



# Claim Submission Process

Career and Technical Education (CTE)  
Incentive Grants – Class of 2023

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**Nancy Kargel**, Department of Workforce Development

**Jennifer Janik**, Department of Public Instruction

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# Purpose of This Training

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This is the third in a series of four technical assistance trainings. This session does not cover document preparation.

Watch the CTE Document Preparation and Best Practices\* training prior to watching this session.

1. **CTE Overview and Onboarding** – provides program context.
2. **CTE Document Preparation and Best Practices \*** – provides details on preparing documents and tips for districts or schools to manage their use of the program. This is required training. Claims submitters must acknowledge that they have watched the training before being able to submit claims.
3. **CTE Class of 2023 Claim Submission Process** – supports district/school staff in submitting high-quality claims in order to reduce denied claims.
4. **Correcting CTE Incentive Grant Claims** – to be updated in late 2023.



# Agenda

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- Claim Basics
- 2023 Deadlines, Timeline and Notes
- Claim Details
  - Documentation requirements, student completion award claims
- Quality Control and Common Errors
- CTE Claims Portal Information and Demonstration
  - Access and help tickets, making selections and uploading documentation, and saving, submitting and correcting claims
- Looking Ahead to 2023-2024



# Claim Basics



# Claim Categories

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## Five Categories

- State Certified Skills Co-op
- Youth Apprenticeship (YA)
- Business and Industry (B & I)
- Wisconsin Technical College System (WTCS) approved certifications
- Certified Pre-Apprenticeship programs (CPA)



# Eligibility

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The certification:

- Was earned by a graduate of the **Class of 2023**.
- May have been earned in a previous year.
- Is on the annual approved certifications list of **the year in which it was earned**. Find the lists on the [DWD CTE web page](#).
- May require more than one certificate, for example, Snap-On Tools, Microsoft Office Specialist.
- Is submitted through a claim filed on the CTE portal.



# Eligibility (cont.)

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Each claim:

- Is supported by the documentation indicated on the **2022-23 CTE Approved Certifications List**.
- Is submitted in accordance with the program requirements, rules, processes, and timelines.
- Is submitted by the school/district where the student graduated.



# Eligibility

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Each claim:

- Is submitted under the proper category, certification entity, and specific certification.
- Is verified for meeting the requirements of the **specific certification.**
- Goes through a series of review stages (human and/or system)





# Two Types of Claims & Payments

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## District Incentive Grants

- Paid from DPI to districts
- Up to \$1,000 per student (pro-rated based on the number of claims approved for pay)
- Amount of payment is calculated by dividing the \$6.5 million allocation by the number of claims approved for payment

## Student Completion Awards

- Paid directly from DWD to graduates
- Applies to five selected certifications
- \$500 for every earned approved certification
- District/school submits separate claim for each earned certification
- Paid from a separate funding pool



# Multiple Claims

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Multiple claims may be submitted for students who earned more than one certification.

- Impact on district incentive grants: only one claim will be paid. An extra claim submitted for a student provides an additional chance for payment if one claim is found to not meet requirements.
- Impact on student completion awards: students will be paid awards for the eligible claims that are submitted and approved. Each award requires a separate claim. Students cannot be paid the award if a claim was not submitted for the certification.



# District Incentive Grants

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Please limit your claims to no more than two per student.

- Exception: must submit a claim for every certification for a student completion award

Class of 2022 district incentive grant statistics:

- 10,791 claims (up from 9,317 in 2021)
- Over 5,500 required manual review at least once
- Almost 1,000 were marked “Changes Needed” so required a second review prior to March 9 and at least one additional review after March 9
- 2,328 were “two or more claims” for the student
- 9,214 were approved for pay (up from 7,702 in 2021)



# Student Completion Awards (SCAs)

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## Five Specified Certifications

1. Emergency Medical Responder (EMR)
2. Emergency Medical Technician (EMT)
3. Fire Fighter I
4. Fire Fighter II
5. Fire Inspector



# SCAs

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For the Class of 2023 cycle, as with previous years, districts do not submit an SCA claim in addition to a district incentive grant claim.

For example, the district submits only one Fire Fighter I certification claim for the student, and the reviewer uses it to verify eligibility for both the district incentive grant and the SCA.

This process may change for the 2023-2024 cycle.



# SCAs

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The intention of student completion awards is for students to be work-ready upon graduation.

Must be submitted under the B & I category.

- \$500 award is for each eligible certification earned by the student.



# 2023 Deadlines, Timeline and Notes



# Deadlines

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Major deadlines are:

- Posted on the [DWD CTE web page](#).
- Usually, 4 p.m. of the date.
- Firm.

Some claims portal features will not be functional after certain deadlines have passed.





# Deadlines

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The claims submission window will close at **4 p.m.** on **Friday, Sept. 29, 2023.**

Do not rely on receiving email notices or reminders.

Please consider:

- Putting the deadline on your calendar with reminders.
- Finishing the submission process at least a week in advance of the deadline. Sometimes the program lead “pre-reviews” claims and reaches out to the submitter with requests for removing non-compliant documentation. These documents can be removed by districts only before the deadline.



# Class of 2023 Timeline

The timeline is subject to change as needed. Changes will be posted on the DWD CTE website.

Phase	Estimated Timeline
Claim submission window (schools)	<ul style="list-style-type: none"><li>• Opens in July 2023</li><li>• Closes 4 p.m. Sept. 29, 2023</li><li>• All districts may edit freely any claim until Sept. 29, 2023. This includes removing non-compliant documents and deleting claims</li></ul>
Editing and correcting claims (schools and DWD)	<ul style="list-style-type: none"><li>• Sept. 30, 2023, until the posted deadline – approximately March or April 2024. Districts with claims flagged by reviewers as Changes Needed may edit only those claims but can't remove documents.</li></ul>
Final verifications (schools and DWD)	<ul style="list-style-type: none"><li>• May 2024. Both parties ensure accuracy of approval for pay status</li></ul>
Payment (DWD, DPI)	<ul style="list-style-type: none"><li>• June 2024</li></ul>



# Notes for the Class of 2023 Claims

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Claims correction is done by district staff.

- Districts are responsible for the quality of their submitted claims including that uploaded documents meet program requirements.
- Claims with technical issues will be flagged by reviewers. These are claims that can or might be able to be corrected, such as a wrong document, a wrong program number, etc.
- Flagged claims will be able to be identified by districts and corrected after Sept. 29.



# Notes for the Class of 2023 Claims

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## Claims correction continued

- Updated claims correcting training will be available in autumn 2023.
- Districts are responsible for correcting their own claims **within posted deadlines** and **in accordance with the guidance** provided through comments attached to flagged claims.
- If districts do not address the issues, the claims will be ineligible.
- If you don't understand the comments, send an email to [DECTEGrants@dwd.Wisconsin.gov](mailto:DECTEGrants@dwd.Wisconsin.gov) .



# Claim Details



# Documentation Requirements

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Reminder: This training does not provide the details for preparing documents.

**Districts are responsible for submitting properly prepared documentation.** Claim submitters will be required to acknowledge that they have viewed the CTE Document Preparation and Best Practices session before they can submit a claim.

The training is available on the DWD CTE web page under the Training and Resources tab.




# Documentation Requirements

Most categories require supporting documentation to be uploaded with the claim.

Follow provided guidance to understand upload requirements.

1. Watch the **CTE Document Preparation and Best Practices** training.
2. Look at the last column on the 2022-23 Approved Certifications List.

Business Management and Administration	Microsoft (MS) (Note: Certiport is the verification entity)	<ul style="list-style-type: none"><li>• MS - Office Specialist (MOS) – any TWO certifications</li></ul> <p><i>Before submitting a claim, verify that each certificate in the claim was earned through a purchased license. Refer to your school's MOS license history.</i></p>	Copies of signed and dated certificates 
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3. Pay attention to the prompts provided in the claims portal as you enter your claim information.



# Documentation Requirements

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Personally identifiable information (PII)\* is any information that permits the identity of an individual to be directly or indirectly inferred, including any information that is linked or linkable to that individual.

[\\*Link to DPI's definition of PII](#)





# Documentation Requirements

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**Districts and schools are responsible for protecting students' personally identifiable information (PII).**

- Only include PII required for claim verification. If your document does not comply with PII protection requirements, you should expect to have to upload a compliant document.
- You can remove non-compliant documents only until 4 p.m. on Sept. 29, 2023.
- Do not email student information, even just a name.



# Claim Details: Skills Co-Op and two Certifications in Business and Industry



# Skills Co-Op and Two Others

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The following certifications require no documentation to be provided when the district submits the claim. DPI already has access to data for these certifications.

The CTE claims portal's automated functions were built for the system to check claims in these areas against the DPI data.

- Any Skills Co-Op
- Infant/Toddler (in Business and Industry)
- Assistant Child Care Teacher (in Business and Industry)



# Claim Details: Business and Industry (B & I)



# B & I

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Most B & I specific certifications require you to provide supporting documentation in the form of a signed and dated certificate.

The certificate must:

- Be for the specific certification under which the claim is submitted.
- Be signed and dated.
- Include the name of the student. If the certificate contains a name different from how the student's name shows in WISEdata, provide a signed statement on school letterhead that attests to the two names belonging to the student. Upload the statement at the time that you save and submit the claim.



# B & I

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Some certifications are tricky. Three examples:

1. MS Office Specialist
2. Snap-On Tools
3. CNA



# B & I

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Although most B & I certifications require one or more certificates, some require a registry number.

Districts are responsible for confirming that registry numbers provided in the claims are assigned **to the student and not just someone with the same name as the student.**

For the CNA registry,

- Open the record on the registry
- Double check the initial date of registry



# B & I: SCAs

The following SCA certifications and certification entities are on the approved certifications list.

<b>Name of Certification</b>	<b>Name of Certification Entity</b>
EMR (Emergency Medical Responder)	National Registry of Emergency Medical Technicians
EMT (Emergency Medical Technician)	National Registry of Emergency Medical Technicians if certified; DHS if licensed
Fire Fighter I	International Fire Service Accreditation Congress
Fire Fighter II	International Fire Service Accreditation Congress
Fire Inspector	International Fire Service Accreditation Congress





# Claim Details: Wisconsin Technical College System (WTCS)



# WTCS

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All WTCS claims require supporting documentation to be uploaded. Follow these instructions.

1. Upload an unofficial college transcript or copy of the technical diploma. No substitute documentation will be accepted.
2. Properly prepare unofficial transcripts.
3. Follow the guidance provided in the claims portal as you enter the claim information.

Remember, if the claim is for any of the following, it must be submitted under B & I.

- EMR, EMT, Fire Fighter I, Fire Fighter II, Fire Inspector, CNA when on the registry



# WTCS

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Program name must be for an approved program in the year the certification was earned.

Program number must match the program name.

Program number must be in the format xx-xxx-x.

EMR, Fire Fighter I, Fire Fighter II, and Fire Inspector have made-up program numbers that need to be accurate if you're using a transcript as evidence of certification.



# WTCS

Understanding how WTCS claims are reviewed, your job.

## Your job

Provide the right student's documentation and program name/number

Redact unnecessary PII; if not redacted, may have to upload new document

If a transcript:

- Highlight program name
- Highlight program number
- If "degree awarded" section is provided, highlight it with date awarded and redact all other course information
- If no "degree awarded" information is provided, highlight all of the courses (and semesters) that the student took and passed that are required for the program name and number you provided; redact all other course information



# WTCS

Understanding how WTCS claims are reviewed, reviewer's job.

## **Reviewer's job**

Verify that student name, program name, and program number are a match to WISEdata and WTCS's list of approved programs

Flag or deny claims w/o required redactions; may require upload of new document

Regardless of transcript or copy of diploma, verify program was approved for the college in the year that the certification was earned

If a transcript, verify diploma earned information is present or that the courses highlighted and showing as passed were the full set required for the program name and number that was provided

Flag or deny claims that aren't properly supported



# Claim Details: Youth Apprenticeship (YA)



# YA

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YA claims are verified by the claims portal system by comparing the information from the YA database with the information in WISEdata.

- Do not require documentation to be uploaded to the claims portal
- Are not individually reviewed by a person
- Few will be identified as needing changes
- Name mis-matches and incomplete paperwork will result in denied payment



# Claim Details: Certified Pre-Apprenticeship (CPA)





# CPA

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These claims require that the program be certified by the Bureau of Apprenticeship Standards (BAS) as a Certified Pre-Apprenticeship.

- The district must provide a copy of the certificate of program completion.
- The certificate will be issued by BAS or by the training provider.
- If the certificate is issued by the training provider, the reviewer will verify program completion status through BAS. For the claim to be eligible, BAS must have records that the student completed the program.



# CPA

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The certificate must:

- Be signed and dated.
- Be dated on or after the date that the pre-apprenticeship program was approved by the BAS.
- Have the same name as the student. If the certificate shows the student as having a different name, provide a signed statement on school letterhead that attests to the two names belonging to the student. Upload the statement when you save and submit the claim.



# Quality Control



# Quality Control

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Increased quality control on the part of the districts' claims submitters will:

- Decrease the number of denied claims.
- Decrease the amount of time school staff spend correcting claims.
- Increase the accuracy of approval for pay statuses.
- Speed up the review timeline, which will speed up payment and opening of the claim submission process for the next year.



# Quality Control

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## General tips

- Watch the Document Preparation and Best Practices training before preparing to submit claims.
- Use the approved certification lists for 2022-2023 and the year in which the certification was earned.
  - Refer to the approved certifications list for the year in which the certification was achieved to know if it was approved.
  - Identify which category each certification falls under.
  - Use the 2022-23 CTE Approved Certifications List to identify the required documentation.



# Quality Control

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## General tips (cont.)

- Pay attention to student names and personally identifiable information (PII). Proactively address any issues.
  - Does the name on the document match the student's name? Or, for YA claims, is the student's name on the YA record the same as the student's WISEid name?
  - Are there any additional students' certificates attached by accident?
  - Did the scanner make the ink transparent on the transcript?



# Quality Control

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## General tips (cont.):

- Submit only the required documents. Do not substitute them with what you think is an acceptable alternative or what you happen to have.
- Verify that paperwork deadlines and data and completion requirements have been met.
  - Graduation data (diploma and exit type)
  - YA registrations and completed checklists



# Quality Control

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## General tips continued:

- Keep communication open and accessible
  - Email or call the program lead when in doubt.
  - After Sept. 29, periodically check your submitted claims for flags indicating that changes are needed. Respond promptly.
- Make sure your contact information is up-to-date in DPI's School Directory and with the DWD CTE Lead.
  - We use the contact information provided by the claims portal.





# Common Errors



# Common Errors: B & I

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Wrong certification selections.

Wrong documentation.

- Wrong student.
- Substitute document from what we require.
- Not the right number or assortment of certificates (MOS, Snap On, for example).
- Unsigned or undated certificate.
- More than one student's certificate included in the upload.



# Common Errors: B & I

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Student Completion Award submitted under WTCS instead of B & I.

Not submitting all the student completion awards before the submission deadline.

Incorrect or incomplete registry number.

Supporting Microsoft claims with certificates that were earned in ineligible years or with the wrong number of certificates.



# Common Errors: WTCS

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Wrong or no program name/program number.

Submitting a document with unnecessary PII.

Submitting the wrong document.

- Wrong student or multiple students.
- High school transcript.
- Grade report.
- Email with roster of students who successfully completed.
- Other document that is not an unofficial college transcript or copy of the diploma.



# Common Errors: YA

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The three most common reasons for denied YA claims are below. Failing to verify that paperwork is complete, and that student names match YA and the claims portal can result in claim denial.

In many cases, the actual reason is that the paperwork was not filed.

- Student didn't complete the program.
- Student is not in the YA database.
- Student changed their name or used a "preferred name" that the system doesn't recognize.



# Common Errors: System Denials

Some automated processes result in payments not being approved. Districts can decrease their risk of denied payment by proactively addressing the underlying reasons for some of these denials.

Error	How to Avoid
(All categories) Did not graduate	<ul style="list-style-type: none"><li>• Only submit claims for students who graduated from your district.</li><li>• Before Sept. 29, confirm that both pieces of graduation data have been provided to WISEdata (diploma and exit type.)</li><li>• If the student changed a name, make sure that WISEdata knows the student's name.</li></ul>



# Common Errors: System Denials (cont.)

Error	How to Avoid
(YA category) Student not found	<ul style="list-style-type: none"><li>• Make sure that the student is registered in the YA database prior to saving/submitting a claim.</li><li>• Make sure the student's YA name is the same as the WISEdata name</li></ul>
(YA category) Did not complete	Confirm that all YA claims have a <u>completed</u> checklist uploaded to YODA before the submission deadline.



# Quality Control Summary

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Tips to improve the quality of your claims.

Claim Category	Action
All	<ul style="list-style-type: none"><li>• Before Sept. 29, make sure that all graduation and YA paperwork is in order and submitted.</li><li>• Proactively address issues of different names.</li></ul>





# Quality Control Summary

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Tips to improve the quality of your claims.

Claim Category	Action
B & I	<ul style="list-style-type: none"><li>• Use the registries only to confirm a registry number provided by the student. Don't use it to collect a registry number.</li><li>• Check internally to confirm that you're aware of all of the certifications eligible for student completion awards and submit a separate claim for each one.</li></ul>



# Quality Control Summary

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Tips to improve the quality of your claims.

Claim Category	Action
WTCS	<ul style="list-style-type: none"><li>• Conduct the required research prior to starting the claim.</li><li>• Prepare the documentation according to guidance in the Documentation Preparation and Best Practices training.</li></ul>



# Quality Control Summary

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Tips to improve the quality of your claims.

Claim Category	Action
YA	Confirm that the student was both registered with YA and that a checklist has been uploaded to the YA database that shows that the student actually completed the program.



# Quality Control Summary

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## Tips to improve the quality of your claims

Claim Category	Action
Certified Pre-Apprenticeship	Confirm with the training provider that they have notified BAS that the student completed the program.



# CTE Claims Portal Information and Demonstration (DPI)



# Claims Portal Information & Demonstration

## DPI



Accessing  
the Portal

Navigating  
the Portal

Creating a  
Help Ticket

Claims Portal  
Demonstration



# Accessing the Portal

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- Access via [WISEhome](#)
- Claims are filed in the 'CTE Technical Incentive Grant' claims portal
  - NOT WISEgrants
- Use 'Request Access' link in WISEhome



# Navigating the Portal

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- Portal defaults to District Home page
  - Enter and submit claims
  - Revise and resubmit claims
- Verification Report is on the District tab
  - View pay status for previous years claims
  - Pay status is “Undetermined” during collection and review/edit phase for current collection year





# Creating a Help Ticket

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- Submit a [DPI Help Ticket](#) to:
  - Request help accessing the Portal or creating user roles
  - Request technical assistance using the Portal
  - Report errors in the Portal
- Route questions about program eligibility and valid documentation types to



[DETCTEGrants@dwd.Wisconsin.gov](mailto:DETCTEGrants@dwd.Wisconsin.gov)



# Claims Portal Demonstration

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Demonstration starts



# Looking Ahead to 2023-2024



# Known Changes for 2023-2024

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## SCA claims

- We are revising processes and timelines for claim submission.
- Training will be provided.
- Notices will be posted in the Program Updates section of the DWD CTE web page.



# Known Changes for 2023-2024

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Some changes to the previous annual approved certifications list

- Changes are noted in blue font
- CNA form
- Some programs sunset, rebranding, requests from certification entities



# Known Changes for 2023-2024

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## Certification standards revision initiative

- Progress on the revision initiative will be posted on the DWD CTE web page.

DWD may release a revised approved certifications list adding some certifications, but it will not remove any for 2023-2024.

Always use the approved certifications list that is published on the DWD CTE web page.



# Resources



# Resources - Person

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DET CTE Incentive Grants Program Lead



[DETCTEGrants@dwd.Wisconsin.gov](mailto:DETCTEGrants@dwd.Wisconsin.gov)



608-733-3887

Youth Apprenticeship



[YA@dwd.Wisconsin.gov](mailto:YA@dwd.Wisconsin.gov)





# Resources - Web

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## [DWD CTE web page](#)

- Training
- All annual approved certifications lists
- Updates, news, changes, notices



## [DPI CTE web page](#)

Create a help ticket for the [claims portal](#)





# Thank you!

Nancy Kargel

DWD CTE Incentive Grants Program Lead

608-733-3887

[DECTEGrants@dwd.Wisconsin.gov](mailto:DECTEGrants@dwd.Wisconsin.gov)

