



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

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

BWF OPERATIONS MEMO

No: 21-24

DATE: 11/16/2021

W-2 ☐ EA ☒ CF ☐ JAL ☐

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

SUBJECT: *Updated Features in ACCESS for Emergency Assistance Applications*

CROSS REFERENCE: [BWF Operations Memo 20-21](#)
[BWF Operations Memo 21-07](#)
[EA Manual 1.2: Emergency Assistance Application](#)

EFFECTIVE DATE: December 11, 2021

PURPOSE

The purpose of this memo is to:

1. Announce updates to Emergency Assistance (EA) policy; and
2. Announce new ACCESS functionality for EA applications by individuals not currently enrolled in Wisconsin Works (W-2) and related programs.

BACKGROUND

ACCESS is an online tool for applicants and participants to apply for and manage W-2 and related programs. As of October 24, 2020, W-2 and/or Job Access Loan (JAL) applicants gained the ability to complete a W-2 and/or JAL application in ACCESS. EA applicants already in a W-2 program were able to complete an EA application in ACCESS through the Add a Program module. However, EA applicants not in W-2 or a related program used the simplified request for assistance feature in the Request for Benefits module.

On December 11, 2021, EA applicants not currently in a W-2 program will be able to complete a full EA application in ACCESS, and the simplified request for assistance feature for EA will no longer be in ACCESS.

The Bureau of Working Families (BWF) continues to update participant-facing tools for individuals to easily engage with our programs, including throughout the application process.

POLICY

EA policy updates are summarized below. The relevant policy manual section is attached to this memo and will be incorporated into the EA Manual. Policy that was removed is struck through and policy that was added is underlined.

CURRENT POLICY

Applicants can request EA by contacting the W-2 agency directly, or by submitting a request for assistance in ACCESS. If requested via ACCESS, the agency must contact the applicant within one working day of receiving the request for assistance to allow completion of the EA application. If the request for assistance in ACCESS is submitted after 4:30 p.m. or on a non-working day, the agency must contact the applicant to complete the EA application within one working day of the next working day.

UPDATED POLICY

Applicants can request EA by contacting the W-2 agency directly, or by applying in ACCESS. Policy was updated to replace references to requests for assistance in ACCESS with applications in ACCESS.

[See attached updated EA Manual sections 1.2.1 and 1.2.2.](#)

ACCESS

As of December 11, 2021, when an applicant requests EA in ACCESS through the Apply for Benefits module, they will now be able to complete the full EA application and see a full PDF of the EA application they have submitted. ACCESS will only collect a Request for Assistance through the Apply for Benefits module for EA through December 10, 2021.

CARES WORKER WEB

Workers will continue to use the existing Cares Worker Web (CWW) Inbox Search - Simplified Requests Search functionality to find EA applications or past EA Requests for Assistance. All search criteria, default values, and access rules for this page will remain the same, allowing workers to still search for past simplified requests for W-2 and JAL along with past and current EA submissions. After defining the search criteria and clicking Go, the results and search criteria will display at the top of this page.

Workers can identify an application for EA that was submitted from someone with a current IM or W-2 case, by seeing the case number listed next to the ACCESS tracking number. If there is no case number listed, then the applicant did not indicate they were currently open in a case in CWW.

W-2, JAL, and EA ACCESS Requests

Cancel ☐ Reset

Search Criteria										
Filing Date:	Between 04/20/2021 and 12/20/2021				First Name:					
Programs Requested:	EA				Last Name:					
Status:	Unprocessed				Tracking Number:					
County/Tribe of Residence:					Case Number:					
Agency:	BOS SOUTHWEST									

Applications Listing										
Status	Cnty/Trb	Agency Name	Agency Worker	Applicant Name	Filing Date	Programs Requested	Zip	Case Number	Tracking Number	View
<input type="checkbox"/>	13	FORWARD SERVICE CORP.	<input type="checkbox"/>	BEARS, D	12/07/2021	EA	53713		1702429610	<input type="button" value="View"/>
<input type="checkbox"/>	13	FORWARD SERVICE CORP.	<input type="checkbox"/>	SMITH, S	11/18/2021	EA	53713		9702429196	<input type="button" value="View"/>
<input type="checkbox"/>	14	FORWARD SERVICE CORP.	<input type="checkbox"/>	MAN, E	10/22/2021	EA	53703		9702425590	<input type="button" value="View"/>
<input type="checkbox"/>	13	FORWARD SERVICE CORP.	<input type="checkbox"/>	EA, T	09/27/2021	EA	53713		9702425395	<input type="button" value="View"/>

Cancel ☐ Previous Save

EA Request for Assistance

EA Full Application

All EA filing dates with a date after December 10, 2021, will be a completed EA application. The full PDF EA application is viewable by clicking on the View button located in the last column of the page.

TRAINING

The W-2 Partner Training Team will update any relevant trainings based on this policy update.

AGENCY ACTION

W-2 agencies must familiarize staff with the functionality and policy changes as described in this memo and update any relevant local agency procedures.

ATTACHMENTS

[Updated EA Manual sections 1.2.1 and 1.2.2.](#)

CONTACTS

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

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