



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: 25-06

DATE: 06/02/2025

W-2 ☐ EA ☐ CF ☐ JAL ☒

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

SUBJECT: Job Access Loan (JAL) Eligibility Determination Policy Updates

CROSS REFERENCE: [Help Desk Email - March 27, 2025](#)
[BWF Operations Memo 24-21](#)

EFFECTIVE DATE: June 20, 2025

PURPOSE

This memo announces updates to Job Access Loan (JAL) eligibility determination policy which include processing and documentation requirements as well as edits for clarity and context to facilitate consistency across JAL application processing within the appropriate application timeframe.

BACKGROUND

Benefit Recovery Investigation Tracking System (BRITS) Phase II release in December 2024 moved JAL claim creation and claim management from CARES Mainframe to BRITS to modernize JAL processing and to add system functionality for renegotiating JAL repayment.

To increase consistency in JAL application processing in the modernized system, policy is being updated to clarify processing and documentation requirements.

POLICY

W-2 policy updates are summarized below. The relevant policy manual sections are attached to this memo and will be incorporated into the W-2 Manual on the effective date. Policy that is removed is highlighted light grey, and policy that is added is highlighted yellow.

NEW AND UPDATED POLICY

Policy is updated and added to:

- Reorganize content for clarity;
- Require comments at points in the JAL application process for effective case processing and tracking; and
- Provide additional context, clarification, and consistency.

Updates to W-2 Manual Section 17.2.2 include structural formatting changes and additional policy requirements:

- 17.2.2.1 is updated to clearly define the JAL application begin date which initiates the JAL application processing timeframe. A requirement to leave a CWW case comment when an ACCESS application is withdrawn prior to entry in BRITS is added to policy.
- 17.2.2.2 is updated to further clarify and define W-2 agency processing and documentation expectations during the intake interview and the interactive JAL application in BRITS, including a new requirement that JAL approvers must enter a BRITS comment documenting the date the JAL decision was made or returned to the JAL creator.
- 17.2.2.3 is updated for clarity and to include a requirement that a BRITS comment must be entered when an application is extended or expedited.

Updates to Section 17.2.3 include technical additions to facilitate clarity and provide context.

TRAINING

The Partner Training Team will update relevant training is in accordance with this memo.

AGENCY ACTION

W-2 agencies must familiarize staff with the updated policy and process 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
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