CARES Worker Web (CWW) will be updated on June 21, 2025. These changes will be available for users on June 23, 2025. Here is what you need to know.

Alerts Modernization

The management of alerts is currently in the Mainframe. As part of the Alert Modernization project, alerts will be moving to CWW and will now be labeled as Action Items. Each action item will now have a new action item code and users will have the ability to search each action item using the Action Item Help Text/Administration page, under Worker Tools. There will also be changes to when an action item is generated and when to expect to see action items on a case.

How it Works:

Action Items

- Alerts will be referred to as action items in CWW.

- Every alert has been evaluated so that the final list consists of action items that require action. Unnecessary or duplicate alerts items were decommissioned. (see email and attachment to CARES Coordinators sent 5/22/25 - Alerts Not Converting with the Alerts Project in June 2025)

- Previous FYI action items that remain have been replaced with case comments (if needed).

- Action item help text and descriptions have been updated (removing old mainframe references, etc.).

- Action items will no longer be created on closed cases.

- Action Item audit trails will be updated to show the ID of the worker who deleted the action item.

- Any action item that is created through batch processes (daily, weekly, or in the future) for cases where workers only need to run eligibility will automatically run through the next batch update instead of creating the action item. Depending on the type of change to the case, a case comment will be created.

- The Action Item panel will display the due date the worker must act by, instead of the creation date.

- Certain action items will be updated to include dynamic text to assist the worker in understanding for whom the action item was created. It will include the first name, age, and gender.

- Alert 074 "CONFIRM AGEC IF CORRECT" will now be action item 004 and will only be created when at least one program can be confirmed. Currently the alert is created when all programs are pending and nothing can be confirmed.

- Agencies will no longer be able to access the following Caseload Management Menu (MNSM) mainframe screens and all sub processes within each menu:
  - ✓ MNSA Worker Activities-System Alerts (CMWA, CMAH, CMMA, CMCR)
  - ✓ CMMM-Send Mail Messages
  - ✓ CMVM-View and Clear Mail Messages
  - ✓ CMFH-Maintain Fair Hearing Information
  - ✓ CMVH-View Fair Hearing Information
  - ✓ MNUN ->MNOC- Maintain Office, County, Location (CMCL, CMCO, CMOL, CMOF, CMLL, CMLO)
  - ✓ CMER-Request Error Prone Cases Report
  - ✓ CMEV-Employer Verification Past Due

- All alerts created in mainframe before 5/1/2025 will be systematically deleted, they will not display as action items in CWW.

- There will be no conversion of existing alerts to the new format/functionality. A list of all non-deleted alerts created after 5/1/2025 and until 6/20/2025 will be provided to agencies. They will display in the Action Item panel in the old format and can be cleared from the case.

Impact:

Modernizing the process to manage action items will allow for greater flexibility in creating new alerts, updating existing alerts and worker efficiencies in managing that work in CWW.

See Training and Demos:

CWW Process Help will be updated, and a [demo video](#) is available.

The Partner Training Team will be renaming the Alerts and Worker Task List- Desk Aid to Action Items and Worker Task List – Desk Aid and will be updating, which will be available one week prior to go live in the [PTT Learning Center](#).

Caseworker Policy Assistant Enhancements

The Caseworker Policy Assistant is the AI powered internal tool that can help answer policy questions across several programs and built by using each program's manual or handbook. The tool is getting several updates to better group questions together, offer easily accessible answers to common questions, and provide additional links to more easily dig deeper into questions asked.

### *How it Works:*

Conversations

This new feature will now group questions into "conversations," which represent topics that a user has asked previously. This functionality replaces the 5 question History "Toggle" option previously available.

A conversation can be started using the "+" next to the Conversations title. Each new conversation will track its own history and use the last 5 questions asked in that grouping to help provide better context in its answers. The title of each conversation will display as the first question asked and users can have up to 5 conversations stored at a time.
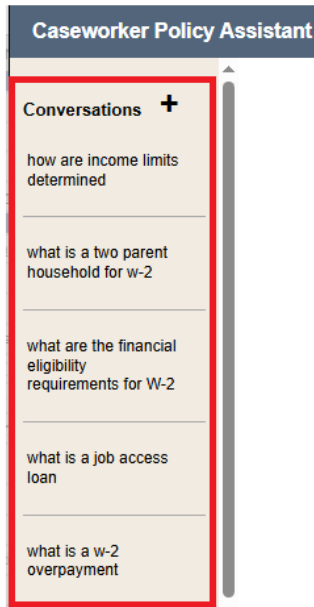
Common Questions

The Common Questions section represents frequently asked questions that have been asked by other Assistant users per program. The new section is found on the left-hand side of the popup with questions for each program that uses this functionality. Clicking on one of these questions automatically asks that question to the Assistant and provides the answer immediately.
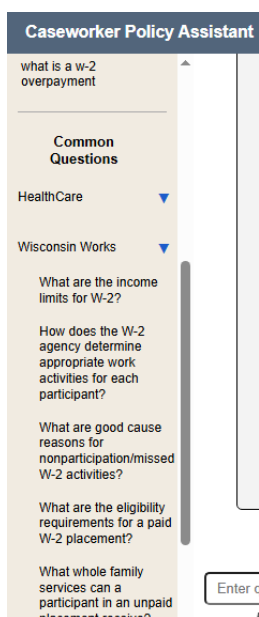
<u>Additional Information Links</u>

Whenever the Caseworker Policy Assistant answers a question, a section at the bottom of that answer displays a list of questions that users could use to dive deeper in and to get more information. These questions are now hyperlinks, and when clicked, will be submitted to the Assistant to answer, which includes context from the previously asked question.

<u>Wisconsin Works (W-2) Manual Release</u>

The Caseworker Policy Assistant Currently sources answers for W-2 related questions from the [24-13 Release](#) of the W-2 manual effective Dec 9, 2024.

An update to source answers from the 25-03 Release of the W-2 manual effective June 20, 2025, is set for July 11.

Impact:

Enhancing the way this tool groups and displays questions helps workers easily track multiple topics and find policy answers more quickly.

See Training and Demos:

The Partner Training Team will be updating the Caseworker Policy Assistant Reference Guide, which will be available by June 13, 2025, in the [PTT Learning Center](#).

Other Enhancements and Fixes

CWW Work Programs Referral/Action Page Fixes:

Several messages that display on the CWW Work Programs Referral/Action page became inaccurate when the statewide W-2 Transfer functionality was implemented in February 2025. The messages will be updated to provide accurate information and instructions for the worker to follow when a W-2 case is transferred to a different W-2 Region

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