



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:	25-04				
DATE:	03/06/2025				
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: *Update to Supportive Services Reporting Process in the Wisconsin Work Programs (WWP) System*

CROSS REFERENCE: [W-2 Manual Section 4.3.4](#)
[W-2 Manual Section 9.3.3](#)
[W-2 Manual Section 9.4.3](#)

EFFECTIVE DATE: April 1, 2025

PURPOSE

The purpose of this operations memo is to announce the addition of a new functionality in Wisconsin Work Programs (WWP) to collect data on disbursements of supportive service payments.

BACKGROUND

Currently, Wisconsin Works (W-2) agencies submit reports for family stabilization payments through SharePoint reporting.

A new Supportive Services page will be added to WWP to streamline data collection for family stabilization payments and other supportive service payment reporting.

POLICY

CURRENT POLICY

There is no current policy requiring documentation for supportive services.

NEW POLICY

W-2 Manual Section 4.3.4 is created to require agency workers to document provided supportive services.

Beginning April 1, 2025, agencies must record disbursed supportive services through the required documentation on the new WWP supportive services page.

CARES WORKER WEB (CWW) AND WISCONSIN WORK PROGRAMS (WWP)

Updates to WWP will be announced in a separate communication and published on the [BWF System Updates page](#) by March 24, 2025.

REPORTS

A new WEBi report will be announced in the [W-2 Message Center](#).

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

DCF/DFES/BWF/AB