



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

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BWF OPERATIONS MEMO									
No:	21-08								
DATE:	04/13/2021								
W-2	<input checked="" type="checkbox"/>	EA	<input checked="" type="checkbox"/>	CF	<input type="checkbox"/>	JAL	<input checked="" type="checkbox"/>		
RAP	<input checked="" type="checkbox"/>	TMJ	<input checked="" type="checkbox"/>	TJ	<input checked="" type="checkbox"/>	Other	EP	<input type="checkbox"/>	

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.

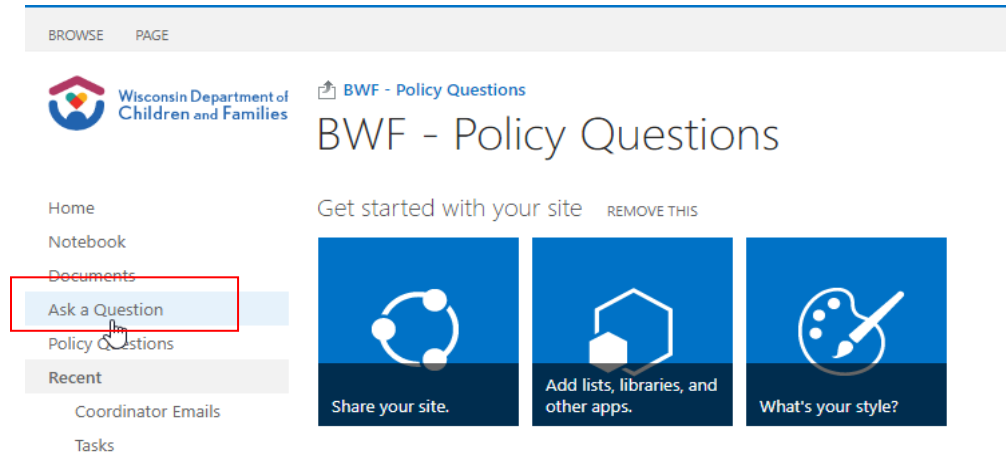
BACKGROUND

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.

Your Name *
 Your Phone Number *
 Your Title *
include agency if applicable
 Your Email *
 What Policy Resources Have You Checked? *
 Topic * ☐ W-2 Agency Roles and Responsibilities
☐ Reasonable Accommodations
☐ Application Process - Eligibility Determination
☐ Application Process - Timeframe

Please include specific references to manual sections, operations memo numbers, etc. Please consult these sources below as well as the policy question tracking spreadsheet located here.

W-2 Manual
 Ops Memo Digital Library
 EA Manual
 TJ/TMJ Manual

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."

The screenshot shows a portion of a web form. On the left, there is a label "Response" and a red-bordered box containing the text "Agency *". To the right of this box is a dropdown menu with the following options: FSC, Equus, WRI, WCI, AWWI, ROSS, MAXIMUS, UMOS, DFES Staff, TJ/TMJ Contractor (highlighted in blue), and FSC. Below the dropdown menu, there are two buttons: "Save" (highlighted with a red border) and "Cancel".

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.

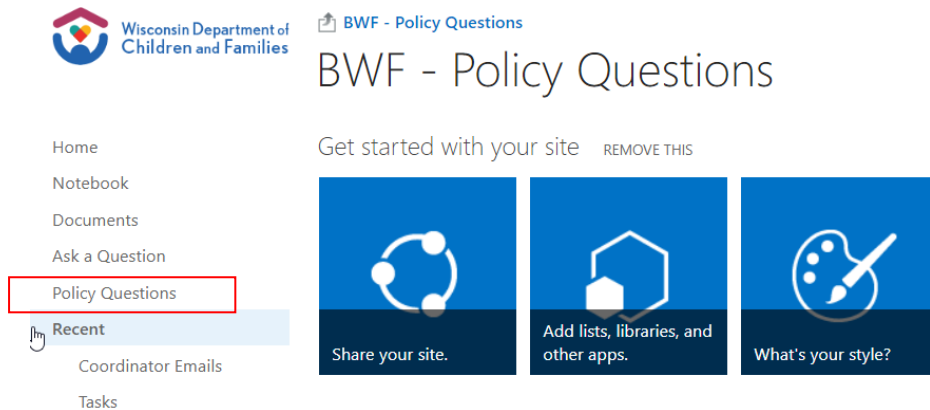
The screenshot shows a dropdown menu labeled "Status of Question (PQC)". The menu is open, displaying the following options: Received (highlighted in blue), Assigned, In Progress, In Review, Deferred (highlighted with a red border), Follow Up Needed, Requires Extended Research (highlighted with a red border), and Complete. Below the dropdown menu, the text "COORDINATOR" is visible.

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.

Created	Topic	Specific Question	Response	Your Name	Your Title	Your Email	Status of Question	Status of Question (PQC)	Regional Coordinator Assigned	Analyst Assigned
Monday at 10:36 AM	Nonfinancial Eligibility - General, Nonfinancial Eligibility - Custodial Parent	This is only a test.	testing testing testing	Mr. Test	Testing Guru	Tester@test.com	Elevated to Policy	Complete	<input type="checkbox"/> Nartowicz, Joseph - DCF	<input type="checkbox"/> Pair, Morgan E - DCF

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