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**State of Wisconsin
Governor Scott Walker**

CROSS REFERENCE:

**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:	12-18				
DATE:	3/30/2012				
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 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: W-2 Benefit Issuance Guide

CROSS REFERENCE: Obsolete W-2 Benefit Issuance Guide attached to
Operation's Memo [9-79](#)
Operations' Memo [11-20](#)
Operation's Memo [11-57](#)
Operations Memo [11-67](#)

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to announce updates to the Benefit Issuance (BI) Guide document that is attached to Operation's Memo [9-79](#). The updated Benefit Issuance Guide will be added to the W-2 Manual Appendix.

BACKGROUND

The Department of Children and Families released an attachment to Operation's Memo 9-79 that described the Benefit Issuance subsystem in CARES. The attachment provided agencies

with an overview of the Benefit Issuance CARES screens and details for actions related to the issuance of W-2 benefits.

DCF has amended Job Access Loan (JAL) and Electronic Fund Transfer (EFT) payment processing since the release of Operation's Memo [9-79](#). The guide has been reviewed and edited for clarification and updated regarding new policy.

THE FOLLOWING AREAS HAVE BEEN UPDATED

- Discontinuance of JAL vendor payments as described in Operations Memo [11-67](#).
- The addition of prepaid debit cards as described in Operations Memo [11-57](#).
- Clarification of the stop payment process.
- Clarification of the return benefit process.
- Updates to W-2 Help Desk contact information as described in Operations Memo [11-20](#).
- The addition of form references and web links.

ACTION REQUIRED

W-2 agencies must discuss this policy change with staff and update any relevant local agency procedures.

CONTACTS

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

For Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For CARES Processing Questions: W-2 Help Desk

*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.