



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

FROM: Patara Horn, Director
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Division of Family and Economic Security
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BWF OPERATIONS MEMO

No: 25-07

Date: 09/25/2025

W-2 ☒ EA ☐ CF ☐ JAL ☐

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

SUBJECT: Flexibility for Fact Finding Reviews

CROSS REFERENCE: [W-2 Manual Section 12.2.6](#)

EFFECTIVE DATE: October 20, 2025

PURPOSE

The purpose of this operations memo is to announce an amendment to Wisconsin Works (W-2) policy to offer more flexibility for Fact Finding Reviews.

BACKGROUND

W-2 policy states the Fact Finding Review must be offered to be held by teleconferencing if all parties are unable to attend in person. Additionally, it states that the process must provide for flexibility.

To provide more flexibility, policy will be amended to require that the Fact Finding Review be offered through teleconferencing if any party is unable to attend in person.

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. Policy that was removed is highlighted light grey, and policy that is added is highlighted yellow.

CURRENT POLICY

W-2 Manual Section 12.2.6 currently requires that a teleconferencing option be offered for Fact Finding Reviews when **all** parties are unable to attend in person.

NEW POLICY

W-2 Manual Section 12.2.6 is amended to require that teleconferencing be offered for Fact Finding Reviews when **any** party is unable to attend in person.

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
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DCF/DFES/BWF/AB