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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: 20-13 Date: 05/29/2020					
W-2 🛛 EA 🗌 CF 🗌 JAL 🗌					
RAP 🗌 TMJ 🗌 TJ 🗌 Other EP 🗌					

SUBJECT: MyACCESS Program, Payment, and Appointment Details for W-2

CROSS REFERENCE: BWF Operations Memo 20-03

EFFECTIVE DATE: May 30, 2020

PURPOSE

The purpose of this memo is to announce additional functions in the MyACCESS mobile app for W-2 applicants and participants.

BACKGROUND

MyACCESS is a free mobile app version of ACCESS that connects individuals to their benefits and programs anywhere, anytime. ACCESS has several functions for program applicants and participants that continue to be added to MyACCESS functionality. The MyACCESS mobile app currently allows individuals to:

- View basic information about the programs they have applied for or are enrolled in, including FoodShare, health care, Wisconsin Shares Child Care Subsidy, and Wisconsin Works (W-2);
- Receive reminders of actions they need to take;
- Receive notifications of upcoming required actions, such as renewals; and
- Upload and submit photos of documents.

The MyACCESS app complements the <u>ACCESS website</u>, which connects individuals to programs for health, nutrition, child care, and employment. Individuals may download MyACCESS from the <u>Apple App Store</u> or <u>Google Play</u>.

MyACCESS instructional videos and additional information for MyACCESS users can be found in <u>BWF Operations Memo 20-03</u>.

On May 30, 2020, W-2 applicants and participants will be able to view additional information in MyACCESS, including program, payment, and appointment details.

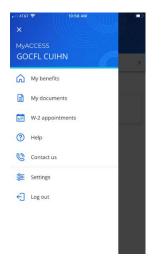
POLICY UPDATES

There are no policy updates.

MYACCESS

The following functions and features will be available in MyACCESS on May 30, 2020:

The navigation sidebar will allow applicants and participants to navigate throughout the mobile app.



PROGRAM DETAILS

Participants will be able to view program enrollment and contact information for their local W-2 agency.

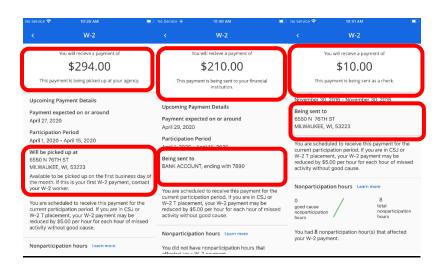
No Service 💎	10.39 AM
	W-2
	STATUS
	Enrolled
Your n	ext renewal is due July 31, 2020.
Your most	recent placement
	ob (W2T) placement
EUPVR YGDNU	
As of April 1, 20	120
Agency Conta	t Information
W-2 Agency Ad	ldress
6550 N 76TH 9	T
MILWAUKEE, V	11, 53223
W-2 Worker	
SIVAGAMI ALA	SAPPAN
Fax: (608) 555	-1212

Participants will also be able to view program details and basic payment information.

	e 🗢 10:39 AM 💷
	W-2
	STATUS
	Enrolled
	Your next renewal is due July 31, 2020.
Gettir	ng benefits 💙
Abou	t this program 💙
Upco	ming Payment
Paym \$294.	ent Amount 00
	ent expected on or around 27, 2020
	cipation period l, 2020 - April 15, 2020
Nonp	articipation hours
	id not have nonparticipation hours that ed your W-2 payment.

PAYMENT DETAILS

Participants will be able to view program payment details, including auxiliary payments. The details identify if the payment is through agency pick-up, direct deposit, or check. Participants will also be able to view payment reductions and nonparticipation hours.

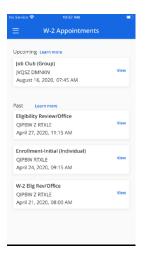


APPOINTMENT DETAILS

Participants will be able to view upcoming W-2 appointment details and will be able to add W-2 appointments directly to their personal calendars.

No Service 🗢	10:37 AM 🔲	No Service	হ 10:37 AM	-
<	W-2 Appointments	4		
	Appointment Details		Appointment Details	
Who is the appointment for? JVQSZ DMNKN		Who is the appointment for? JVQSZ DMNKN		
Appointmer Job Club (Gr			ment type (Group)	6
	gust 16, 2020, 07:45 am Itment is scheduled to last for 1 hour	When' Sunda This a	Success! This appointment has now been	our
Where? MILW NORT		Where MILW 6550 7	added to your calendar. Okay, got it	
Status	E, WI, 53223	Status		
Scheduled		Schedu	led	
	Add to calendar		Add to calendar	

Participants will be able to view a list of their past and future program appointments.



AGENCY ACTION

W-2 agencies should inform W-2 participants about these new MyACCESS features.

ADDITIONAL SUPPORT

The MyACCESS instructional videos that were announced in <u>BWF Operations Memo 20-03</u> can be accessed through these links:

- <u>Creating an account</u>
- <u>Checking benefits</u>
- Submitting documents
- DHS YouTube channel
- <u>MyACCESS Support webpage</u>

CONTACTS

For W-2 Policy Questions: DCFW2PolicyQuestions@wisconsin.gov

For W-2 CARES or WWP Functionality Questions: BWF Work Programs Help Desk <u>BWFworkprogramsHD@wisconsin.gov</u>

For ACCESS technical support: Member Services (1-800-326-3002)

DCF/DFES/BWF/SC