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Sent: Thursday, March 27, 2025 3:01 PM
To: DCF DL DFES BWF W-2 Agency CARES Coordinators <DCFDLW-2AgencyCARESCoordinators@wisconsin.gov>; DCF DL DFES BWF W-2 Agency Directors <DCFDLDFESBWFW2AgencyDirectors@wisconsin.gov>; DCF DL DFES BWF W-2 REGIONAL STAFF <DCFDLDFESBWFW-2REGIONALSTAFF@wisconsin.gov>
Subject: REMINDER: JAL Processing Timeframe, System Entry

Good afternoon,

It has come to our attention through monitoring that there appear to be system entry delays for Job Access Loans (JALs) in the Benefit Recovery Investigation and Tracking System (BRITS) which inadvertently extend the JAL application processing timeframe beyond 12 working days from the request.

The Bureau of Working Families (BWF) is writing to remind agencies that **entry of JAL requests in BRITS must not be delayed** after initial eligibility/request is processed in CARES Working Web (CWW).

To ensure quality service and to meet policy expectations, it is important agencies are ensuring **from the date a JAL request is obtained, JAL processing and JAL determination are executed within 12 working days**, unless an extension is in place. The JAL request date is considered the day someone applies either through ACCESS or by submitting the signed Application Registration form generated from CWW Print Application Registration page. If an applicant does not schedule, attend, or reschedule their intake appointment or meeting to complete the JAL Combined Application and Repayment Agreement, and the agency cannot reach them, the agency should deny the request after 30 calendar days.

JAL policy 17.2.2.1, Application Processing, currently outlines that entry in BRITS starts the application timeframe. This is simply to inform agencies of how the BRITS system is tracking time but does not allow for agencies to delay entry of JAL into BRITS to extend the application processing timeframe beyond the date of the JAL request. The W-2 policy manual will be updated at the next release date (June 2025) to further clarify policy expectation that agencies are processing and determining JAL requests within 12 working days.

This email will be posted to the [BWF Help Desk Email](#) webpage.

For W-2 Policy Questions: [BWF Policy Question SharePoint](#)

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BWF Work Programs Help Desk

Bureau of Working Families

Division of Family and Economic Security

Department of Children and Families