

**From:** [DCF BWF Work Programs Help Desk](#)  
**To:** [DCF DL DFES BWF W-2 Agency CARES Coordinators](#); [DCF DL DFES BWF W-2 Agency Directors](#); [DCF DL DFES BWF TJ TMJ](#)  
**Cc:** [DCF DL DFES BWF W-2 REGIONAL STAFF](#); [DCF DL DFES BWF Supervisors](#); [DCF DL DFES PTT W-2 Staff](#)  
**Subject:** COVID-19 – W-2 and Related Programs Policy/Automation Adjustments  
**Date:** Monday, March 23, 2020 3:11:45 PM  
**Attachments:** [Cases Pending March W-2 Eligibility Reviews.xlsx](#)  
[Consolidated Policies First Round final version.docx](#)

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Hello.

COVID-19 continues to impact many families throughout Wisconsin, including those served by the Department of Children and Families through our programs. These impacts come in the form of illness, missed work caused by illness and economic disruptions, lack of childcare due to center closures, K-12 school and early learning closures, and reduced activity opportunities due to worksite closures. During this uncertain and challenging time, we view the COVID-19 pandemic as an event outside of the control of our participants and therefore access to our programs is critical to the COVID-19 emergency response. For that reason, BWF is exploring all options for helping low-income families and contractors through this crisis, including making temporary adjustments to programs policies and supporting automation, talking with contractors about operations changes, identifying contract issues, as well as exploring statute and rule changes in order to encourage social distancing and mitigate the spread of the virus while supporting those we serve.

Attached are two documents.

1. The first one contains the adjustments that we have made thus far. Agencies must inform staff of adjustments and alter case management procedures accordingly. BWF will continue to send updates as often as necessary to help you and the families that access our programs. We will tailor the communications depending upon the category of the communication.
2. The second one is a spreadsheet referenced in the first document. Agencies need to review these cases as instructed in the document.

Please direct questions using the existing processes including the W-2 Policy Mailbox at [DCFW2PolicyQuestions@wisconsin.gov](mailto:DCFW2PolicyQuestions@wisconsin.gov) or the Help Desk at [BWFworkprogramsHD@wisconsin.gov](mailto:BWFworkprogramsHD@wisconsin.gov) as appropriate. For contract questions, please contact Linda Richardson directly at [Linda1.Richardson@wisconsin.gov](mailto:Linda1.Richardson@wisconsin.gov). Your regional staff are also available for questions. BWF will also store this and a frequently asked questions on an external facing website. As soon as that location is available, it will be sent out.

## Jes Moss

*Human Services Area Coordinator*

*Bureau of Working Families*

*Division of Family and Economic Security*

*Department of Children and Families*

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201 E Washington Ave, A200

Madison, WI 53703

**T:** 608.422.6311

**F:** 608.261.6376

**E:** [Jessica.moss@wisconsin.gov](mailto:Jessica.moss@wisconsin.gov)

## COVID-19 UPDATES

COVID-19 continues to impact many families throughout Wisconsin, including those served by the Department of Children and Families through our programs. These impacts come in the form of illness, missed work caused by illness and economic disruptions, lack of childcare due to center closures, K-12 school and early learning closures, and reduced activity opportunities due to worksite closures. During this uncertain and challenging time, we view the COVID-19 pandemic as an event outside of the control of our participants and therefore access to our programs is critical to the COVID-19 emergency response. For that reason, BWF is making temporary adjustments listed below to encourage social distancing and mitigate the spread of the virus while supporting those we serve. Agencies must inform staff of adjustments and alter case management procedures accordingly.

CATEGORY	TOPIC	W-2 AND RELATED PROGRAMS ADJUSTMENT	PROGRAMS			ANNOUNCEMENT DATE	EXPIRATION DATE
			W-2	JAL	RCA		
Policy Adjustments without automation changes	Application & Case Processing	<p><b>Requesting Verification from Applicants and Participants</b></p> <p>Due to COVID-19 and many businesses and external entities closing or operating under reduced capacity, individuals may be unable to furnish needed verification documents and W-2 agency staff may not have the ability to assist. While BWF is not yet making changes to current verification requirements, this is a reminder that there is significant flexibility currently in policy to accommodate challenges likely to be experienced during the public health emergency. FEPs are encouraged to exercise this discretion to ensure individuals can access our program and resources without unnecessary delay.</p> <p>As a reminder, applicant and participants have seven working days to provide needed verification. The verification due date may be extended up to 30 days if extenuating circumstances exist and the agency is required to assist individuals unable to produce verification. If the agency is unable to assist, the agency must use the available information to process the case. The FEP must not deny an application or close a case based on the information that could not be obtained.</p> <p>BWF, along with its partners in the Division of Early Care and Education and Department of Health Services, is exploring</p>	X	X	X	3/23/2020	

		additional verification changes. Future changes will be communicated in a similar manner.					
Policy Adjustments without automation changes	Application & Case Processing	<p><b>Suspension of In-Person Signature and Meeting Requirements</b></p> <p>Existing policy requires in-person signatures and meetings at application and various points throughout ongoing case management.</p> <p>BWF is suspending the requirement for in-person signatures and meetings. W-2 agencies may conduct all appointments, typically held in-person, by telephone as necessary to reduce risk of COVID-19 exposure. W-2 agencies are to use the Contact Center Anywhere (CCA) software currently in use for CMF, CMF+, and CMU W-2 Eligibility Reviews to collect all required signatures from W-2 applicants and participants.</p> <p>CWW will provide an option for collecting a telephonic signature for eligibility reviews for all placement types. It will not provide the option for collecting a telephonic signature for any other type of meeting, however. Therefore, for telephonic signatures for anything other than an eligibility review, FEPs will have to read whatever document is being telephonically signed, e.g., W-2 application, W-2 Participation Agreement, Employability Plan, etc., in order to record the agreement being made between the FEP and the participant, the FEP will need to read the language that is in the telephonic signature display in CCA. CCA will then provide the FEP with the interaction id number that the FEP should record in case comments.</p> <p>Information on how to navigate the CCA software is available on the Partner Training Team (PTT) Learning Center in the <a href="#">Contact Center Anywhere Reference Guide</a> for W-2 desk aid. Additional information on use of CCA can be found in Operations Memo <a href="#">18-09: Telephonic Signatures for CMF, CMF+, and CMU W-2 Eligibility Reviews</a>. Information on requesting CCA is included in this</p>	X	X	X	3/23/2020	

		<p>Operations Memo. BWF will also be setting up CCA access for supervisors to oversee work remotely. Information is forthcoming.</p> <p><b><u>RCA</u></b> BWF is also suspending the requirement for in-person signatures and meetings for RCA; W-2 agencies may work with resettlement agency staff to obtain the necessary signatures.</p>					
Policy Adjustments with automation changes	Activity Assignment	<p><b>New Social Distancing Activity Code</b></p> <p>A new Activity Code has been created to report hours previously assigned to activities affected by the COVID-19 outbreak and community sequester. Use CX – Social Distancing Activities for individuals who are unable to participate in activities that entail face-to-face contact or group activity due to the COVID-19 Pandemic. The activity code will be available in CARES on Tuesday, March 24, 2020.</p> <p>Agencies must evaluate activity assignments, determine which activities cannot be done in compliance with COVID-19 Social Distancing requirements, close out those activities using component Completion Code B - Unsuccessfully Completed/Interrupted, and report the aggregate hours using the CX Activity Code. The social distancing activity can be closed using component Completion Code A - Successfully Completed, when a new EP is created after the public health emergency is over.</p> <p>Agencies are encouraged to continue activities that could be done from home, for example:  CD – Caring for Disabled Child  CE – Career Planning &amp; Counseling  CF – Caring for Other Family Member  LF – Life Skills  MO – Job Readiness/Motivation  MP – Ongoing Medical/Personal Care  PA – Parenting Skills  PD – Personal Development</p>	X		X	3/23/2020	

		<p>PR – Physical Rehabilitation</p> <p>The following forms are required for CD, CF, MP, and PR. These forms will be considered valid through the duration of the public health emergency.</p> <ol style="list-style-type: none"> <li>1. Need to Care for Disabled Family Member <a href="#">DCF-F-DWSP10786</a></li> <li>2. Medical Examination &amp; Capacity <a href="#">DCF-F-DWSP2012</a></li> <li>3. Mental Health Report <a href="#">DCF-F-126</a></li> </ol>					
Policy Adjustments with automation changes	Eligibility Reviews	<p><b>Three-month Extension for Eligibility Reviews</b></p> <p>W-2 agencies are required to conduct a W-2 eligibility review at least every six (6) months. The due dates for W-2 eligibility reviews originally scheduled for months March through August have been extended for a period of 3 months.</p> <p><b>March Eligibility Reviews:</b> As noted above, March eligibility review due dates were extended to June 30, 2020. However, when the date was changed in CWW, there were some cases that were already in “Pending” status. BWF is asking that the W-2 agencies review these cases to ensure that they are not incorrectly closed for failing to provide verification related to a review, since reviews have been extended. A list of pending cases by agency has been attached to this email.</p> <p><b>April Eligibility Reviews:</b> BWF is issuing a one-time letter the week of March 23, 2020, notifying 778 W-2 participants who have received a 45-day notice that they had eligibility reviews in April that their review date has been extended three months. BWF will work with Wisconsin’s Department of Health Services determine future communications for May and June.</p>	X		X	3/23/2020	
Policy Adjustments with	Sanctions	<p><b>New Good Cause Reason Code</b></p> <p>A Good Cause Reason Code: <b>CX</b> has been created for W-2 activities that cannot be completed due to the COVID-19 outbreak and</p>	X		X	3/23/2020	

automation changes		community sequester. Individuals who are unable to participate in assigned activities due to the public health emergency must be provided Good Cause for non-participation. The CX reason code is now available in CARES.					
Policy Adjustments without automation changes	Sanctions	<p><b>Rectifying 20% Payment Reduction Policy</b></p> <p>Individuals who have received a 20% payment reduction notice have 7 working days to provide written verification of good cause, if necessary. Under existing policy, the verification due date cannot be extended from 7 working days to 30 days.</p> <p>Due to COVID-19, FEPs should extend the due date on written verification for good cause to 30 days or more for participants who have received a 20% reduction letter.</p> <p>Due to the COVID-19 Pandemic, it is highly likely that participants will not be able to obtain written verification of good cause within the 7 working day timeframe and attempts to do so could put them at risk of contracting or further spreading the virus.</p>	X			3/23/2020	
Policy Adjustments without automation changes	Case Closure	<p><b>Case Closure for Loss of Contact</b></p> <p>Under existing policy, FEPs are required to close a case for noncooperation if they have not been able to contact a participant for 30 days or more after repeated attempts.</p> <p>Due to COVID-19, FEPs may keep cases open even if they have been unable to contact the participant for 30 days or more.</p> <p>Due to the COVID-19 Pandemic, it is very possible that participants may be in quarantine or in the hospital for long periods of time, and therefore unable to have any in-person contact with the FEP at the agency, a worksite, or even their own home. Additionally, if participants lose their jobs due to COVID-19 related closures and are unable to pay a phone or internet bill as a result, there would be no way to contact them.</p>	X			3/23/2020	

CATEGORY	TOPIC	EMERGENCY ASSISTANCE ADJUSTMENT	ANNOUNCEMENT DATE	EXPIRATION DATE
Policy Adjustments without automation changes	Application & Case Processing	<p><b>Suspension of In-Person Signature and Meeting Requirements</b></p> <p>Under existing policy, the EA application form must be completed and signed in the presence of a W-2 agency staff person, and the worker must have at least one face-to-face contact with the EA applicant to go through the application and assurances on the application prior to determining eligibility.</p> <p>Due to COVID-19, W-2 agencies may conduct all appointments, typically held in-person, by telephone as necessary to reduce risk of COVID-19 exposure. W-2 agencies are to use the Contact Center Anywhere (CCA) software currently in use for CMF, CMF+, and CMU W-2 Eligibility Reviews to collect all required signatures from EA applicants. See similar guidance above.</p>	March 23, 2020	
Policy Adjustments without automation changes	Financial Eligibility	<p><b>Prospective Income Determination</b></p> <p>Under existing policy, the combined total earned and unearned income of the EA Group must be at or below 115% of the Federal Poverty Level (FPL) in the 30 days prior to and including the EA Application date.</p> <p>Due to COVID-19, when determining the combined total earned and unearned income of the EA Group to be at or below 115% of the FPL, workers may use either:</p> <ol style="list-style-type: none"> <li>1. The prior 30 days prior to and including the EA Application date; or</li> <li>2. Prospective budgeting using a best estimate of what income will be received in the next 30 days.</li> </ol>	March 23, 2020	

CASE_NUM	PROGRAM_CD	SUBPROGRAM_CD	STATUS	OFFICE_NUM	ASGN_FEP_ID	ADMIN COUNTY	RESIDENT COUNTY
5122894850	WW	C	Pending	5001-ADAMS COUNTY HEALTH AND HUMAN SERVICES	XFSB61	01-ADAMS COUNTY	1-ADAMS COUNTY
9124195596	WW	C	Pending	5005-BROWN CO HSD	XFS370	05-BROWN COUNTY	5-BROWN COUNTY
9118939694	WW	C	Pending	5009-CHIPPEWA CO DSS	XWR017	09-CHIPPEWA COUNTY	9-CHIPPEWA COUNTY
2188897927	WW	C	Pending	5013-DANE CO HSD	XFS475	13-DANE COUNTY	13-DANE COUNTY
3194446631	WW	C	Pending	5013-DANE CO HSD	XFS475	13-DANE COUNTY	13-DANE COUNTY
4122785049	WW	C	Pending	5013-DANE CO HSD	XFS475	13-DANE COUNTY	13-DANE COUNTY
7121518171	WW	C	Pending	5013-DANE CO HSD	XFS475	13-DANE COUNTY	13-DANE COUNTY
9128080297	WW	C	Pending	5013-DANE CO HSD	XFS475	13-DANE COUNTY	13-DANE COUNTY
9206315391	WW	C	Pending	5013-DANE CO HSD	XFS475	13-DANE COUNTY	13-DANE COUNTY
1171758618	WW	C	Pending	5016-DOUGLAS CO DEPT OF HUMAN SERVICES	XWR262	16-DOUGLAS COUNTY	16-DOUGLAS COUNTY
1116653419	WW	C	Pending	5017-DUNN CO DEPT OF HUMAN SERVICES	XWR296	17-DUNN COUNTY	17-DUNN COUNTY
9189669797	WW	C	Pending	5017-DUNN CO DEPT OF HUMAN SERVICES	XWR038	17-DUNN COUNTY	17-DUNN COUNTY
7113128378	WW	C	Pending	5018-EAU CLAIRE HSD	XWR194	18-EAU CLAIRE COUNTY	18-EAU CLAIRE COUNTY
8137624082	WW	C	Pending	5018-EAU CLAIRE HSD	XWR194	18-EAU CLAIRE COUNTY	18-EAU CLAIRE COUNTY
9117315891	WW	C	Pending	5018-EAU CLAIRE HSD	XWR194	18-EAU CLAIRE COUNTY	18-EAU CLAIRE COUNTY
8193712285	WW	C	Pending	5031-KEWAUNEE CO DSS	XFS068	31-KEWAUNEE COUNTY	31-KEWAUNEE COUNTY
8162472681	WW	C	Pending	5048-POLK CO DSS	XWR002	48-POLK COUNTY	48-POLK COUNTY
7190055975	WW	C	Pending	5052-RICHLAND CO HHS	XFSC24	52-RICHLAND COUNTY	52-RICHLAND COUNTY
3121324331	WW	C	Pending	5059-SHEBOYGAN HSD	XFS780	59-SHEBOYGAN COUNTY	59-SHEBOYGAN COUNTY
5126316451	WW	C	Pending	5513-FORWARD SERVICE CORP W-2 PROGRAM	XFS475	13-DANE COUNTY	13-DANE COUNTY
8148789584	WW	C	Pending	5522-FORWARD SERVICE CORP W-2 PROGRAM	XFSA20	22-GRANT COUNTY	22-GRANT COUNTY
1172567417	WW	C	Pending	5525-FORWARD SERVICE CORP W-2 PROGRAM	XFSA20	25-IOWA COUNTY	25-IOWA COUNTY
3116167036	WW	C	Pending	5528-FORWARD SERVICE CORP W-2 PROGRAM	XFS803	28-JEFFERSON COUNTY	28-JEFFERSON COUNTY
119117304	WW	C	Pending	5532-WORKFORCE CONNECTIONS, INC. W-2 PROGRAM	XWC069	32-LA CROSSE COUNTY	32-LA CROSSE COUNTY
2118933223	WW	C	Pending	5544-FORWARD SERVICE CORP W-2 PROGRAM	XFSB28	44-OUTAGAMIE COUNTY	44-OUTAGAMIE COUNTY
5136692057	WW	C	Pending	5544-FORWARD SERVICE CORP W-2 PROGRAM	XFSB28	44-OUTAGAMIE COUNTY	44-OUTAGAMIE COUNTY
2112282921	WW	C	Pending	5551-RESCARE W-2 PROGRAM	XARB39	51-RACINE COUNTY	51-RACINE COUNTY
8206117181	WW	C	Pending	5551-RESCARE W-2 PROGRAM	XARD76	51-RACINE COUNTY	51-RACINE COUNTY
8206483683	WW	C	Pending	5551-RESCARE W-2 PROGRAM	XARB39	51-RACINE COUNTY	51-RACINE COUNTY
5114418858	WW	C	Pending	5552-FORWARD SERVICE CORP W-2 PROGRAM	XFSC24	52-RICHLAND COUNTY	52-RICHLAND COUNTY
4135066941	WW	C	Pending	5553-FORWARD SERVICE CORP W-2 PROGRAM	XFSA09	53-ROCK COUNTY	53-ROCK COUNTY
6131107165	WW	C	Pending	5553-FORWARD SERVICE CORP W-2 PROGRAM	XFS820	53-ROCK COUNTY	53-ROCK COUNTY
7118086274	WW	C	Pending	5557-WORKFORCE RESOURCE, INC. W-2 PROGRAM	XWR038	57-SAWYER COUNTY	57-SAWYER COUNTY
2121019626	WW	C	Pending	5570-FORWARD SERVICE CORP W-2 PROGRAM	XFSB28	70-WINNEBAGO COUNTY	70-WINNEBAGO COUNTY



4106440342	WW	C	Pending	5571-FORWARD SERVICE CORP W-2 PROGRAM	XFS906	71-WOOD COUNTY	71-WOOD COUNTY
1104621410	WW	C	Pending	5611-ROSS IES W-2 PROGRAM	XRS210	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
1144736811	WW	C	Pending	5611-ROSS IES W-2 PROGRAM	XRS200	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
3129741933	WW	C	Pending	5611-ROSS IES W-2 PROGRAM	XRS178	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
3133845136	WW	C	Pending	5611-ROSS IES W-2 PROGRAM	XRS163	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
5141192458	WW	N	Pending	5611-ROSS IES W-2 PROGRAM	XRS139	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
6121177161	WW	C	Pending	5611-ROSS IES W-2 PROGRAM	XRS200	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
6147544667	WW	C	Pending	5611-ROSS IES W-2 PROGRAM	XRS215	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
6185586665	WW	C	Pending	5611-ROSS IES W-2 PROGRAM	XRS205	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
7134014177	WW	N	Pending	5611-ROSS IES W-2 PROGRAM	XRS139	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
194870405	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW145	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
1122797613	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW219	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
1135896011	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW223	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
2103718321	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW218	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
2106477023	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW211	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
2133695028	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW184	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
2182939822	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW017	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
3165512434	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW017	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
5113034959	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW218	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
6130840560	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW199	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
6183933163	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW184	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
7127863377	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW223	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
7141199471	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW223	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
9110710299	WW	C	Pending	5612-AMERICA WORKS W-2 PROGRAM	XAW199	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
3135305431	WW	C	Pending	5613-UMOS W-2 PROGRAM	XUM023	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
133554201	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM483	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
204731003	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM266	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
1149120118	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM263	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
2135802522	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM040	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
2136410521	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM088	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
3198882532	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM084	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
4200137241	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM266	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
7126025271	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM088	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
8119575288	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM247	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY
8135450982	WW	C	Pending	5614-MAXIMUS W-2 PROGRAM	XM483	40-MILWAUKEE COUNTY	40-MILWAUKEE COUNTY