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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: 20-14  
DATE: 05/29/2020

W-2 ☒ EA ☒ CF ☐ JAL ☒

RAP ☐ TJ ☐ TMJ ☐ Other EP ☐

**SUBJECT: *Updated Features in ACCESS Request for Services***

**CROSS REFERENCE:** [BWF Operations Memo 20-08](#)  
[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 for simplified program requests in the ACCESS system for Wisconsin Works (W-2), Emergency Assistance (EA), and Job Access Loans (JALs); and
2. Provide guidance on functionality and use of the updated ACCESS system features for program requests.

**BACKGROUND**

On March 12, 2020, Governor Tony Evers issued [Executive Order 72](#) declaring a health emergency due to COVID-19 and directing all state agencies to assist in the state's response to the public health emergency. On March 24, 2020, the state of Wisconsin was put under a ["Safer At Home" order](#). This order and its extensions direct residents to stay at home and orders all non-essential businesses to close until May 26, 2020. On May 13, 2020, the Wisconsin Supreme Court overturned Governor Evers' Safer at Home order, ending some of the requirements Governor Evers ordered for the state. In response, some Wisconsin counties and municipalities established orders to continue Safer at Home rules.

The fluctuating situation of the COVID-19 pandemic continues to impact W-2 agency operations and the economic stability of Wisconsinites. Throughout the pandemic, the 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 and BWF staff also expect an increase in the number of applicants as families face economic hardship as a result of COVID-19.

BWF had a long-term project planned for release in October 2020 that would allow for individuals to apply for BWF programs in ACCESS. On April 25, 2020, BWF announced in [BWF Operations Memo 20-08](#) its accelerated work to allow individuals to request W-2, EA, and JAL programs in ACCESS. While the long-term project to allow individuals to apply for these programs via ACCESS is still planned for release in October 2020, this short-term project currently allows for program requests in response to COVID-19. BWF now announces additional updates to the simplified program requests in ACCESS that will simplify this process for W-2 agencies and program applicants.

## **ACCESS**

ACCESS is an online tool for applicants and participants to apply for and manage the FoodShare, health care, Family Planning Only, and Child Care programs. BWF currently has some tools in ACCESS for those already receiving W-2, such as managing documents and W-2 program information.

In response to the COVID-19 pandemic, various ACCESS features for BWF programs were updated and made available on April 25, 2020:

1. Allow applicants to complete the simplified request for W-2, JAL, and EA through the ACCESS self-service portal; and
2. Allow agencies to view the list of new ACCESS program requests in CWW and process them by contacting the applicant by phone.

The purpose of the program request feature in ACCESS is to continue to allow agencies to communicate with applicants when in-person meetings are unsafe and to expedite applicant requests for programs. In addition, this new process can relieve some W-2 agency administrative work by providing flexible self-service to applicants.

## **POLICY UPDATES**

There are no W-2, JAL, or EA policy updates.

## **ACCESS UPDATES**

Three major changes will be released in ACCESS on May 30, 2020.


1. Requests for IM and W-2, JAL, and/or EA at the same time
2. Separate tracking numbers and PDF summaries for W-2, JAL, and EA program requests
3. Geolocator capabilities

## 1. REQUESTS FOR IM AND W-2, JAL, AND/OR EA AT THE SAME TIME

Currently, if an applicant requests IM programs and requests W-2, EA, and/or JAL, they must submit their information twice; once for IM programs, once for BWF programs. As of May 30, 2020, applicants will be able to simultaneously complete an IM application (FoodShare, Healthcare, and/or Child Care) and submit a simplified request for BWF programs (W-2, JAL, and/or EA) through the ACCESS self-service portal.

## 2. SEPARATE TRACKING NUMBERS AND PDF SUMMARIES FOR W-2, JAL, AND EA

If an applicant requests more than one BWF program (W-2, JAL, or EA), they will have separate tracking numbers for each program. For example, W-2 agencies often assign EA and W-2 cases to different agency workers. This new ACCESS functionality will allow W-2 agencies to better manage program requests by allowing individual program requests to be assigned to the appropriate workers.



Your Tracking Number: 9702146895

For your security, please log out before closing your browser. You can log out by clicking "Log Out" at the top or bottom of the page.

**Thank You**

Your FoodShare application has been successfully submitted. The tracking number is 9702146895.


Be sure to write down this number or print this page for your records.

We were not able to give you an answer right away because your agency needs to review your application. By law, your agency must make a decision about your application within 30 days.

If you have a question about your application, contact the agency listed in the Information Summary section. If you give the agency your tracking number, it can help you get an answer more quickly.





**Next Steps**

Based on the application you submitted, here are some steps that you may need to take. Some steps may be required for us to process your application. Click Next to continue.

**View and Submit Proof**  
View and Submit documents to provide proof of your answers.

**Information Summary**

This section lists information you have given us, and other details.

Details	Action
 <b>Application Summary</b> View or print a summary of what you submitted and the agency details. You can print or save your summary for your files. Keep in mind that your summary has your private, personal information in it.  To view, save or print your summary, <a href="#">Adobe Acrobat Reader</a> is required.	 <a href="#">View and Print</a>
 <b>View and Submit Proof</b> View and Submit documents to provide proof of your answers.	<a href="#">View and Submit</a>
 <b>Agency Contact Details</b> View details of the agency where your online request was sent.	<a href="#">View</a>

**Thank You - Your Request for Assistance**

Your request for assistance has been successfully submitted. Your tracking numbers are:


**Wisconsin Works (W-2):** 1234567890 [View and Print](#) your summary.  
**Job Access Loan (JAL):** 0987654321 [View and Print](#) your summary.  
**Emergency Assistance (EA):** 1357908642 [View and Print](#) your summary.


Be sure to write down these numbers or print this page for your files. Keep in mind that your summary has your private, personal information on it.

We were not able to give you an answer right away because your agency needs to review your request for assistance.

If you have a question about your request for assistance, contact the your W-2 agency listed below. If you give the agency your tracking number, it can help you get an answer more quickly.

Chippewa County Office  
770 Scherdlor Rd  
Chippewa Falls, WI 54729  
855-792-5439

 Log Out

Next 

### 3. GEOLOCATOR UPDATES

Currently, applicants with Milwaukee zip codes served by more than one W-2 agency must use the agency map to determine their local W-2 agency. New functionality in ACCESS will add address validation functionality when the applicant is adding their home address. This will automatically locate most applicants' local W-2 agencies based on their zip codes.

## **CARES WORKER WEB (CWW) UPDATES**

Updates to CWW include the following features:

### SIMPLIFIED REQUESTS SEARCH PAGE

The "Simplified Requests Search" link in the navigation menu will first lead to the new Search Criteria page, where workers can customize the criteria they would like to use to display requests. Workers will have only access to the agencies and counties defined by their worker profile

The screenshot displays the 'Simplified Requests Search' interface. At the top, there's a navigation menu on the left and a header with user information (User ID: XCTV69, User Name: J KAHL) and a 'Quick Select' dropdown set to 'CASE/RFA'. The main search area is titled 'Simplified Requests Search' and includes a 'Reset' button. Under 'Search Criteria', users are prompted 'How would you like to search?'. The 'Search By' section has radio buttons for 'Agency' (selected), 'Tracking Number', 'Case Number', 'Applicant First Name', 'Applicant Last Name', and 'County/Tribe of Residence'. The 'Agency' dropdown is set to '01 - MILWAUKEE NORTHERN'. There are also options for 'Starts With' and 'Exact' matching. The 'ACCESS Request Status' section includes 'Filing Date' (Between 04/21/2020 and 05/21/2020), 'Programs Requested' (checked for W-2, JAL, and EA), and a 'Status' dropdown menu with options 'All', 'Processed', and 'Unprocessed'. A 'Go' button is located at the bottom right of the search criteria section.

### W-2, JAL, AND EA ACCESS REQUESTS

The agency worker will click "Go" on the "Simplified Requests Search Page" to display W-2, JAL, and/or EA requests based on the searched criteria. Note: The worker will only see up to 500 requests on this page. Each program request will have separate tracking number, so agencies can assign different request types to different workers.

The new functionality in ACCESS will add address validation when the applicant is adding their home address. This will automatically locate most applicants' local W-2 agencies based on their zip codes. However, when the geolocator is not able to determine the W-2 agency, you will still have a dropdown option to assign the program request to the correct agency.

The agency dropdown menu may still appear if:

- The client reported address does not match the client reported county
- There are any unforeseen issues with the geolocation functionality
- The request was submitted before the Phase Two go-live

### W-2, JAL, and EA ACCESS Requests

#### The following events have occurred:

**WT025:** The search has returned more than 500 records and only the first 500 records are displayed. Please narrow your search by changing the criteria.

Search Criteria	
Filing Date:	Between 04/01/2020 and 05/01/2020
County/Tribe of Residence:	UMOS
Programs Requested:	W-2, JAL, EA
Agency:	UMOS
Status:	Unprocessed
Consortium:	
Tracking Number:	Applicant First Name:
Case Number:	Applicant Last Name:

Results <span>Show/Hide</span>										
Applications Listing 40 - MILWAUKEE COUNTY										
Processed	Cnty/Trb	Agency Name	Agency Worker	Applicant Name	Filing Date	Programs Requested	Zip	Case Number	Tracking Number	View
<input type="checkbox"/>	40	UMOS		ENDTOEND, A	04/21/2020	W-2	53207		7702150271	
<input type="checkbox"/>	40	UMOS		TEST, A	04/21/2020	W-2	53220		4702150642	
<input type="checkbox"/>	40	UMOS	XCTF3Y 	SUMMARYAFB, R	04/16/2020	W-2	53207		4702144642	
<input type="checkbox"/>	40	UMOS		CAFFY, J	04/16/2020	EA	53215		5702145658	
<input type="checkbox"/>	40	UMOS		FOUREIGHTY, D	04/16/2020	W-2	53215	8003909082	6702129262	
<input type="checkbox"/>	40	UMOS		AGENCY, C	04/15/2020	JAL	53172		6702144164	
<input type="checkbox"/>	40	UMOS	XCTZ76 	ASSISATNCE, E	04/15/2020	EA	53215		8702144280	

Previous

Note: Requests submitted prior to May 30, 2020 will still appear together without separate tracking numbers.

## AGENCY ACTION

W-2 agencies should discuss the ACCESS updates with staff. W-2 agencies should also update any relevant local agency procedures to respond to all W-2, EA, and JAL program requests in the timeframes specified in [BWF Operations Memo 20-08](#).

## TRAINING

The DCF W-2 Partner Training Team created the Processing Simplified ACCESS Program Requests in CWW Desk Aid to assist W-2 agency workers in conjunction with [BWF Operations Memo 20-08](#). The desk aid is available in the PTT Learning Center.

**CONTACTS**

For W-2, EA, and JAL 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)

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

DCF/DFES/BWF/SC