



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

DFES 23-01

ISSUE DATE: 01/18/2023

DISPOSAL DATE: Ongoing

ACTION

NOTICE

PROGRAM CATEGORIES:

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

DATE: 01-18-2023

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](#).

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. [Administrator's Memo 20-03](#) was issued in response to the feedback and it removed the requirement for Milwaukee Operations Section (MOS) and Bureau of Regional Operations (BRO) staff to approve agencies SOPs. W-2 Contractors are still required to maintain and submit SOPs to MOS or BRO staff for review and feedback. Additionally, SOPs must be made available to MOS and BRO staff upon request.

MAINTAINING STANDARD OPERATING PROCEDURES:

In 2022, the Bureau of Working Families (BWF), in conjunction with BRO, worked to realign the monitoring process for the W-2 and Related Programs contract. The purpose of this realignment was to ensure participant experience and service provided by the W-2 Contractors are of the highest quality. This was completed by BWF and BRO creating a framework for a comprehensive view of each of the W-2 Contractors in order to identify areas of strength and areas of improvement. As well as outline accountability standards and communications plans to ensure best practices and outcomes.

As part of this work, BWF and BRO created a standardized template for SOPs. The purpose of the standardized template is to ensure that all relevant information, resources, and trainings are identified for each of the required SOP's topics. Additionally, the intent is that the new template will reduce the need for agencies to repeat what is already provided in the W-2 Manual, create a document that provides more information at a glance, and becomes a more useful resource for W-2 staff completing the process.

All W-2 Contractors are required to switch their existing SOPs to this format within 6 months from the date of publication of this memo. W-2 Contractors are then expected to submit the revised SOPs to the MOS or BRO staff for review. Attached to this memo is the standardized SOP Template and the SOP Topic Checklist. The standardized SOP Template can also be found in the [DCF Forms Repository](#).

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

Attachment:

[Wisconsin Works \(W-2\) Standard Operating Procedure form \(DCF-F-5592-E\)](#)

[Wisconsin Works \(W-2\) Standard Operating Procedure Checklist](#)