



DEPARTMENT OF CHILDREN AND FAMILIES  
DIVISION OF FAMILY AND ECONOMIC SECURITY  
ADMINISTRATOR'S MEMO SERIES

**DFES 20-03**

ISSUE DATE: 02/19/2020

DISPOSAL DATE: Ongoing

- ACTION
- NOTICE

PROGRAM CATEGORIES:

- W-2 - Wisconsin Works
- RCA - Refugee Cash Assistance
- CS - Child Support
- CF - Children First
- TJ - Transitional Jobs
- TMJ - Transform Milwaukee Jobs

**TO:** W-2 Agency Directors

**FROM:** Connie M. Chesnik  
Division Administrator

**RE:** Wisconsin Works and Related Programs Standard Operating Procedures

**PURPOSE:**

The purpose of this memo is to inform Wisconsin Works (W-2) Contractors about the change to the requirements related to Standard Operating Procedures (SOPs) as outlined in Appendix C: Scope of Work, Section IV: Standard Operating Procedures in the W-2 and Related Programs contract.

**BACKGROUND:**

With the start of the 2013 – 2016 W-2 and Related Programs contracts, W-2 Contractors were required to develop specific SOPs and perform contract duties in accordance with approved SOPs. W-2 Contractors are required to train their staff using their agency SOPs and update SOPs based on policy and systems changes outlined in Administrator's and Operations Memos, or when internal changes are made to the organization's structure or service delivery. The full list of required SOPs is found in Administrator's Memo 12-10 (<https://dcf.wisconsin.gov/files/w2/admin-memos/pdf/12-10.pdf>).

W-2 Contractors are required to develop SOPs for all requirements outlined in the Scope of Work. W-2 Contractors must write SOPs with enough detail so that employees with limited experience with or knowledge of the procedure, but with a basic understanding, can successfully reproduce the procedure when unsupervised. SOPs are written documents outlining the internal steps W-2 Contractor's staff follow to implement the W-2 policy. SOPs are a description of how W-2 Contractors will perform the identified function and not a reiteration of W-2 policy.

W-2 Contractors are responsible for maintaining SOPs. This includes updating SOPs in response to the following:

- Changes in systems or policies that require a change in agency process;
- Quality improvement initiatives; or
- Agency directed organizational or service delivery changes.

In 2019, W-2 Contractors provided feedback regarding the review and approval process when revising and updating SOPs. This memo communicates changes made based on that feedback and is an effort to decrease the administrative workload for W-2 Contractors.

### **MAINTAINING STANDARD OPERATING PROCEDURES:**

W-2 Contractors are still required to develop SOPs for all requirements outlined in the Scope of Work. W-2 Contractors must submit SOPs to Milwaukee Operations Section (MOS) and Bureau of Regional Operations (BRO) staff for review and feedback, however, W-2 Contractors are no longer required to submit SOPs to BRO and MOS for approval.

W-2 Contractors must still maintain SOPs in either paper or electronic format and they must be available in a centralized location that is accessible to all agency staff. All new or modified SOPs must be sent to BRO and MOS staff for review. In addition, SOPs must be made available to BRO and MOS staff upon request, e.g., when regional staff are reviewing specific monitoring results or responding to compliance concerns.

### **CONTACTS:**

W-2 Contractors in the Balance of State should direct questions to the Bureau of Regional Operations, W- 2 Regional Coordinators

W-2 Contractors in Milwaukee should direct questions to the Milwaukee Operations Section, Regional Administrators

W-2 Contractors administering Refugee Cash Assistance in Milwaukee or Balance of State should direct questions to the Refugee Programs Section, Refugee Programs Coordinator