



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: 25-08

Date: 09/25/2025

W-2 ☒ EA ☐ CF ☐ JAL ☐

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

SUBJECT: Clarification to the Eligibility Verification Process

CROSS REFERENCE: [W-2 Manual Section 4.1.3](#)

EFFECTIVE DATE: October 20, 2025

PURPOSE

The purpose of this operations memo is to announce an update to Wisconsin Works (W-2) policy to clarify the eligibility verification process.

BACKGROUND

W-2 policy states that Financial and Employment Planners (FEPs) are encouraged to attempt to verify eligibility information using CARES, data exchange, or Electronic Case File (ECF).

To provide W-2 agencies clear guidance on the eligibility verification process, policy will be amended to require FEPs to attempt to verify eligibility information using CARES, data exchanges, or ECF.

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 4.1.3 states that FEPs **should** attempt to verify eligibility information via CARES, data exchange, and ECF.

NEW POLICY

W-2 Manual Section 4.1.3 is amended to require that FEPs **must** attempt to verify eligibility information via CARES, data exchange, and ECF.

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