Bureau of Working Families (BWF)

W-2 Program Case Transfer Process Guide

Revised

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Wisconsin Department of Children and Families

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Summary: This process guide provides an overview of how to handle W-2 cases that need to transfer to a new agency due to a participant moving to a different geographical region. Additionally, it outlines required actions each agency involved must take during the transfer process.

Introduction

This document describes the process Wisconsin Works (W-2) agencies must follow when an applicant's or participant's case needs to be transferred. Case transfers occur when an applicant or participant moves from one W-2 Geographical Region to another W-2 Geographical Region.

Background

Prior to 2025, W-2 case transfers were only supported in Milwaukee County. During that time, Milwaukee County W-2 agencies created an Inter-Regional Transfer Process to expedite case transfers and ensure continuity of services for an applicant or participant.

As of February 22, 2025, system enhancements will support statewide W-2 case transfers. Milwaukee County's Inter-Regional Transfer Process serves as a foundation for the statewide transfer process.

The transfer procedure is governed by **two guiding principles:**

- The participant will not be inconvenienced because of or by the transfer process; and
- The W-2 agencies will work collaboratively to coordinate the transfer of cases from one W-2 region to another so that the transfer process is as participant-friendly as possible.

Case Transfer and W-2 Agency Requirements

Transfer Coordinator

Transfer Coordinator

The W-2 agencies must have at least one primary Transfer Coordinator and one backup Transfer Coordinator per geographical region. The Transfer Coordinator serves as the primary contact for case transfers.

The Transfer Coordinator must:

- Be in a FEP or FEP Supervisor role;
- Communicate and coordinate with the receiving or sending agency;
- Review inbound cases for any immediate needs;
- Review the Wisconsin Works (W-2) Case Transfer Checklist for outbound cases to ensure that the case is in good standing prior to being transferred out;
- Transfer cases in or out; and
- Assign the transfer-in case to a FEP and inform the FEP of any immediate needs.

W-2 Agency Directory

Each W-2 Geographical Region must have an identified primary and backup Transfer Coordinator. The W-2 Agency Directory must include current contact information for both the primary and backup Transfer Coordinators.

W-2 Agency Directory changes should be submitted to the Regional Administrator/Regional Coordinator as they occur.

Transfer Process

Except in specific circumstances, applicants or participants who report a new address outside of the current W-2 agency's geographical region must have their W-2 case transferred to the appropriate W-2 agency.

The sending W-2 agency will process transfers in a manner that will not inconvenience participants or cause a disruption in services. The W-2 agencies will work collaboratively to coordinate the transfer of cases from one W-2 Geographical Region to another so that the transfer process is as seamless and participant-friendly as possible.

Transfer Exceptions

If a participant meets one of the conditions described below, they must be given the option to remain with the agency that is currently serving them. These conditions are:

1. Homelessness

Homeless individuals can apply in any geographical region they choose. Homeless W-2 participants will, in most cases, not be transferred to another agency until they have obtained a permanent address.

If a homeless participant requests to be transferred to another agency prior to obtaining a permanent address and provides a good reason for this request, such as a change in temporary homeless or transition shelter, access to a job, or ease in transportation, a transfer must be provided. In all instances, the rationale for the transfer must be entered in CARES Worker Web (CWW) case comments and Wisconsin Work Programs (WWP) PIN comments.

2. Domestic Violence

W-2 agencies must give W-2 participants experiencing domestic violence the option to receive services from a different W-2 agency other than the one that serves their geographical region.

The current agency must assist the participant in deciding which W-2 agency they would prefer to work with. The current agency must also communicate the special circumstance that led to the request to transfer to the new agency.

In order to assure the safety of participants experiencing domestic violence, a transfer may be made to a new agency with an understanding that the appropriate information will be scanned into ECF prior to the case transferring using the WDV ECF code.

3. Case Status is Not in Good Standing

The case status is considered not in good standing in the circumstances where the case is set to close due to one or more of the following reasons:

- W-2 review was not completed and case set to close within the 10-working-day transfer period;
- Employability Plan (EP) set to expire within the 10-working-day transfer period;
- CMC placement set to expire within 10-working-day transfer period;
- Eligibility verification due date within the 10-working-day transfer period;
- Case is pending for a Noncooperation with W-2 Program Requirements (See W-2 Manual 11.5.1); and/or
- Time limit expiring within the 10-working-day transfer period.

If the above circumstance is resolved and the case remains open, the sending agency must transfer the case.

If the case closes, the participant should be informed that they can re-apply at the new W-2 agency in their geographical region of residence if they choose. All actions related to the closure and what lead to the closure must be documented in PIN comments (see W-2 Manual 4.3.3).

Participant Notification of Transfer

The sending W-2 agency is responsible for ensuring that participants are aware that a transfer needs to occur and the reasons for this transfer.

The sending W-2 agency will inform the participant of the transfer making multiple contact attempts, using various communication means (in-person meeting, phone, email, text, etc.).

If the sending W-2 agency is unable to connect with the participant within two (2) working days after the date the address was updated in CWW, and the case is in good standing, the agency must mail the W-2 PARTICIPANT TRANSFER NOTICE to the participant.

System notices will continue to be generated for the following actions:

- When the case transfers from one Income Management (IM) consortium to another IM consortium; or
- When a new FEP is assigned.

Sending W-2 Agency Required Actions

The sending W-2 agency FEP should take action to review and prepare cases that will be transferred within two (2) working days from the address change date or from the date that the agency is notified of the relocation in instances where the case is transferred by the IM agency.

The case transfer must occur no later than five (5) working days after the date the address change occurred in CWW or when the agency is notified, unless the participant's circumstance meets one of the transfer exceptions.

Cases that are not transferred within five (5) working days must have a transfer exception documented in CWW Case Comments and WWP PIN Comments.

Prior to transfer, the sending W-2 agency should complete a review of CWW and WWP to ensure the case reflects the following:

- Eligibility is open and passing;
- All necessary case management action has been completed, including entering all participation; and
- The case is not failing or in need of any action that may cause the case eligibility to end.

Steps taken to achieve the above must be documented on the Wisconsin Works (W-2) Case Transfer Checklist form and scanned into ECF under WMSC as soon as possible so the receiving W-2 agency is able to review if needed.

Transfer Discussion

The sending W-2 agency is encouraged to review and discuss with the participant their childcare and other supportive services needs and document the details and any action in WWP PIN comments.

The sending W-2 agency should address the immediate needs prior to transferring the case. Immediate needs can include, but are not limited to, transportation, food, childcare, clothing, diapers, formula, child(ren)'s needs, etc.

Note: A childcare authorization does not have to be in place for a transfer to occur if the childcare case is open and passing.

Transfer PIN Comments

The Transfer Summary PIN comments at minimum must include:

- The areas covered in the Wisconsin Works (W-2) Case Transfer Checklist; and
- Details of status for outstanding actions that would not lead to the case being closed.

EXAMPLE: A participant needs an updated formal assessment; an example PIN comment reads: *Case pending for an updated formal assessment. The current formal assessment is expired. The participation status FA is opened, and the participant was advised to inform new W-2 agency of the status of a completed formal assessment at initial new FEP appointment with the new W-2 agency.*

Transfer Coordination between Sending and Receiving W-2 Agencies

The sending W-2 agency must notify the receiving W-2 agency prior to completing the transfer in CWW and WWP.

This notification must be sent via email to the receiving W-2 agency's primary and backup Transfer Coordinators' emails. This email should be sent after the sending W-2 agency has:

- Notified the participant;
- Discussed the transfer with the participant;
- Reviewed the case for good standing;
- Scanned all transfer related documents; and
- Documented all relevant information in comments appropriately.

CWW and WWP Required Actions

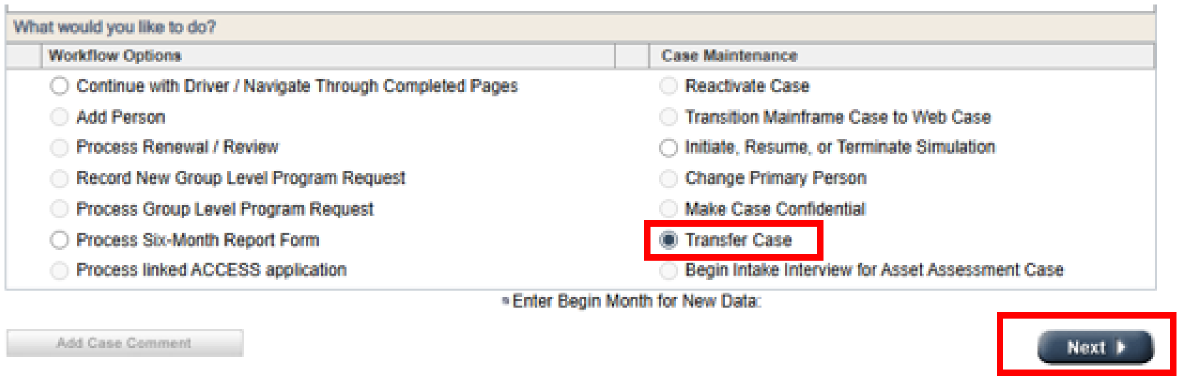
In most instances, transfers are initiated by the IM agencies in CWW. When this occurs, the sending W-2 agency must finish the transfer action steps in WWP.

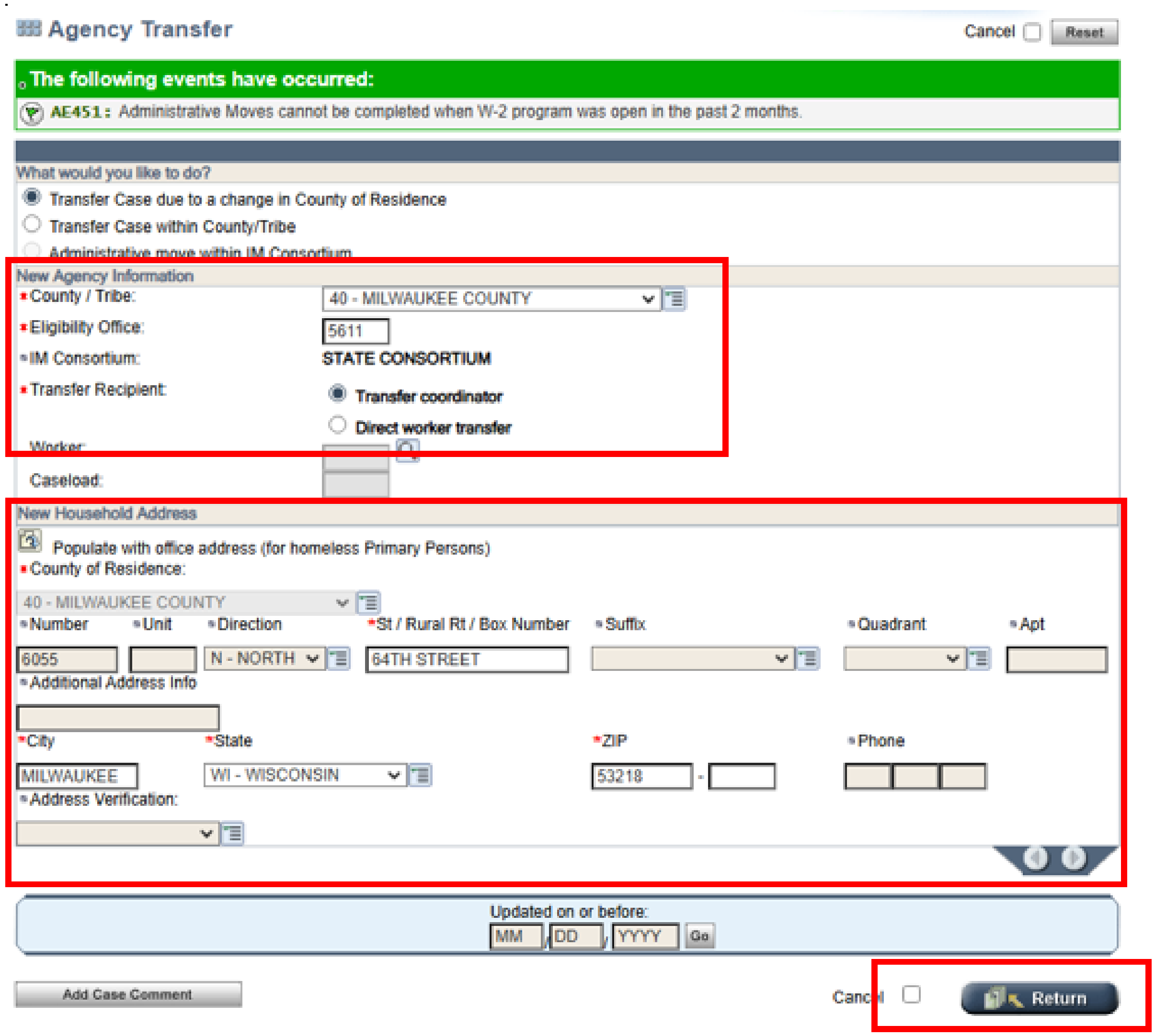
If the transfer is initiated by the W-2 agency, the sending W-2 agency must complete the transfer action steps in CWW and WWP.

To complete the transfer in CWW, the sending agency's Transfer Coordinator will complete the following steps:

- Access the Case Summary Page;
- Select "Transfer Case" and click Next;
- Update "County/Tribe", "Eligibility Office", "Transfer Recipient", and Household Address sections, then click Return; and

- Enter Case Comments.

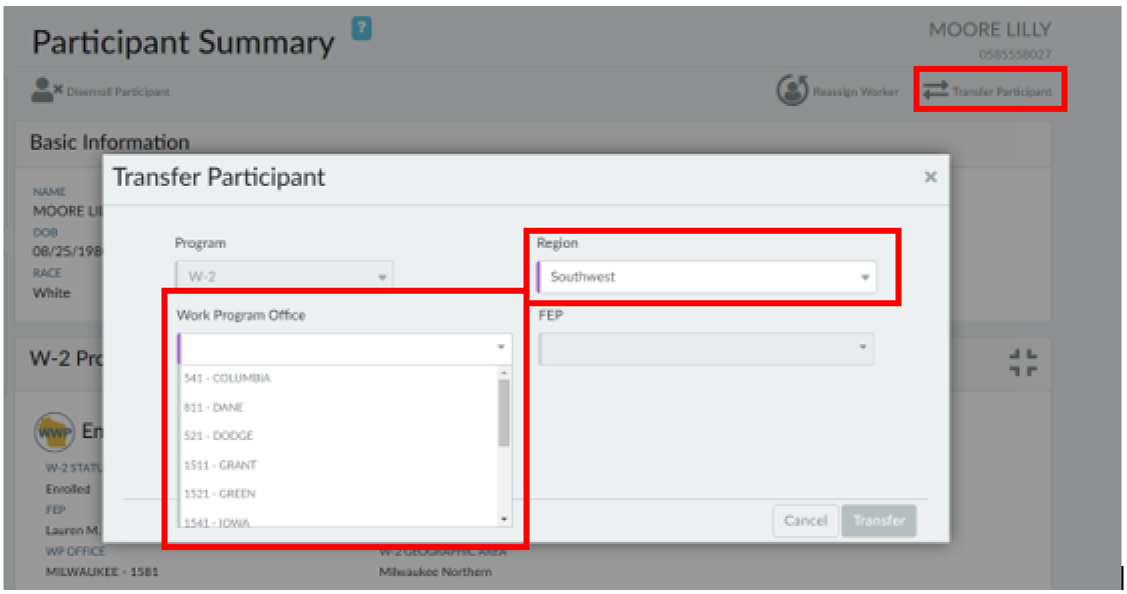




To complete the transfer in WWP, the sending W-2 agency's Transfer Coordinator will complete the following steps:

- Access the Participant Summary Page;
- Select Transfer Participant to access the pop-up window;
- Select the new Region; and
- Select the Work Program Office.

When completing a transfer from one region to another, WWP will not allow FEP assignment. This will allow the case to show on the receiving W-2 agency's Transfer Tab.



Once the sending W-2 agency updates the case's CWW Eligibility Office and WWP Work Programs Office, the case will automatically show up on the receiving W-2 agency's Transfer Tab in WWP.

> Note: In a two-parent household with both parents having open W-2 cases, both PINs must be transferred.

W-2 agencies should review their WWP Transfer Tab frequently to ensure no transferred cases miss processing timeframes.

Additionally, Transfer Coordinators can utilize the PTT Transfer to a New Agency Desk Aid for assistance in completing case transfers.

Receiving W-2 Agency Required Actions

W-2 agencies that are receiving cases from another W-2 agency due to a participant relocating must meet the following case processing timelines from the date of the transfer as reflected in the transaction list in WWP:

- Assign the case to a FEP within two (2) working days;
- Schedule a transfer-in appointment within two (2) working days; and
- Meet with the participant and complete an informal assessment within 10 working days.

Transfer-in Appointment Scheduling and FEP Assignment

The transferred case must be assigned to a FEP within two (2) working days from the date of transfer, allowing sufficient time for the participant to receive the new FEP assignment notice autogenerated by CWW.

The receiving agency must schedule a transfer-in appointment within two (2) working days after the Transfer-In Date found on the WWP Transaction Page.

Transfer-in Appointment Action Items

Transfer-in appointments must fall within the 10 working days from the Transfer-In Date found on the WWP Transaction Page.

The receiving W-2 agency must complete the following steps at the transfer-in appointment with the applicant and/or participant:

- Conduct the WWP Informal Assessment Process;
- Reassess W-2 placement;
- Review and update EP and activity assignment;
- Review any non-participation and assess for good cause for missed activities due to transfer; and
- Identify any supportive services and/or accommodations needed.

Upon transfer, the initial appointment must be documented on the appropriate WWP pages and in PIN comments; and any necessary changes must be made on the new EP.

W-2 agencies must follow W-2 Manual 4.6.3 requirements when working with prior W-2 participants who had a formal assessment.

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