State of Wisconsin
Governor Tony Evers

TO: **TJ Contractors and Subcontractors**
        TMJ Contractors and Subcontractors

FROM: Margaret McMahon, Director
        Bureau of Working Families
        Division of Family and Economic Security
        Department of Children and Families

BWF OPERATIONS MEMO			
No: 19-22 (Amended)			
DATE: 12/13/2019			
W-2 ☐	**EA** ☐	**CF** ☐	**JAL** ☐
RAP ☐	**TJ** ☒	**TMJ** ☒	**Other EP** ☐

SUBJECT: *Address Validation in the Wisconsin Work Programs System*

CROSS REFERENCE: BWF Operations Memo 19-03
                       TJ/TMJ Policy Manual Section 2.3

EFFECTIVE DATE: December 18, 2019

PURPOSE

The purpose of this memo is to announce Wisconsin Work Programs (WWP) enhancements that will validate address information provided during Client Registration for the Transitional Jobs (TJ) and Transform Milwaukee Jobs (TMJ) programs.

BACKGROUND

On February 23, 2019, TJ and TMJ contractors began using the WWP online application to perform the following functions:
1. Clearance, Client Registration, and Request for Assistance processes;
2. Eligibility determination;
3. Enrollment; and
4. Informal assessment.

(See BWF Operations Memo 19-03: *Implementation of Wisconsin Work Programs System – Updates to Transform Milwaukee Jobs and Transitional Jobs Policies*)

ADDRESS VALIDATION

Currently, WWP uses a Google application program interface (API) to automatically return suggestions for addresses provided during Client Registration. Google API does not analyze, standardize, or validate suggested address information, and addresses stored in WWP are undeliverable when the address is not in the official postal format used by the United States Postal Service (USPS).

Beginning December 18, 2019, WWP will call a Finalist web service that will validate addresses provided during Client Registration with addresses in the USPS database. The process of validating address information ensures prompt and accurate delivery of correspondence to program participants, and it minimizes business costs for returned mail. Finalist is a pre-requisite for future phases of WWP that will store TJ/TMJ worker contact information and provide online-print functionality for mailing correspondence to program participants. If an address is valid and registered with the USPS database, the address is in the official postal format for delivery.

POLICY CHANGES

There are no policy changes associated with this memo. Address validation performed by WWP does not substitute address verification to determine program eligibility as required by TJ/TMJ policy. (TJ/TMJ Policy Manual Section 2.3)

WWP CHANGES

ADDRESS INFORMATION

Effective December 18, 2019, addresses provided in the **Address Information** section of the **Client Registration** page will run through the Finalist web service for validation (see Figure 1).

Figure 1 Blank Address Information section of the Client Registration page when the household address is not the same as the mailing address.

Page Fields

Page fields under the **Household Information** and **Mailing Address** sections have been reformatted for proper processing through Finalist. Key changes are:
1. Address Line 1 – Collects the street address, including the apartment or unit number.
2. City – Collects the city for the street address.
3. State – Prepopulates with WI.
4. ZIP – Collects the ZIP+4 code for the street address.

Page Buttons

A Validate page button has been added for the worker to validate the address entered. WWP will not automatically suggest addresses upon providing address information. After providing information in the required address page fields, the worker must click on Validate to run the address through Finalist for validation via the web service.

ADDRESS VALIDATION

Address validation in WWP is limited to Wisconsin addresses. Finalist will validate Wisconsin physical and post office box (PO Box) addresses.

WWP will use addresses provided in the **Address Information** section to run through Finalist for validation as follows:
- When there is only a household address provided, WWP will use the household address.
- When there is both a household address and a mailing address provided, WWP will use the mailing address.

➢ NOTE: When removing a mailing address, the worker must validate the household address because the household address was not previously used for address validation.

ADDRESS SEARCH RESULT

After validation by Finalist, WWP will display an **Address Search Result** section below the **Address Information** section of the **Client Registration** page (see Figure 2).

When an address search result is valid, WWP will display the address returned by Finalist and the following actions:
- Use the address suggested;
- Resubmit the address; and
- Use the address as entered. (See *Actions* below)

Figure 2 Address Search Result with a valid address in a format that follows the standards used by the postal service.

Actions

To save the address information and complete Client Registration, the worker must select an action for the address search result. A description of each action is provided in the table below.

Action	Description
Use the Address Suggested	This action allows the worker to accept the address found by Finalist. By selecting this action, the original address is automatically updated with the format used by the postal service.
Resubmit the Address	This action allows the worker to make modifications to the address fields and run the address through Finalist again for validation. By selecting this action, the address search results are cleared, and address fields become enabled. If the address found does not match the original address or if there is missing information in the original address, the worker can make modifications to the address for re-validation.
Use the Address as Entered	This action allows the worker to ignore the address search result and retain the original address when modifications are not needed to the original address based on address verification. By selecting this action, the original address may not be deliverable. When possible, the worker should use the address found by Finalist.

Invalid Addresses

When an address search result is not valid, WWP will display a list of errors identified in the original address and the following actions:
- Resubmit the address; and
- Use the address as entered. (See Figure 3)

Figure 3 Address Search Result with list of errors identified in the original address.

The worker must review the errors listed and determine if modifications are needed to the original address and run the modified address through Finalist for validation. If modifications are not needed to the original address based on address verification, the worker can use the address as entered.

UPDATING ADDRESS INFORMATION

During enrollment in TJ and TMJ, the **Client Registration** page is updatable. When updating addresses in the **Address Information** section, the worker must click on the Validate page button to run the updated address through Finalist for validation. The worker must then select an action for the address search result before saving the address in Client Registration.

TRAINING

Additional information and training on TJ/TMJ WWP processes is available in the Partner Training Team (PTT) Learning Center.

AGENCY ACTION

Contractors must familiarize staff with TJ/TMJ WWP processes and with the new functionality as described in this memo. Contractors must update any relevant local agency procedures.

CONTACTS

For TJ/TMJ Policy and Processing Questions: DCFDFESBWFContracts@wi.gov

For TJ/TMJ CARES and WWP Functionality Questions: W-2 Help Desk

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