

Item Number	Category	Description	DHS Comment	Status	Tentative release date	Updated: 10/15/2013 DJS - Kenosha
3.0	Employment Page	Have to build separate sequences of earned income so that the income counts in prior months on intakes. This is not only for backdates, but also for months after the filing date. Lots of different workarounds to count Social Security benefits correctly.	N/A	Additional clarification required	N/A	
22.0	FoodShare	• Check into slow processing in CWW	N/A	Additional clarification required	N/A	
31.0	Demographics	• CWW is very slow at times....	N/A	Additional clarification required	N/A	
57.0	ECF/Viewer	• Timing out in e-client ECF	Is this the same as item 60?	Additional clarification required	N/A	
65.0	ECF/Viewer	• ECF, it takes a ton of time to log back in after a session times out...	N/A	Additional clarification required	N/A	
68.0	ECF/Viewer	• Document is listed but unable to view in Document Viewer-Click on Document Information to get the Document ID, and then search ECF by the Doc ID. ECF code may have been incorrectly entered (misspelled or not capitalized) Then "Edit the Item	N/A	Additional clarification required	N/A	
69.0	Premiums/Fees	• BC+ Premiums – There are still issues with late payments, and manual processing that is required when you can't confirm the new/re-opening premium month and you are forced to do manual certifications (and the customer does NOT have to pay premiums because of it).	A larger discussion regarding the premium process is required. It is in progress.	Additional clarification required	N/A	
80.0	Case Transfer Issues	The CWW needs to be updated to handle the consortium model to make the transferring of cases within the consortium. Also, the rules on who can do what sort of transferring isn't real clear. Transfer coordinators and the alternative transfer coordinator's need to be able to transfer cases in the same way throughout the consortium.	We believe that this issue is resolved.	Additional clarification required	N/A	
158.0	Inbox	• Simplify inbox – too complicated	N/A	Additional clarification required		
160.0	Inbox	• Upgrade inbox to real time so that workers are not duplicating work	N/A	Additional clarification required	N/A	
162.0	CCA	• Allow workers to change status without logging off	Training issue.	Additional clarification required	N/A	
62.0	ECF/Viewer	• Routing rules need to work for each Consortium model. DHS should work with each of the 10 Consortium to determine what's needed from the routing rules, and test them	N/A	Consortium schedule meetings with DHS	N/A	
163.0	CCA	• Add workgroup for confidential cases	N/A	Coordinate with VEDS CCA Systems	N/A	
165.0	CCA	• CCA skilling is needed	N/A	Coordinate with VEDS CCA Systems	N/A	

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4.0	Employment Page	Have to enter employment several times before it "takes" and shows in the budget.	PCR 16241	DHS research required	N/A	
5.0	Employment Page	CWW keeps bringing up a blank employment page, cannot get past this screen. Click on the Employment Summary screen and check for an ended employment. Click on that employment, you should then see information that you need to click on and update	This could be a result of the way the employment information is processed with an ACCESS application.	DHS research required	N/A	
6.0	Employment Page	When FEIN numbers are listed on the employment page - you hit verify again and again ultimately you remove them (noting in case comments why) so you can confirm the	N/A	DHS research required	N/A	
7.0	Employment Page	The Health Insurance Access error needs to be fixed: when you get thru running SFEX and then try to trigger the checklist, you get red-lined sometimes for health insurance	There are various CATS calls documenting the issues with the insurance access/coverage section of the	DHS research required	N/A	
9.0	Clearance	Stuck in Clearance (hitting enter and system lists "pass", but screen won't advance). Remove middle initial (if no middle initial, delete the last letter of the last name)	N/A	DHS research required	N/A	
10.0	Clearance	Request by CWW to click verify button to very old employment pages where you	N/A	DHS research	N/A	
11.0	Unearned income	Blank Unearned Income Screen: While in driver flow, blank unearned income screen comes up. Can't enter through. Enter dummy screen with zero income SSN's show in	N/A	DHS research required	N/A	
12.0	Unearned income	Correct issues with having update UC screens twice before the information sticks.	N/A	DHS research required	N/A	
13.0	Unearned income	UC Auto-Update- If the page has been auto-updated, you have to make edits, click to the next page and then go back and make the changes a second time before they take hold.	N/A	DHS research required	N/A	
14.0	BCLA	• Unlocking BCLA Core Details screen to process BCLA renewal- Have to say "no" to Healthcare Request, put case back in review mode, then change back to "yes" and complete the BCP Core Potential Eligibility and BCP Core Details screen (May need to AE delete CORE page prior to above steps).	N/A	DHS research required	May-13	
16.0	BCLA	• When the BCLA (core plan) does not update for renewal correctly and you need to change the health care request to NO, Yes, No , Yes until it picks up correctly. REALLY problematic!!	N/A	DHS research required	May-13	
17.0	BCLA	• When BCLA case reviews are done late and the "other health care program" page does not populate correctly.	N/A	DHS research required	May-13	
18.0	BCLA	• Fix core plan screens – workarounds potential eligibility & BC core plan screen for childless adults screen.	N/A	DHS research required	May-13	
19.0	BCLA	• Have to build the unemployment screen twice each time. BCLA case closures due to Medicare screen-you must update the Medicare screen to say "N", run eligibility for	N/A	DHS research required	May-13	
23.0	FoodShare	• When foodshare closes in a w2 case and then reopened , the w2 income does not budget initially for foodshare. You have to run and confirm with the incorrect budget and then run with dates to get the right amount.	The correct workaround for this is to enter the initial W-2 payment as OT income for just the first month. The worker should not run and confirm the incorrect budget and rerun. The FS benefit when re-running would still be incorrect. This is caused by the logic that pulls the W-2 benefit from the payment table.	DHS research required	N/A	

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25.0	FoodShare	• “QV” of Medical Expense does not remove the expense from the FS budget- Need to zero out the expense, if only marked QV, the expense will remain in the budget as an allowable expense.	N/A	DHS research required	N/A	
26.0	FoodShare	• System does not correctly exempt for "enrolled in a program designed to be	DHS needs to review PCRs	DHS research	N/A	
27.0	FoodShare	• Voluntary Quits - make it work in CWW	There are old PCR's for this issue. We should look at this when we update for ABAWDs.	DHS research required	N/A	
28.0	Absent Parent	• Absent Parent Screen – blank screens at intake when both parents are listed in the case or the screen already exists.	N/A	DHS research required	N/A	
33.0	Demographics	• When the system doesn't read the past income/employment income when you run with dates/or ask for a backdate.	N/A	DHS research required	N/A	
35.0	Verify Button	• When working on the case and it makes you hit the Verify button for health insurance when you only changed one little item on the screen. Or when it puts you in a loop to hit the Verify Button on out dated Employment screens but it won't let go on without doing it.	N/A	DHS research required	N/A	
36.0	Verify Button	• Click Verify Button-3 Options to try:-1.Remove FEIN (place FEIN in case comments to be added back at later time as needed for CC program) 2.“Enter New Begin Month” with the previous month and then click “Verify”. May need to do this for a couple months back. 3. End this employment sequence (remove any ? marks and \$0 out income). Create new employment sequence for this employer.	N/A	DHS research required	N/A	
37.0	Verify Button	• Request by CWW to click verify button to very old employment pages where you cannot even click the verify button anymore.	N/A	DHS research required	N/A	
38.0	Verify Button	• Ability to update gatepost pages. Unearned income gate post says has SSI income but does not really.	N/A	DHS research required	N/A	
39.0	Verify Button	• Using ACDA to manipulate case mode when mail in review or verification items come in late.	County staff should not have access to ACDA.	DHS research required	N/A	
40.0	Verify Button	• Have to act day verification is due. Many items come in on the last day, so the next day, staff spends a lot of time reopening cases.	Policy issue.	DHS research required	N/A	
41.0	Verify Button	• Processing 2 parent NLRR Badger Care case- If CWW will not process the BCP, you will need to switch the “Is Caring for” to the other NLRR parent (has to do with the PIN #'s for the NLRR's)	CATS Call 15771 from 3/2009.	DHS research required	N/A	
46.0	Pregnancy	• Entering pregnancy as “NV” (not-verified) which closes BCP when case is already	CATS Call 14889 from 1/2008. Other BCPP related	DHS research	N/A	
48.0	Miscellaneous	• Error message when running case...can not run 9 months live....having to go back and change all the dates on the request screens.	The logic is in place to prevent running for too many months in the past. Causes a performance issue.	DHS research required	N/A	
58.0	ECF/Viewer	• Listing FS in another state for a child who should not be receiving FS as parent does not have primary placement, but enough placement for that adult to get MA.	This is documented but not prioritized. It involves adding a new living arrangement code to indicate the individual is on the home for BCP and/or CC only.	DHS research required	N/A	
72.0	Program Policy Inconsistent Programming	• Client applying for BCP/FS, has child the 40%, eligible for BCP, but not eligible for FS for the child since no primary placement- Need to enter the child as “Receiving Other Snap Benefits” to deny the FS for the child	N/A	DHS research required	N/A	
81.0	Case Transfer Issues	Transfer coordinators and supervisors in the consortium should be able to view confidential cases.	Known issue.	DHS research required	N/A	
86.0	Long Term Care/EBD	• When Institutional case had a community spouse with their own case receiving benefits, we have to build “OT” unearned income screen for allocation amount to spouse and then build support screen under institutional person's name to remove it from budgeting it twice in this case.	This is not the best workaround. The workers can use the Community Spouse page and enter the allocated amount as a court ordered amount.This is documented with other spousal PCR's	DHS research required	N/A	

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87.0	Long Term Care/EBD	• When counting expenses for LTC cases: When a case is a NH spousal case, you build the expenses in the community spouse's name. But if the NH spouse goes back home and onto Family Care, you need to delete all those expenses from the community spouse and build them again under the Family Care spouse.	This occurs because the budgets in LTC cases use only the expenses of the person you are testing for LTC. This is correct per policy.	DHS research required	N/A	
89.0	Long Term Care/EBD	• Asset Assessments: If we don't have the verifications needed, we must manually pend the case and send a manual notice. We must also suppress the notice from CARES because it is not correct.	N/A	DHS research required	N/A	
90.0	Long Term Care/EBD	• When imposing divestment penalty periods, we need to generate 3 copies of 3 separate notices (negative NOD, Undue Hardship Notice and Undue Hardship Waiver	N/A	DHS research required	N/A	
93.0	Family Care Cheat Sheet for CARES	• If the case is failing the Medicaid eligibility for 077 for any months, run with dates for	DHS will address in separate communication.	DHS research required	N/A	
96.0	Family Care Cheat Sheet for CARES	<input type="checkbox"/> Remember, Medicaid eligibility has to be open for all months of enrollment or the enrollment can't be updated in interChange.	DHS will address in separate communication.	DHS research required	N/A	
97.0	Family Care Cheat Sheet for CARES	<input type="checkbox"/> The FC enrollment date must be equal to or less than the 1st of the month after the	DHS will address in separate communication.	DHS research required	N/A	
98.0	Family Care Cheat Sheet for CARES	<input type="checkbox"/> Go to the Family Care Page and AE delete the page until you get to a page with and enrollment date equal to or lesser than the month of the missed enrollment.	DHS will address in separate communication.	DHS research required	N/A	
99.0	Family Care Cheat Sheet for CARES Fixes / Missing a month of enrollment	<input type="checkbox"/> Run and confirm ongoing Medicaid and Family Care. This will re-send the enrollment date displayed on the Family Care page. If Medicaid is not on file for that month, Medicaid for that month must be confirmed open before running for the ongoing months. If you can't confirm Medicaid for that month, manually certify the Medicaid before running to re-send the enrollment.	DHS will address in separate communication.	DHS research required	N/A	
100.0	Family Care Cheat Sheet for CARES	<input type="checkbox"/> Check iC to determine if there is a gap in eligibility. Check the confirmed assistance groups in CWW to see if that month failed eligibility for any reason. If the failure	DHS will address in separate communication.	DHS research required	N/A	
101.0	Family Care Cheat Sheet for CARES Fixes / Incorrect enrollment date	<input type="checkbox"/> Correct enrollment date is earlier than the enrollment date on the FC page:	DHS will address in separate communication.	DHS research required	N/A	
102.0	Family Care Cheat Sheet for CARES Fixes / Incorrect enrollment date	<input type="checkbox"/> AE delete the Family Care Information section of the Family Care page until the correct enrollment date is displayed. Run eligibility and confirm. If Medicaid eligibility has previously been confirmed open for all months you don't have to run with a date.	DHS will address in separate communication.	DHS research required	N/A	
103.0	Family Care Cheat Sheet for CARES Fixes / Incorrect	<input type="checkbox"/> If there is no prior date entered on the FC page, AE delete the page until there is no more information displayed. Enter the correct enrollment date, run eligibility and confirm.	DHS will address in separate communication.	DHS research required	N/A	
104.0	Family Care Cheat Sheet for CARES Fixes / Incorrect enrollment date	<input type="checkbox"/> If the correct date is the same month but different date and the original incorrect enrollment date is in history, delete the Family Care page(s) that are more current. Once the original Family Care page with the incorrect enrollment date is current, change the enrollment date and run and confirm eligibility.	DHS will address in separate communication.	DHS research required	N/A	
105.0	Family Care Cheat Sheet for CARES Fixes / Incorrect enrollment date	<input type="checkbox"/> If the correct date is in an earlier month than the date originally sent, then delete the Family Care page(s) that are more current and enter or create a FC page with the correct enrollment information and then run and confirm eligibility.	DHS will address in separate communication.	DHS research required	N/A	

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106.0	Family Care Cheat Sheet for CARES Fixes / Incorrect enrollment date	<input type="checkbox"/> Remember: CARES only sends the enrollment date displayed on the Family Care page. It won't send enrollment dates in history on the page.	DHS will address in separate communication.	DHS research required	N/A	
107.0	Family Care Cheat Sheet for CARES Fixes /Correct enrollment date is later than the enrollment date sent to iC:	<input type="checkbox"/> If the enrollment date sent to iC matches the enrollment date displayed on the FC page, enter a disenrollment date 1 day prior to the enrollment date. Run and confirm. Don't run with dates. You won't be able to confirm. This will 'inactivate' the enrollment in iC.	DHS will address in separate communication.	DHS research required	N/A	
108.0	Family Care Cheat Sheet for CARES Fixes /Correct enrollment date is later than the enrollment date sent to iC:	<input type="checkbox"/> At least one day after confirmation enter the correct enrollment date, run and confirm.	DHS will address in separate communication.	DHS research required	N/A	
109.0	Family Care Cheat Sheet for CARES Fixes /Incorrect disenrollment date	<input type="checkbox"/> Disenrollment date should be a later date than the date that was sent to iC:	DHS will address in separate communication.	DHS research required	N/A	
110.0	Family Care Cheat Sheet for CARES	<input type="checkbox"/> Enter an enrollment date one day greater than the incorrect disenrollment date, run and confirm the Medicaid and FC open.	DHS will address in separate communication.	DHS research required	N/A	
111.0	Family Care Cheat Sheet for CARES Fixes /Incorrect	<input type="checkbox"/> At least one day after the enrollment was confirmed, enter the correct disenrollment date, run and confirm.	DHS will address in separate communication.	DHS research required	N/A	
112.0	Family Care Cheat Sheet for CARES Fixes /Incorrect disenrollment date	<input type="checkbox"/> Disenrollment date should be earlier than the date sent to iC	DHS will address in separate communication.	DHS research required	N/A	
113.0	Family Care Cheat Sheet for CARES Fixes /Incorrect disenrollment date	<input type="checkbox"/> Family Care will show closed. AE delete the Family Care Page until you get to a FC page with an enrollment date earlier than the correct disenrollment date. Run and confirm to reopen the Medicaid and Family Care.	DHS will address in separate communication.	DHS research required	N/A	
114.0	Family Care Cheat Sheet for CARES Fixes /Incorrect disenrollment date	<input type="checkbox"/> At least one day after confirming the FC and Medicaid open enter the correct disenrollment date, run and confirm.	DHS will address in separate communication.	DHS research required	N/A	
115.0	Family Care Cheat Sheet for CARES Fixes /Level of Care	<input type="checkbox"/> If the LOC did not update in CARES, enter the new LOC with the date the change was effective, run and confirm. You don't have to run with dates.	DHS will address in separate communication.	DHS research required	N/A	
116.0	Family Care Cheat Sheet for CARES Fixes /Level of Care	<input type="checkbox"/> If the LOC did not update in iC but CARES is correct, run and confirm. You don't have to run with dates.	DHS will address in separate communication.	DHS research required	N/A	
117.0	Family Care Cheat Sheet for CARES	<input type="checkbox"/> When a nursing home resident enrolls in Family Care, 'the Medicaid Cost Share' (patient liability) in iC should change to display as 'Waiver Cost Share' even though	DHS will address in separate communication.	DHS research required	N/A	

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118.0	Family Care Cheat Sheet for CARES Fixes /New	<input type="checkbox"/> Run with dates and confirm both Institutional MA (MI S) and Family Care. This will	DHS will address in separate communication.	DHS research	N/A	
119.0	Family Care Cheat Sheet for CARES Fixes /New	<input type="checkbox"/> Note: When a member is enrolled in Family Care their cost share will display in iC as a Waiver Cost Share even when the member is residing in a nursing home and their Medicaid eligibility is Institutional MA, not Waivers.	DHS will address in separate communication.	DHS research required	N/A	
120.0	Family Care Cheat Sheet for CARES Fixes /New enrollments for members in a NH	<input type="checkbox"/> REMINDER: Workers can only correct Family Care enrollment and disenrollment 3 months in the past. If the discrepancy is older than three months the MCO should contact OFCE to fix the enrollment disenrollment discrepancies. IM workers should always update Medicaid eligibility, either through CARES or a manual certification. Cost shares can also be adjusted with the manual form.	DHS will address in separate communication.	DHS research required	N/A	
121.0	Family Care Cheat Sheet for CARES Fixes /New	• Court ordered guardian fees are entered as a child support expense to give a credit off of patient liability	DHS will address in separate communication.	DHS research required	N/A	
122.0	Family Care Cheat Sheet for CARES Fixes /New	• Having to change the Program Type from Partnership to CIP/COP any time an end date gets auto populated on the Community Waivers screen (cannot delete disenrollment dates, or change them without the workaroud.)	DHS will address in separate communication.	DHS research required	N/A	
123.0	Family Care Cheat Sheet for CARES Fixes /New enrollments for members in a NH	• Asset Assessment doesn't work	DHS will address in separate communication.	DHS research required	N/A	
124.0	Family Care Cheat Sheet for CARES Fixes /New enrollments for members in a NH	• SLMB+ Doesn't work "Manually done"	DHS will address in separate communication.	DHS research required	N/A	
125.0	Family Care Cheat Sheet for CARES	• Partnership seems to auto close when a Partnership client enters a nursing home. This doesn't affect our end - the eligibility still shows as institutional Partnership, but it	DHS will address in separate communication.	DHS research required	N/A	
126.0	Family Care Cheat Sheet for CARES	• Whenever a disenrollment date gets auto-populated for Partnership cases that miss their review or institutional waivers cases, we can't remove it. Have to change the	DHS will address in separate communication.	DHS research required	N/A	
127.0	Family Care Cheat Sheet for CARES	• SLMB/SLMB+ not opening in the month of confirmation, opens month after. (Per handbook, the only MSP benefit that should do this is QMB)- A 3070 has to be done	DHS will address in separate communication.	DHS research required	N/A	
128.0	Family Care Cheat Sheet for CARES	• Processing an EMA client that needs a disability determination - Have to code as a permanent resident to get the MADA application to go to the DDB.	DHS will address in separate communication.	DHS research required	N/A	
129.0	Family Care Cheat Sheet for CARES Fixes /New	• No CWW Verification Checklist for assets in a spousal case- Have to send out the manual verification request for assets in a spousal case.	DHS will address in separate communication.	DHS research required	N/A	
130.0	Family Care Cheat Sheet for CARES Fixes /New enrollments for members in a NH	• Unable to process SLMB+ in CWW- SLMB+ has the work around that it can only be done in Forward Health with a 3070.	DHS will address in separate communication.	DHS research required	N/A	
131.0	Family Care Cheat Sheet for CARES Fixes /New enrollments for members in a NH	• Cannot confirm QMB/SLMB as passing in the month after a review is completed if done after Adverse Action- Need to do a 3070 so there is not a loss of benefits in the next month.	DHS will address in separate communication.	DHS research required	N/A	

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136.0	Workload Tools/Dashboard	When I process the documents which are routed to my inbox, they disappear from my inbox. When I search for documents via caseload management, the cases that I have already updated are still there until the next day. Could the searches be updated so that once action is taken on a case, the case is removed from the search right away?	N/A	DHS research required	N/A	
140.0	ACCESS	• Fix work-around to link access apps to open cases	N/A	DHS research required	N/A	
147.0	ACCESS	• When you try to run a new RFA or ACCESS SMRF or Renewal and get the error that you must first process an Access application linked to this case, and this application is from years ago and already processed and you are stuck.	Applications from prior to July 2009 scheduled to be removed from the system 9/24/2012	DHS research required	N/A	
152.0	ACCESS	• ACCESS allowing people to file a renewal when a SMRF is needed.	Not allowed by policy. Can look at potential language suggestions within ACCESS	DHS research required	N/A	
164.0	CCA	• CCA - should pop up case number (caller should have to enter case # or ss#, which would then pop up for the agent taking the call	N/A	DHS research required	N/A	
166.0	CDPU	• It would be great if the CDPU didn't re-enter the SMRF info after we've already processed what we would consider a complete SMRF, even if the opinion of the CDPU worker is that the SMRF is incomplete and they've mailed	N/A	DHS research required	N/A	
178.0	Additional Systems Issues	• CARES doesn't follow divestment policies.	N/A	DHS research required	N/A	
180.0	Additional Systems Issues	• Verification due date is not accurate and must be manually updated i.e. when MA is open and a new FS request is processed.	N/A	DHS research required	N/A	
20.0	FoodShare	• An alert if FS applicant is using the same address as another case.	N/A	Enhancement	N/A	
21.0	FoodShare	• Need to say person is receiving FS in another state if that person is receiving FS in another case.	N/A	Enhancement	N/A	
34.0	Demographics	• I think they should add a joint custody/shared placement page so we can better determine who has placement and what orders are if orders are in place.	N/A	Enhancement	N/A	
43.0	Verify Button	• Can only use one Rep screen under AR- Have to do is use AP for any others who are designated also as a Rep	N/A	Enhancement	N/A	
49.0	Miscellaneous	• They should separate out BCPB, BCPE, BCPP from other BadgerCare & have them run independently, so that regular Badgercare builds correctly after it has been closed. Now we have to run w/ dates, & do med certs & manual notices.	N/A	Enhancement	N/A	

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50.0	Miscellaneous	• A banner notifying a worker that another worker is processing the case, eliminating duplication of work	N/A	Enhancement	N/A	
51.0	Miscellaneous	• Have system check with DXSQ for Priority Service FS	N/A	Enhancement	N/A	
52.0	Miscellaneous	• Change case comments to view for 1 year and to always have flags show first or a banner .	N/A	Enhancement	N/A	
53.0	Miscellaneous	• New Request mode is needed	N/A	Enhancement	N/A	
54.0	Miscellaneous	• On Case summary page - show all phone numbers listed on case; show what programs are open	N/A	Enhancement	N/A	
55.0	Miscellaneous	• Find a way to enhance the verification checklists – specifically the section for “A NOTE FROM YOUR WORKER.” I use this section all time for people that need to submit SERIFs. They never read the notes and then I don’t get back what I need. Perhaps it could be moved to display on the 1st page rather than at the end of the verification items listing.	N/A	Enhancement	N/A	
60.0	ECF/Viewer	• ECF & InterChange time-out sessions extended to 30 minutes	Currently, ECF times out after 30 minutes and CARES times out after 60 minutes. A request needs to be made to security requesting approval.	Enhancement	N/A	
61.0	ECF/Viewer	• Doc Codes need to be added to distinguish different types of documents that are currently all being put under the same Doc Code. For example, PPRF’s and Signature Pages both come under the same Doc Code – APP. PPRF’s should be coded as ‘PPRF’.	A PPRF is received by the CDPU as an application. The CDPU does not have the ability or authorization to distinguish between an application or PPRF. Additional codes can be considered.	Enhancement	N/A	
84.0	Case Transfer Issues	• Unable to do a mass transfer of cases between the 50 and 55 caseloads. Need to move each case one by one which is very time consuming	N/A	Enhancement	N/A	

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88.0	Long Term Care/EBD	• Automate SLMB+.	N/A	Enhancement	N/A	
134.0	Workload Tools/Dashboard	• Move verification checklist & verification due date page up by Case Summary page for easy/quick access.	N/A	Enhancement	N/A	
135.0	Workload Tools/Dashboard	• Have all casework, including all alerts, changes, unprocessed documents, SMRFS, RFA,s applications, and renewals prioritized by date delivered to the Teams' Homepage and accessible to all team members. - Workload Management Tool a priority requesting full tool available ASAP and prior to March, 2013	In progress	Enhancement	N/A	
137.0	Telephonic Signature	• Have the ability when doing telephonic signatures, to have it be done by a recording instead of having the worker read the information. Would be then a consistent reading of the script without workers varying in tone or missing words.	Single telephonic signature required. Requires review by legal counsel.	Enhancement	N/A	
138.0	Telephonic Signature	• Ability to accomplish the telephonic signature within 2-3 minute process. Telephonic signature summary should include client specific information only. No need to include all programs if not applicable.	Single telephonic signature required. Requires review by legal counsel.	Enhancement	N/A	
139.0	ACCESS	• An Edit should be set up so duplicate applications... can't be submitted.	We can't refuse to take another application from someone. Suggestions on reminders in ACCESS if an application has been submitted within the past 30 days that is still pending, having members go to CMB to see	Enhancement	N/A	
141.0	ACCESS	• Allow customer appropriate entries only - eliminating duplication of effort for staff and frustration for customers – examples If SMRF is due – only allow SMRF and not Renewal	Not allowed by policy. Can look at potential language suggestions within ACCESS	Enhancement	N/A	
144.0	ACCESS	• Specific & User friendly instructions for clients.	N/A	Enhancement	N/A	
145.0	ACCESS	• Upgrade ACCESS so that clients are not able to make multiple applications for the same program within the 30 day time period of the initial application	Not allowed by policy. Can look at potential language suggestions within ACCESS	Enhancement	N/A	
149.0	ACCESS	• Add statement advising client that information they enter for application, SMRF, changes are not immediately sent to the consortium and that they'll receive a notice within xxx days.	N/A	Enhancement	N/A	

Item Number	Category	Description	DHS Comment	Status	Tentative release date	Updated: 10/15/2013 DJJ - Kenosha
150.0	ACCESS	• When renewals are not needed and done anyway in access if they had better instructions or warnings on ACCESS that a review isn't really due a smrf is or something of that nature.	Not allowed by policy. Can look at potential language suggestions within ACCESS	Enhancement	N/A	
154.0	Queries/Data Exchange	• CWW does not allow wage history matches for 18 yr olds. This needs to change – 18 yr old income counts for FS and BCP. I have to back into mainframe to check on this.	N/A	Enhancement	N/A	
155.0	Queries/Data Exchange	• Hardcopy Tribal Food program lists should be automated to ensure that no one is receiving both tribal commodities and Foodshare at the same time.	N/A	Enhancement	N/A	
156.0	Queries/Data Exchange	• Put the unemployment info back on the Employment Queries. The auto update does not always work and it never works when the person is working and getting UI and the payments vary.	N/A	Enhancement	N/A	
157.0	Inbox	• Column for inbox when RFA is completed with document	N/A	Enhancement	N/A	
161.0	Inbox	• If additional info about the doc type (code) cannot be added to the search/inbox settings, could the case mode be added? This would allow a worker to see if the docs are related to an application, review, change. It would help with prioritizing work.	N/A	Enhancement	N/A	
168.0	SMRFS	• Having to fudge dates and enter in new filing dates for late SMRF's.	Refers to adding break in service policy to CARES.	Enhancement	N/A	
171.0	SMRFS	• SMRF received late-Need to code the REC/CMP date as the last day of the SMRF Process Month in order for CWW to process correctly. You will then need to update the FS program request page with the ACTUAL date of receipt as a break in service applies otherwise FS will restart with the date SMRF coded as received. If Child Care case, we have to go back and put the request to "Y" for Child Care in order for it to be looked at.	Refers to adding break in service policy to CARES.	Enhancement	N/A	
172.0	SMRFS	• SMRF mode is needed	There is a SMRF driver flow.	Enhancement	N/A	

Item Number	Category	Description	DHS Comment	Status	Tentative release date	Updated: 10/15/2013 DJS - Kenosha
174.0	SMRFS	• Route paper SMRFS to my SMRF inbox.	Workload Management	Enhancement	N/A	
30.0	Demographics	• CWW current demographics. If you got to current demographics and go to a HH member demographics that is not the PP and change some information and then use the back arrow at the bottom of the page to go to a different HH member current demographics page and also change some information, CWW will give you an error message and will throw you out of the system.	This has not been reported and the Call Center has not seen this.	Example needed	N/A	
42.0	Verify Button	• System not attaching new RFA to existing case. Try removing SSN.	N/A	Example needed	N/A	
44.0	Verify Button	• Self-Employment expenses are disregarded when ? is entered to pend for verification which could cause a case to fail incorrectly by not allowing this deduction- Need to adjust the Gross Income on the SEI screen to reflect what the amount should be with	N/A	Example needed	N/A	
47.0	Pregnancy	• System keeps bringing up blank Absent Parent screen. Need to end date the pregnancy screen.	N/A	Example needed	N/A	
64.0	ECF/Viewer	• Routing Rules - documents are still not filtering correctly	If rules are not filtering correctly, they need to be reported to the CARES Call Center. The CARES Call	Example needed	N/A	
66.0	ECF/Viewer	• Too many system errors, particularly when processing verifications from document viewer.	N/A	Example needed	N/A	
67.0	ECF/Viewer	• Document Viewer sometimes won't allow the viewing of documents or only partial. Example - SMRFS will only show the 1st 3 pages, you have to mess around to get all pages up to view.	N/A	Example needed	N/A	
82.0	Case Transfer Issues	When transferring cases within the consortium, have it retain the county of residence or ask if you want the county of residence to change.	We believe that this issue is resolved.	Example needed	N/A	
83.0	Case Transfer Issues	• RFA transfers – new process not working with mail-in apps?	This has not been reported.	Example needed	N/A	
142.0	ACCESS	• Allow customer appropriate entries only - eliminating duplication of effort for staff and frustration for customers – examples If already receiving programs, do not allow new application	We believe that this issue is resolved.	Example needed	N/A	
143.0	ACCESS	• Allow SMRF if in 6th & 7th month after adverse action.	We believe that this issue is resolved.	Example needed	N/A	
146.0	ACCESS	• Still seeing issues with online SMRF option – clients are not always given the option to complete the SMRF online	We believe that this issue is resolved.	Example needed	N/A	
151.0	ACCESS	• Online SMRF not being available at the time the notice is issued to the customer.	We believe that this issue is resolved.	Example needed	N/A	
153.0	Queries/Data	• Most of the SWICA matches have the wrong converted income. Example: Match	We believe that this issue is resolved.	Example needed	N/A	
159.0	Inbox	• Alerts in HOD and Document Inbox do not match	N/A	Example needed	N/A	

Item Number	Category	Description	DHS Comment	Status	Tentative release date	Updated: 10/15/2013 DJ5 - Kenosha
173.0	SMRFS	• SMRF driver flow should go to all CWW screens that the form asks questions about, such as rent page, dependent care expense page etc	The SMRF driver flow should take the worker to all the appropriate pages.	Example needed	N/A	
179.0	Additional Systems Issues	• Cannot always enter SSN.	This is usually because duplicate PINs have been created for the person.	Example needed	N/A	
167.0	Client Scheduling	CSDS-need to be able to delete appointment-across consortium	N/A	ICS	N/A	
45.0	Verify Button	• System error when updating address to out of state since the Finalist blanks out the county of residence- Need to go back to the address verification page and override it to what you previously had in there, then you can run the case	PCR 18368	Prioritized	10/26/2012	
56.0	Miscellaneous	• System should generate Notice of Missed Interview if appointment scheduled in CS otherwise, worker should be able to generate it in CARES.	This function is part of the ICS project.	Prioritized	TBD	
1.0	Employment Page	CWW not picking up changing income amounts on the earned income page. This is a big issue with back dating Health Care. It is time consuming to have to build these pages only to have CWW not use it – work around is to either build a duplicate wage page or put the income on an un-earned income page.	N/A	Scheduled	2/25/2013	
15.0	BCLA	• BCLA Renewals failing 077/638. (Do not confirm a 638 failure when BCLA is pending for the fee. If the 638 failure is confirmed and the fee is later paid, BCLA will continue to fail 077)- Go to “Show Invalid” on the Confirmed Assistance Group to check to if the 638 failure exists. If so, overrides are necessary to reopen BCLA.	N/A	Scheduled	12/7/2012	
24.0	FoodShare	• FS continuing to pass when entering “no” to FS signature- If a renewal for FS is done early to align with the other programs, entering “no” to FS signature will not fail the FS. Need to enter NV/QV for household composition, suppress notice and send manual negative notice.	N/A	Scheduled	10/26/2012	
32.0	Demographics	• New requests failing for lack of renewal - resulting in you going back & running a dummy review of all the info you just went over to reopen the case.	N/A	Scheduled	12/7/2012	
59.0	ECF/Viewer	• When you have to reactivate a case that is closed and go all the way to run eligibility just to be able to move a document that was received long time ago or that have no impact on the case like return mail documents.	N/A	Scheduled	10/26/2012	
70.0	Premiums/Fees	• Automate BC+ & Core premiums – any manual premiums should have a screen to choose months and print instead of manual process. Sending the initial BC premium notice. If the system does every other notice, why can't it send this one?	e-Payment	Scheduled	Mar-13	
73.0	Backdating	• Income for backdate requests does not always pick up when we are processing an intake so we have to enter as unearned income for those months.	N/A	Scheduled	2/25/2013	
74.0	Backdating	• Correct income issues with backdating	N/A	Scheduled	2/25/2013	
75.0	Backdating	• CWW not looking at backdated income (Ex: Client applying for 3 month backdate and worker enters the actual income for the 3 months, when running eligibility, back months look at \$0-	N/A	Scheduled	2/25/2013	
76.0	Backdating	We have to change the back date number of months to get it to look at the correct back date month. Not always but some of the times. Mainly in EBD cases. 2 Options: Create Employment screens for each of the backdated months. Enter Begin MMY and End MMY and the income for that month. Will need to do this for each month.	N/A	Scheduled	2/25/2013	
77.0	Backdating	Layer income pages (03/12, 04/12, 05/12 ex) Income often not picked up by cares in the 1st and 2nd month. Income has to be put on Unearned Income screen as “OT” after deducting the 20% earned income deduction	N/A	Scheduled	2/25/2013	
94.0	Family Care Cheat Sheet for CARES Fixes / Late Reviews	<input type="checkbox"/> If the case is no longer in review mode the worker will have to initiate another review or run with dates and override the fail using the AIOE/AGOE overrides from AGEC. When this process is used, the review date for the Medicaid AG may have to be updated on AGOR once the Medicaid is open.	N/A	Scheduled	12/7/2012	

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95.0	Family Care Cheat Sheet for CARES Fixes / Late Reviews	□ If the worker can't get the month to pass Medicaid eligibility for a month, s/he must manually cert (F-10110 or through the portal) to update the eligibility for that month. If a manual cert is done, after the eligibility updates in iC, run eligibility and confirm (not with dates) in CARES to resend and update the managed care enrollment information in iC.	N/A	Scheduled	12/7/2012	
169.0	SMRFS	• Failing 554, (No SMRF) when running renewal. Confirm the 554 failure code and run "dummy" review TWICE	N/A	Scheduled	12/7/2012	
175.0	Additional Systems Issues	• 077 code issues still exist.	N/A	Scheduled	12/7/2012	
176.0	Additional Systems Issues	• FS passes without an interview – this is error prone	N/A	Scheduled	10/26/2012	
177.0	Additional Systems Issues	• The expedited/postponed interview and pending verification process doesn't always work.	N/A	Scheduled	10/26/2012	
92.0	Long Term Care/EBD	• Fix work-arounds on Family Care cases –Below	The Family Care 'Cheat Sheet' has workarounds listed for the renewal problems that are scheduled to be fixed. Most of the process outlined in the document is process, not workarounds. This will be updated in Process Help in the near future. We will address this document in a separate communication.	See Family Care section	N/A	
132.0	Workload Tools/Dashboard	• On the dashboard, by tasks, be able to put in a caseload or worker ID and be able to then get that caseload or worker ID dashboard. For pooled caseloads it would be easier to find items than using the different search functions.	N/A	Workload Management	Oct-12	
133.0	Workload Tools/Dashboard	• Add to the search functions, to be able to search by caseload in addition to worker ID.	N/A	Workload Management	Oct-12	
1.13	FSPS Determination Page Issues	Cases are being marked as processed untimely because the FSPS determination page wasn't updated during the intake interview driver flow. This occurs when cases change from FSPS to Non-PS, and when cases change from Non-PS to FSPS during the course of the interview / driver flow. Requiring workers to go back to update the FSPS determination page is error prone and time consuming.				
2.13	Change Report on Closed Case	Change reports on closed cases won't leave the dashboard. Workaround is to create an RFA, process the RFA and change report and deny the RFA which is error prone and time consuming. Can access be changed so clients with closed are unable submit change report forms?				
3.13	Notices with Old Information	Notices are going out to clients with old worker and/or agency information on them.				
4.13	Multiple Notices Being Sent	Clients are calling and stating they've received multiple copies of notices. Specifically, client received multiple copies of a repayment agreement for an overpayment.				

Resolved

78.0	Case Transfer Issues	When needing to transfer a case from County A to County B, but the worker is in County C, the worker needs to pull the case into County C first, then transfer to County B.	N/A	Resolved	6/9/2012	
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Item Number	Category	Description	DHS Comment	Status	Tentative release date	Updated: 10/15/2013 DJIS - Kenosha
79.0	Case Transfer Issues	• The ability to more easily transfer cases within the consortium. Example: Case is in office 55 in county A. Needs to go into a 50 office in county A. Transfer coordinator in the consortium who has worker ID in county B has to transfer the case to county B into office 50 in county B and then transfer it to office 50 in county A.	N/A	Resolved	6/9/2012	
85.0	Case Transfer Issues	• Dane Transfer Coordinator cannot transfer to counties within consortium (Ex: Sauk to Columbia). Transfer Coordinator has to bring the case into her own county caseload first, then is able to transfer	N/A	Resolved	6/9/2012	

No Further Action

2.0	Employment Page	Looping on Employment Screen (click verify over and over: Call Help Desk-they have to push you past it.	In this situation there may be past sequences that have to be updated.	No action	N/A	
8.0	Clearance	Person stuck in Mainframe but has been deleted in CWW: Case has someone who was deleted in CWW but remains on ANID. If case has been confirmed and they are still there, Can create a new RFA for that person for FPW only. Go through and get to current demo screen; 15 them out, hit enter then cancel off and make sure they are out of the other case. Run eligibility on the other case and confirm. Then go back to fake FPW case, finish the driver flow and deny all benefits. Case note dummy case and why. Suppress all notices.	Training issue. The person delete process is not completed until all benefits are confirmed and the person is no longer displayed on ANID. If they are listed on multiple cases the person has to be deleted from all but one case before you can change the living arrangement back to an 01.	No action	N/A	
29.0	Demographics	• When you add a person to a household (like infants) and you have to updated Current Demographics, HH relationships and Benefits received pages for months PRIOR to the person coming into the HH or the child even being born in order to get CWW to run correctly.	This assumption is incorrect. The worker is getting these edits because he or she hasn't updated the program request dates so CARES is trying to run eligibility for the new person back to the program request dates.	No action	N/A	
63.0	ECF/Viewer	• The document viewer set to default at viewing to 100%	Document size based on size of the file received.	No action	N/A	
71.0	Program Policy Inconsistent Programming	• First 500 per month of tribal payments do not count in MA budget (I think it is MA, but may want to check with Julie F.) so when you have someone getting a per capita you enter in a CS expense to offset.	Workers no longer have to use this workaround. The unearned income page was updated to allow entry of MA income separately from other income.	No action	N/A	
91.0	Long Term Care/EBD	• To enter Medicare Pt. C or D policy info, we must go to Medical Coverage screen and enter Medicare Pt. C or D in the Policy Number field.	This is correct process. Medicare Part D is private insurance so has to be entered as such.	No action	N/A	
148.0	ACCESS	• When processing online renewals, it tells you you can't because the case is already in review mode. You have to go into the case, come back out and then go back into the online renewals received list and run the review again.	This is functioning correctly. You can't start a new renewal until you finish the last one that was started.	No action	N/A	
170.0	SMRFS	• Expedited FS case not showing as EXP on AGBI. Case needs to be put in intake mode (Case has to be put back in intake when it closed for some other reason -such as review- in a past month)	Expedited benefits can only be issued at application. Workers run a renewal instead of just updating the file date and doing a program add.	No action	N/A	
181.0	Non-DHS Child Care/W-2	• Until Child Care is regionalized, when several other CWW changes will need to be made, CWW should support the functions that Consortia are able to currently perform. CWW should support Client Registration being done in any County, all workers processing SMRF's in all Consortia should have the profile in CSAW to be able to set up authorizations for other Counties in their Consortium, and all Change Center workers should have the appropriate profile to be able to set up authorizations –after processing a reported change-in CSAW.	Out of scope	Out of scope	Out of scope	
182.0	Non-DHS Child Care/W-2	• Issue with late Child Care SMRF processing	Out of scope	Out of scope	Out of scope	
183.0	Non-DHS Child Care/W-2	• When Child Care requests change to NO after they have been denied for lack of review for something....then if you get the stuff you have to re-request it.	Out of scope	Out of scope	Out of scope	
184.0	Non-DHS Child Care/W-2	• If on CSAW there was section to comment about how you came up with figures you did or other notes.	Out of scope	Out of scope	Out of scope	

Item Number	Category	Description	DHS Comment	Status	Tentative release date	Updated: 10/15/2013 DHS - Kenosha
185.0	Non-DHS Child Care/W-2	• The request for CC is automatically switched to "No" after cutoff and is very annoying when verification comes in and you have to go flip the switch back to yes and then it puts you into a driver flow when all you needed to do was say Yes to verification received for the Signature Page or check stubs. It is error prone where the workers forget to change the request back to "yes" and doesnt issue an authorization in a timely manner and also if the person reports a change of address during this time, and then not request Verification of address because CC was closed for a few days and then the other verification turns up but CC remains closed.	Out of scope	Out of scope	Out of scope	
186.0	Non-DHS Child Care/W-2	• The work around when pending a Kinship Care or Foster Care childcare case for any reason, the System will still count all the income on the case, you have to zero out the income to get the case to pend , it can be error prone when they are open for other benefits like FS/BC and if the Worker forgets to put the Income back in for one or both of the adults in the home, it may issue incorrect benefits.	Out of scope	Out of scope	Out of scope	
187.0	Non-DHS Child Care/W-2	• allow back dated W2 placements. if we get documentation late, we have to issue auxillaries and case comment why we issued the auxillaries	Out of scope	Out of scope	Out of scope	
188.0	Non-DHS Child Care/W-2	• The work around when pending a Kinship Care or Foster Care childcare case for any reason, the System will still count all the income on the case, you have to zero out the income to get the case to pend , it can be error prone when they are open for other benefits like FS/BC and if the Worker forgets to put the Income back in for one or both of the adults in the home, it may issue incorrect benefits	Out of scope	Out of scope	Out of scope	
189.0	Non-DHS Child Care/W-2	• The request for CC is automatically switched to "No" after cutoff and is very annoying when verification comes in and you have to go flip the switch back to yes and then it puts you into a driver flow when all you needed to do was say Yes to verification received for the Signature Page or check stubs. It is error prone where the workers forget to change the request back to "yes" and doesnt issue an authorization in a timely manner and also if the person reports a change of address during this time, and then not request Verification of address because CC was closed for a few days and then the other verification turns up but CC remains closed.	Out of scope	Out of scope	Out of scope	
190.0	Non-DHS Child Care/W-2	• Pending for verification for Foster Care/Kinship Care CC cases. If a ? is entered on these cases, (Ex: ? for address, ID or income) system will no longer look at the case as a Kinship or Foster Care CC case and budget the income which could cause the CC to fail. You need to zero out the income to get the case to pend, then you have to put the income back in after you get the verification in order for CWW to use the correct codes for childcare (301/016)	Out of scope	Out of scope	Out of scope	
191.0	Non-DHS Child Care/W-2	• Child Out of Home Details section works for FS/BCP cases, but does not work for W2, closes W2- Need to coordinate the confirming of eligibility so W2 remains open	Out of scope	Out of scope	Out of scope	
192.0	Non-DHS Child Care/W-2	• System does not have a place to pend for the 2 years or less school program- Have to pend work study and then add text to the verification checklist	Out of scope	Out of scope	Out of scope	