



TO: **W-2 Agencies
Training Staff**

FROM: Patara Horn, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO					
No:	24-10				
DATE:	05/01/2024				
W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>				
RAP	<input type="checkbox"/>	TMJ	<input type="checkbox"/>	TJ	<input type="checkbox"/>
Other EP	<input type="checkbox"/>				

SUBJECT: *Emergency Payments Changed to Family Stabilization Payments and Policy Updated*

CROSS REFERENCE: [W-2 Manual Section 19.1 Emergency Payments](#)

EFFECTIVE DATE: June 3, 2024

PURPOSE

The purpose of this memo is to announce updates to Wisconsin Works (W-2) policy for emergency payments.

BACKGROUND

The Bureau of Working Families (BWF) encourages the use of emergency payments for participants with short-term financial needs in the time period before their first scheduled W-2 payment. BWF has updated policy for these payments and continues to encourage W-2 agencies to meet participants’ needs as part of a whole family approach.

POLICY

W-2 policy updates are summarized below. The relevant policy manual section is attached to this memo and will be incorporated into the W-2 Manual. Policy that is removed is marked in gray and policy that is added is highlighted in yellow.

CURRENT POLICY

The W-2 Manual names these payments as “emergency payments” and gives guidelines for their use.

Participants are eligible for payments if they are in a CSJ, CMC, or W-2T placement. This requirement remains the same.

UPDATED POLICY

W-2 Manual Section 19.1 renames emergency payments to “family stabilization payments.” This memo updates policy to stress that the time before a participant’s first W-2 payment is a crucial time to address their needs and can provide stability for the participant’s family.

- There is no monetary limit on the family stabilization amount and agencies should support the full need when possible;
- Payments more than \$3,000 must be pre-approved by the Contract Administration Section Manager prior to issuance;
- One payment can be made per W-2 episode and up to four payments may be made in a 12-month timeframe. An episode is defined as a case being opened and closed;
- Agencies are required to use the [Family Stabilization Payment Request form \(DCF-F-5751\)](#) for participants and scan the form into the Electronic Case File;
- The list of example uses is expanded and agencies are reminded that family stabilization payments may be used for needs including **but not limited to:**
 - Shelter;
 - Food;
 - Work-related expenses;
 - Insurance;
 - Toiletries/household items/diapers;
 - Phone payments;
 - Short-term child care;
 - Legal fees, etc.;
- Agency workers must document in PIN comments when a family stabilization payment is requested and if the request was approved or denied; and
- Participants must be offered a choice in payment issuance: either directly to the participant or to a third party and this must be documented in PIN comments.

TRAINING

The Partner Training Team will update any relevant trainings based on this policy update.

AGENCY ACTION

W-2 agencies must familiarize staff with the policy changes as described in this memo and update any relevant local agency procedures.

ATTACHMENTS

[Policy Attachment](#)

[Family Stabilization Payment Request form \(DCF-F-5751\)](#)

CONTACTS

For W-2 Policy Questions: [BWF Policy Question SharePoint](#)

For W-2, CARES and WWP Functionality Questions: BWF Work Programs Help Desk
BWFworkprogramsHD@wisconsin.gov

DCF/DFES/BWF/MP