

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 14-02

DATE: 1/29/2014

W-2 ☒ EA ☐  
JAL ☐ RAP ☐  
Other EP ☐\*

**SUBJECT: Changes to Wisconsin Works Benefit Issuance**

**CROSS REFERENCE:** [W-2 Benefit Issuance Guide](#)  
[PTS Learning Center](#) – *Eligibility Confirmation on the Web*

**EFFECTIVE DATE:** February 1, 2014

**PURPOSE**

The purpose of this memo is to describe changes to the CARES Benefit Issuance (BI) screens, notices, and EFT form. The memo also announces a policy change.

**BACKGROUND**

Effective February 1, 2014, the Department of Health Services, in coordination with the Department of Children and Families (DCF), is moving the benefit confirmation functionality for all programs of assistance from the CARES Mainframe to CARES Worker Web (CWW). (See Operation's Memo [13-30](#))

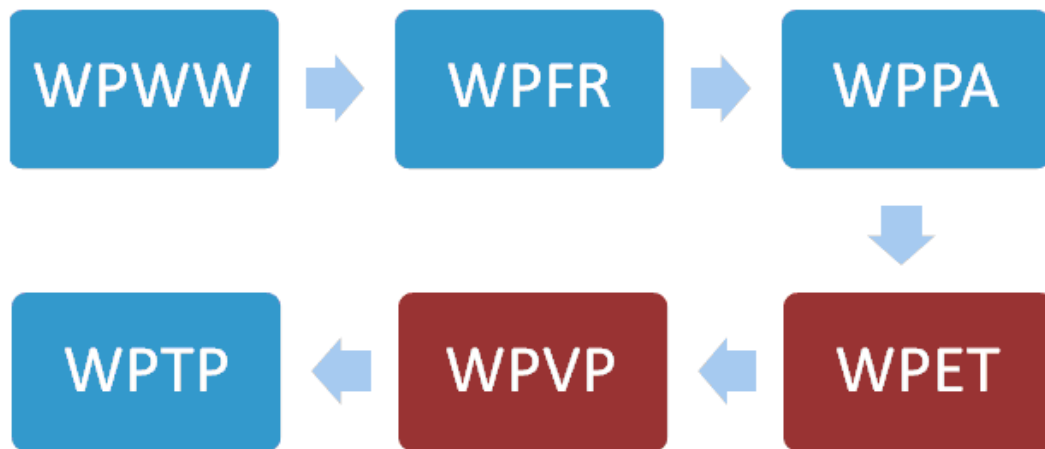
In conjunction with this project, named Eligibility Confirmation on the Web, the Bureau of Working Families (BWF) in DCF is moving the CARES W-2 benefit issuance screens from the CARES Eligibility subsystem to the CARES Work Program (WP) subsystem.

## CARES CHANGES

BWF will remove CARES screens AGBI, AGET, and AGVP to incorporate the functionality previously found on those screens into three new CARES Work Program (WP) screens:

- WPVP – Vendor Payments;
- WPET – Electronic Funds Transfer (EFT); and
- WPHB – Hold Benefits.

CARES screens WPET (EFT) and WPVP (Vendor Payments) will replace screens AGET and AGVP. BWF will add both of the new screens to the WPWW driver flow. WPET and WPVP screens will also be directly accessible.



CARES screen WPHB (Hold Benefits) allows W-2 agencies to request that W-2 payments be sent to and distributed by the agency, rather than sent directly to the participant. This screen is not in the WPWW driver flow, but is directly accessible. Financial Employment Planners (FEPs) requesting benefit holds will now be required to enter a reason for the hold.

- **Note:** Agencies must only hold payments at the participant's request and only in limited situations.

BWF has also removed various EFT and Vendor reason codes from CARES tables because they are no longer utilized.

W-2 agency staff can view the new screens in the [PTS Learning Center](#) – *Eligibility Confirmation on the Web* training. BWF will update the Benefit Issuance Guide in the next release of the W-2 Manual with the new screen information.

W-2 agency staff can now view the following letters in CWW under the Client Correspondence tab of the Navigation Menu:

- New EFT Established (AE04);
- EFT Ending (AEL4);
- New Vendor Payment Established (AE03); and
- Vendor Payment Ending (AELH).

BWF has updated the formatting and text to increase readability and understanding.

**Conversion**

The weekend of February 1, existing information related to hold benefits, EFT payments, and Vendor payments (currently located on screens AGBI, AGET, and AGVP) will be converted through a batch process to the new CARES screens. CARES screens AGBI, AGET, and AGVP will also be disabled and become read-only.

**CHANGE TO WEBI REPORT 16**

At the end of each month, a list of checks that are returned and not re-issued to the participant are listed on WebI Report 16. BWF has added a tab for postal returns to this report. Agencies must now send a print-out of this report to the DCF Bureau of Finance in Madison at the address below at the beginning of the next month, accompanied by the paper checks being returned by the agency (postal returns). The total amount of the returned checks and the total amount on this report must match. Agencies must no longer submit EOS Report 050 with returned checks.

Department of Children and Families  
Bureau of Finance (BOF)  
201 E. Washington Ave., Rm A200  
P.O. Box 8916  
Madison, WI 53708-8916

**ELECTRONIC FUNDS TRANSFER FORM CHANGE**

BWF has updated the [Electronic Funds Transfer form](#) (10791) and instructions to ensure accuracy of financial institution information.

- **Note:** Applicants and participants must complete the [Electronic Funds Transfer form](#) (10791) if they want to receive their payments via EFT.

**POLICY CHANGE**

W-2 agencies must no longer require a participant to have his or her payment issued as a vendor payment. Agencies must only issue vendor payments at the participant's request.

**ACTION REQUIRED**

W-2 agencies must discuss the BI changes with staff and update any relevant local agency procedures.

**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/JK