BWF Policy Question SharePoint Process Map

ACRONYM DEFINITIONS

BWF: Bureau of Working Families

BRO: Bureau of Regional Operations

BRP: Bureau of Refugee Programs

MOS: Milwaukee Operations Section

TANF: Temporary Assistance for Needy Families

START

Agency submits policy question to SharePoint site.

BRO/MOS policy question mailbox receives notification that a question has been submitted to the SharePoint site.

BRO/MOS coordinator reviews question in SharePoint site.

Can question be answered by BRO/MOS?

No → BRO/MOS marks Regional Coordinator status in the SharePoint as "Elevated to Policy".

Yes → BRO/MOS answers question in SharePoint and marks Regional Coordinator status as "Complete".

TANF Policy Section policy question mailbox receives notification that a question has been elevated to policy on the SharePoint site. Policy Question Coordinator reviews question and assigns to TANF policy team member or BRP policy lead.

TANF Policy team member or BRP policy lead reviews question. If additional follow-up or extended research is needed, the assigned team member will reach out via email within 10 working days, per the new standard response timeframe.

TANF Policy team member or BRP policy lead marks policy team status as "Complete" and records final response in SharePoint.

Email is sent to BRO/MOS coordinator indicating that the question has been answered.

BRO/MOS coordinator reviews response in SharePoint and marks Regional Coordinator status as "Complete".

Agency receives email with a link to the final response in SharePoint.

END OF PROCESS