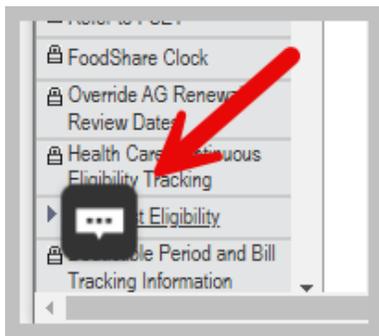CARES Worker Web (CWW) will be updated and available to all workers on March 13, 2025. Here is what you need to know.

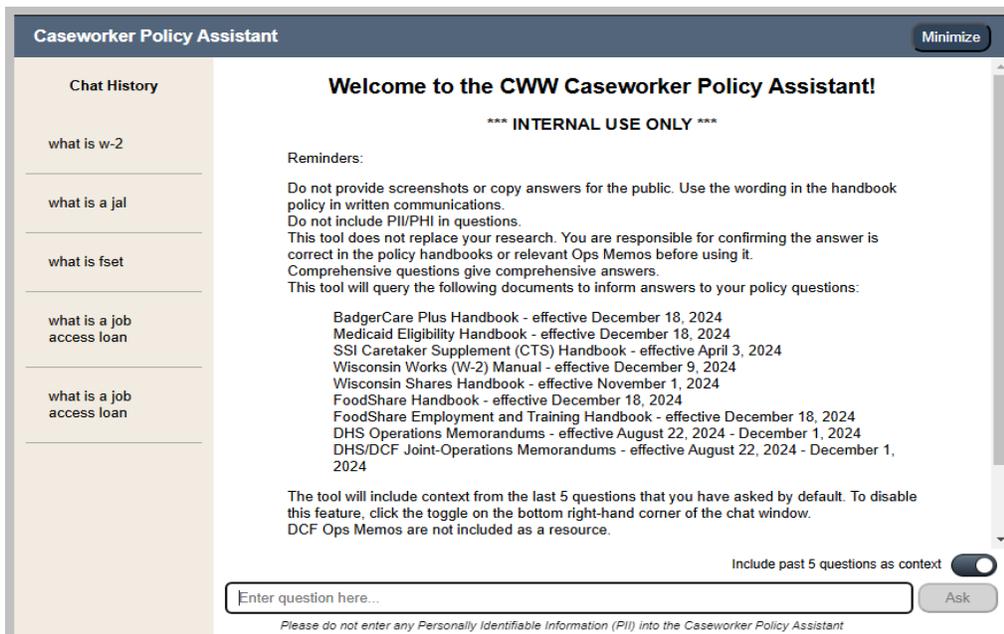## Caseworker Policy Assistant

The Caseworker Policy Assistant is a new AI powered internal tool that can help answer policy questions across several programs and built by using each program's manual or handbook. For W-2, the tool provides summarized answers coming from the W-2 Manual, with reasoning and links to pertinent sections and documents regarding how it achieved that answer. Workers can use the assistant to find answers to their questions and use the links it provides to verify and validate their queries.
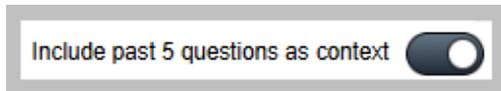
How it Works:

The Caseworker Policy Assistant is available through the chat icon in the bottom left-hand corner of CWW.

The Caseworker Policy Assistant opens in a chat window with a Welcome Message and guidelines, as well as a question bar for the worker to enter their question.

Questions asked in the tool are only generated from the listed sources and all summarized answers should be reviewed and validated using the references provided in the chat window as needed. The assistant can also use previous questions and answers as reference to provide more targeted answers. Workers can toggle this on and off with the button near the question bar.

Include past 5 questions as context

Impact:

CWW users now have a tool when seeking quick summarized answers on policy questions, and links to relevant Manual sections for further targeted review and research.

See Training and Demos:

A new Caseworker Policy Assistant Reference Guide can be found in the Learning Center.

See demo for Caseworker Policy Assistant here

For W-2, CARES, and WWP Functionality Questions: BWF Work Programs Help Desk
BWFWORKPROGRAMSHD@wisconsin.gov