

DEPARTMENT OF CHILDREN
AND FAMILIES
Secretary Eloise Anderson
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov



State of Wisconsin
Governor Scott Walker



TO: **W-2 Agencies
Training Staff**

FROM: Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO

No: **BWF 14-01**

DATE: **FEBRUARY 5, 2014**

W-2 EA
JAL RAP Other EP *

SUBJECT: Bureau of Working Families' Operation Memo Site

CROSS REFERENCE: [Department of Health Services Eligibility Management Operations Memos Home Page](#)
[Bureau of Working Families' Operations Memos Home Page](#)

EFFECTIVE DATE: January 21, 2014

PURPOSE

This memo announces the new Bureau of Working Families' (BWF) Operations Memos Home Page and changes to the memo numbering system.

BACKGROUND

Previously, the Department of Health Services (DHS) published all Wisconsin Works (W-2) and Related Programs' Operations Memos. BWF is now publishing these memos.

NEW SITE AND NUMBERING SYSTEM

The new [BWF Operations Memos Home Page](#) is located on the Department of Children and Families' web site. The page contains a subscription sign-up for those who wish to be added to the notification listserv. In addition to all new BWF memos, BWF will post to the new website any memos that BWF writes jointly with either DHS or the Division of Early Care and Education (DECE). DHS will also continue to publish all DECE memos to the [Eligibility Management Operations Memos Home Page](#), however.

The following summarizes the changes.

- Effective immediately, BWF will publish BWF memos and any memos written jointly by DHS, DECE, and BWF. The BWF site will not display DHS or DECE memos;
- Through March 31, 2014, DHS will continue to publish BWF memos on its [Eligibility Management Operations Memos Home Page](#). After March 31, 2014, DHS will discontinue publishing BWF memos on its site. The DHS site will display the DHS/DECE memos as well as any memos written jointly by DHS, DECE, and BWF;
- BWF and DHS/DECE will use numbering systems that mimic each other (14-01, 14-02 etc.). When cross-referencing memos, DHS-only memos will display “DHS Operations Memo” before the memo number, BWF-only memos will display “BWF Operations Memo” before the memo number. If it is a DECE only memo, the format will be the same, but the “DHS” will be replaced with “DECE.” When referencing joint memos, the display will be “DHS/BWF Joint Operations Memo”, with a “J” after the number, i.e., DHS/BWF Joint Operations Memo 14-J1. If it is a DECE only memo, the format will be the same, but the “DHS/BWF” will be replaced with “DHS/DECE/BWF.”

BWF 2014 Operations Memos Index

The Operations Memos are in portable document format (.pdf). To view PDF files, you must have Adobe® Reader™ installed. If you do not have Adobe Reader installed, select the following link: [Adobe Reader](#).

To search by keyword, press Ctrl+F.

Click [here](#) for the Department of Health Services Eligibility Management Operations Memos Home Page.

MEMO NUMBER AND DATE	DESCRIPTION	PROGRAMS	STATUS*
14-01	Operations Memo Site Announcement	W-2	Pending
14-02	Changes to Wisconsin Works Benefit Issuance	W-2	
14-J1	Wisconsin Works Eligibility Reviews in CARES Worker Web (CWW)	FS, MA, CC, W-2	
14-03	Impact of the Affordable Care Act on Wisconsin Works	W-2, JAL	

ACTION REQUIRED

W-2 agencies must direct all staff to go to the new [BWF Operations Memos Home Page](#) to sign up to receive e-mail notifications of newly published BWF Operations Memos. Staff must complete the information on the bottom half of the page in order to be added to the listserv.

CONTACTS

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

DCF/DFES/BWF/GS