



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:	24-21 (Amended)
DATE:	11/13/2024 12/02/2024
W-2	<input type="checkbox"/> EA <input 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: *New Job Access Loan (JAL) Processing - Benefit Recovery Investigation Tracking System (BRITS) Modernization Phase II*

CROSS REFERENCE: [BRITS User Manual Section 30](#)
[W-2 Manual Section 17.2.2](#)
[W-2 Manual Section 17.2.3](#)
[W-2 Manual Section 17.5.1](#)
[W-2 Manual Section 17.5.2](#)
[W-2 Manual Section 17.5.3](#)
[W-2 Manual Section 17.5.4](#)
[W-2 Manual Section 17.5.5](#)

EFFECTIVE DATE: December 9, 2024

PURPOSE

This memo provides an overview of Benefit Recovery Investigation Tracking System (BRITS) Phase II release to transition Job Access Loan (JAL) claim creation and claim management from CARES Mainframe to BRITS.

BACKGROUND

BRITS is the web-based system for the creation and tracking of public assistance overpayment claims and fraud investigation referrals for Child Care, BadgerCare Plus, Medicaid, FoodShare, and Wisconsin Works (W-2).

The Bureau of Working Families is replacing JAL screens in CARES Mainframe to improve JAL processing and to add system functionality for renegotiating JAL repayment.

POLICY

The relevant policy manual sections are attached to this memo and will be incorporated into the W-2 Manual. Policy that was removed is highlighted light grey, and language that is added is highlighted yellow.

W-2 Manual Sections 17.2.2, 17.2.3, 17.5.1, 17.5.2, 17.5.3, 17.5.4, and 17.5.5 are updated to remove system references to CARES Mainframe and align policy with BRITS functionality when applicable.

W-2 Manual Section 17.5.1.1 is created to establish policy around renegotiating a JAL repayment agreement.

In addition, forms are updated to be in accordance with new BRITS functionality and processes.

The following forms are updated and accessible in the [DCF Forms Repository](#):

DCF-F-5122-E *BRITS Application – User Setup Form*

DCF-F-DWSP2482-E *Job Access Loan Combined Application and Repayment Agreement*

The following notices are updated and will be automatically generated from BRITS:

JAL Approval Notice

JAL Denial Notice

DCF-F-5438 JAL Payment – First Notice

DCF-F-5437 JAL Payment – Second Notice

DCF-F-5430 JAL Payment – Final Notice

BRITS UPDATES

Upon this release of BRITS, CARES Mainframe will no longer be used in JAL processing.

Details about how to use the new BRITS JAL claim processing features, including how to renegotiate a loan, can be found in training materials through the Partner Training Team (PTT). Below are summaries of JAL processing functionality in BRITS, formerly in CARES Mainframe, and new features available in BRITS.

BRITS ACCESS AND JAL ROLES

All BRITS users for JAL must receive system access by submitting form [DCF-F-5122-E](#) to the DCF Service Desk at DCFServiceDesk@wisconsin.gov. All agency workers who will be processing or approving JALs will need to submit this form, including all roles they will need BRITS access for, even if the agency worker currently has access to BRITS for referral creation.

All BRITS JAL roles must be assigned to an authorized W-2 program office.

Functionality of each BRITS JAL role for the current release is summarized below:

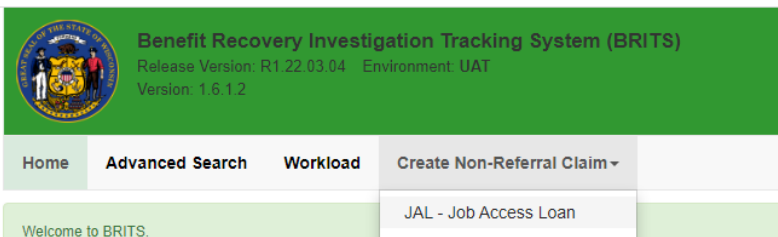
- **JAL Creator:** can view, create, deny, and withdraw a JAL application and repayment terms.

- This role is for agency workers who will be processing JAL applications.
- **JAL Approver:** can view and make a determination on a JAL and can renegotiate a JAL repayment plan.
 - This role is for agency workers and agency supervisors who will be making determinations on JAL applications and renegotiating repayment terms.
- **Helpdesk:** can view a JAL.
 - This role is for DCF staff to view JAL cases in BRITS.

NOTE: In the instance where someone may be creating JALs and approving JALs they did not create, they should request both the JAL Creator and JAL Approver roles. BRITS users with a dual role of Creator and Approver are not able to approve a JAL they created.

CREATING A JAL CLAIM IN BRITS

Once W-2 eligibility is established in CARES Worker Web (CWW), click the Create Non-Referral Claim menu, and choose JAL – Job Access Loan in BRITS.



When creating a JAL claim in BRITS, you must enter the PIN first. Entering a PIN will populate most fields with detail from the associated CWW-eligible JAL applicant. If there is no eligible case for the PIN, the system will not allow you to progress. Additionally, when an applicant has reached the maximum outstanding balance due to active JALs, BRITS will not allow you to progress.

On this page, you have the option to enter the applicant's phone numbers and a specific vendor to receive JAL funds from the JAL applicant. All vendors must be set up in STAR and CWW ahead of time.

The Requested Loan Amount field is required. There is no limit to the amount entered in this field. You will be able to separate out the specific loan reasons and amounts later to determine the final JAL amount.

NOTE: You will also be able to see how much more an applicant would be eligible to receive out of the \$1,600 maximum loan in any 12-month period.

Benefit Recovery Investigation Tracking System (BRITS)
Release Version: R1.22.03.04 Environment: UAT Version: 1.6.1.2
Web Reports & User Guide | CCOR | BRITS User Manual | Logout
Logged in as RobertSchampers TEST-JALC5611
Last logged in on 09/19/2023 at 03:48 pm

Home | **Advanced Search** | Workload | Create Non-Referral Claim ▾

Referral ▾ Search 🔍

Create JAL

JAL Information

*PIN	6586049059	Claim Number	Unassigned
Name	JALTHREE BRITS	JAL Status	New
Date of Birth	01/01/2001	Claim Creation Office	5611 - ROSS IES W-2 PROGRAM
Case Number	6151389964	Created By	RobertSchampers TEST-JALC5611
Program/Subprogram	WW J - W-2 FOR JOB ACCESS LOAN	Requested Date	09/19/2023
Approval Office	5611 - ROSS IES W-2 PROGRAM	Phone - Home	
County of Residence	40 - MILWAUKEE COUNTY	Phone - Work	
Vendor			
*Requested Loan Amount	\$300.00		

The maximum loan amount applicant is eligible to receive \$1600.00

The next section is the Monthly Budget. Some fields will be populated by details entered in CWW but can be overridden in BRITS, if needed. This section will add the total income and the total expense numbers to give the claim a Net Monthly Income; the JAL Creator should use this as a guide in determining the potential repayment terms.

Monthly Budget

Income		Expense	
Earned Income	\$600.00	Rent/Mortgage	\$200.00
Unearned Income	\$0.00	Child Care	\$75.00
W-2 Benefits	\$0.00	Transportation	\$0.00
CTS Amount	\$0.00	Child Support	\$0.00
Food Share Benefits	\$0.00	Food	\$200.00
Child Support	\$0.00	Utilities	\$0.00
Other Income	\$0.00	Other Expense	\$0.00
Total Income	\$600.00	Total Expense	\$475.00

Net Monthly Income \$125.00

After reviewing or entering detail into the Monthly Budget section, click the Calculate Loan Repayment button.

Loan Repayment Terms

The Calculate Loan Repayment button opens the Loan Repayment Calculator that is used to further describe the purpose and use for the loan. You can set various levels of repayment, both in cash and in in-kind hours. All the calculations are handled automatically when you add in-kind hours.

Loan Repayment Calculator ✖

JAL Purpose and Amount

JAL Reason(s) Car Repair ✕ Car Insurance ✕

• Car Repair Amount

• Car Insurance Amount

JAL Repayment Terms

<p>Eligible Loan Amount <input type="text" value="\$1600.00"/></p> <p>Requested Loan Amount <input type="text" value="\$300.00"/></p> <p>• Repayment Period <input type="text" value="12"/></p> <p>Submitted Loan Amount <input type="text" value="\$300.00"/></p>	<p>• Monthly Cash Repayment Amount <input type="text" value="\$17.75"/></p> <p>Total Cash Repayment Amount <input type="text" value="\$213.00"/></p> <p>Total Cash Repayment Percentage <input type="text" value="71.00%"/></p>
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• Monthly In-Kind Hours

Total In-Kind Hours

Total In-Kind Amount

Total In-Kind Repayment Percentage

After you click Update on the Calculator, the system fully populates the main claim screen with those details and allows you to enter in-kind site details.

Loan Repayment Terms

Calculate Loan Repayment

<p>JAL Purpose Reason(s) Car Repair ✕ Car Insurance ✕</p> <p>Car Repair Amount <input type="text" value="\$200.00"/></p> <p>Car Insurance Amount <input type="text" value="\$100.00"/></p> <p>Repayment Period <input type="text" value="12"/></p> <p>Loan Amount <input type="text" value="\$300.00"/></p>	<p>Monthly Cash Repayment Amount <input type="text" value="\$17.75"/></p> <p>Total Cash Repayment Amount <input type="text" value="\$213.00"/></p> <p>Total Cash Repayment Percentage <input type="text" value="71.00%"/></p>
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<p>Monthly In-Kind Hours <input type="text" value="1"/></p> <p>Total In-Kind Hours <input type="text" value="12"/></p> <p>Total In-Kind Amount <input type="text" value="\$87.00"/></p> <p>Total In-Kind Repayment Percentage <input type="text" value="29.00%"/></p>	<p>• In-Kind Site Name <input type="text" value="Volunteer"/></p> <p>• In-Kind Site Address <input type="text" value="123 Main St"/></p> <p>• In-Kind Site Phone # <input type="text" value="(555) 555-5555"/></p>
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The last two sections on the BRITS JAL claim page allow you to:

1. Enter a Comment
 - Every JAL change/entry requires at least one comment.
 - Export all comments on the claim to a PDF.
2. Upload Documents
 - Upload files of the JAL application and any other supporting documents from your computer.
 - All uploaded documents will be stored in the Electronic Case File (ECF) and are fully accessible in BRITS.
 - NOTE: After saving the claim, BRITS allows you to generate a PDF of the application.

The screenshot displays two sections of the BRITS JAL claim page. The top section is titled "Comments" and contains a table with columns for "Comment Text", "Created By", and "Created On". A single comment is listed, created by "RobertSchampers TES..." on "09/19/2023". Above the table are buttons for "+ Add Comment" and "Export to PDF". The bottom section is titled "Documents" and contains a table with columns for "Name", "Type", "Created By", "Created On", and "Signed Date". A "+ Add Document" button is located above the table.

Click Save on the JAL to officially create the JAL claim. When the applicant needs more time to complete the application or provide verification, the JAL Creator should select the checkbox labeled Extend JAL Decision which allows 30 calendar days from the date of JAL claim creation to make a decision on the JAL request.

Once saved, the Print icon becomes available at the top of the screen. Click this to generate an application with all the details from the claim filled in. Save it as a PDF to your computer and have the individual sign the application. Upload the signed application when you click Add Documents for upload.

The screenshot shows a green header bar with the text "Claim #3000000883" and several icons (Home, Refresh, Print, Back, Forward). Below the header is a section titled "JAL Information" with a dropdown arrow.

After saving, the Send for Approval checkbox will appear. Click this box, enter a comment, and click Save again to put the JAL claim on the workload for the approvers for your office.

The screenshot shows a green button labeled "Send for Approval" with a checked checkbox next to it.

A JAL Approver can review all details previously mentioned and has access to the JAL Decision section:

1. Approved – Approve the loan and send the JAL to check issuance.
2. Denied – Deny the JAL application.
 - Denial functionality is also available to the JAL claim creator.
3. Return to Creator – Send this JAL back to the original creator’s workload to collect additional detail.
4. Withdrawn – Halt the application due to applicant withdrawal.
 - This functionality is also available to the JAL claim creator.

If a JAL has been denied, BRITS will generate and send a notice of denial to the applicant informing of them of the cause for JAL denial, including their right to a Fact Finding Review.

If a JAL has been approved, BRITS will generate and send a notice of approval to the applicant, and an overnight process will send the check to be printed. When the check is issued to the JAL recipient, the JAL Creator will print out the JAL Combined Application and Repayment Agreement. The JAL Creator must schedule a time for the individual to visit the W-2 agency to sign Acknowledgement of Receipt section of the application and to pick up their check.

Click on the Print icon to generate the JAL Combined Application and Repayment Agreement PDF, upload the physically signed application, enter a comment, and click Save.

This final step marks the claim status to Open – Check Issued and completes the JAL application process.

RENEGOTIATING A JAL

JAL Approvers can renegotiate repayment terms with a JAL recipient by revising repayment terms and uploading a signed Renegotiated Repayment Agreement.

In the Loan Repayment section on the Claim Detail page, a JAL Approver must select the Renegotiate Loan Terms button to open the calculator to begin the renegotiation process. This becomes available after the initial JAL has been established and check has been issued to the individual.

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Loan Repayment

Renegotiate Loan Terms

JAL Reason(s)

Driver's License Fee Amount	<input type="text" value="\$100.00"/>	Monthly Cash Repayment Amount	<input type="text" value="\$60.42"/>
Work clothing, boots, etc Amount	<input type="text" value="\$150.00"/>	Total Cash Repayment Amount	<input type="text" value="\$725.00"/>

When the Renegotiate Loan Terms Calculator is opened, it will display the current loan repayment terms which are read-only. Edits can be made to the Monthly Budget, Monthly Cash Repayment Amount, In-Kind Hours and site information, and the timeframe of JAL repayment can be extended up to a total of 24 months.

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Loan Repayment Calculator

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JAL Purpose and Amount

JAL Reason(s)

Current Loan Terms

Driver's License Fee Amount	<input type="text" value="\$100.00"/>	Cash balance remaining on current terms	<input type="text" value="\$725.00"/>
Work clothing, boots, etc Amount	<input type="text" value="\$150.00"/>	Cash percentage applied to repayment	<input type="text" value="100%"/>
Car Repair Amount	<input type="text" value="\$475.00"/>	In-Kind balance remaining on current terms	<input type="text" value="\$0.00"/>
		In-Kind percentage applied to repayment	<input type="text" value="0%"/>
Total Loan Amount		<input type="text" value="\$725.00"/>	

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Monthly Budget

Monthly Budget amounts are defaulted based on previous JAL negotiation.

Income

Expense

Earned Income	<input type="text" value="\$2,100.00"/>	Rent/Mortgage	<input type="text" value="\$650.00"/>
Unearned Income	<input type="text" value="\$0.00"/>	Child Care	<input type="text" value="\$0.00"/>
W-2 Benefits	<input type="text" value="\$0.00"/>	Transportation	<input type="text" value="\$100.00"/>
CTS Amount	<input type="text" value="\$0.00"/>	Child Support	<input type="text" value="\$0.00"/>
FoodShare Benefits	<input type="text" value="\$0.00"/>	Food	<input type="text" value="\$100.00"/>
Child Support	<input type="text" value="\$0.00"/>	Utilities	<input type="text" value="\$100.00"/>
Other Income	<input type="text" value="\$0.00"/>	Other Expense	<input type="text" value="\$150.00"/>
Total Income	<input type="text" value="\$2,100.00"/>	Total Expense	<input type="text" value="\$1,100.00"/>

Net Monthly Income

A JAL Approver will be able to see the current Outstanding JAL Balance and the Remaining Repayment Period given the new parameters of repayment entered. These fields are followed by a message that informs the JAL Approver how many months are available to extend the JAL repayment timeframe.

When the Monthly Cash Repayment Amount is changed, or in-kind community service hours are added, the Renegotiate Loan Terms Calculator will automatically update the length of the repayment period.

- If the Monthly Cash Repayment Amount is reduced to an amount that would take longer than 24 months to repay, BRITS will display an error message.
- If monthly in-kind community service hours exceed the allowable percentage of in-kind hours, BRITS will display an error message.

Once Renegotiated Repayment Terms are set, the JAL Approver must select Update; this will return them to the JAL Repayment Page, where the Monthly Budget and Loan Repayment Terms sections will be updated with the new terms.

Current JAL(s)

Claim Number	Status	Repayment Period	Mo. Cash Repay Amt.	Mo. In-Kind Hours	Outstanding Balance
7100009227	Open-Check Issued	08/25/2024 - 07/25/2025	\$60.42	0	\$725.00

JAL Repayment Terms

Outstanding Loan Balance	\$725.00	*Monthly Cash Repayment Amount	\$15.71
Remaining Repayment Period	24	Total Cash Repayment Amount	\$377.00
The maximum available repayment period allowed is 24 months		Total Cash Repayment Percentage	52.00%
Monthly In-Kind Hours	<input type="text" value="2"/>		
Total In-Kind Hours	48		
Total In-Kind Amount	\$348.00		
Total In-Kind Repayment Percentage	48.00%	The maximum Total in-kind Repayment Percentage allowed is 75%	
*In-Kind Site Name	<input type="text" value="Random House Volunteer Group"/>		
*In-Kind Site Address	<input type="text" value="1465 in kind address, waunakee wi 545..."/>		
*In-Kind Site Phone #	<input type="text" value="(555) 555-5555"/>		

A Renegotiation Reason field will now be available to populate with the dropdown selection menu.

Once a Renegotiation Reason is selected, the Print Renegotiated Terms button will be available to generate the renegotiation PDF for the individual to sign. The signed renegotiated repayment agreement must then be uploaded to BRITS.

Loan Repayment

Renegotiate Loan Terms

*Renegotiation Reason

The JAL Approver must enter renegotiated JAL terms and upload the signed Renegotiated Repayment Agreement on the same day. If all actions for renegotiation are not made in the same day, the JAL repayment terms will revert to the initial repayment terms and the renegotiation process will need to be restarted.

REPORTS

The following reports will be accessible in WEBi:

BRCFJL-004 Newly Established JAL Claim Summary Report
BRCFJL-002 JAL Spending Target Report
BRCFJL-003 Job Access Loan (JAL) Claims

Information in the report BRCFJL-003 was previously included as part of the New JAL Claim Summary report and will now be its own report.

TRAINING

PTT will update relevant trainings in accordance with this memo.

AGENCY ACTION

W-2 agencies must become familiar with the new functionality and policies 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
BWFworkprogramsHD@wisconsin.gov

DCF/DFES/BWF/AE