

CARES Worker Web (CWW) will be updated on February 22, 2025. These changes will be available for users on February 24, 2025. Here is what you need to know.

W-2 Case Transfer in CWW

Cares Worker Web (CWW) will be enhanced to allow a W-2 case to be transferred from one region to another, throughout Wisconsin. The worker no longer will need to end a W-2 placement to transfer the case to a different W-2 region.

See additional information in WWP System Updates W-2 Transfer.

How it Works:

CWW will be updated for W-2 to allow placements to remain open for any regional transfers as they currently do for Milwaukee-to-Milwaukee regional transfers. No transferred participant will have to reapply for W-2 at the new agency after February 24, 2025.

Impact:

Workers will have the ability to transfer participants from one region to another, outside of Milwaukee, without disenrolling them. This will create more efficient processes on case transferring.

See Training and Demos:

A new desk aid, Transfer to New Agency Process, can be found in the [Learning Center](#).

A new [W-2 statewide transfer process guide](#) is available.

Caseworker Policy Assistant

This functionality was previously reported and expected to be available Feb 22nd. Due to system performance issues discovered late in the testing cycle, the Caseworker Policy Assistant will no longer be available on that date. A System Update with instructions on how to use the new functionality will be published when the performance issue is resolved.

SSA Data Exchange Modernization

Improvements will be made to the SXD, BENDEX, and SOLQ I data exchanges.

Impact:

Multiple enhancements will be made including:

- Improved accuracy of begin date for auto populated unearned income;

- CWW text updates to increase user experience and understanding; and
- Improved overall page navigation function for all DX query pages.

See Training and Demos:

Updated CWW Process Help, and a demo video will be available the week of February 17, 2025. CWW Systems Demos can be found [here](#).

Other Enhancements and Fixes

CWW Changes

- The Immigrant/Refugee Information page will be updated to allow W-2 eligibility for applicants with the registration status 22 – Citizens of Compacts of Free Assoc (COFA). An ops memo will be published in March describing the policy change.

For W-2, CARES, and WWP Functionality Questions: BWF Work Programs Help Desk
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