

BWF System Updates June 2026

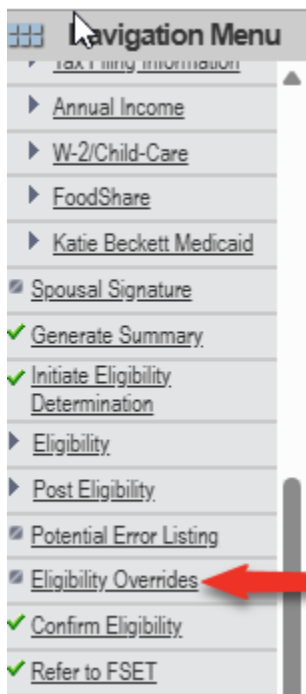
CARES Worker Web (CWW), ACCESS, and MyACCESS will be updated on June 20, 2026. These changes will be available for users on June 22, 2026. Here is what you need to know.

IMS CARES Mainframe Decommission: Eligibility Override Pages

Effective June 20, 2026, the following CARES Mainframe screens will be decommissioned and integrated into CWW to streamline worker tasks:

- Eligibility Override Menu (MNOR)
- Assistance Group Eligibility Results Override (AGOE)
- Individual Eligibility Results Override (AIOE)
- Assistance Group Eligibility Override History (AQOE)
- Individual Eligibility Results Override History (AQOI)

The Eligibility Override page allows authorized Financial and Employment Planner (FEP) workers to override W-2 Assistance Group (AG) level eligibility outcomes when the system determination does not reflect verified circumstances. CWW will now have a new page to allow AG or individual overrides. This page will replace the AIOE and AGOE Mainframe screens. All overrides must be approved by a FEP supervisor, or a worker with security level of 50 or higher.



The Assistance Group Results Override section must be completed before the individual override can occur. Even if other individuals in the AG do not need to have an override, the Override Eligibility Status should reflect if the individual is passing or failing.

Once the FEP worker completes the Eligibility Override page, the FEP worker will need to communicate with their supervisor, or another worker with security level 50 or higher, to approve the override. Once the override has been approved, the original FEP worker can navigate to the "Confirm Eligibility" section and confirm eligibility for the case. If eligibility is re-run prior to confirming the overridden results, all overrides will be lost.

No action item will be created for the supervisor when a worker completes the Eligibility Overrides page. The worker will need to communicate with the supervisor for approval. However, an audit trail will be recorded whenever eligibility results are overridden and approved.

Assistance Group Eligibility Results Override
Cancel Reset

Assistance Group Results

Assistance Group Overview

Assistance Group:	WW C - W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT	Sequence:	1
Benefit Begin Date:	07/01/2026	Benefit End Date:	
Eligibility Begin Date:	06/02/2026	Eligibility End Date:	
Assistance Group Status:	OPEN	Assistance Group Size:	3
Overridden By:		Last Updated:	

Assistance Group Results Override

Reason for Eligibility Override:	<input type="text" value="POL - POLICY NOT AUTOMATED"/>
Eligibility Status:	PASS
Reasons:	
Override Eligibility Status:	<input type="text" value="S - PASSED"/>
Override Reasons:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="Q"/>

Individual Eligibility Results Override

MARK WEINES 26M PP (EA - ELIGIBLE ADULT)

Eligibility Begin Date:	06/02/2026	Eligibility End Date:	
Eligibility Status:	PASS	Override Eligibility Status:	<input type="text" value="S - PASSED"/>
Reasons:		Override Reasons:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="Q"/>

FREDDIE BESTIE 5M SON (EC - ELIGIBLE CHILD)

Eligibility Begin Date:	06/02/2026	Eligibility End Date:	
Eligibility Status:	PASS	Override Eligibility Status:	<input type="text" value="F - FAILED"/>
Reasons:		Override Reasons:	<input type="text" value="112"/> <input type="text"/> <input type="text"/> <input type="button" value="Q"/>

GABERIAL BABY 3M SON (EC - ELIGIBLE CHILD)

Eligibility Begin Date:	06/02/2026	Eligibility End Date:	
Eligibility Status:	PASS	Override Eligibility Status:	<input type="text" value="S - PASSED"/>
Reasons:		Override Reasons:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="Q"/>

JULIAN BABY 1M SON (DEC)(XC - EXCLUDED CHILD)

Eligibility Begin Date:		Eligibility End Date:	
Eligibility Status:	FAIL	Override Eligibility Status:	<input type="text"/>
Reasons:	084	Override Reasons:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="Q"/>

Benefit / Payments Override

Payment Amount:	—	Placement:	<input type="text"/>
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Supervisor Approval

Are you approving the override?:	<input type="text" value=""/>	Approver ID:	
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If the AG or an individual is failing, the override reason code should be one that CWW generates based on worker action. For example, 112- Did not verify answers, can be entered in the Override Reason because the worker has taken action to fail the case. However, if the worker enters 077-Your renewal has not been completed, the system will not accept the reason code, since 077 is a system generated failure reason code.

Assistance Group Eligibility Results Override

Cancel Reset

The following events have occurred:

- ✘ **GL554:** The reason code '077' entered is an AG level override, enter an individual level override for 'FREDDIE BESTIE 5M SON (EC - ELIGIBLE CHILD)'.
- ✘ **GL553:** The reason code '077' entered is not worker enterable. Enter a different reason code for 'FREDDIE BESTIE 5M SON (EC - ELIGIBLE CHILD)'.

Assistance Group Results

Assistance Group Overview

Assistance Group:	WW C - W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT	Sequence:	1
Benefit Begin Date:	07/01/2026	Benefit End Date:	
Eligibility Begin Date:	06/02/2026	Eligibility End Date:	
Assistance Group Status:	OPEN	Assistance Group Size:	3
Overridden By:		Last Updated:	

Assistance Group Results Override

Reason for Eligibility Override:	<input type="text" value="POL - POLICY NOT AUTOMATED"/>	Override Eligibility Status:	<input type="text" value="S - PASSED"/>
Eligibility Status:	PASS	Override Reasons:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="Search"/>

Individual Eligibility Results Override

MARK WEINES 26M PP (EA - ELIGIBLE ADULT)



Eligibility Begin Date:	06/02/2026	Eligibility End Date:	
Eligibility Status:	PASS	Override Eligibility Status:	<input type="text" value="S - PASSED"/>
Reasons:		Override Reasons:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="button" value="Search"/>

FREDDIE BESTIE 5M SON (EC - ELIGIBLE CHILD)

Eligibility Begin Date:	06/02/2026	Eligibility End Date:	
Eligibility Status:	PASS	Override Eligibility Status:	<input type="text" value="F - FAILED"/>
Reasons:		Override Reasons:	<input type="text" value="077"/> <input type="text"/> <input type="text"/> <input type="button" value="Search"/>

If there are other programs on the case, the FEP worker will need to change the AG to the correct program they are trying to override.

Are you approving the override?:



Assistance Group Seq

Impact

Having the Eligibility Override screens in CWW will allow an efficient worker process in one system and allow the worker to view historical data on overrides.

See Training and Demos

- Training in [PTT Learning Center/Cornerstone](#) has been updated.
- A demo video can be found on the [CARES System Demo site](#).

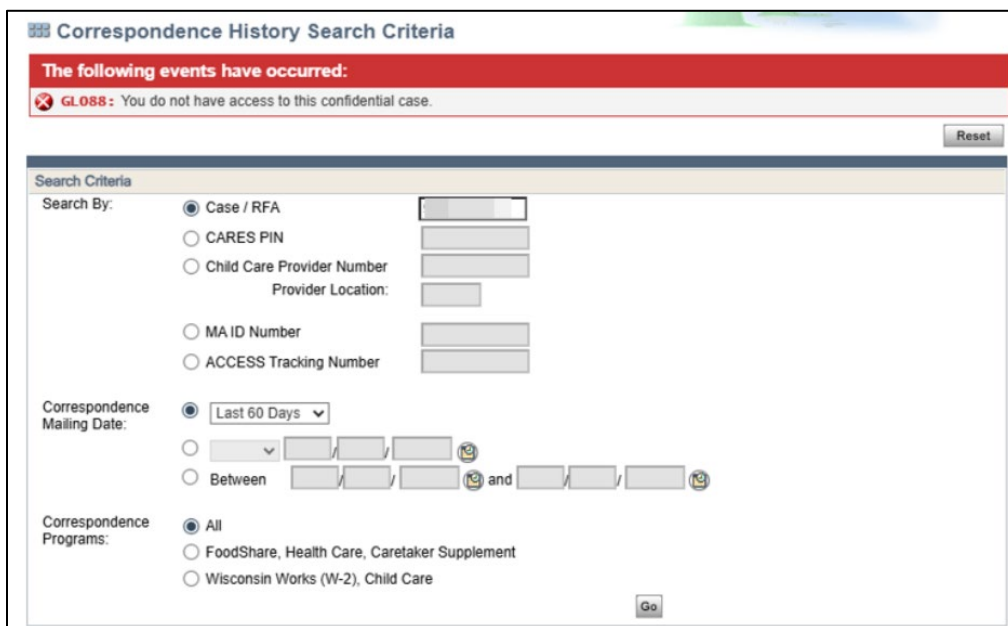
Confidential Case Participant Accessibility Enhancement

CWW System Updates

When a case is confidential in CWW, client correspondence related to the case and household members are also now made confidential. Only those with access to the confidential case will be able to view the client correspondence.

The CWW pages for Correspondence History Search criteria, Correspondence Suppression Search Criteria, and Correspondence Preview Search Criteria consider the confidentiality of a case (and the household members) when workers use them to search.

If a worker does not have the appropriate security level to view a confidential case, an error message displays when attempting to view Correspondence History by searching the Case/RFA, CARES PIN, or ACCESS Tracking Number:



The screenshot shows a web form titled "Correspondence History Search Criteria". At the top, a red banner displays the message: "The following events have occurred: GLOSS: You do not have access to this confidential case." Below this, there is a "Reset" button. The main form area is titled "Search Criteria" and contains several sections:

- Search By:** Radio buttons for "Case / RFA", "CARES PIN", "Child Care Provider Number", "MAID Number", and "ACCESS Tracking Number". Each option has an adjacent input field. Under "Child Care Provider Number", there is a "Provider Location:" label and an input field.
- Correspondence Mailing Date:** A dropdown menu set to "Last 60 Days", and a "Between" option with date pickers and a "Go" button.
- Correspondence Programs:** Radio buttons for "All", "FoodShare, Health Care, Caretaker Supplement", and "Wisconsin Works (W-2), Child Care".

A "Go" button is located at the bottom right of the form.

If a PIN is associated to multiple cases (for example, known to one confidential case and a non-confidential case), the error will display unless the worker has the necessary permissions to view the confidential case.

ACCESS/MyACCESS Updates

- Updates to system functionality will allow information (documents, renewal, program adds, etc.) from ACCESS and MyACCESS confidential cases to be received for processing.
- A new feature will be in CWW on the Case Summary page and will display to allow a worker to pause the use of ACCESS and MyACCESS for a case if needed. It will operate similar in functionality to the "Make case confidential" radio button, saving when worker selects Next.
 - All cases will allow the individual* to use ACCESS/MyACCESS functionality by default.
 - Access can be paused at any time by selecting "Pause ACCESS/MyACCESS log-in for case" on the Case Summary page. This can be completed by all case workers (level 25 and above) on any case, regardless of the confidential status. When "paused", the individual will not be able to use ACCESS/MyACCESS or view their benefits.

What would you like to do?

Workflow Options	Case Maintenance
<input checked="" type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input type="radio"/> Process Renewal / Review	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input type="radio"/> Process Group Level Program Request	<input type="radio"/> Make Case Confidential
<input type="radio"/> Process Six-Month Report Form	<input type="radio"/> Pause ACCESS/MyACCESS log-in for case
<input type="radio"/> Process linked ACCESS application	<input type="radio"/> Transfer Case
	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data: MM / YYYY

Add Case Comment Next ▶

- To allow access again, workers can select “Allow ACCESS/MyACCESS log-in for case” on the Case Summary page.

What would you like to do?

Workflow Options	Case Maintenance
<input checked="" type="radio"/> Continue with Driver / Navigate Through Completed Pages	<input type="radio"/> Reactivate Case
<input type="radio"/> Add Person	<input type="radio"/> Transition Mainframe Case to Web Case
<input type="radio"/> Process Renewal / Review	<input type="radio"/> Initiate, Resume, or Terminate Simulation
<input type="radio"/> Record New Group Level Program Request	<input type="radio"/> Change Primary Person
<input type="radio"/> Process Group Level Program Request	<input type="radio"/> Make Case Confidential
<input type="radio"/> Process Six-Month Report Form	<input type="radio"/> Allow ACCESS/MyACCESS log-in for case
<input type="radio"/> Process linked ACCESS application	<input type="radio"/> Transfer Case
	<input type="radio"/> Begin Intake Interview for Asset Assessment Case

Enter Begin Month for New Data: MM / YYYY

Add Case Comment Next ▶


- Flipping this switch should reflect in ACCESS/MyACCESS within one hour.

*Excluding Safe at Home participants.

This change will allow members of confidential cases* to now use ACCESS or MyACCESS. The system functionality will be updated to:

- Allow individuals of confidential cases to have the same access that those of non-confidential cases currently have for their confidential case (information about their eligibility, online correspondences, report changes, submitting documents, applying for, and renewing benefits, etc.);
- Display language within ACCESS Check My Benefits (CMB) and MyACCESS for confidential cases to explain that the case is confidential and provide links to additional information, such as a Help Center article; and

My benefits


Wisconsin Works (W-2)

Open

🔒

Wisconsin Works (W-2)

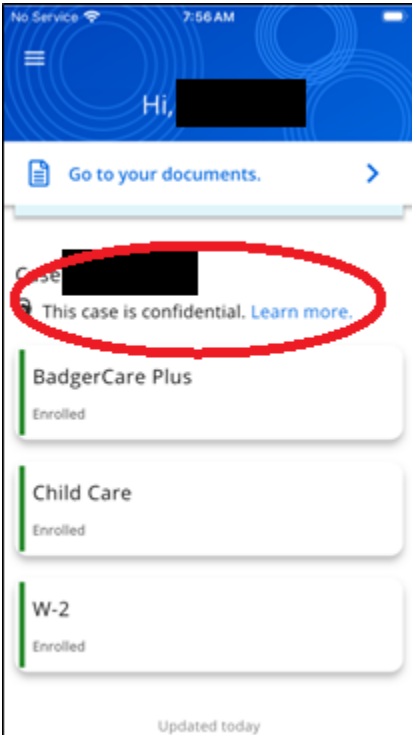
This case is confidential. [Learn more.](#)

Primary person: [REDACTED]
Case # 3151667538

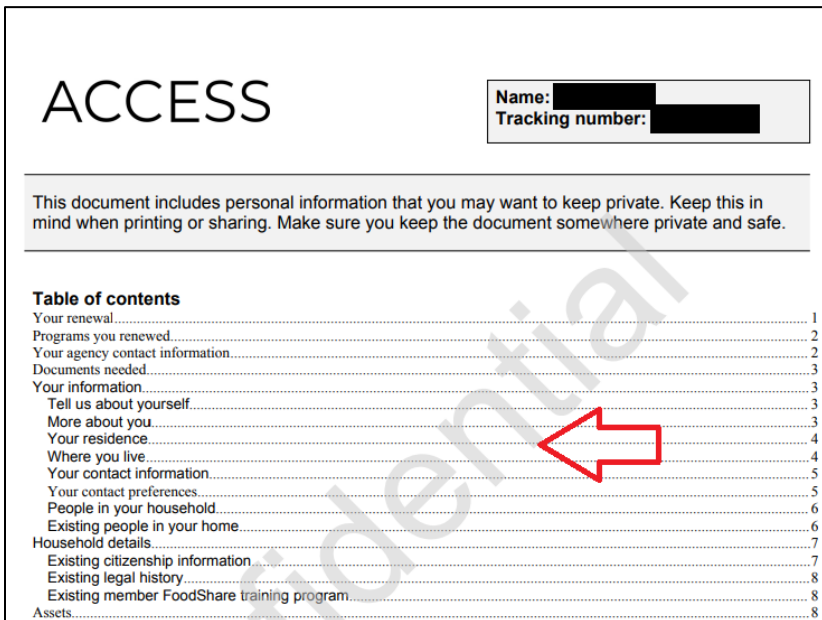
⚠️ You have upcoming to-do list items. Visit [My To-do list](#).

W-2 can help you get a job and find a career path to support your family.

[Learn more about Wisconsin Works \(W-2\).](#)



- Have a “Confidential” watermark on application PDFs generated from a confidential case.



*Excluding Safe at Home participants.

Salesforce Marketing Campaign (SFMC) Updates

A one-time message will be sent to Heads of Household listed on active cases in CWW that are confidential on July 13, 2026. This message will inform individuals that they are now eligible to use the ACCESS and MyACCESS systems, along with how to create an account and the benefits of using ACCESS.

Additionally, confidential cases will be added to all existing campaigns.

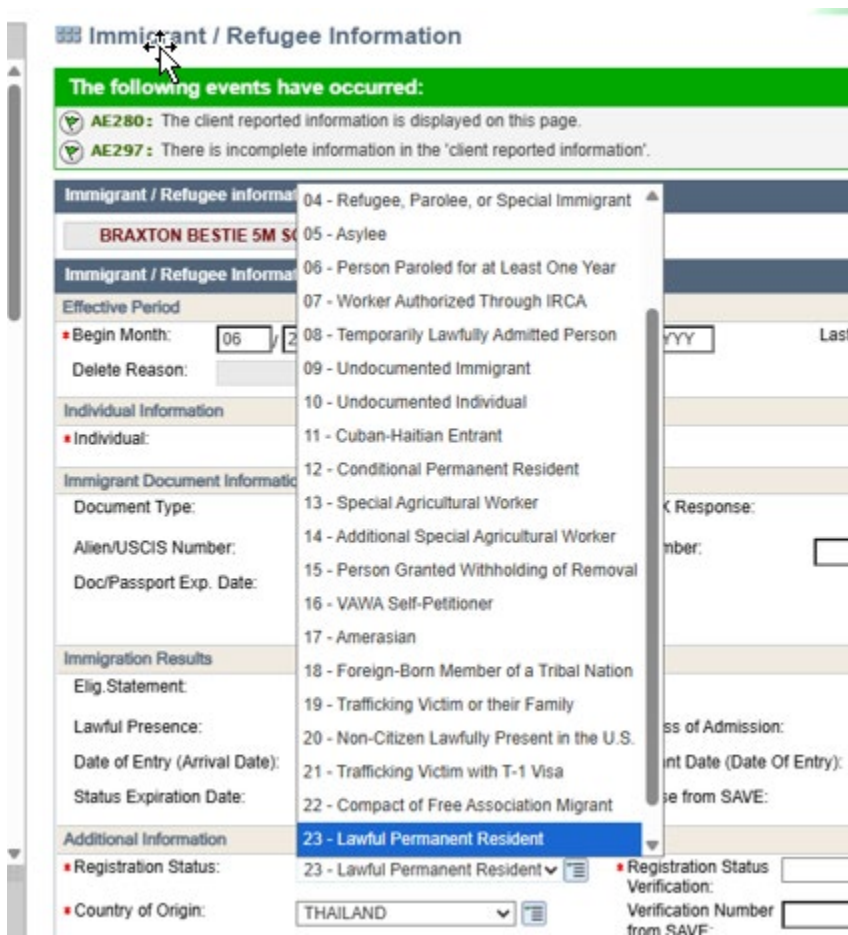
H.R. 1: Non-Citizenship

CWW and ACCESS System Updates

H.R. 1, the "One Big Beautiful Bill Act" signed into law in July 2025, introduces significant restrictions to Health Care (HC) and food assistance (FoodShare/Supplemental Nutrition Assistance Program (SNAP)) programs. As part of the policy changes, CWW will now have a new code to allow Wisconsin residents to obtain benefits. ACCESS will display the new code when the worker selects the value from CWW. The new code will not be selectable for the applicants in ACCESS.

On the Immigrant/Refugee Information page in CWW, there will be a new code to select:

- 23-Lawful Permanent Resident



Immigrant / Refugee Information

The following events have occurred:

- AE280: The client reported information is displayed on this page.
- AE297: There is incomplete information in the 'client reported information'.

Immigrant / Refugee Information

04 - Refugee, Parolee, or Special Immigrant

05 - Asylee

06 - Person Paroled for at Least One Year

07 - Worker Authorized Through IRCA

08 - Temporarily Lawfully Admitted Person

09 - Undocumented Immigrant

10 - Undocumented Individual

11 - Cuban-Haitian Entrant

12 - Conditional Permanent Resident

13 - Special Agricultural Worker

14 - Additional Special Agricultural Worker

15 - Person Granted Withholding of Removal

16 - VAWA Self-Petitioner

17 - Amerasian

18 - Foreign-Born Member of a Tribal Nation

19 - Trafficking Victim or their Family

20 - Non-Citizen Lawfully Present in the U.S.

21 - Trafficking Victim with T-1 Visa

22 - Compact of Free Association Migrant

23 - Lawful Permanent Resident

Effective Period

Begin Month: 06 / 2

Delete Reason:

Individual Information

Individual:

Immigrant Document Information

Document Type:

Alien/USCIS Number:

Doc/Passport Exp. Date:

Immigration Results

Elig. Statement:

Lawful Presence:

Date of Entry (Arrival Date):

Status Expiration Date:

Additional Information

Registration Status: 23 - Lawful Permanent Resident

Country of Origin: THAILAND

Registration Status Verification:

Verification Number from SAVE:

On the Citizenship summary page in ACCESS it will display the new immigration status.

← Back Overview ☰

Household details

Citizenship summary

Review the information on file and **Select "Update" to make changes.**

✔ You've answered all the required questions for this section. Select update if you need to change any answers*

Citizenship		Update ↗
Are all household members U.S. citizens?	No	
Who isn't a U.S. citizen?	OZIVSHI WGYDEPY	

Non-citizens		Update ↗
OZIVSHI WGYDEPY		
Do they have a sponsor?	No	
Immigration status:	Lawful Permanent Resident-No 5 Year Wait	

Confirm and next

🗨 Add extra details about this section (optional)

Examples:

- Citizenship or immigration status.
- Legal situations.

➕ Add comment

Impact

The new code will still allow applicants to gain eligibility, if they meet the financial and non-financial rules of the program.

See Training and Demos

- Training in [PTT Learning Center/Cornerstone](#) has been updated.
- A demo video can be found on the [CARES System Demo site](#).

Participant Communication Preference

The expanded participant contact information was implemented in November 2024 to consolidate contact information, paper mail, text and email preferences into one accessible place for both participants and FEP workers. The Electronic/Update Contact Information in CWW and ACCESS will add informed consent to both the updated communications interface and the related system integrations beginning June 20, 2026.

Informed Consent Definition

Effective June 20, 2026, CARES systems will use the following definition of informed consent:

- Informed consent is required before most program communications are sent to applicants or members by email or text message.
- The State of Wisconsin's [Short Message Service \(SMS\) Terms and Conditions](#) and [Privacy Policy](#) must be shown to the member before consent is given. Consent must be given through affirmative opt-in response.
- If informed consent is not on file for a communication channel (email or text), then that channel must be treated as not authorized for campaigns covered by these requirements. This should occur even if contact information (email or phone number) has been provided.

CARES Worker Web System Updates

The Electronic Contact Information page has been enhanced to indicate the participant's paper mail, text and email preferences.

When a participant provides consent during a worker-assisted interaction (in-person appointment or by phone), informed consent and related communication preferences are entered on the CWW Electronic Contact Information page. To provide consent, participants must select a confirmation method for their preference selections and affirmatively opt-in. Data integrations will then update preference statuses in CWW and sync selections across CARES systems.

Electronic Contact Information
Cancel

The following events have occurred:

⚠ AE498: Read this to the individual when you ask about their text and email preferences:
 "You can choose to get texts and emails about your benefits. These messages may include your name, case number, program names, due dates, and other information about you or your benefits. I am going to ask you about receiving texts or emails or both for different communications."
 Read this to the individual after you select their text and email preferences:
 "A text or email will be sent to you to review our terms and conditions and confirm your preferences. Would you like a text or email? You need to confirm you want to get these messages, or you won't get future messages from us."

Effective Period

Delete Reason: Last Updated: **06/02/2026**

Email Address

Individual: **BSEDFW XSEFW E 27M PP**
 Email Address:

Paper mail preferences

How do you want to receive letters about your benefits?:

Would you like to get a text, email, or both when you have a new letter in ACCESS?

Yes, get texts Yes, get emails

Text and email preferences

<p>Messages about getting or keeping your benefits</p> <p><input type="checkbox"/> Texts Status: Not Answered</p> <p><input type="checkbox"/> Emails Status: Not Answered</p>	<p>Messages about your W-2 participation</p> <p><input type="checkbox"/> Texts Status: Not Answered</p> <p><input type="checkbox"/> Emails Status: Not Answered</p>	<p>How do you want to confirm text and email preferences?</p> <p><input type="radio"/> Text Member</p> <p><input type="radio"/> Email Member</p> <p><input type="radio"/> Walk-in or Paper Application</p>
<p>Messages about programs you may be eligible for and other updates</p> <p><input type="checkbox"/> Texts Status: Not Answered</p> <p><input type="checkbox"/> Emails Status: Not Answered</p>	<p>Messages about your ACCESS account and MyACCESS mobile app</p> <p><input type="checkbox"/> Texts Status: Not Answered</p> <p><input type="checkbox"/> Emails Status: Not Answered</p>	<p><input type="button" value="Submit"/></p> <p><input type="button" value="Refresh"/></p> <p>Timestamp: 6/9/2026, 10:24:34</p>

Messages from HMOs

Do you want to get messages from your HMO (health maintenance organization), if you have one?

Yes, get texts Yes, get emails

There will be prompts on the page to help assist the worker to guide the conversation to allow the participant to consent to sign up for emails and/or text messages. The worker will read the first paragraph, then complete the page. Once the page has been updated, the worker will read the second paragraph to the participant.

Electronic Contact Information

Cancel Reset

The following events have occurred:

- AE498:** Read this to the individual when you ask about their text and email preferences:

"You can choose to get texts and emails about your benefits. These messages may include your name, case number, program names, due dates, and other information about you or your benefits. I am going to ask you about receiving texts or emails or both for different communications."

Read this to the individual after you select their text and email preferences:

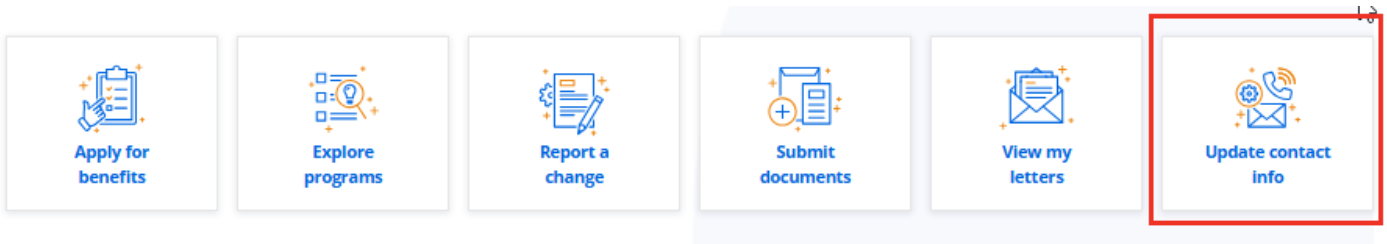
"A text or email will be sent to you to review our terms and conditions and confirm your preferences. Would you like a text or email? You need to confirm you want to get these messages, or you won't get future messages from us."
- AE281:** Existing case information is displayed on this page.

The General Case Information page has also been enhanced by moving the phone numbers to the Contact Information section. In addition, the phone fields have been renamed.

Contact Information	
Primary Phone:	608 287 1886
Secondary Phone:	414 102 6951
Other Phone:	<input type="text"/> x <input type="text"/>
Message Phone:	<input type="text"/> x <input type="text"/>
Phone number for text messages:	SECONDARY PHONE
Preferred Contact Method:	<input type="text"/>
Preferred Contact Method if Deaf or Hard of Hearing:	<input type="text"/>
Preferred Contact Time:	Any Time

ACCESS System Updates

Participants can always provide or manage informed consent through the 'Update contact info' tile card in ACCESS. Preference updates or validations can also be completed through the Apply for Benefits (AFB), Renew My Benefits (RMB), Add a Program (AAP), and Report My Changes (RMC) modules and the participants can navigate to their 'Update contact info' tile. Data integrations will then sync preference selections across CARES systems.



Update contact information and preferences

Make sure we have your current email and phone, go paperless, and set your communication preferences.

Contact information ▼

Paper mail preferences ▼

Text and email preferences ▼

When you "Save Changes," you may be opting in to receive texts. Message and data rates may apply, and message frequency varies. Reply "STOP" at any time to opt out of texts.

[Go to Home page](#)

Save changes

Phone numbers (optional)

Primary phone number

608-257-9775

Remove

Secondary phone number

608-287-1887

Remove

Other phone number

414-652-9841

Contact someone else to leave a message

Phone number for text messages *

Secondary (608-287-1887) ▼

Paper mail preferences ^

How do you want to get letters about your benefits?

Go paperless
systems17@gmail.com



Send me paper mail
6055 N 64TH ST, MILWAUKEE,
WI 532181547



- Tip
- Ever ser
- Go acc

Every mailed letter is also available in ACCESS. Would you like to be notified when you have a new letter in ACCESS? (optional)

Yes, get texts

Yes, get emails

Text and email preferences ^

Choose the messages you want to get. By checking any of the boxes, you agree to get messages about your benefits (opt in). They may include your name, case number, program names, and other information about you or your benefits.

By choosing to get texts and/or emails, you're agreeing to our [Terms and Conditions](#) and [Privacy Policy](#). Your decision won't affect whether you get benefits. You can unsubscribe (opt out) at any time.

Messages from my programs

All texts All emails

Important messages

Messages about getting or keeping your benefits Texts Emails

Messages about your W-2 participation Texts Emails

Helpful messages

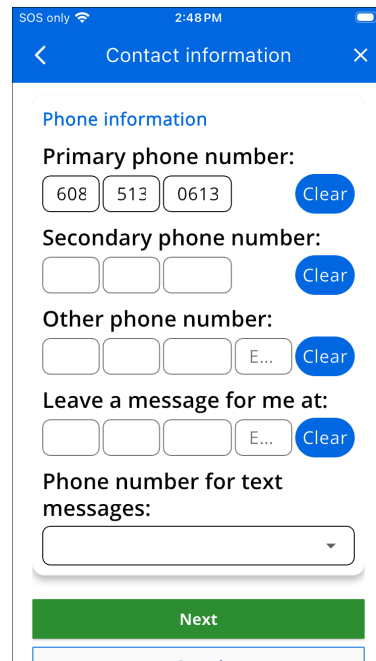
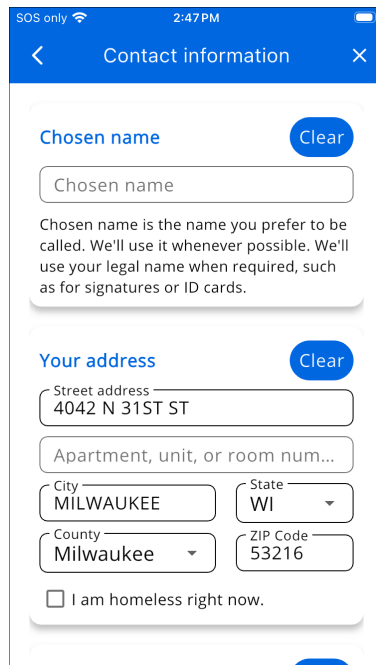
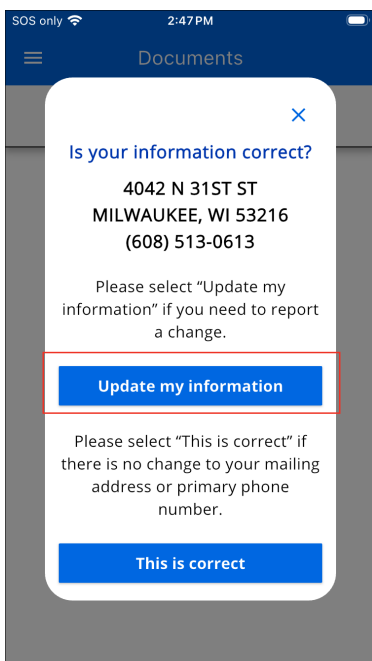
Messages about programs you may be eligible for and other updates Texts Emails

Messages about your ACCESS account and MyACCESS mobile app Texts Emails

When you "Save Changes," you may be opting in to receive texts and emails. Message and data rates may apply, and message frequency varies. Reply "STOP" at any time to opt out of texts. Select "Unsubscribe or manage preferences" at the bottom of an email to opt out.

MyACCESS System Updates

Participants can always provide or manage informed consent in MyACCESS through 'Update contact info' tile. Data integrations will then sync preference selections across CARES systems.



SOS only 2:49 PM

Contact information

Your email address Clear

Email address
orcholski22@gmail.com

Match Emails Clear

Re-enter email address
orcholski22@gmail.com

Phone information

Primary phone number:
608 513 0613 Clear

Secondary phone number:
508 513 7987 Clear

Other phone number:
[] [] [] E... Clear

Leave a message for me at:
[] [] [] E... Clear

SOS only 2:49 PM

Contact information

608 513 0613 Clear

Secondary phone number:
508 513 7987 Clear

Other phone number:
[] [] [] E... Clear

Leave a message for me at:
[] [] [] E... Clear

Primary (608) 513-0613

Secondary (608) 513-7987

Don't send texts

SOS only 2:49 PM

Paper mail preferences

How do you want to get letters about your benefits?

Go paperless
orcholski22@gmail.com

Send me paper mail
4042 N 31ST ST
MILWAUKEE, WI 53216

Every mailed letter is also available in ACCESS. Would you like to be notified when you have a new letter in ACCESS? (optional)

Yes, get texts
 Yes, get emails

Next

SOS only 2:50 PM

Text and email preferences

Messages from my programs

All texts All emails

Important messages

Messages about getting or keeping your benefits i

Texts Emails

Messages about your W-2 participation i

Texts Emails

Helpful messages

Messages about programs you may be eligible for and other updates i

Texts Emails

Messages about your ACCESS account and MyACCESS mobile app i

Texts Emails

SOS only 2:50 PM

Contact information summary

Review your information. Select "Submit" if everything is correct or "Edit" to make changes.

Contact information Edit

Chosen name:

Your address:
4042 N 31ST ST
MILWAUKEE, WI 53216

Your mailing address:
4042 N 31ST ST
MILWAUKEE, WI 53216

Email address:
orcholski22@gmail.com

Submit

SOS only 2:50 PM

Contact information summary

Email address:
orcholski22@gmail.com

Primary phone number:
(608) 513-0613

Secondary phone number:
(608) 513-7987

Phone number for text messages:
Primary (608) 513-0613

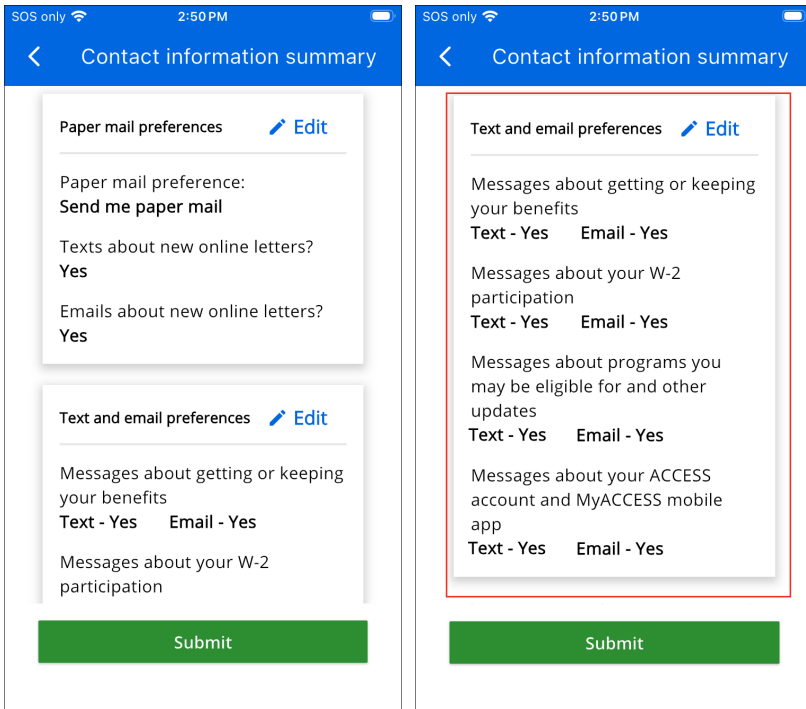
Paper mail preferences Edit

Paper mail preference:
Send me paper mail

Texts about new online letters?
Yes

Emails about new online letters?

Submit



Impact

Updating the system to align with the policy ensures that the Department of Children and Families (DCF) is obtaining the consent needed to be able to better serve participants and keep them informed about their benefits.

See Training and Demos

- Training in [PTT Learning Center/Cornerstone](#) has been updated.
- A demo video can be found on the [CARES System Demo site](#).

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