

Part One: About the RFP

Section Two: Milwaukee Service Delivery Structure

In the 2006 – 2009 W-2 Contract, the service delivery structure in Milwaukee was redesigned to strengthen the focus on employment. Three types of W-2 agencies were created, each with a unique set of programmatic functions.

- One Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) Advocacy Agency (SSIA) provided advocacy and services to all participants in Milwaukee County who had a reasonable chance of obtaining SSI/SSDI.
- A Case Management Agency (CMA) in each W-2 region was the front door for all individuals wishing to apply for W-2 services and continued to provide ongoing benefits, case management and supportive services to all W-2 participants (except those applying for SSI/SSDI). Individuals determined to have significant barriers to employment received benefits and services solely from the CMA.
- A Job Development and Placement Agency (JDPA) in each region specialized in connecting W-2 participants with job readiness services, work experience, training opportunities and employment. Individuals who were determined appropriate for employment and training services were co-case managed by both the CMA and the JDPA.

The experience gained from utilizing this service delivery structure over the past four years has enabled us to further refine our approach in Milwaukee County. Our goal is to continue to use the most effective practices identified during the 2006-2009 contract cycle, while at the same time, making changes to those areas of service delivery that have been problematic.

1. Primary Functions and Points of Coordination

The 2010-2011 W-2 and Related Programs Contract cycle will award contracts in Milwaukee for three different types of agencies that are each responsible for a unique set of programmatic functions including:

- 1) One Eligibility and Assessment Agency (EAA) with a presence in all W-2 regions.
- 2) A W-2 Employment Agency (WEA) in each of the five Milwaukee W-2 regions that provides the ongoing case management and employment-related services to all W-2 participants (except those applying for SSI/SSDI).
- 3) One Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) Advocacy Agency (SSIA) that will serve W-2 participants throughout Milwaukee County who have a reasonable chance of obtaining SSI/SSDI eligibility.

Once determined eligible for W-2, applicants will make an informed choice regarding which WEA they will work with (except those individuals applying for SSI/SSDI). The applicant will select an agency based on objective data and information presented by the EAA. Once the applicant has selected an agency, s/he must remain with that agency for a minimum of six months. In addition,

participants who relocate to housing in a different Region will have the option to change to the WEA providing services in that Region.

Through this service delivery structure, the Department's goal is to ensure that agencies build their expertise and infrastructure around a limited set of responsibilities with the intended outcome of improving service delivery and positive outcomes for families. This section of the RFP describes the functions of each of the three types of agencies and provides examples of how coordination across the different agencies and functions will occur.

In order to provide better customer service to the citizens of Milwaukee County, effective January 1, 2010, the Wisconsin Department of Health Services will take over all aspects of eligibility determination for BadgerCare Plus, FoodShare, Child Care, and SSI Caretaker Supplement programs in Milwaukee County. The take over will occur in phases throughout calendar year 2009.

1.1 Eligibility and Assessment Agency (EAA) – One Entity with a Presence in Each W-2 Region

The EAA is the front door for all individuals wishing to apply for W-2 services.

1.1.1 W-2 Eligibility, Initial Assessment and Provision of Supportive Services

For all W-2 applicants, the EAA must:

- a) Perform a determination of eligibility for W-2;
- b) Conduct initial screening and assessment tailored to the needs of the individual.

Screening and Assessments that are required for all applicants include:

- 1) Informal assessment, including assessment of family-related needs;
- 2) Job readiness assessment;
- 3) Educational needs assessment; and
- 4) Offer the Barrier Screening Tool (BST)

Additional assessments that may be provided as appropriate include:

- 1) Career assessment;
- 2) Formal assessment; and
- 3) Vocational evaluation, including assessment of functional capacity

The provider awarded the EAA contract must demonstrate an expertise in screening and assessment. The EAA must assure that assessments will be handled expeditiously through a gender, age, culturally and linguistically responsive process. The EAA may use a combination of strategies to gather assessment information including having staff within the agency who are

qualified to conduct assessments, sub-contracts with assessment providers and developing informal connections with community based providers, including but not limited to the Division of Vocational Rehabilitation (DVR).

- c) Through the informal assessment process, gather enough information to understand the needs of the family and what programs or services the family is currently receiving or has recently received. Provide needed supportive services and refer applicants for other appropriate services in the community to address immediate needs. Caseworkers must have extensive knowledge of community-based services, such as homeless shelters, food pantries, and domestic abuse services.

Services provided to refugees, such as mental health, domestic abuse, literacy, and English as a Second Language (ESL), should be coordinated or subcontracted with refugee providers to ensure that services are provided in a culturally sensitive and linguistically competent manner.

- d) Present applicants with objective data and information (e.g., location, performance, etc.) for all W-2 Employment Agencies to enable applicants to make an informed choice when choosing a WEA.
- e) Interpret initial job readiness assessment information, review labor market information, and assign up-front job search/job readiness activities to those individuals for whom up-front job search is appropriate. See [Chapter 5 of the W-2 Manual](#), and Operations Memos [05-05](#) and [08-35](#). Activities must include individual and group job search, job readiness/motivational activities, and job retention services.

When assigning up-front job search/job readiness activities to applicants, ensure that the assignment is appropriate for that individual. The EAA is prohibited from requiring a W-2 applicant or participant to conduct a job search prior to actual participation in W-2 such that the effect is to delay, during the job search, the individual's participation in and receipt of benefits under W-2.

If employment is obtained during the up-front process, the individual will be assigned to the appropriate placement and transferred to a WEA to receive post-employment services.

- f) Through screening and assessment, identify individuals who have a reasonable chance of obtaining SSI/SSDI. Provide the individual with information regarding SSI/SSDI payment amounts, timeframes, SSI/SSDI requirements and the voluntary Ticket to Work program to support participants in their informed choice about pursuing SSI/SSDI eligibility. The EAA must coordinate with refugee service providers to identify refugee participants who may benefit from SSI/SSDI services.

When there is agreement between the EAA and the applicant/participant that SSI/SSDI advocacy is appropriate, the individual is transferred to the SSIA for provision of all further W-2 benefits and services.

- g) Provide information and services to W-2 families with children who can benefit from:
- High quality child care;
 - The Wisconsin Covenant program for children entering the eighth grade;
 - Wisconsin's Youth Apprenticeship program;
 - Workforce Development Board (WDB) Youth Employment Opportunities; and
 - Other Milwaukee education initiatives

1.1.2 Initial Employability Plan Development

The EAA must apply the results of screening and assessment in the employability planning process. The EAA must:

- a) Engage the applicant in beginning to develop his/her employability plan taking into consideration the unique needs, strengths/skills and employment goals that were identified through screening and assessment. The EAA must use bilingual and bicultural staff or other bilingual and bicultural service providers when working with refugee and limited-English speaking participants to ensure participants understand and have access to the full spectrum of employment and training services and supports.
- b) Review and interpret results of all completed assessments and medical documents to determine what, if any, supportive services, accommodations, auxiliary aids or communication assistance is needed to enable the individual to participate to the fullest extent possible.

1.1.3 Initial W-2 Placement

With the input of the applicant, the EAA will make an initial W-2 placement determination.

- a) Applicants with whom the EAA can complete the assessment process, develop the initial EP and make an initial placement decision within the 12-day application timeframe allotted by policy should have their case transferred to the WEA immediately following the initial placement. These individuals will most often be CSJ placements. This will ensure that the WEA is able to quickly engage the participant in activities. See c) and d) below for Caretaker of an Infant and Pregnant Woman exceptions.
- b) Applicants with more significant barriers to employment (most often W-2 T placements), including those who are appropriate for

SSI/SSDI advocacy, may require a longer-term assessment process to determine what supportive services and work-related accommodations will enable them to participate to the fullest extent possible. In these circumstances, the EAA will make an initial placement decision within the 12-day time-frame required by policy and retain the case until the assessment process is complete. Most cases should have all assessments complete and be transferred to the WEA or SSIA within 60 days of the initial placement.

As needed, the EAA must coordinate with refugee service providers to ensure appropriate services are provided to address any cultural and language barriers.

- c) Applicants who are eligible for the Caretaker of an Infant (CMC) placement should be placed immediately and retained by the EAA for the duration of the placement. The EAA will provide all appropriate benefits and services. Prior to the date that the Caretaker of an Infant benefit is scheduled to end, the EAA must reassess the case for further W-2 eligibility and services.

Note: If a participant is already working with the SSIA or the WEA at the time of the placement in Caretaker of an Infant, the SSIA or WEA will retain the case for the duration of the placement and reassess for further W-2 eligibility and services prior to the CMC placement ending.

- d) Applicants who meet the policy definition for Pregnant Women (i.e., not a custodial parent of a dependent child) should be placed immediately and retained by the EAA for the duration of the placement. In most cases, the individual will move from the Pregnant Women placement into a placement for Caretaker of an Infant and the EAA will retain the case for the duration of the CMC placement as well.

1.1.4 Agency Transfer and Coordination of Services

The EAA will coordinate with the WEA and SSI-A and other service providers as part of the transfer of cases between agencies and provide follow-up services to participants placed with the WEA and SSI-A on an as-needed basis. The EAA must:

- a) Coordinate with applicants' FoodShare (FS), BadgerCare (BC) and Child Care eligibility worker(s).
- b) Coordinate with Bureau of Milwaukee Child Welfare (BMCW) for applicants currently receiving child welfare services.
- c) Develop processes in coordination with the SSIA and the WEAs housed in each region to ensure W-2 applicants/participants make a smooth transition to the ongoing agency. See 1.2.1. and 1.3.1. below for detail.
- d) Provide and pay for all follow-up assessment services to participants who have been placed with a WEA but are later

determined to have employment barriers that require further assessment. In these circumstances, the WEA would continue to provide all case management and W-2 benefits to the participant and the EAA would be responsible solely for providing services to obtain formal assessment.

- e) Act as a consultant to the WEA and the SSIA in circumstances where an agency shows evidence that a participant is more appropriate to be placed in another type of agency.

Example 1: A case is initially transferred to a WEA and that agency later gathers evidence that SSI/SSDI advocacy may be more appropriate for the individual.

Example 2: A case is initially transferred to the SSIA, and that agency later determines that SSI/SSDI advocacy is no longer appropriate (i.e., person exhaust all SSI/SSDI eligibility appeals; persons' medical condition improves, etc.).

When disagreements arise between a WEA and the SSIA concerning which agency is most appropriate to be the service provider for a particular participant, the EAA will make the final decision based on review of all screening and assessment information, discussion with the participant and other evidence gathered by the agencies.

If the SSIA or WEA disagrees with the decision made by the EAA, that agency may submit an appeal to the Department for a final review.

1.1.5 Emergency Assistance (EA)

The EAA is responsible for administering the Emergency Assistance (EA) program in Milwaukee County, in accordance with EA timeframes and other EA policy requirements.

1.1.6 W-2 Benefits and Job Access Loans (JALs)

The EAA is responsible for issuing financial support to W-2 applicants and participants in limited circumstances. Responsibilities are to:

- a) Issue W-2 payments to participants who are placed as Caretaker of an Infant and for other participants who have been placed in W-2 but have not yet been transferred to the WEA or SSIA due to pending assessment information.
- b) Determine eligibility for emergency payments for participants who have immediate needs and are awaiting the first W-2 payment (See Section 18.1.0 of W-2 Manual for further information).
- c) Process requests for W-2 Job Access Loans for individuals who are not currently assigned to another type of agency in Milwaukee.

1.1.7 Refugee Cash Assistance and Refugee Medical Assistance

The EAA is responsible for determining eligibility for individuals wishing to apply Refugee Cash Assistance and Refugee Medical Assistance. Once determined eligible for these programs the case will be transferred to the WEA for all benefits and services.

1.2 W-2 Employment Agency (WEA) – One Entity per Region in Milwaukee

The WEA provides the ongoing case management, cash benefits and employment-related services to all W-2 participants (except those applying for SSI/SSDI) using the screening and assessment information gathered by the EAA as the foundation for case management. The WEA must have the capacity to serve families who reside throughout Milwaukee County.

1.2.1 Initial Coordination and Case Transfer

The WEA must coordinate with the EAA to review the information collected during the application process and plan for transfer of the case. Steps should include:

- a) EAA will consult with the WEA regarding screening and assessment results, including the need for any supportive services, cultural and language services, accommodations, auxiliary aids or communication assistance and how this information was used in the development of initial Employment Plan (EP) and initial W-2 placement decision.
- b) The EAA and WEA will jointly conduct a face-to-face staffing (involving refugee service providers as needed) with the participant as part of the transfer of the case from the EAA to the WEA to determine appropriate assignment of W-2 activities using screening and assessment results and initial EP as a guide. Whenever possible, activities should be scheduled to begin on the day the W-2 placement was made by the EAA in CARES.

Activities may include, but are not limited to work experience and training, customized skills training, job search and job readiness (including further career assessment), educational activities, treatment and counseling, and care of a disabled family member.

1.2.2 W-2 Case Management

After the initial coordination steps have been taken and the case has been transferred, the WEA is responsible for the following ongoing case management functions:

- a) Conduct frequent/periodic meetings working with the participants to assess their progress, adjust their employability plan and update assignment of activities. The WEA must use bilingual and bicultural staff or other bilingual and bicultural service providers when working with refugee and limited-English speaking participants to ensure participants understand and have access to the full spectrum of employment and training services and supports.

- b) Conduct ongoing eligibility and EP reviews and issue W-2 payments.
- c) Process requests for W-2 Job Access Loans for individuals who are currently assigned to the WEA.
- d) Establish and implement work participation procedures, which include:
 - Attendance tracking;
 - Participation verification; and
 - Good cause determination

1.2.3 Employment and Training

The WEA provides access to a wide range of employment and training services to help participants enter the workforce.

Responsibilities are to:

- a) Provide direct services to participants, including:
 - Structured and supervised job search and job readiness assistance, including additional career assessments;
 - Employment-focused customized skills training based on employment goals outlined in the EP;
 - Job placement services; and
 - Adult Basic Education, literacy and English as a Second Language (ESL)

The WEA must coordinate or sub-contract with refugee service providers as needed to provide employment and training services to newly employed refugees to ensure that services are provided in a culturally sensitive and linguistically competent manner.

- b) Develop and manage Trial Jobs and work experience sites which must include a combination of soft-skills training sites and employment-focused sites that are tailored to jobs in the local labor market.

W-2 agencies should design their work experience sites to address, in a systematic and manageable way, a variety of different employability needs and strategies. This includes, to the extent appropriate to each agency's caseload:

- 1) Develop a defined set of alternative types of work experience sites that differ by target population, language capacity, duration, activity mix, and employment objectives.
 - 2) Explore expanded use of pro-rated CSJs to function in specific ways with part-time employment as part of a defined employment strategy.
- c) Develop and maintain a network of preferred providers of employment and training services with an expertise in serving special populations, (e.g., ex-offenders, refugees, W-2 T participants). The network may be established using a

combination of approaches, including case-by-case referrals, agency subcontracts, and memorandums of understanding.

- d) Develop new customized skills training programs as needed, including bridge training, and connecting participants with existing training opportunities that will teach job-specific marketable skills in employment sectors that offer a career path. Training programs must be linguistically and culturally competent to ensure programs are accessible to refugees and other limited-English speaking participants.
- e) Build strong connections with the Southeast Wisconsin employer community that will facilitate career paths for participants into a variety of employment sectors including high demand/high growth industries.
- f) Provide post-employment services for each newly employed individual for a period of at least 12 months. Services must include:
 - 1) Intensive follow-up case management including supportive services.
 - 2) Connect participants to post employment supports including on-going services and referrals to address issues that arise and could threaten job retention. These services or referrals may include Child Care assistance, FoodShare (FS), Badger Care (BC), Job Access Loans (JAL), and information regarding the state and federal Earned Income Tax Credits (EITC), Homestead Tax Credit, child credits.
 - 3) Job retention services that address problems that arise on-the-job.
 - 4) Strategies for re-employment if initial job is lost.
 - 5) Career advancement plans and services including assistance in accessing education and training.

Services may also include earnings, supplements and retention bonuses.

The WEA must coordinate or sub-contract with refugee service providers as needed to provide post-employment services to newly employed refugees to ensure that services are provided in a culturally sensitive and linguistically competent manner.

1.2.4 Ongoing Coordination and Referral

The WEA must facilitate access to a wide range of supportive services and coordinate with other providers who are serving mutual customers/participants. Responsibilities are to:

- a) Coordinate with participants' FS, BC and Child Care eligibility worker(s).

- b) Establish and maintain effective relationships with other workforce system programs (e.g., Workforce Investment Act [WIA], Division of Vocational Rehabilitation [DVR], refugee employment providers, etc.) and other service providers serving mutual participants. Integration of services across programs and providers will ensure customized case management services, reduce duplication of effort across agency roles and result in more rapid attachment to employment. Also refer to Part One, Section One, Item 1.3 for more detail.
- c) Through the informal assessment process, gather enough information to understand the needs of the family. Provide supportive services and referrals for other appropriate services in the community. Caseworkers must have extensive knowledge of community-based services such as homeless shelters, food pantries, and domestic abuse services.
- Services provided to refugees (e.g., mental health, domestic abuse, literacy and ESL, employment services targeted at refugees, etc.) should be coordinated or subcontracted with refugee providers to ensure that services are provided in a culturally sensitive and linguistically competent manner.
- d) For participants currently receiving services from Bureau of Milwaukee Child Welfare (BMCW), attend coordinated service team meetings and other BMCW related activities as appropriate.
- e) When appropriate, refer participants to community based providers for health-related services such as AODA/mental health treatment and counseling, physical rehabilitation, etc.
- f) Develop processes in coordination with the EAA to refer participants back to the EAA for follow-up assessment when new barriers to employment are identified during participation with the WEA. The case would be referred for assessment services but physically remain with the WEA. Also refer to Part One, Section Two, Sub-Section 1.1.4.D.
- g) Refer participants to the EAA when Emergency Assistance is requested.
- h) Provide information and services to W-2 families with children who can benefit from:
- High quality child care;
 - The Wisconsin Covenant program for children entering the eighth grade;
 - Wisconsin's Youth Apprenticeship program;
 - WDB Youth Employment Opportunities; and
 - Other Milwaukee education initiatives

1.2.5 Participant Choice

Once determined eligible for W-2, applicants will make an informed choice regarding which WEA they will work with (except those individuals applying for SSI/SSDI).

- a) The applicant will select an agency based on objective data and information presented by the EAA.
- b) Once the applicant has selected an agency, s/he must remain with that agency for a minimum of six months.
- c) Participants who relocate to housing in a different region will have the option to change to the WEA providing services in that region.

Allocations for W-2 Milwaukee agencies will be reviewed at regular intervals to assess the impact of participant choice in selecting a WEA.

1.2.6 Refugee Cash Assistance and Refugee Medical Assistance

For individuals determined eligible for Refugee Cash Assistance and Refugee Medical Assistance, the WEA must:

- a) Coordinate with refugee employment and training providers in Milwaukee to provide services; and
- b) Provide Refugee Cash Assistance benefits

1.3 SSI/SSDI Advocacy Agency (SSIA) - One Entity with a Presence in Each W-2 Region

The SSIA functions as the sole provider of W-2 case management, cash benefits and services for W-2 participants who are determined to have a reasonable chance of obtaining SSI/SSDI. The SSIA acts as both an advocate for SSI/SSDI eligibility and a provider of employment services for participants who are able to engage in some level of employment and training activities.

1.3.1 Initial Coordination and Case Transfer

The SSIA must coordinate with the EAA to review the information gathered during the application process and plan for transfer of the case. Steps should include:

- a) The EAA will consult with the SSIA regarding:
 - Screening and assessment results and how these were used in determining that SSI/SSDI advocacy was appropriate;
 - How this participant may benefit from employment services, and what supportive services, cultural and language services, accommodations, auxiliary aids or communication assistance will assist the individual in participating to the fullest extent possible
- b) The EAA and SSIA will jointly conduct a face-to-face staffing (involving refugee service providers as needed) with the participant as part of the transfer of the case from the EAA to the

SSIA to determine appropriate assignment of W-2 activities using screening and assessment results and initial EP as a guide.

1.3.2 W-2 Case Management

After the initial coordination steps have been taken and the case has been transferred, the SSIA is responsible for the following ongoing case management functions:

- a) Conduct frequent/periodic meetings working with the participants to assess their progress, adjust their employability plan and update assignment of activities. The SSIA must use bilingual and bicultural staff or other bilingual and bicultural service providers when working with refugee and limited-English speaking participants to ensure participants understand and have access to the full spectrum of services and supports.
- b) Conduct ongoing eligibility and EP reviews and issuing W-2 payments.
- c) Process requests for W-2 Job Access Loans for individuals who are currently assigned to the SSIA.
- d) Establish and implement work participation procedures, which include:
 - Attendance tracking;
 - Participation verification; and
 - Good cause determination

1.3.3 SSI/SSDI Support and Advocacy

The SSIA must provide a full range of services including legal advocacy and supportive services throughout the SSI/SSDI application process. Responsibilities are to:

- a) When appropriate, act as an authorized representative on behalf of the participant.
- b) Assist with completion and submittal of SSI/SSDI application materials.
- c) Assist with gathering additional medical assessments and other documentation that will support the disability claim. Once a participant has been transferred to the SSIA, the SSIA is responsible for obtaining all further assessments.
- d) Provide the Social Security Administration with record of information collected by the SSIA about the individual (e.g., employment history, education summary, documented barriers, program participation, functional capacity, employment viability) that will support the disability claim.
- e) Attend meetings, hearings, and appointments with the participant as needed.
- f) Facilitate transportation to medical examinations or to the local Social Security Administration office.

- g) For participants who are homebound, provide needed services in the home or other appropriate location within the community.
- h) Assist participant with interpreting written communications sent by the Social Security Administration.
- i) When an initial claim is denied, assist with the appeals process, which may include representing the participant at a hearing before an Administrative Law Judge.
- j) If a participant has chosen to receive SSI/SSDI advocacy services from a different source, (e.g., private attorney, free/reduced fee legal services), coordinate with the advocate to promote a successful disability claim at the earliest possible stage.
- k) Provide services to support the smooth transition of participants moving from W-2 to SSI/SSDI. The SSIA should work with the participant to create a transition plan that identifies resources that will address personal and family-related needs.
- l) Establish and maintain effective relationships with the Milwaukee Social Security Administration Office and the Wisconsin Disability Determination Bureau to ensure a smooth flow of information on behalf of all participants.

1.3.4 Employment and Training

The SSIA must provide employment related services and assign activities according to the participant's needs, interests and abilities. Responsibilities include:

- a) Provide direct services to participants, including:
 - Assignment to work experience sites that address a variety of different employability needs and strategies;
 - Structured and supervised job search and job readiness assistance;
 - Access to employment-focused customized skills training based on employment goals outlined in the EP;
 - Job placement services; and
 - Adult basic education, literacy, and English as a Second Language
- b) Develop and maintain a network of preferred providers of employment and training services with an expertise in serving special populations. The network may be established using a combination of approaches, including case-by-case referrals, agency subcontracts, and memorandums of understanding.

The SSIA must coordinate or sub-contract with refugee service providers as needed to provide employment and training services to refugee participants to ensure that services are provided in a culturally sensitive and linguistically competent manner.

1.3.5 Ongoing Coordination and Referral

The SSIA must facilitate access to a wide range of supportive services and coordinate with other providers who are serving mutual participants/customers. Responsibilities are to:

- a) Coordinate with participants' FS, BC and Child Care eligibility worker(s).
- b) Establish and maintain effective relationships with other workforce system programs and other service providers serving mutual participants. Integration of services across programs and providers will ensure customized case management services, reduce duplication of effort across agency roles, and result in more rapid attachment to employment.

Participants placed with the SSIA are often good candidates for referral to the Division of Vocational Rehabilitation (DVR) and other disability-related service providers for employment services tailored to persons with disabilities. When a W-2 participant is also a consumer of DVR services, the SSIA must coordinate extensively with DVR to ensure that services and activities being provided are helping the participant move in the direction of employment.

- c) Through the informal assessment process, gather enough information to understand the needs of the family. Provide supportive services and referrals for other appropriate services in the community. Caseworkers must have extensive knowledge of community-based services such as homeless shelters, food pantries, and domestic abuse services.

Services provided to refugees, such as mental health, domestic abuse, literacy, and ESL, should be coordinated or subcontracted with refugee providers to ensure that services are provided in a culturally sensitive and linguistically competent manner.

- d) For participants currently receiving services from BMCW, attend coordinated service team meetings and other BMCW related activities as appropriate.
- e) When appropriate, refer participants to community based providers for health-related services such as, AODA/mental health treatment and counseling, physical rehabilitation, etc.
- f) Develop transfer processes in coordination with the EAA and WEAs for when a participant is determined to be no longer appropriate for SSI advocacy (i.e., person exhaust all SSI eligibility appeals, person's medical condition improves, etc.).
- g) Refer participants to the EAA when Emergency Assistance is requested.
- h) Provide information and services to W-2 families with children who can benefit from:

- High quality child care;
- The Wisconsin Covenant program for children entering the eighth grade;
- Wisconsin's Youth Apprenticeship program;
- WDB Youth Employment Opportunities; and
- Other Milwaukee education initiatives