

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](#)
Cc: [DCF DL DFES BWF Supervisors](#); [DCF DL DFES PTT W-2 Staff](#); [DCF DL DFES BWF W-2 REGIONAL STAFF](#)
Subject: COVID-19 PACS Operations Update
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Good Afternoon.

As previously communicated on March 27, 2020, the Public Assistance Collections Section (PACS) temporarily suspended new delinquency collection actions for individuals with an established benefit overpayment for all programs. This meant that new delinquency actions were not issued as a result of non-payment and dunning notice issuance was temporarily suspended.

The federal waiver which allowed states the flexibility to suspend repayment requirements and delinquency determinations for overpayment claims will expire on May 31, 2020. Therefore, PACS will resume normal operations beginning on June 1, 2020, requiring that individuals resume making payments by June 25, 2020.

The PACS wants to work with individuals to negotiate reasonable repayment agreements and avoid delinquency determinations. All calls regarding repayments should be directed to the PACS Call Center at 1-800-943-9499.

This email will be posted to the BWF Work Programs Help Desk Home Page located here: <https://dcf.wisconsin.gov/w2/partners/toolbox/helpdesk>. All COVID-related emails can be found in the Common Requests section under **COVID-19 Information**.

Have a wonderful weekend!

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