



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:	24-19	(Amended)			
DATE:	11/12/2024	12/18/2024			
W-2	<input checked="" type="checkbox"/>	EA	<input 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: Wisconsin Works Contractor Payment Structure for 2025 Wisconsin Works and Related Programs Contracts

CROSS REFERENCE: [BWF Operations Memo 23-09, "Wisconsin Works Contractor Payment Structure for 2024 Wisconsin Works and Related Programs Contracts"](#)

EFFECTIVE DATE: January 1, 2025

PURPOSE

The purpose of this memo is to provide a summary of the changes that have been made to the Wisconsin Works (W-2) Contractor Payment Structure for contract year 2025.

BACKGROUND

Beginning in 2013, the Department of Children and Families (DCF) had been providing payments to W-2 Contractors for specific types of performance outcomes and incentives in the W-2 program. There were three types of payments: capitation payments, payments based on performance, and incentive payments. In recent years, DCF has moved away from capitation payments to a cost reimbursement model. DCF continues to provide performance outcome and incentive payments.

SUMMARY OF CHANGES TO THE 2025 PAYMENT STRUCTURE

A. Changes to Performance Outcome Payments (POP)

There are no changes from 2025 for Performance Outcome Payment metrics.

Confidential cases will have a new process for sharing verification documents utilizing SharePoint.

B. Changes to Performance Incentive Payments

The Customer Satisfaction Survey will continue to be sent to participants once per each funding allotment period. The dates for distribution and incentive payment have been published in the Claim and Payments calendar 2025.

There are no changes to the Work Participation Rate (WPR) payment metrics.

DCF will continue to pay the WPR Performance incentive payment 8 months out of the year instead of 12 months. Incentivized months will include January – April and June – September. See the schedule identified in the [Claims and Payment Calendar 2025](#).

C. Changes to Performance Incentive Payments at End of Contract

To comply with the sixty (60) day contract closeout requirements, all claims must be submitted no later than January 31, 2026, for contract year 2025.

AGENCY ACTION

W-2 agencies must use the attached document to familiarize staff with the changes to the payment structure and the related Wisconsin Work Programs (WWP) system changes.

ATTACHMENTS

[W-2 Contractor Payment Structure for Contract Year 2025](#)

CONTACTS

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

For W-2 and WWP Functionality Questions: BWF Work Programs Help Desk
BWFworkprogramsHD@wisconsin.gov

For Performance Outcome Payment Questions: Michael Chase at
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DCF/DFES/BWF/MC