



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:	23-07	(Amended)	
DATE:	09/27/2023	10/20/2023	
<hr/>			
W-2	<input checked="" type="checkbox"/>	EA	<input checked="" type="checkbox"/>
		CF	<input type="checkbox"/>
		JAL	<input checked="" type="checkbox"/>
RAP	<input type="checkbox"/>	TMJ	<input type="checkbox"/>
		TJ	<input type="checkbox"/>
		Other EP	<input type="checkbox"/>

SUBJECT: Wisconsin Work Programs Fact Finding Modernization

CROSS REFERENCE: [W-2 Policy Manual Chapter 12: Dispute Resolution](#)
[EA Policy Manual Chapter 6: Dispute Resolution](#)

EFFECTIVE DATE: October 27, 2023

PURPOSE

The purpose of this operations memo is to announce that the Fact Finding CARES Mainframe screen WFFF will be obsolete and Fact Finding functionality will be moved to the Wisconsin Works Programs (WWP) system.

BACKGROUND

In the fall of 2016, the Division of Family and Economic Security (DFES) kicked-off a multi-year project to modernize and upgrade the legacy CARES Mainframe system. The WWP updates communicated in this memo align with the goal of modernizing systems and creating more efficient worker processes.

POLICY

The Wisconsin Works (W-2) Policy Manual and the Emergency Assistance (EA) Policy Manual have been updated to standardize language and remove references to WFFF.

The relevant policy manual sections are attached to this memo and will be incorporated into the respective manuals. Policy that was removed is highlighted and struck through and policy that was added is highlighted. See attached W-2 Manual Chapter 12 and EA Manual Chapter 6.

The Fact Finding Review Appointment and Fact Finding Denial Notices were updated to meet current Department of Children and Families branding standards as well as to be participant focused. Both notices will be automatically generated by WWP.

You can find both notices in the [DCF Forms Repository](#).

WWP UPDATES

NEW FACT FINDING PAGE

Starting October 27, 2023, a new Fact Finding page will be available to workers via the WWP Agency Tools tab. The Fact finding page will allow workers to enter all of the information for EA, Job Access Loan (JAL), and W-2 currently entered on CARES mainframe screen WPF.

Additional new functionality will be added to WWP, including:

- Direct access to Fact Finding forms such as the Fact Finding Review Voluntary Withdrawal form and the Fact Finding Review Summary and Decision form;
- The ability to send automated appointment and denial notices to petitioners;
- Fields to document departmental level reviews; and
- Worker tasks to support adherence to policy timeframes.

SECURITY

Security profiles can add and edit Fact Findings according to the chart below.

Security Profile	Can add and edit JAL and W-2 Fact Finding requests	Can add and edit EA Fact Finding requests
W-2 Case Management - FEP	X	X
W-2 Case Management Supervisor	X	X
W-2 QC Staff	X	X
EA Worker		X
EA Supervisor		X

The following roles have read-only capabilities for all Fact Finding requests their agency did not create:

- W-2 Case Management – FEP;
- W-2 Case Management Supervisor;
- W-2 QC Staff;
- EA Worker; and
- EA Supervisor.

The following roles have read-only capabilities for all Fact Finding requests:

- W-2 Help Desk;

- DCF Staff – General; and
- DCF Staff – Monitoring.

The W-2 Help Desk profile can delete in-progress Fact Findings that were created in error.

Existing WWP confidential PIN security functionality will apply to Fact Finding.

CONVERSION

WPF will be obsoleted the evening of October 26, 2023. WPF records with requests made within three years of October 26, 2023, will be converted into a WWP Fact Finding record.

Incomplete WPF Fact Finding records older than six months from October 26, 2023, will not be converted. Prior to conversion, the TANF Policy Section will communicate with agencies who have WPF records that have not been completed in accordance with policy requirements.

All Fact Finding files will continue to be available in the Electronic Case File regardless of request date.

TRAINING

On October 20, 2023, the Partner Training Team will publish a new Fact Finding Reference Guide in the [Learning Center](#). The new Fact Finding functionality will be in the WWP training environment on October 20, 2023.

AGENCY ACTION

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

ATTACHMENTS

[W-2 Policy Attachment](#)
[EA Policy Attachment](#)

CONTACTS

For WWP Functionality Questions: BWF Work Programs Help Desk
BWFworkprogramsHD@wisconsin.gov

DCF/DFES/BWF/GS