

From: [DCF BWF Work Programs Help Desk](#)
To: [DCF DL DFES BWF W-2 Agency Directors](#); [DCF DL DFES BWF W-2 Agency CARES Coordinators](#); [DCF DL DFES BWF TJ TMJ](#)
Cc: [DCF DL DFES BWF Supervisors](#); [DCF DL DFES BWF W-2 REGIONAL STAFF](#); [DCF DL DFES PTT W-2 Staff](#)
Subject: COVID-19 FAQ
Date: Wednesday, April 1, 2020 5:05:06 PM

Good Afternoon.

The updated version of the Frequently Asked Questions (FAQ) is now posted to the BWF Work Programs Help Desk Home Page located here: <https://dcf.wisconsin.gov/w2/partners/toolbox/helpdesk>. The FAQ can be found in the Common Requests section under **COVID-19 Information**.

If you have any questions regarding the updated policies, please contact the W-2 Policy Mailbox at DCFW2PolicyQuestions@wisconsin.gov or the Help Desk at BWFworkprogramsHD@wisconsin.gov as appropriate. For contract questions, please contact Linda Richardson directly at Linda1.Richardson@wisconsin.gov. Your regional staff are also available for questions.

Thank you.

Jes Moss

Human Services Area Coordinator

Bureau of Working Families

Division of Family and Economic Security

Department of Children and Families

201 E Washington Ave, A200

Madison, WI 53703

T: 608.422.6311

F: 608.261.6376

E: Jessica.moss@wisconsin.gov