TO: **W-2 Agencies**
        Training Staff
        TJ Contractors and Subcontractors
        TMJ Contractors and Subcontractors

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

        Bojana Zoric Martinez, Director
        Bureau of Refugee Programs
        Division of Family and Economic Security
        Department of Children and Families

BWF OPERATIONS MEMO			
No: 21-08			
DATE: 04/13/2021			
W-2 ⊠	EA ⊠	CF ☐	JAL ⊠
RAP ⊠	TMJ ⊠	TJ ⊠	Other EP ☐

SUBJECT: *Updates to Bureau of Working Families and Related Refugee Programs Policy Question Process*

CROSS REFERENCE: [BWF Policy Question SharePoint Process Desk Aid](#)

EFFECTIVE DATE: May 1, 2021

PURPOSE

The purpose of this memo is to announce a new SharePoint process for submitting, answering, and tracking policy questions from Bureau of Working Families (BWF) and Bureau of Refugee Programs (BRP) program contractors.
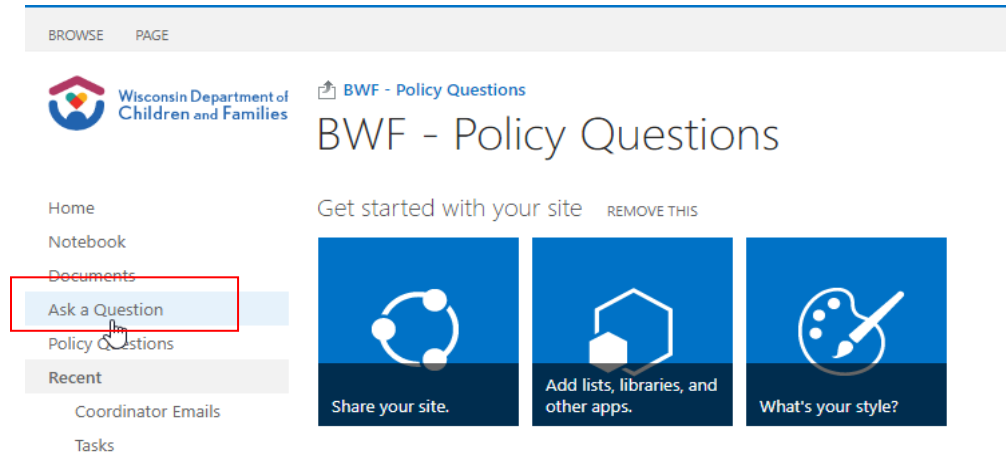
BACKGROUND

The current process for submitting policy questions to the BWF Temporary Assistance for Needy Families (TANF) Policy Section is email-based, which does not allow for a consistent method to respond and track final responses.

Based on feedback from program contractors, BWF staff, and partners at the Bureau of Regional Operations (BRO), BWF updated the policy question process to utilize SharePoint so the entire process from submission to response is centralized and easily searchable.

POLICY QUESTION SHAREPOINT SUBMISSION

As of the effective date of this memo, all policy questions from program contractors should be submitted to a new SharePoint site found here. Questions will be submitted through a contractor's designated policy coordinator, which is consistent with the current policy question submission process. To submit a question, contractors will click on "Ask a Question" found on the left side of the SharePoint homepage.

This button will open a form for contractors to submit their policy question with background and context, as well as identify the topic(s) of the question. Required fields are marked with a blue asterisk. The topic list includes many areas of Wisconsin Works (W-2) policy as well as other BWF-administered programs such as Emergency Assistance (EA), Transitional Jobs/Transform Milwaukee Jobs (TJ/TMJ), and Job Access Loans and BRP-administered programs such as Refugee Cash Assistance. The topic list below is a sample of what is included.

There are multiple fields at the bottom of the submission form marked "FOR ADMINISTRATIVE USE" that are only to be completed by BRO, the Milwaukee Operations Section, and the TANF Policy Section. These fields are for question assignment and for BWF staff to record a final response.

To submit the question, users should indicate which contracting agency they are from and click "Save" at the bottom of the form. DFES staff such as BRP, the Partner Training Team, and the BWF Work Programs Help Desk should select "DFES Staff" and TJ/TMJ contractors should select "TJ/TMJ Contractor."

For further information on the new process after a question is submitted in SharePoint, please see the attached BWF Policy Question SharePoint Process Desk Aid.

TANF POLICY SECTION STANDARD RESPONSE TIME

As part of this new process, the TANF Policy Section has instituted a new standard response time of 10 working days. If the question is time-sensitive, there is a field on the submission form where contractors can provide justification for a response needed sooner than 10 working days. An example of a policy question requiring an expedited response is if the question is about an EA application which needs an eligibility decision in 5 days.

To encourage additional communication and follow up when necessary, specific statuses are available for the policy analyst to communicate when more time is needed for more extensive research or the question has been deferred pending a policy decision.


If one of the statuses marked above is selected, the policy analyst assigned will follow up via email to communicate the reasoning behind it.

POLICY QUESTION SHAREPOINT TRACKING AND HISTORY

To better track previously asked policy questions and create a searchable history, all policy questions submitted are automatically tracked and available to view in SharePoint. The headings of each field can be filtered so that users can easily search for questions by the date submitted, topic, or track the completion status.

To view this history, select "Policy Questions" from the menu on the left side of the SharePoint homepage.
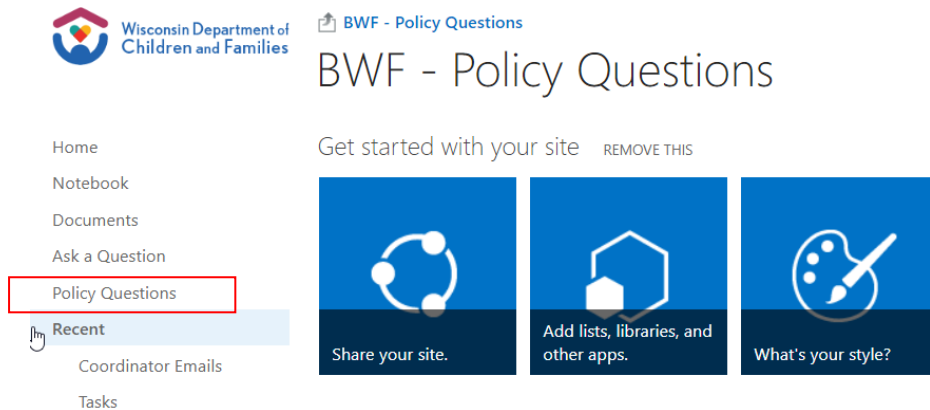
This button opens the list of policy questions, both currently in progress and completed. This view shows and allows the user to sort by the topic of the question, the specific question asked, response, name, title and email of the question submitter, and status and corresponding BWF staff assigned to the question.

POLICY

There are no policy changes associated with this memo.

AGENCY ACTION

Agencies must familiarize staff with the process changes described in this memo and update any relevant local agency procedures.

ATTACHMENTS

[BWF Policy Question SharePoint Process Desk Aid](#)

CONTACTS

For W-2 Policy Questions: [BWF Policy Question SharePoint](#)

DCF/DFES/BWF/MO