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State of Wisconsin
Governor Tony Evers



TO: **W-2 Agencies**
TMJ Contractors and Subcontractors
TJ Contractors and Subcontractors
Children First Contractors and
Subcontractors
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: 20-15

DATE: 06/05/2020

W-2 ☒ **EA** ☐ **CF** ☒ **JAL** ☐

RAP ☐ **TMJ** ☒ **TJ** ☒ **Other EP** ☐

SUBJECT: Revision of the Wisconsin Work Programs Application (WWP) User Setup Form (DCF-F-5212-E)

CROSS REFERENCE: [BWF Operations Memo 19-05](#)

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this Operations Memo is to communicate revisions made to the Wisconsin Work Programs (WWP) Application User Setup form (DCF-F-5212-E) and to clarify the user role for each program.

BACKGROUND

The Department of Children and Families (DCF) Bureau of Working Families (BWF) implemented the Wisconsin Work Programs (WWP), a web-based case management application, on February 23, 2019, that modernizes data collection for a portion of the work program case management functions in CARES mainframe.

WWP is an information system newly created and owned by the State of Wisconsin DCF. Users and authorizing officials are required to follow all procedures, rules and guidelines related to state information systems, confidentiality protections, and DCF and Department of Health Services (DHS) – specific systems accounts.

WWP APPLICATION REQUEST PROCESS

OLD PROCESS

Currently, Contractors request access to the WWP application by completing and submitting the WWP Application User Setup Form (DCF-F-5212-E) to the DCF Service Desk, who grants access to WWP. As described in [Operations Memo \(OM\) 19-05](#), contractors may identify up to two WWP roles for a user.

NEW PROCESS

To simplify the WWP application request process, sections of the form have been combined and clarified. With this update, a user can only be assigned one WWP role per program. If a user is working in two different programs and need access to WWP, they should select the appropriate WWP role for each program they are authorized to work in.

The remainder of [OM 19-05](#) will remain in effect.

USER ASSIGNMENT

The following chart defines for each program the role in WWP for each organizational staff function. A user can only have one WWP role per program.

Program	Organizational Staff Function	WWP Role
Children First	All Children First staff	CF Case Manager
Transitional Jobs	All TJ staff	TJ Worker
Transform Milwaukee Jobs	All TMJ staff	TMJ Worker
Wisconsin Works	W-2 Receptionist or Office Administration	W-2 Office Administration Only
	W-2 Financial Employment Planner (FEP)	W-2 Case Management/FEP
	W-2 Resource Specialist	W-2 Resource Specialist
	W-2 Job Coach or Developer	W-2 Case Management-Other
	W-2 Supervisor of FEPs, Resource Specialists, Job Coaches, or other case management staff	W-2 Case Management Supervisor
	W-2 Quality Assurance, W-2 Quality Control, W-2 Quality	W-2 QC Staff

Program	Organizational Staff Function	WWP Role
	Monitoring Staff, or other W-2 Executive Staff	

Example 1: A user with both W-2 Case Management – FEP and W-2 Case Management Supervisor organizational functions should select the W-2 Case Management Supervisor role.

Example 2: A user who works both in the Children First and Wisconsin Works programs would select one role for each program: CF Case Manager and W-2 Case Management-Other.

FORM

The [WWP Application – User Setup \(DCF-F-5212-E\)](#) form has been updated with Requested Action, User Assignment, and combines user signatures for requesting access and WWP terms of use for user security access.

AGENCY ACTION

Contractors must familiarize staff with the revised WWP Application – User Setup Form and update any relevant local agency processes.

ATTACHMENT

[WWP Application – User Setup Form \(DCF-F-5212-E\)](#)

CONTACTS

For questions about this memo, contact the DFES Data Steward:
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DCF/DFES/BWF/DVD