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State of Wisconsin  
Governor Tony Evers



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

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

**BWF OPERATIONS MEMO**

No: 20-12  
DATE: 05/27/2020

W-2  EA  CF  JAL   
RAP  TJ  TMJ  Other EP

**SUBJECT: Updated Features in CWW Client Scheduling**

**CROSS REFERENCE:** [COVID-19 Q&A and Policy Adjustments via W-2 Help Desk](#)

**EFFECTIVE DATE:** May 30, 2020

**PURPOSE**

The purpose of this memo is to:

1. Announce updates to Client Scheduling and Client Correspondence; and
2. Provide guidance on functionality and use of the updated CWW system features for client scheduling.

**BACKGROUND**

The fluctuating situation of the COVID-19 pandemic continues to impact Wisconsin Works (W-2) agency operations and the economic stability of Wisconsinites. Throughout the pandemic, Bureau of Working Families (BWF) has been adjusting its program policies that allow easier access to its programs, including the suspension of in-person signature and meeting requirements. W-2 agencies may conduct all appointments, typically held in-person, by telephone as necessary to reduce risk of COVID-19 exposure.

**POLICY UPDATES**

There are no W-2, Job Access Loan (JAL), or Emergency Assistance (EA) policy changes for these updates.

## CARES WORKER WEB (CWW) UPDATES

Updates to CWW include the following features:

### CLIENT SCHEDULING UPDATES

The agency worker will have the ability to select client scheduling phone appointments for Case based W-2 Application Appointments (AQ) and PIN based W-2 Placement Appointments (PS). These phone appointments should be selected when the meeting will occur via the telephone so that the correct letter is sent to the individual.

The image displays two side-by-side screenshots of the 'Details' form in the Cares Worker Web. Both forms have a 'Slot' section with fields for 'Begin', 'End', 'Appts', 'Reserve?' (set to 'N - NO'), and 'Location'. Below this is an 'Activity Type' section with radio button options: Case/RFA Based, PIN Individual Based, PIN Group Based, FSET PIN Individual Based, FSET PIN Group Based, Protected, and Other. The left screenshot shows 'Case/RFA Based' selected, and the right screenshot shows 'PIN Individual Based' selected. Below the radio buttons is a scrollable list of appointment types. In the left screenshot, 'AQ - W-2 Application Appt/Phone' is highlighted with a yellow box. In the right screenshot, 'PS - W-2 Placement Appt/Phone' is highlighted with a yellow box. Both forms have 'Add Slot' and 'Add Slot and Appointment' buttons at the bottom.

### NOTICE UPDATES

The new CSW6 notice will be generated through Client Scheduling when a worker schedules an applicant to a W-2 Application Appointment via phone (AQ appointment type). If the applicant has a phone number listed in ACCESS or CWW, the notice will provide the appointment date, the expected length of the appointment, and the phone number the W-2 worker will use to contact the individual.

The Application Appointment letters have also been updated to allow the appointment time to be for either a W-2 or a JAL appointment.

All notices have been updated to inform the applicants and participants of the MyACCESS free mobile app that connects individuals to their benefits and programs information anywhere, anytime.

**Action Required: Attend Your Scheduled Wisconsin Works (W-2) Agency Application Appointment**

To be eligible for W-2 or JAL you must complete an application. A phone appointment to discuss your application has been scheduled for you at:

Appointment Details		
Date, Time, and Length	Worker Information	Phone Number
05/20/2020 08:30 AM 2 Hours and 30 Minutes	MUKESH KUMAR (608) 807-9999	We will call you at (988) 778-6430 within 15 minutes of your appointment time.

**Things you need to know:**

- If you do not complete an application, your eligibility may be denied.
- Contact the agency listed above if you cannot make this appointment and need to change the date or time.
- An authorized representative may complete the interview for you.
- If you have an ACCESS account, you can view your upcoming appointments, W-2 placement and payment information online at [www.access.wi.gov](http://www.access.wi.gov) or through the MyACCESS mobile phone app available at no cost at Google Play or App Store.
- If you have already had your appointment, disregard this letter.

If the applicant does not have a phone number listed in CWW or ACCESS, the notice will provide information on how the applicant needs to call for their scheduled appointment.

Appointment Details		
Date, Time, and Length	Worker Information	Phone Number
05/20/2020 07:15 AM 1 Hour and 15 Minutes	MUKESH KUMAR (608) 807-9999	You will need to call (608) 807-9999 within 15 minutes of your appointment time.

**Things you need to know:**

The new CSAW W-2 Placement notice will be generated through Client Scheduling when a worker schedules a participant to an appointment type PS. If the participant has a phone number listed in CWW the notice will provide the appointment date, the expected length of the appointment and the phone number the W-2 worker will be contacting the individual.

## Action Required: Attend Your Scheduled Wisconsin Works (W-2) Placement Phone Appointment

As part of your participation in the W-2 program, you will be assigned a W-2 placement. A placement phone appointment has been scheduled for you:

### Appointment Details

Date, Time and Length	Worker Information	Phone Number
05/21/20 07:00 AM, 2 Hours and 30 Minutes	MUKESH KUMAR (608) 807-9999 433 W WASHINGTON AVE MADISON WI 53703	We will call you at (765) 236-5427 within 15 minutes of your appointment time.

If the applicant does not have a phone number listed in CWW, the notice will instruct the applicant to call for their scheduled W-2 Placement appointment.

### Appointment Details

Date, Time and Length	Worker Information	Phone Number
05/21/20 07:00 AM, 1 Hour and 15 Minutes	MUKESH KUMAR (608) 807-9999 433 W WASHINGTON AVE MADISON WI 53703	You will need to call (608) 807-9999 within 15 minutes of your appointment time.

### FUTURE NOTICE CHANGES

All remaining client scheduling notices for W-2 will be updated on June 27 to include the length of time of the scheduled appointment.

### **CONTACTS**

For Policy Questions: [DCFw2PolicyQuestions@wisconsin.gov](mailto:DCFw2PolicyQuestions@wisconsin.gov)

For W-2 WWP and CWW Functionality Questions: BWF Work Programs Help Desk  
[BWFworkprogramsHD@wisconsin.gov](mailto:BWFworkprogramsHD@wisconsin.gov)

DCF/DFES/BWF/JK