



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:                 | 24-15                               |     |                          |    |                          |
| DATE:               | 09/11/2024                          |     |                          |    |                          |
| W-2                 | <input checked="" type="checkbox"/> | EA  | <input type="checkbox"/> | CF | <input type="checkbox"/> |
| JAL                 | <input type="checkbox"/>            |     |                          |    | <input type="checkbox"/> |
| RAP                 | <input type="checkbox"/>            | TMJ | <input type="checkbox"/> | TJ | <input type="checkbox"/> |
| Other               | <input type="checkbox"/>            | EP  | <input type="checkbox"/> |    | <input type="checkbox"/> |

**SUBJECT: *Removing the Travel Time Criteria from the Good Cause Reason for Inability to Obtain Child Care***

**CROSS REFERENCE:** [W-2 Manual Section 11.3.3 Good Cause Reasons](#)  
[W-2 Manual Section 11.3.3.1.2 Demonstrating an Inability to Obtain Child Care](#)

**EFFECTIVE DATE:** October 13, 2024

**PURPOSE**

The purpose of this operations memo is to announce the removal of the travel time criteria from the definition of “reasonable distance” in the good cause reason for demonstrating an inability to obtain child care.

**BACKGROUND**

Current Wisconsin Works (W-2) policy states that one reason a W-2 participant may claim good cause for not completing their assigned activities is an inability to obtain child care which is necessary for the W-2 participant to participate. One way that participants may demonstrate an inability to obtain child care is that child care is not available within a reasonable distance. A reasonable distance is defined as 60-minute one-way travel time from the parent’s home or work site, which may be extended up to 90 minutes one-way if the participant agrees.

This definition of reasonable distance may be placing participants into overly burdensome arrangements and this change will allow more flexibility for workers and participants to find suitable arrangements.

**POLICY**CURRENT POLICY

One reason to claim good cause for an inability to obtain child care is due to child care not being available within a reasonable distance.

A reasonable distance is defined as a 60-minute one-way travel time from the parent's home or work site. Travel time may be extended up to 90 minutes one-way if there is a good placement opportunity for the participant and the participant is willing to enter this arrangement.

NEW POLICY

One reason to claim good cause for an inability to obtain child care is due to child care not being available within a reasonable distance.

A reasonable distance will not be defined, and agency workers will determine what a reasonable distance is on a case-by-case level. Agency workers and participants will work together to find suitable arrangements.

Agency workers must document the decision that is made and reason(s) in PIN comments.

**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 operations 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  
[BWFworkprogramsHD@wisconsin.gov](mailto:BWFworkprogramsHD@wisconsin.gov)