



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:	23-03				
DATE:	03/20/2023				
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:** *New Emergency Assistance ACCESS Inbox and Application Functionality*

**CROSS REFERENCE:** [BWF Operations Memo 20-21](#)  
[BWF Operations Memo 20-27](#)  
[BWF Operations Memo 21-24](#)  
[BWF Operations Memo 23-01](#)

**EFFECTIVE DATE:** March 31, 2023

**PURPOSE**

The purpose of this operations memo is to announce:

- The new Emergency Assistance (EA) ACCESS Inbox in Wisconsin Work Programs (WWP); and
- Auto-populating EA ACCESS application entries into WWP.

**BACKGROUND**

As described in the cross-referenced memos, the Bureau of Working Families (BWF) has made multiple automation enhancements to support the EA program, its applicants, and agency workers. The WWP updates communicated in this memo align with BWF’s goal of modernizing systems and creating more efficient worker processes.

**POLICY**

There are no policy changes associated with this memo.

**WWP UPDATES**

EA ACCESS INBOX AND DETAILS PAGE

Starting March 31, 2023, a new EA ACCESS Inbox will be available to workers via the WWP Agency Tools tab. Workers should use the WWP Inbox to identify and process EA ACCESS applications.

EA ACCESS Inbox

County

Sort by Application Date

Reset

ACCESS Tracking #	Application Date	Applicant Name	County	ACCESS Appt	Worker Scheduled Appt	Assigned Worker	
8603294084	02/08/2023	EA TEST	DANE	02/08/2023 11:00 AM	No	Ginger Seery	
3603294239	02/09/2023	DANES EATEST	DANE	02/10/2023 9:30 AM	No		
7603294473	02/13/2023	FEBRUARY LASTNAME	DANE	02/13/2023 4:00 PM	No		
1603294417	02/12/2023	PP WITHKID6	DANE	02/14/2023 4:00 PM	No		
603294806	02/15/2023	EACOMB TEST	DANE	No	No		
7603294873	02/16/2023	COMBTTEST UAT	DANE	No	No		
3603295039	02/17/2023	COMBAPP UATTEST	DANE	No	No		

<
1-20 of 21
>

**History (Last 60 Days)**

ACCESS Tracking #	Application Date	Applicant Name	County	ACCESS Appt	Processed Date
8800814182	02/15/2023	JULE BOLT	DANE	02/15/2023 10:30 AM	03/09/2023

Workers can select a row to view additional details and review the EA ACCESS application PDF or use the edit button to make updates on the Edit EA ACCESS Inbox Details page. The Details page is also where workers identify group members who do not yet exist in WWP.

Once all group members have been identified and an application has been processed, it will drop from the Inbox and display in the History section of the EA ACCESS Inbox page.

Worker instructions on how to access and use the Inbox and the Inbox Details page and how to identify group members will be available in the new WWP ACCESS Inbox Desk Aid (see Training section below).

<<

## Edit EA ACCESS Inbox Details

---

ACCESS Tracking # 8603294084

Application Date 02/08/2023

Applicant Name EA TEST

DOB 01/01/1991

Gender M

Language English

CARES Case #

County DANE

Worker Scheduled Appt Yes No

📄 EA Application (PDF)

**EA ACCESS Appointment**

Date	Start Time	End Time
2/8/23	11:00 AM	12:00 PM

**Location**

1819 Aberg Ave. Suite D  
Madison WI 53704  
Phone: 8557331311  
Fax: 6084670267

**Worker**

JANE KAHL  
Phone:  
Email:

**Notes**

Details

380 characters remaining

Name	Date of Birth	Gender	PIN	Exists in WWP	
EA TEST	01/01/1991	M		No	<span style="background-color: #0070c0; color: white; padding: 2px 5px; border-radius: 3px;">+ Identify Group Member</span>
CHILD TEST	11/02/2022	M		No	<span style="background-color: #0070c0; color: white; padding: 2px 5px; border-radius: 3px;">+ Identify Group Member</span>

**SECURITY**

The EA ACCESS Inbox will populate with ACCESS applications associated with the user’s agency. EA Worker and EA Supervisor profiles will have access to the Inbox.

BWF Work Programs Help Desk staff can:

- Access the Inbox via the Worker Tools tab;
- Select applications by agency; and
- Delete applications from the Inbox.

**AUTO-POPULATION OF WWP APPLICATION FIELDS**

The majority of fields that applicants complete in ACCESS will auto-populate into WWP from the ACCESS application when processed from the EA ACCESS Inbox page. There are some exceptions, including:

- Employment income types: commission, holiday pay, shift differential pay, other, overtime pay, tip, irregular, and weekend pay; and
- Several unearned income types.

When income types are not auto-populated, WWP will display the message “Additional income has been reported on the application. Review and manually add if necessary.” When this occurs, workers must check the PDF for income details.

Assets reported in ACCESS will be auto-populated in WWP to a single individual, regardless of whether or not the asset is shared. For example, the ACCESS applicant reports a checking account shared with another person. Whether this other person is in the EA assistance group or not, the entire checking account balance will be mapped to the applicant.

A best practice is to review the application PDF when processing the application, regardless of whether or not a warning message has displayed.

### ***REPORTS***

For the weekly ACCESS report to continue to be accurate, the EA agencies must continue updating the 'Worker' and 'Status' fields in the CWW Simplified Requests Inbox. Later this year, BWF anticipates having the ACCESS reports created in WebI. When that occurs, the CWW Simplified Requests Inbox will be closed. We will keep you informed of any changes to functionality and reports.

### ***TRAINING***

On March 24, 2023, the Partner Training Team will publish a new WWP ACCESS Inbox Desk Aid in the [Learning Center](#).

### ***AGENCY ACTION***

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

### ***CONTACTS***

For WWP Functionality Questions: BWF Work Programs Help Desk  
[BWFworkprogramsHD@wisconsin.gov](mailto:BWFworkprogramsHD@wisconsin.gov)

DCF/DFES/BWF/GS