STATE OF WISCONSIN

Date: October 12, 2018

DMS, DECE, and DFES Operations Memo 18-J11

To: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
Workforce Development Boards
W-2 Agencies
Training Staff
Child Care Eligibility and
Authorization Supervisors and Workers
FSET Agencies
Job Center Leads and Managers

From: Rebecca McAtee, Bureau Director
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Department of Children and Families

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Division of Family and Economic Security
Department of Children and Families

Affected Programs:
☒ BadgerCare Plus
☒ Caretaker Supplement
☒ Children First
☒ Emergency Assistance
☒ FoodShare
☒ FoodShare Employment and Training
☒ Job Access Loan
☒ Job Center Programs
☒ Medicaid
☒ Other Employment Programs
☒ Refugee Assistance Program
☒ SeniorCare
☒ Wisconsin Shares Child Care
☒ Wisconsin Works
☒ Workforce Innovation and Opportunity Act

Enhancement to Electronic Case File Document Capture and Indexing Software

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CROSS REFERENCE

- Electronic Case File Handbook
- Process Help, Chapter 45 Electronic Case File (ECF)
- Operations Memo 16-26
- Wisconsin DCF & DHS Agency Workstation Requirements

EFFECTIVE DATE

October 27, 2018

PURPOSE

This operations memo announces that the Wisconsin Department of Health Services (DHS) will upgrade and replace software used to scan, import, and index documents to the Electronic Case File (ECF) in a phased statewide rollout from October 27, 2018, through the end of 2019.

BACKGROUND

ECF is a centralized electronic document storage system used for all documents associated with cases in CARES Worker Web (CWW). Currently, documents are scanned, imported, and indexed using Kofax 9. Workers can view the documents in ECF using Navigator (see Operations Memo 16-26, "New Software for Accessing Documents in the Electronic Case File"). Unprocessed documents can also be viewed in the CWW Document Viewer (see Process Help, Chapter 45 Electronic Case File).

Starting October 27, 2018, Kofax 9 will start to be upgraded to the browser-based Kofax Total Agility. The upgrade will be implemented in a phased statewide rollout to ensure that there is no interruption in scanning workload for any agency, consortia, tribe, or document processing unit.

As part of the upgrade, Kofax Total Agility and Navigator will be branded to define their purpose. Kofax Total Agility, which will be used for scanning, importing, and indexing documents, will be named ECF Capture. Navigator, which is currently used for viewing documents, will be renamed ECF View. There are no changes in searching for or viewing documents within Navigator.

POLICY

There are no policy changes associated with this memo.

PROCESS

The statewide rollout of ECF Capture will start on October 27, 2018. The rollout will consist of a pilot and several phases. All state agencies, contract agencies, consortia, tribes, Centralized Document Processing Unit (CDPU), and Milwaukee Document Processing Unit (MDPU) are expected to transition to and use ECF Capture exclusively by the end of 2019. The transition schedule will be available in the Electronic Case File Handbook on October 29, 2018.

Agencies will start using ECF Capture on their transition date. DHS and the Wisconsin Department of Children and Families (DCF) will work with IT staff at agencies, consortia, tribes, CDPU, and MDPU to set up system prerequisites prior to transition. ECF Capture will work on any computer that meets all of the Wisconsin DCF & DHS agency workstation requirements. Scanners previously used with Kofax 9 will be compatible with ECF Capture. Agencies must work with the DHS Wisconsin Help Desk to obtain approval from DHS prior to purchasing a new scanner during and after the transition to ECF Capture. Additional scanner requirements will be available in the Electronic Case File Handbook.

In addition, the Electronic Case File Handbook will be updated on October 29, 2018, with instructions for scanning, importing, reviewing, and indexing documents in ECF Capture. Kofax 9 instructions will continue to be available in a legacy handbook, which will be linked from the Electronic Case File Handbook until the end of the statewide rollout.

INCOME MAINTENANCE/WORKFORCE DEVELOPMENT SYSTEMS GATEWAY PAGE

The Income Maintenance/Workforce Development Systems Gateway page will be updated on October 27, 2018, to include links to both ECF Capture and ECF View. The links will be listed under the Electronic Case File heading. The ECF Capture link should only be used by agencies after their transition date. If workers click on the ECF Capture link before their transition date, they will see a blank screen.

Figure 1 New ECF Links on the Income Maintenance/Workforce Development Systems Gateway Page

DOCUMENT TRACKING SHEETS

Document Tracking Sheets (DTS) generated by CARES will be used by both ECF Capture and Kofax 9. The DTS automatically adds an associated case number, RFA number, or ACCESS number to the document it precedes when scanning for indexing. In June 2018, a barcode was added to the top left corner of the DTS to allow it to be read by ECF Capture. The ECF tracking number will remain on the top right corner of the DTS in order to be read by Kofax 9. Workers who have transitioned to ECF Capture must continue to scan any DTS received with a document even if it does not have a barcode;

however, only a DTS with a barcode will automatically add a case, RFA, or ACCESS number to the document in ECF Capture.

Figure 2 New ECF Capture Barcode on the DTS

SEPARATOR SHEETS

With Kofax 9, separator sheets are used to separate and determine the workflow to review and index documents. Different separator sheets are needed with Kofax 9 depending on the required workflow and for single and multi-page documents.

With ECF Capture, separator sheets will only be used to separate documents. ECF Capture uses the barcode on the separator sheet to separate documents during scanning. The workflow is selected using the Document Type field within ECF Capture. For more information, including a separator sheet with the barcode, see the updated Electronic Case File Handbook.

ECF-000000000000
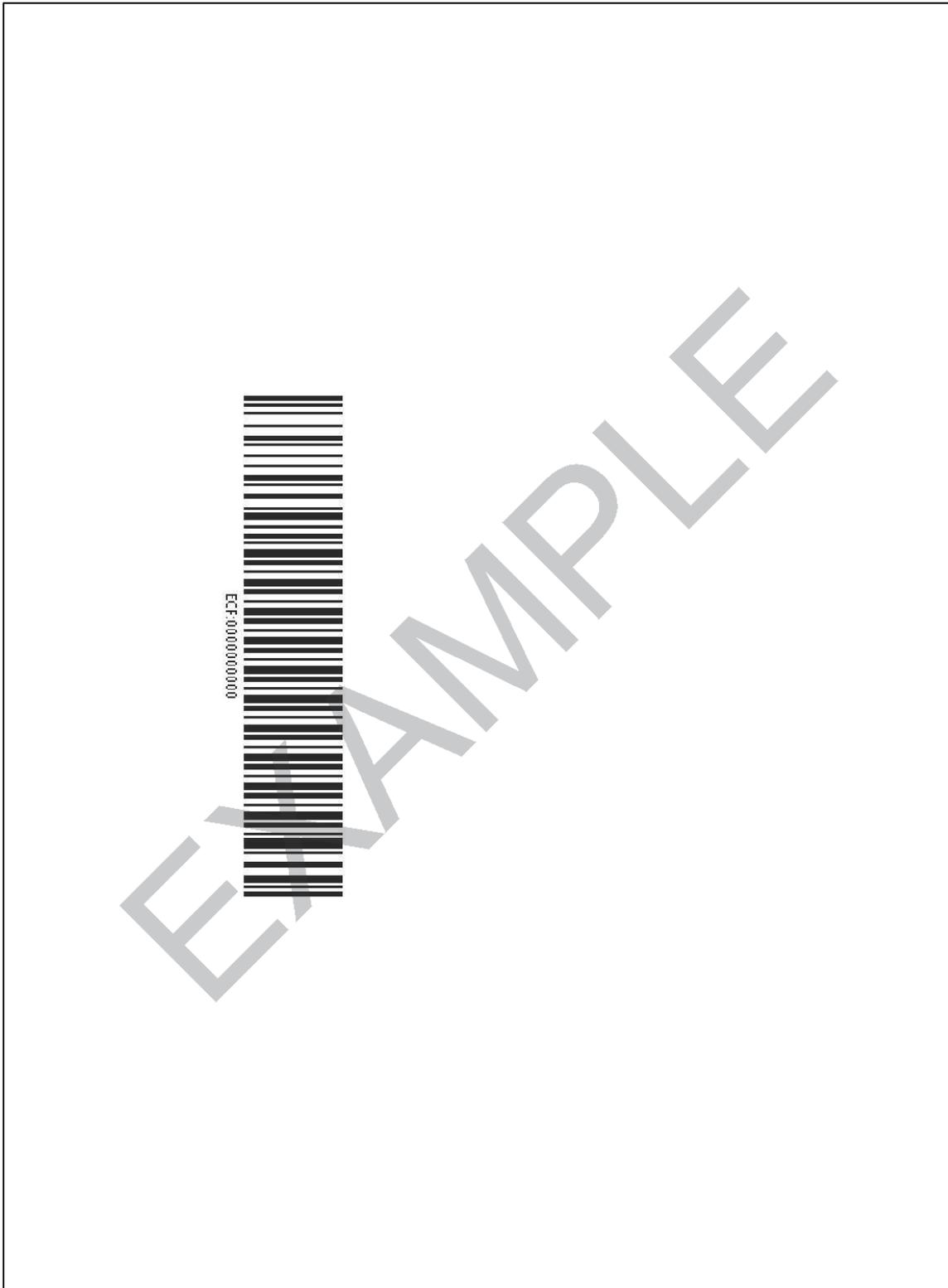
EXAMPLE

Figure 3 Example ECF Capture Separator Sheet

The Kofax 9 separator sheet must only be used with Kofax 9, and the ECF Capture separator sheet must only be used with ECF Capture. If the wrong separator sheet is used, it will be scanned as part of the document. In this situation, the document will not be separated and the separator sheet will need to be deleted manually. Instructions to manually delete or split pages of a scanned document will be available in the updated Electronic Case File Handbook.

CONTACTS

BEPS CARES Information and Problem Resolution Center

For Wisconsin Shares Child Care policy questions outside of Milwaukee County: Bureau of Regional Operations (BRO), Child Care Coordinators at broccpolicyhelpdesk@wisconsin.gov

For Child Care CARES/CWW and CSAW processing questions statewide and policy questions in Milwaukee County: Child Care Subsidy and Technical Assistance line at childcare@wisconsin.gov or 608-422-7200

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

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

DHS/DMS/BEPS/LE
DCF/DECE/BOP/DT
DCF/DFES/BWF/JS