



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:	26-03				
DATE:	02/09/2026				
W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>				
RAP	<input type="checkbox"/>	TMJ	<input type="checkbox"/>	TJ	<input type="checkbox"/>
Other EP	<input type="checkbox"/>				

**SUBJECT: *Client Scheduling for Eligibility Reviews in ACCESS***

**CROSS REFERENCE:** [W-2 Manual Section 1.5.1](#)

**EFFECTIVE DATE:** January 30, 2026

**PURPOSE**

The purpose of this memo is to announce a requirement for Wisconsin Works (W-2) agency Financial and Employment Planners (FEPs) to maintain their scheduling availability in CARES Worker Web (CWW) for participants initiating eligibility reviews in ACCESS.

**BACKGROUND**

ACCESS is an online portal that provides W-2 participants a way to manage their W-2 and related program benefits. As of October 20, 2025, ACCESS was enhanced to allow W-2 participants to have the ability to initiate eligibility review, including early eligibility review and to schedule review appointments in ACCESS.

**POLICY**

Effective October 20, 2025, workers can start processing reviews that are submitted through ACCESS that come into CWW. W-2 policy updates are summarized below. The relevant policy manual section is attached to this memo and will be incorporated into the W-2 Manual. Policy that is added is highlighted yellow.

CURRENT POLICY

The W-2 agency is required to meet with participants to conduct a W-2 eligibility review at least once every six months.

NEW POLICY

W-2 FEPs must maintain their client scheduling availability in CWW for at least 10 working days into the future to allow participants to schedule eligibility review appointments. Each case manager should make enough review appointment slots available in Client Scheduling based on their expected caseload. The amount of appointment slots for reviews should be periodically adjusted on an ongoing basis in order to ensure participants generally have the ability to schedule an appointment. Agencies should use the new "AT – W-2 Elig Rev/Phone" appointment type to add phone interview calendar slots.

If a FEP does not have any open appointment slots, ACCESS will display a message informing the participant to call their agency to schedule an appointment. Participants renewing in ACCESS are responsible for scheduling an interview appointment with a FEP in ACCESS or by contacting their local W-2 agency. If a participant does not schedule an appointment or no appointment times are available in ACCESS, the W-2 agency should attempt to meet with the participant no later than seven working days after a review is submitted in ACCESS. If a meeting is not possible, the agency must schedule a future appointment that is prior to the eligibility review due date.

W-2 participants can align their W-2 review with Income Maintenance (IM) programs. When W-2 participants review early in ACCESS, the following scheduled review should be done no later than six months from the date of request.

**CARES WORKER WEB (CWW) AND ACCESS**

All updates to CWW and ACCESS were published on October 15, 2025, through the [BWF System Updates page](#).

**TRAINING**

The Partner Training Team created training videos, Processing Report My Changes in CWW and Processing Renew My Benefits in CWW, 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 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](mailto:BWFworkprogramsHD@wisconsin.gov)

DCF/DFES/BWF/DB