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

FROM: Patara Horn, Director
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Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO
No: 21-04
Date: 02/02/2021
W-2 ☒ EA ☒ CF ☐ JAL ☒
RAP ☒ TMJ ☒ TJ ☒ Other EP ☐

SUBJECT: *Correction to Operations Memo 20-07: Social Security Number Verification for Refugee Cash Assistance Program*

CROSS REFERENCE: Operations Memo 20-07
W-2 Manual 18.2.4

EFFECTIVE DATE: Immediately

PURPOSE

The purpose of this memo is to issue a correction to Operations Memo 20-07 regarding the requirement to have a Social Security Number (SSN) or SSN Application Date for applicants to the Refugee Cash Assistance (RCA) program.

BACKGROUND

Due to the COVID-19 pandemic, The Bureau of Working Families (BWF) issued a memo outlining adjustments to its program policies including the use of the best available information policy. The memo also described a new temporary verification code, C9, for participants who are unable to provide required verification during the COVID-19 public health emergency. This memo included a chart outlining which verification items were required for specific programs and indicated whether the use of the best available information policy would be appropriate. This chart incorrectly indicates an SSN or SSN application date is not required for determining eligibility for the RCA program.

POLICY CORRECTION: SSN VERIFICATION REQUIREMENT FOR RCA

Per W-2 Policy 18.2.4 RCA Nonfinancial Eligibility, an applicant who does not provide an SSN may still be eligible for RCA if they apply for an SSN and provide proof of the application.

Verification of an SSN number or application is required for eligibility in the RCA program. The chart originally found in Operations Memo 20-07 has been updated below to reflect this with the correction indicated in yellow highlight. If a program does not require the specific eligibility item, it is marked with a dash. Required eligibility items that cannot be verified using the best available information policy are left blank, and an "X" indicates that the program can accept the best available information as verification.

Eligibility Item	Use of Best Available Information?	W-2	JAL	EA	TJ/TMJ	RCA
Identity	No					
Birth Date	No					
Wisconsin Residency	Yes	X	X	X	X	X
U.S Citizenship	No					-
Immigration Status or Qualified Non-Citizen Status	No					
Non-Custodial Parent	Yes	X	X	-	X	-
Social Security Number (SSN)	No					
SSN Application Date	Yes	X	X	X	X	X
Earned Income	Yes	X	X	X	X	X
Unearned Income	Yes	X	X	X	X	X
Assets	Yes	X	X	X	X	X
Pregnancy	Yes	X	-	-	-	-
At Risk Pregnancy (W-2 only)	Yes	X	-	-	-	-
School Enrollment (W-2 only)	Yes	X	-	-	-	-
Qualified Caretaker Relative or Relative Primary Caregiver (Includes relationship, care and control, and living with)	Yes	-	-	X	X	-

POLICY ADJUSTMENT: USE OF BEST AVAILABLE INFORMATION POLICY

Due to the COVID-19 pandemic, Social Security offices are offering limited in-person appointments for SSN applications. The best available information policy outlined in Operations Memo 20-07 would be appropriate for verification of this eligibility item for RCA, including providing proof of an upcoming appointment for the SSN application date.

CARES WORKER WEB (CWW)

If COVID-19 is the reason the applicant is unable to obtain the specific verification they need, the C9 verification code would be appropriate to use for the verification field in CWW. See Operations Memo 20-07 for more information on CWW functionality and documentation.

TRAINING

The Partner Training Team will update any relevant trainings based on this policy update.

AGENCY ACTION

W-2 agencies must become familiar with the correction as described in this memo and update any relevant local agency procedures.

CONTACTS

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

For W-2, CARES and WWP Functionality Questions: BWF Work Programs Help Desk
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DCF/DFES/BWF/MP