance Based Contracting – An approach that focuses on developing strategic performance metrics and directly relating contracting payment to performance against these metrics.

Primary Employment Begin Date (PEBD) – The first date for which the employer paid the participant.

Performance Outcome Payments (POP) – An agreed upon amount for each performance outcome attained for which DCF will pay the contractor after receiving reporting of W-2 Contractor expenses (COPe expenditure reports).

Questioned Claim – A W-2 Contractor initiated claim that DCF reviewed and determined to be lacking in the documentation necessary for DCF to validate the claim.

Re-Animation – The process in which a W-2 Contractor can appeal a denied claim and the decision to deny is subsequently overturned by DCF, substantiating the claim.

Reported Expenses – The W-2 Contractor is required to report expenses in SPARC based on actual allowable costs incurred. Reported expenses are not reimbursable.

Review in Progress – A state claim status that indicates that a DCF reviewer is questioning a claim.

Re-Review – The process of reviewing a questioned claim after the DCF Reviewer receives the agency response.

Submitted Claim – A W-2 Contractor approved claim in the CARES system at 9:00 p.m. on the last calendar day of the month. Claims submitted after the last calendar day of the month will be applied to the next month.

Substantiated Claim – A state claim status that indicates a DCF reviewer questioned a claim and the W-2 Contractor supplied the necessary documentation needed for DCF to validate the claim.

Upheld – A state claim status that indicates DCF has continued to keep a claim denied after a W-2 Contractor appealed the denial decision.

Validated – A state claim status that indicates that DCF has approved the claim and the adjudication process is complete.

Verified Claim – A claim that the W-2 Contractor has evaluated for supportive documentation and made a determination that the claim establishes the eligibility requirements for a claim.

Withdrawn Claim – An agency claim status that indicates the W-2 Contractor withdrew a claim before or after payment.