



TO: **W-2 Agencies
Training Staff**

FROM: Patara Horn, Director
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Division of Family and Economic Security
Department of Children and Families

BWF OPERATIONS MEMO

No: 25-05

DATE: 05/14/2025

W-2 ☒ EA ☒ CF ☐ JAL ☐

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

SUBJECT: *Comment Entry Policy Clarification*

CROSS REFERENCE: [W-2 Manual Section 4.3.1](#)
[W-2 Manual Section 4.3.3](#)
[EA Manual Section 4.1.1](#)

EFFECTIVE DATE: June 23, 2025

PURPOSE

The purpose of this operations memo is to clarify policy related to the required timeline for entering comments for the Wisconsin Works (W-2) and Emergency Assistance (EA) programs.

BACKGROUND

In an effort to clarify expectations, the Bureau of Working Families is updating sections of the W-2 and EA Policy Manuals that have a requirement to enter comments within 24 hours.

POLICY

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

CURRENT POLICY

Comments must be entered within 24 hours after the action or contact with the applicant or participant.

NEW POLICY

References to the requirement that comments must be entered within 24 hours have been changed to be required by the end of the following working day.

For example, if an action or contact occurs on a Friday, the comment must be entered no later than by the end of working hours on Monday (or the following working day if Monday is not a working day).

While the end of the following working day is the requirement, comments should always be entered as soon as possible in an effort to ensure chronological documentation and entering comments while the situation is fresh in the worker's memory.

[See attached W-2 Manual Sections 4.3.1 and 4.3.3](#)

[See attached EA Manual Section 4.1.1](#)

TRAINING

The Partner Training Team will update any relevant trainings based on this policy update.

AGENCY ACTION

W-2 agencies must familiarize staff with the updated policy as described in this memo and update any relevant agency procedures.

ATTACHMENTS

[W-2 Policy Attachment](#)

[EA 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
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DCF/DFES/BWF/AP