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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					
<b>No:</b>	12-66				
<b>DATE:</b>	12/17/12				
<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 Application Policy Updates

**CROSS REFERENCE:** [W-2 Manual, Section 4.6](#)  
[Operations Memo 12-64](#): CWW W-2 Geographical Area  
Assignment and Lookup Tool  
[Operations Memo 12-65](#): Updates to the W-2 Case Transfer Policy  
[Operations Memo 11-71](#): CARES Worker Web (CWW) Application  
Summary Updates

**EFFECTIVE DATE:** January 1, 2013

**PURPOSE**

The purpose of this memo is to inform W-2 agencies of W-2 application policy updates and clarifications.

**BACKGROUND**

For the 2013 W-2 and Related Programs Contract, the Bureau of Working Families (BWF) developed a new service delivery structure. To support the new service delivery structure described below, BWF has updated the W-2 application policy.

NEW SERVICE DELIVERY STRUCTURE

Effective January 1, 2013, BWF has divided the state into ten (10) W-2 geographical areas.

### **Milwaukee W-2 Agencies**

There are four (4) W-2 geographical areas in Milwaukee County served by four (4) Milwaukee W-2 agencies. ([See W-2 Milwaukee Geographical Areas Map](#))

<b>Milwaukee W-2 Agency</b>	<b>Milwaukee W-2 Geographical Area</b>
<i>Ross Innovative Employment Solutions</i>	Northern
<i>America Works of Wisconsin, Inc.</i>	East Central
<i>UMOS, Inc.</i>	Southern
<i>MAXIMUS Human Services, Inc.</i>	West Central

In Milwaukee, the W-2 geographical area for an individual is based on the individual's household address.

### **Balance of State W-2 Agencies**

There are six (6) W-2 geographical areas in the Balance of State (BOS) served by four (4) BOS W-2 agencies. (See [BOS Geographical Areas Map](#)) One (1) BOS W-2 agency serves three (3) different geographical areas.

<b>BOS W-2 Agency</b>	<b>BOS W-2 Geographical Area</b>
<i>ResCare Workforce Services</i>	Southeast
<i>Forward Service Corporation</i>	Southwest
<i>Workforce Connections, Inc.</i>	Western
<i>Workforce Resource, Inc.</i>	Northwest
<i>Forward Service Corporation</i>	North Central
<i>Forward Service Corporation</i>	Northeast

In BOS, the W-2 geographical area for an individual is based on the individual's county of residence.

Due to the new W-2 service delivery structure, we have updated policies and procedures that relate to applying for W-2.

### **POLICY CHANGES**

In addition to making edits to improve readability, BWF has updated or clarified policy in W-2 Manual Sections 1.4.1 through 1.4.3. Below is a summary of these updates and clarifications. Attached are the W-2 Manual sections with all policy changes incorporated.

#### *Section 1.4.1*

- Deleted text regarding Milwaukee County Eligibility and Assessment Agencies (EAA); and
- Added policy regarding applicants who are homeless or impacted by domestic violence.

*Section 1.4.1.1*

- Clarified the ways in which W-2 agencies must facilitate an individual's application for FoodShare.

*Section 1.4.2*

- Added text regarding W-2 requests initiated from the CWW Case Summary page, "Record New Group Level Program Request" driver flow.

*Section 1.4.2.1*

- Added this new section clarifying the method agencies must use to initiate W-2 program requests.

*Section 1.4.3*

- Clarified that agencies must only scan the Signature page of the Application Summary into ECF.

**AGENCY ACTION**

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

**ATTACHMENTS**

- Chapter 1, Section 1.4 *Application Process* with changes accepted
- Chapter 1, Section 1.4 *Application Process* with changes tracked

**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, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, \*Other EP – Other Employment Programs.

DCF/DFES/BWF/GS