

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](#)
Cc: [DCF DL DFES PTT W-2 Staff](#); [DCF DL DFES BWF Supervisors](#); [DCF DL DFES BWF W-2 REGIONAL STAFF](#)
Subject: COVID-19 Policy Adjustment Updates
Date: Tuesday, October 6, 2020 10:19:39 AM

Good Morning.

BWF is providing updates regarding certain temporary adjustments to W-2 policy that were made in response to the continuing COVID-19 Public Health Emergency. These updates are as follows:

Case Closure for Loss of Contact – Adjustment discontinued

Per current W-2 policy, FEPs are required to close a case for noncooperation if they have been unable to contact a participant for 30 days or more despite repeated attempts to do so. On March 23, 2020, in response to the COVID-19 public health emergency, BWF issued an adjustment to this policy via email advising FEPs that they may keep cases open even if they have been unable to contact the participant for 30 days or more. After obtaining feedback from W-2 agencies, BWF has determined there is no longer a need for this specific policy adjustment. Effective immediately, BWF is reverting to existing policy requiring FEPs to close a case due to loss of contact. The guidance issued on April 23, 2020, regarding loss of contact in Domestic Violence situations during COVID-19 is still in effect.

Timeframe for Career and Educational Assessment – Adjustment will continue

Based on feedback gathered from the W-2 agencies, BWF is continuing the current suspension of the 30-day timeframe for scheduling and documenting career assessments and standardized educational needs assessment tools in CARES/WWP. Because career assessments and completion of standardized educational needs assessment tools are both important for informing case-management decision-making, these assessments are to be scheduled and completed as soon as it is safe to do so.

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**.

If you have any questions regarding 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 at Linda1.Richardson@wisconsin.gov. Your regional staff are also available for questions.

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