

BWF System Updates October 2026

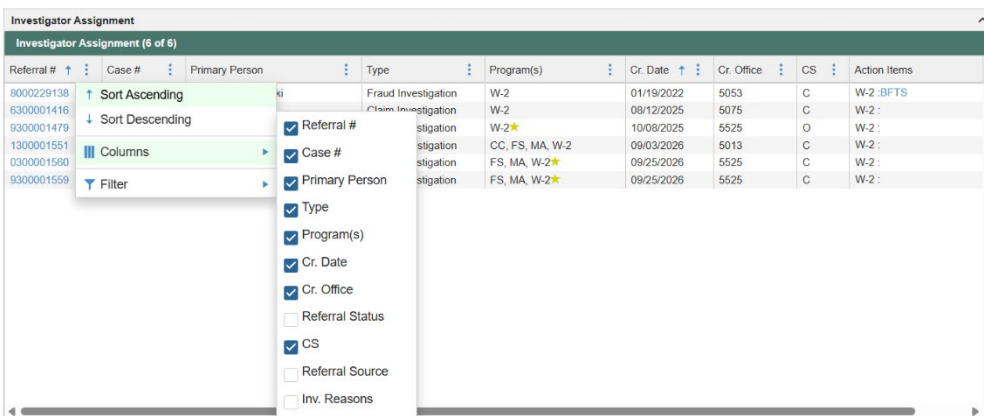
The Benefit Recovery Investigation Tracking System (BRITS) will be updated the evening of October 14, 2026. These changes will be available for users on October 15, 2026. Here is what you need to know.

General BRITS Enhancements

Workload Grid Column Selection

How it works:

Workers will be able to add or remove columns to the grids on their workload screen. Columns can be selected by clicking the three dots next to an existing header and mousing over the “Columns” option. Any combination of headers can be selected by checking the box next to each option. A horizontal scroll bar will appear at the bottom of the grid if the selected columns do not all fit on the page.

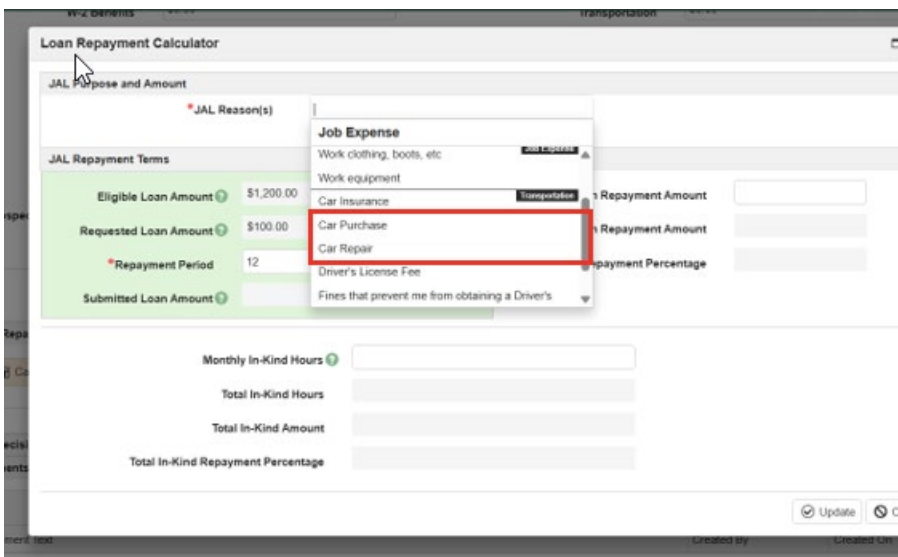


Job Access Loan (JAL) Claim Enhancements

Vehicle Related JAL Request

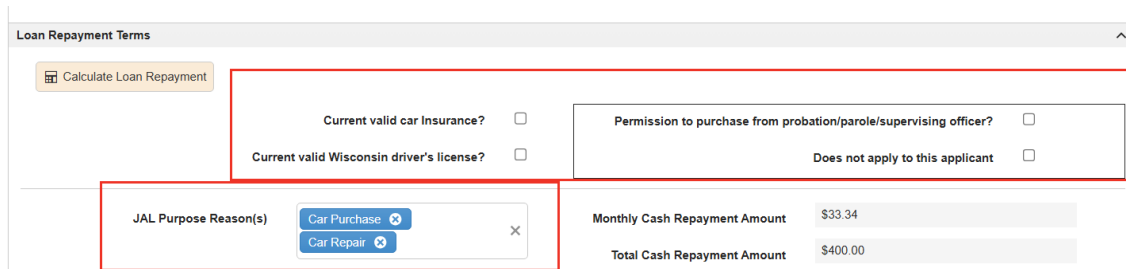
How it works:

When the worker creates a claim, the Transportation section will be updated to include two new options: 1) Car Purchase and 2) Car Repair.



The screenshot shows the 'Loan Repayment Calculator' form. The 'JAL Reason(s)' dropdown menu is open, showing a list of job expenses. The 'Car Purchase' and 'Car Repair' options are highlighted with a red box. The form also includes fields for 'Eligible Loan Amount', 'Requested Loan Amount', 'Repayment Period', and 'Submitted Loan Amount'. The 'Job Expense' dropdown menu is currently open, showing the following options: Work clothing, boots, etc.; Work equipment; Car Insurance; Car Purchase; Car Repair; Driver's License Fee; and Fines that prevent me from obtaining a Driver's License. The 'Car Purchase' and 'Car Repair' options are highlighted with a red box.

When one of these new JAL expenses are selected, the worker will have additional questions and verifications to complete in the Loan Repayment Terms section. If the worker does not complete the required verification fields and tries to send the claim to be approved, they will not be able to move forward and will see a list of errors that need to be corrected.

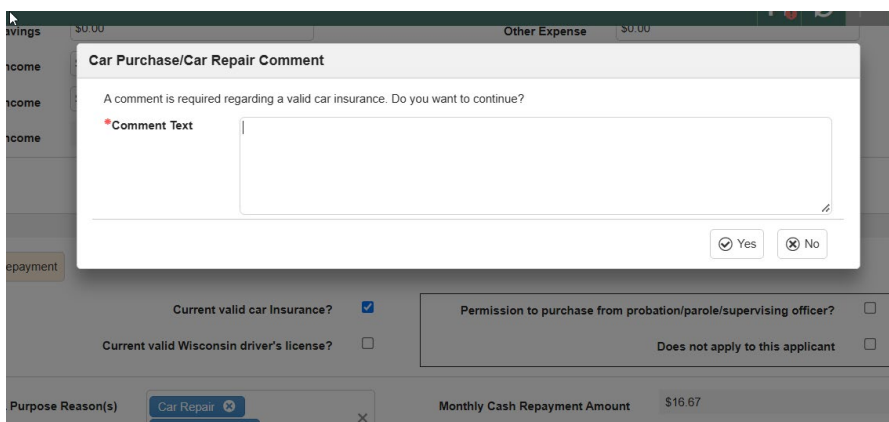


Claim #7100010117

Please correct these errors:

- Please upload a valid car insurance.
- Please upload a driver's license.
- Please upload a permission letter/email.

When the worker selects any of the check boxes, a pop-up screen will display and require the worker to add a comment, which will populate on the Comment section of the page.



Change Decision After Approving Claim

How it works:

When a JAL is sent to the approver to make a final decision on the claim, the approver will be able to change the decision if they select "Approved". The worker will see the JAL Final Decision dropdown, still selectable and changeable throughout that day.

Claim is approved but the dropdown still allows worker to change the decision

- Denied
- Deleted
- Return to Creator
- Withdrawn

Upload Multiple Documents for a Referral

When a worker is processing a W-2 Referral, they will have the ability to add multiple documents.

Multiple documents uploaded

The documents will be listed individually with the file name in the Document section.

Documents						
			+ Add Document			
Name	Type	File Name	Created By	Created On		
Olivia Pope	Over-payment/Recoupment	JAL Application PIN #7586610231.pdf	Mx WWIntinvestigator	09/25/2026		
Pam Beesly	Over-payment/Recoupment	JAL Application PIN #9586793311.pdf	Mx WWIntinvestigator	09/25/2026		
Pam Beesly	Over-payment/Recoupment	TESTING DOCUMENT TO ATTACH TO JAL TESTING.pdf	Mx WWIntinvestigator	09/25/2026		
Pam Beesly	Over-payment/Recoupment	Test document.pdf	Mx WWIntinvestigator	09/25/2026		

Added Print Functionality

How it works:

When reviewing a W-2 Referral, workers can print copies of the Case Detail and Referral Detail screens by selecting the print icon in the top right of the page. Clicking this icon downloads a PDF copy of the page which can be saved or printed.

Case Details:

Case Detail #5154227450

Case Information

Case Number

5154227450

Primary Person

SHAWN-MSK NGUYEN-MSK

Case Address

123 MASKING 8,
APT. 8,
MADISON WI 55555-5555

Case Office

5040 - Milwaukee Enrollment Services

Program Codes

Individuals With
Liable Claims

5589160642 SHAWN-MSK NGUYEN-MSK (PP)

Referral Details:

Referral Detail #6000001406

Action Items

Liable Individuals and Relationships

How it works:

The Liable Claims field will display "PP" (Primary Person) after the name of the individual.

Case Information

Case Number

5154227450

Primary Person

SHAWN-MSK NGUYEN-MSK

Case Address

123 MASKING 8,
APT. 8,
MADISON WI 55555-5555

Case Office

5040 - Milwaukee Enrollment Services

Program Codes

Individuals With
Liable Claims

5589160642 SHAWN-MSK NGUYEN-MSK (PP)

In addition, on a Claim Detail, when there is more than one person liable for a claim, there will be a new column that displays the relationship code to identify the relationship of that individual to the primary person on the claim.



Claim Detail #4000006774

Error Type	CLIENT ERROR
Claim Source	PreBRITS
Overpayment Reason(s)	AME - Agency Failed to Correctly Budget Medical Exp
Date of Discovery	N/A
Creation Date	3/31/2016
Original Notice Date	4/1/2016
Overpayment Period	8/1/2012 - 8/31/2012
Claim Office	5013 - DANE CO HSD
Case Number	7002018272
Referral Number	

Adjusted Claim Amount \$500.00

Total Cash Payment	\$0.00
Total Recouped	\$0.00
Total Collected	\$0.00
Outstanding Balance	\$500.00
Refunded Amount	\$0.00

Write-off Request Form <https://dcf.wisconsin.gov/forms>

*Worksheet

Modify Claim

Liability Individuals

All Individuals ☐ Liability Individuals ☒

+ Add Liability Individual - Remove Liability Individual

PIN	Name	Ref. Code	Case Number	Case Open	RPA Returned	Stop Recovery	OP Notice Date	Liability	Last Recovery Date	DELQ. Date
7007027059	JANE FOND	DAU	7002018272	Yes	Yes		4/1/2016	Y		1/2/2025
7007026940	JOE FOND	PP	7002018272	Yes	Yes		4/1/2016	Y		1/2/2025

Ability to Add Investigation Reason

How it works:

For a W-2 referral that has been assigned to a worker, the worker can add another investigation reason to a referral that is within the same county.

Example: When a worker in office 5611 has a referral assigned to them and the same referral is in Milwaukee County office 5040 for FS/CC, the office 5611 worker will be able to add an additional reason to the claim since both offices are located in Milwaukee County.

Referral Detail #6300001566

Program Gatekeeper Office

Program	Office	Invalid For	Priority
FS	5040 - MILWAUKEE ENROLLMENT SERVICES	☐	
W-2	5611 - ROSS IES W-2 PROGRAM	☐	

Referral History

Referral Number	Programs	Referral Type	Referral Source	Referral Status
6000008786	FS, W-2	Fraud Investigation	Case Review	Closed

Linked Companion Referral(s)

Referral Information

Referral Number	6300001566	Status	Assigned
Referral Type	Claim Investigation	Created By	SultanaAmin TEST-INTINV
Referral Source	Case Review	Created On	09/29/2026
From Date		Referral Creation Office	5534 - FORWARD SERVICE CORP W-2 PROGR...
To Date			

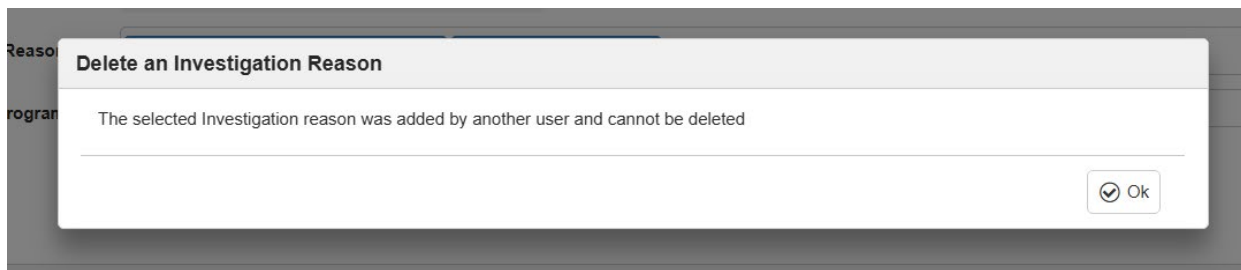
*Investigation Reasons Benefits Continued During Hearing

External Programs Select External Programs...

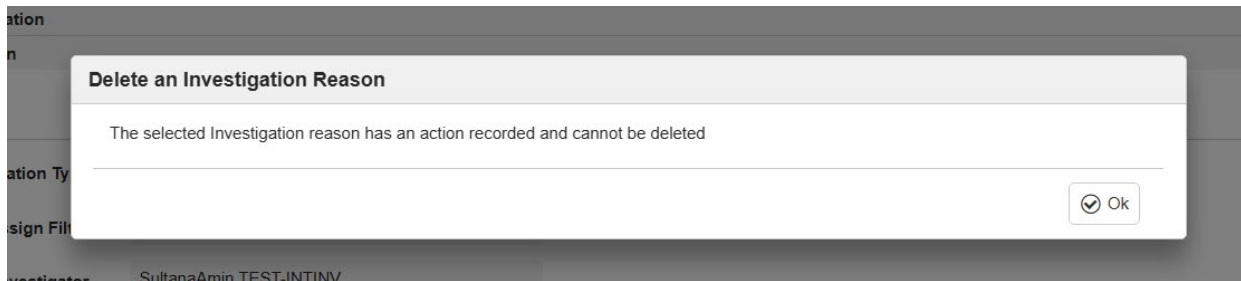
No Claim Needed ☐

Void ☐

The worker can only remove or edit reasons they have added. If the worker tries to remove another worker's reason, there will be an error message that appears.



In addition, if another worker made changes to the reason, the W-2 investigator will no longer be able to edit the reason they originally added. If they try to make an edit, there will be an error message that appears.



This was originally added by the investigator. However, because another worker took action, the original worker can no longer edit it.

Investigation Start Date: 10/01/2026

Reason	From	To	Updated By	Updated Date	
Benefits Continued During Hearing			SultanaAmin TEST-INTINV	09/29/2026	
Assets	Yes	10/01/2026	10/08/2026	SultanaAmin TEST-INTINV	10/01/2026

Investigation Complete ☐

Resources

Any questions related to the BRITS system can be sent to dcfservicedesk@wisconsin.gov

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