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**State of Wisconsin  
Governor Jim Doyle**

**TO:** Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators

**FROM:** Janice Peters, Director  
Bureau of Working Families  
Division of Family and Economic Security

<b>DFES OPERATIONS MEMO</b>					
<b>No:</b> 09-20					
<b>DATE:</b> APRIL 3, 2009					
<b>FS</b>	<input type="checkbox"/>	<b>MA</b>	<input type="checkbox"/>	<b>BC+</b>	<input type="checkbox"/>
<b>SC</b>	<input type="checkbox"/>	<b>CTS</b>	<input type="checkbox"/>	<b>CC</b>	<input type="checkbox"/>
<b>W-2</b>	<input checked="" type="checkbox"/>	<b>FSET</b>	<input type="checkbox"/>	<b>EA</b>	<input type="checkbox"/>
<b>CF</b>	<input type="checkbox"/>	<b>JAL</b>	<input type="checkbox"/>	<b>JC</b>	<input type="checkbox"/>
<b>RAP</b>	<input type="checkbox"/>	<b>WIA</b>	<input type="checkbox"/>	<b>Other</b>	<input type="checkbox"/> *
				<b>EP</b>	
<b>PRIORITY: Medium</b>					

**SUBJECT: W-2 Manual Conversion to Robohelp**

**CROSS REFERENCE:**

**EFFECTIVE DATE:** April 6, 2009

**PURPOSE**

The Wisconsin Works (W-2) Manual has been converted to a new online format. This Operations Memo provides information on the conversion process as well as announces the 09-01 release of the W-2 Manual.

**BACKGROUND**

The W-2 Manual has been available via the Internet in a .pdf format since 2003. In order to make the W-2 Manual more user friendly, it has been converted to a new online format currently used by all of the Income Maintenance Manuals, the FoodShare Employment and Training (FSET) Manual as well as the Child Support Manual.

**CONVERSION**

On Monday, April 6, 2009, the W-2 Manual will be available at the following website:

<http://dcf.wisconsin.gov/w2/manual/default.htm>

While the entire W-2 Manual is available at this site, not all of the chapters have been converted to the new format; some chapters remain in the .pdf format. As the material in the .pdf chapters is updated, the chapters will be converted to the new format as well.

While most users will be familiar with the new format due to using other manuals in a similar format, there are two parts to the new W-2 Manual worth explaining.

First, in an effort to assist users that are unfamiliar with the new format, a *HELP* button is located along the top edge of the manual. By clicking on this button, the user can access instructions on how to navigate in the new manual.

Second, the *Contact Us* button, also located along the top edge of the manual, can be used to direct any questions, comments, or suggestions *regarding the use of the online W-2 Manual* to the Bureau of Working Families staff.

- **NOTE:** Specific W-2 Policy related questions should continue to be directed to the BWF Regional Office staff and CWW/CARES processing questions should continue to be directed to the W-2/CC Help Desk.

### **W-2 MANUAL RELEASE 09-01**

The conversion to the new online format has been done in conjunction with the 09-01 W-2 Manual release. In order to see the policy changes that were made to the W-2 Manual under release 09-01, use the link above to the W-2 Manual. After clicking on the W-2 Manual link, click on the “Cover Pages” tab and then on “Release 09-01” to see the most recent policy changes.

Users that receive e-mail notifications of W-2 Manual releases will continue to receive notifications as usual. For those individuals that are not currently notified of W-2 Manual releases, in order to be notified, go to [http://dcf.wisconsin.gov/w2/mailling\\_list/signup.htm](http://dcf.wisconsin.gov/w2/mailling_list/signup.htm) and follow the instructions.

### **CONTACTS**

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

For Policy Related Questions: BWF Regional Office Staff

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, \*Other EP – Other Employment Programs.

DCF/DFES/BWF/MMM