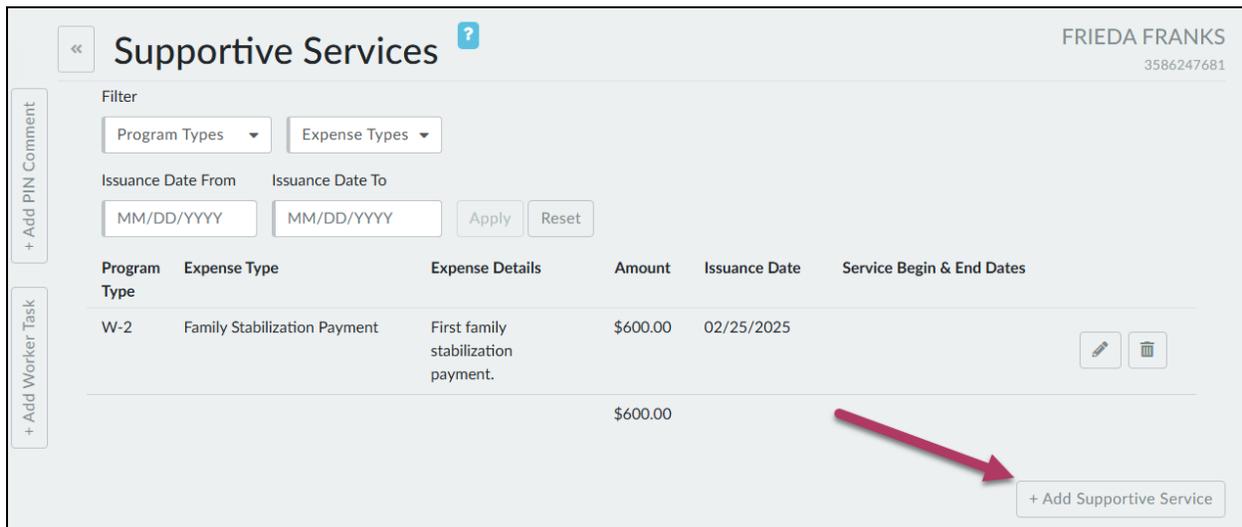Wisconsin Work Programs (WWP) will be updated the night of March 30, 2025. These changes will be available for users at the start of the business day on March 31, 2025, and the CARES Mainframe was updated on March 3, 2025

New Supportive Services Page (OM 25-24)

A new Supportive Services page will be added to WWP. The new page is accessed from the Case Management tab.

To add a supportive service, select the +Add Supportive Service button

How it Works:

Agencies will use these pages to add and track disbursement of supportive service expense types for W-2, TJ, and TMJ. The expense types will be mapped to corresponding SPARC codes.

A new Training on Demand video will be available on the Learning Center on March 31, 2025.

See operation memo 25-04: Update to Supportive Services Reporting Process in the Wisconsin Work Programs (WWP) System.

Impact:

The Supportive Services page will allow agencies to add and track service disbursements by PINs over time.

CARES Mainframe Notification:

Background:

Some workers use the Mainframe to query Social Security information. This includes the Tran Codes of DXSA, DXSB, DXSX and DXSY. This message is to communicate changes in the query functionality to these pages in the Mainframe as of Monday, March 3, 2025.

Additional Information:

The ability to query DXSA, DXSB, DXSX and DXSY in Mainframe was disabled. Workers must use CARES Worker Web (CWW) to query and verify Social Security benefits, SSI and Medicare information.

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