



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:	22-19 (Amended)
DATE:	10/07/2022 11/16/2022
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W-2	<input type="checkbox"/> EA <input checked="" type="checkbox"/> CF <input type="checkbox"/> JAL <input type="checkbox"/>
RAP	<input type="checkbox"/> TMJ <input type="checkbox"/> TJ <input type="checkbox"/> Other EP <input type="checkbox"/>

SUBJECT: *Increase to Payment Delay Timeframe for New Housing Not Yet Obtained*

CROSS REFERENCE: [EA Policy Manual Section 1.4.1 Referral and Case Management](#)
[EA Policy Manual Section 5.4.1 Timeframe for Issuing Payment](#)
[EA Policy Manual Section 5.4.2 Payment Delay due to New Housing Not Yet Obtained](#)
[EA Policy Manual Section 5.4.3 Payment Delay due to Lack of Verification that Eviction or Foreclosure Will Not Proceed](#)

EFFECTIVE DATE: November 18, 2022

PURPOSE

The purpose of this operations memo is to announce an update to program policy and procedures to increase the time allowed to search for new permanent housing for Emergency Assistance (EA) applicants eligible for a payment delay.

BACKGROUND

Per EA Manual [5.4.1](#), EA payments must be made within five working days after the application date unless a payment delay is necessary in the following situations:

1. The EA Group is moving to new permanent housing but has not yet obtained new housing. (See EA Manual Section [5.4.2](#))
2. The EA Group plans to remain in its current housing, but the Wisconsin Works (W-2) agency has not yet verified that the landlord, bank, or local government agency agrees not to proceed with the eviction or foreclosure if the payment is issued. (See EA Manual Section [5.4.3](#))

Due to the potential challenges of finding permanent housing, the Bureau of Working Families is increasing the amount of time individuals eligible for a payment delay are given to find new permanent housing from 60 days to a total of 120 days.

POLICY

EA policy updates are summarized below. The relevant policy manual sections are 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

When an EA Group qualifies for a payment delay because the group is moving to new permanent housing but has not yet obtained new housing, the group has 30 calendar days to find new housing. If the group is not able to find housing within the 30 calendar days timeframe, the group can request an additional 30 calendar days to find housing.

NEW POLICY

When an EA group qualifies for a payment delay to search for new permanent housing, the group has 120 calendar days total to search for housing. Initially, groups are provided 60 calendar days, with the option of an additional 60 days if needed.

If the applicant has not already contacted the W-2 agency to request additional time, the agency must contact the applicant before the initial 60-day deadline to:

1. Discuss if they are still looking for new permanent housing and need the additional 60 days to continue searching; and
2. Offer resources and discuss possible referrals the W-2 agency deems appropriate to assist the applicant in their search for housing.

If the W-2 agency is unable to reach the applicant prior to the status deadline after varied contact attempts including phone calls, e-mail, text message, etc. over several days, the worker must still update the application status reason in WWP to provide the additional 60 days to continue searching for housing. Contact attempts with the applicant must be clearly documented and detailed specifically in PIN comments.

[See attached the updated EA Manual Sections 1.4.1, 5.4.2, and 5.4.3](#)

WISCONSIN WORK PROGRAMS (WWP)

As of the effective date of this memo, updates in WWP will be made to reflect the new timeline, including:

1. Payment delay reason text, changing from 30 to 60;
2. Calculations for the status deadlines and worker tasks; and
3. The text on the WWP-generated notices sent to applicants for the initial 60-day payment delay.

REPORTS

All associated Webl reports will be updated based on this operations memo.

TRAINING

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

AGENCY ACTION

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

ATTACHMENTS

[Policy Attachment](#)

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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DCF/DFES/BWF/AP