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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:	12-28				
DATE:	06/04/2012				
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 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: Publication of an Updated Fact Finding Review Request Form (10783)

CROSS REFERENCE: W-2 Manual Chapter 12, Dispute Resolution
Operations Memo [11-44](#)
Operations Memo [11-31](#)

EFFECTIVE DATE: Immediately

PURPOSE

This Operations Memo announces updates to the *Fact Finding Review Request* form (10783).

BACKGROUND

Based on recommendations from users, edits have been made to the form to reduce confusion for Wisconsin Works applicants, participants and agency staff.

FORM UPDATES

The *Fact Finding Review Request* form (10783) has been reorganized, with separate sections created for W-2, Emergency Assistance and Job Assess Loan Fact Finding Review requests.

Text has been edited to improve readability. Additionally:

- A check-box for overpayments has been added;
- A check-box for phone requests has been added; and
- The separate lines of text regarding employment position placement and Case Management Services for Job Ready (CMJ) placement were combined into a single check-box category, entitled “*My placement in W-2 is wrong*”.

There are no policy changes.

ACTION REQUIRED

W-2 agencies must begin using the updated form.

ATTACHMENT

Updated *Fact Finding Review Request* form (10783).

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 and EATS Questions: W-2 Help Desk 608-264-1656

*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.

DCF/DFES/BWF/GS