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State of Wisconsin
Governor Tony Evers



TO: **W-2 Agencies**
Child Support Agencies
Children First Contractors and
Subcontractors
TMJ Contractors and Subcontractors
TJ Contractors and Subcontractors
Training Staff

BWF OPERATIONS MEMO	
No:	20-01
DATE:	01/10/2020
W-2	<input checked="" type="checkbox"/> EA <input checked="" type="checkbox"/> CF <input checked="" type="checkbox"/> JAL <input checked="" type="checkbox"/>
RAP	<input type="checkbox"/> TMJ <input checked="" type="checkbox"/> TJ <input checked="" type="checkbox"/> Other EP <input checked="" type="checkbox"/>

FROM: Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

SUBJECT: Wisconsin Works (W-2) Help Desk Name Change and New Email

CROSS REFERENCE: [Administrator's Memo 19-02](#)

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to announce a change to the name of the W-2 Help Desk and the associated email address. The new name is the **BWF Work Programs Help Desk** and the new email address is bwfworkprogramshd@wisconsin.gov.

BACKGROUND

In February 2019, the Division of Family and Economic Security (DFES) implemented Phase 1 of the Wisconsin Work Programs (WWP), the web-based, online application that modernized case management functions previously in CARES mainframe. (See DFES [Administrator's Memo 19-02: Preparing for Phase 1 Implementation of the Wisconsin Work Programs \(WWP\) System](#)) Program areas impacted by this project included Wisconsin Works (W-2), Children First (CF), Transitional Jobs (TJ), and Transform Milwaukee Jobs (TMJ). At the implementation of WWP, the W-2 Help Desk (DCF2CARESHD@wisconsin.gov) was available to workers in the CF, TJ, TMJ, and W-2 programs for technical assistance with the automated systems used by these programs. Because the Help Desk will be providing ongoing assistance to these

program areas, as well as Emergency Assistance (EA) and Job Access Loans (JAL), the new Help Desk name now reflects all program areas served by the Help Desk.

POLICY

There are no policy changes associated with this memo.

FORMS AND PUBLICATIONS

References to the W-2 Help Desk in the W-2 Manual and EA Manual are changed to the **BWF Work Programs Help Desk**. Future Operations and Administrative Memos will reference the **BWF Work Programs Help Desk**. All existing and future publications and training materials published by the Partner Training Team Learning Center will refer to the **BWF Work Programs Help Desk** and include the new contact information.

SYSTEM CHANGES

CARES Worker Web has been updated with the new email address so that system errors are submitted to the **BWF Work Programs Help Desk**. Global email lists in Microsoft Outlook will be updated with the new email address. Other systems are not affected.

AGENCY ACTION

All contractors should update any forms or documents that reference the previous Help Desk name to reflect the new name, **BWF Work Programs Help Desk**. Email contact information should be updated to bwfworkprogramshd@wisconsin.gov.

CONTACTS

POLICY QUESTIONS

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

For W-2, EA, and JAL Policy Questions in Milwaukee: Milwaukee Operations Section, Regional Administrators

For Children First Policy Questions: Phyllis Fuller: Phyllis.Fuller@wisconsin.gov

For TMJ/TJ Policy and Processing Questions: DCFDfESBWfContracts@wi.gov

SYSTEMS FUNCTIONALITY

For W-2, TMJ/TJ, and Children First CARES and WWP Functionality Questions: BWF Work Programs Help Desk