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**State of Wisconsin
Governor Scott Walker**

**TO: W-2 Agencies
Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
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**

DFES OPERATIONS MEMO					
No: 11-20					
DATE: 06-01-2011					
FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	BC+	<input type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input type="checkbox"/>	FSET	<input type="checkbox"/>
CC	<input type="checkbox"/>	W-2	<input checked="" type="checkbox"/>	EA	<input checked="" type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input checked="" type="checkbox"/>	JC	<input type="checkbox"/>
RCA	<input type="checkbox"/>	RMA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
				EP	
PRIORITY: HIGH					

SUBJECT: Changes to the W-2 Help Desk

EFFECTIVE DATE: July 1, 2011

PURPOSE

The purpose of this memo is to inform W-2 Agencies of a new W-2 Help Desk telephone number and website.

BACKGROUND

The W-2 Help Desk is currently accessed by dialing (608) 261-6317, option 3. There is no website to support access to the W-2 Help Desk. Requests from other states to verify receipts of TANF and requests from W-2 agencies for vendor forms or to add JAL or Auxiliary approvers are currently being handled through the RiteFax process.

ACTION REQUIRED

Effective July 1, 2011, agencies will be able to access the W-2 Help Desk in the following ways:

- New telephone number – (608) 264-1656. The function of this phone line will not change from the current number. Case managers must continue to seek guidance from their agency's CARES Coordinator. If the issue cannot be resolved at the agency level, the CARES Coordinator may contact the W-2 Help Desk.

- New web access – Agencies will be able to access the following URL for web services. <http://dcf.wisconsin.gov/w2/callcenter/default.htm>. The website will offer fill-enabled forms for requesting Out-of-State TANF verifications, submitting vendor request forms and adding JAL or Auxiliary Approvers. CARES Coordinators will also have the ability to e-mail issues to the W-2 Help Desk.

The screenshot shows the Wisconsin Department of Children & Families website. At the top, there is a search bar with a "GO" button. Below the search bar is the department's logo and a navigation menu with links: Home, About Us, Family Resources, Reports & Data, Press Room, Partner Resources, and I want info on... (with a dropdown arrow and a "GO" button). The main content area is titled "Wisconsin Works (W-2) Help Desk Home Page". It includes a welcome message, a "Common Requests" section with sub-sections for TANF Verification, Security/Password, Child Care, MA/BadgerCare/FoodShare/other DHS programs, Vendor Form, Approver Form, and Frequently Asked Questions (FAQ). Each section provides detailed instructions and contact information. At the bottom, there is a blue footer bar with links for Contact Us, Services/Programs A-Z, and Tell Us How We're Doing, followed by the department's mission statement: "The Department of Children and Families, protecting children, strengthening families, building communities."

Home > Wisconsin Works (W-2) > Help Desk

Wisconsin Works (W-2) Help Desk Home Page

Welcome to the DCF W-2 CARES HELP Desk Web Center. Throughout this site, you will find useful links and FAQ's to assist you with whatever your current CARES problem may be. As always, please be sure to work with your agency CARES coordinator to resolve issues prior to contacting the W-2 Help Desk.

Common Requests

TANF Verification

If you are an out-of-state agency seeking verification of TANF months used in WI, you may contact us by sending an e-mail to dcfw2careshd@wisconsin.gov or by completing the [TANF Months Verification Form](#). Once the form has been completed, please fax to 608-327-6125. Prior to sending the fax, review the form to ensure:

- The form is complete and legible (this form is fillable online).
- The Name, Birthdates, and SSN you are providing are accurate.
- Make sure to include your contact information including name, agency, and phone and fax number.
- Contact DHS Help Desk at 608-261-6378 for verification of Medical/SNAP benefits.

Security/Password

Forgot your password or have been "locked out"? – call 608-261-6317 and select option 1.

Child Care

Are you a child care provider, have SMRF issues, or other child care issues? – call the Child Care Help Desk at 608-261-6317 and select option 2, or email childcare@wisconsin.gov.

MA/BadgerCare/FoodShare/other DHS programs

Do you have issues relating to FoodShare or Medical Assistance programs? - Call 608-261-6378

Vendor Form

Prior to submitting the form to request a vendor number, Review CARES screen IQVN using the TIN number and the business name to ensure the business has not already been assigned a vendor number.

Please read [Supplemental Instructions for W-2 Agencies](#) before completing DOA-6448, Taxpayer Identification Number (TIN) Verification Form. A link to the required form is included in the supplemental instructions. After completion of this form, and review of IQVN, please fax to 608-327-6125. The following are helpful tips to ensure your request will be processed promptly.

- Each section of the form is complete,
- The information is legible,
- Review the tax ID number to ensure it is the correct number of digits, and
- Make sure your contact information is recorded in the For Agency Use Only section.

Approver Form

The new [Approver Form](#) is used to designate approvers for both W-2 Auxiliary Payments and Job Access Loan Payment Approval. After completion of this form, please fax to 608-327-6125. Before you send the fax, review the form to ensure:

- Each section of the form is complete,
- The information is legible (this form is fillable on line with the exception of the signature),
- Your contact information is recorded in the For Agency Use Only section.

Frequently Asked Questions (FAQ)

If you are working on a W-2 Case and are encountering problems with CARES, please review the appropriate FAQ listed below. The FAQ will address common problems and may provide the assistance you need to resolve your issue.

Select one of the following links based on the type of assistance you are seeking:

- [W-2 Placement Issues](#)
- [Time Limit](#)
- [EVF Employer](#)
- [W-2 Agency Transition \(Office issues\)](#)

To Submit a Request For Assistance

If you have been unable to resolve your issue and you require further assistance, please submit an [online request for assistance](#).

Contact Us | Services/Programs A-Z | Tell Us How We're Doing

The Department of Children and Families, protecting children, strengthening families, building communities.

CONTACTS

For CARES Processing Questions: W-2 Help Desk, dcfw2careshd@wisconsin.gov

For Policy Questions: Bureau of Regional Operations, Human Service Area Coordinators.

DCF/DFES/BWF/POS/AW

*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, RCA – Refugee Cash Assistance Program, RMA - Refugee Medical Assistance Program, *Other EP – Other Employment Programs.