



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

**DFES 25-07**

ISSUE DATE: 05/22/2025

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:** Wisconsin Works (W-2) Agency Directors

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

**RE:** Wisconsin Works Eligibility Review Adjustment for Transition to 2026 Contract Period

**PURPOSE:**

The purpose of this memo is to inform Wisconsin Works (W-2) Contractors about an administrative change to the eligibility review schedule for W-2 participants in preparation for the transition to the new contract period beginning January 1, 2026. This change is intended to streamline the W-2 eligibility review process and ensure continuity in service delivery.

**BACKGROUND:**

Under current W-2 policy, eligibility reviews are required at least once every six months following the initial eligibility determination. Based on the existing schedule, W-2 eligibility reviews completed in June 2025 would have the next review due in December 2025, and W-2 eligibility reviews completed in July 2025 would have the next review due in January 2026.

To support a smooth transition into the new contract period, Department of Children and Families (DCF) is requiring an adjustment to the W-2 eligibility review timeline to prevent any reviews from being due in January 2026. While this adjustment will result in an increased number of reviews due in November and December 2025, contractors have flexibility to complete reviews in advance as needed.

## ACTION ITEMS:

Effective June 2025, all W-2 Contractors must implement the following adjustments:

### 1. W-2 Eligibility Review Override:

- When completing W-2 eligibility reviews for June 2025, contractors must manually override the next review due date to November 2025
- When completing W-2 eligibility reviews for July 2025, contractors must manually override the next review due date to December 2025
- Contractors are responsible for monitoring this change to ensure that no W-2 eligibility reviews are due in January 2026

To manually override W-2 eligibility review dates in CARES Worker Web (CWW), navigate to the Override AG Renewal/Review Dates page.

Use this page to override AG review dates for open assistance groups. Only change the review dates for the programs you are responsible for on the case. For example, a W-2 worker should not override FS or BC+, and conversely, an economic support worker should not override W-2.

Enter the month and year to override the next W-2 eligibility review month due and submit the change. The updated W-2 eligibility review date should now display in the Eligibility Renewal/Review Date column. Add case comments to document the W-2 eligibility review date override per AM 25-02.

If the W-2 contractor cannot override a review date for an AG, the Override Review Date for that AG is disabled, and the contractor will need to contact the Bureau of Working Families (BWF) W-2 Work Programs Help Desk for assistance.

**Navigation Menu**

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- Overpayment Calculation
- Worker Tools
- FSET Tool

**Override AG Renewal / Review Dates** Cancel Reset

**Open Programs**

Program	Sequence	Eligibility Renewal / Review Date	Override Eligibility Renewal / Review Month
CC - CHILD CARE	1	07/31/2025	MM / YYYY
MAGA - BCP - ADULTS	1	03/31/2025	MM / YYYY
MAGC - BCP - CHILDREN < 19	3	03/31/2025	MM / YYYY
MAGE - BCP - EXTENSIONS	1	03/31/2025	MM / YYYY
MAGE - BCP - EXTENSIONS	2	03/31/2025	MM / YYYY
MAGE - BCP - EXTENSIONS	3	03/31/2025	MM / YYYY
MAGE - BCP - EXTENSIONS	4	03/31/2025	MM / YYYY
WW C - W-2 FOR OLDEST MINOR CHILD WITH CUSTODIAL PARENT	1	02/28/2025	MM / YYYY

**Closed/Denied Programs**

Program	Sequence	Eligibility Status	Eligibility Renewal / Review Date
FPS - FAMILY PLANNING ONLY SERVICES	1	DENIED	10/31/2019
FS - FOODSHARE	1	CLOSED	07/31/2025

**Override AG Renewal / Review Dates History** Expand All Collapse All

**Details**

Program	Sequence	Date of Update	Original Review Date	Updated Review Date	Updated By
No data found.					

Add Case Comment Cancel Submit

## **2. Internal Monitoring and Compliance:**

- Contractors must establish internal processes to track and confirm that all W-2 eligibility reviews are completed by December 31, 2025
- An enhanced version of Caseload Report 01 was published May 23, 2025, with a new tab called "Eligibility Review Due Dates" to assist with progress monitoring and compliance tracking

## **CONCLUSION:**

DCF appreciates the cooperation of all contractors in implementing this scheduling adjustment. These changes are necessary to ensure a seamless transition into the 2026 contract period while maintaining compliance with W-2 eligibility review requirements.

## **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 should request system help from the BWF W-2 Work Programs Help Desk [BWFworkprogramsHD@wisconsin.gov](mailto:BWFworkprogramsHD@wisconsin.gov).

DCF/DFES/BWF/NT