

Wisconsin Work Programs (WWP), ACCESS and CARES Worker Web (CWW) will be updated on October 18, 2025. These changes will be available for ACCESS users, CWW and WWP users on October 19, 2025. Here is what you need to know.

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ACCESS and CWW System Updates

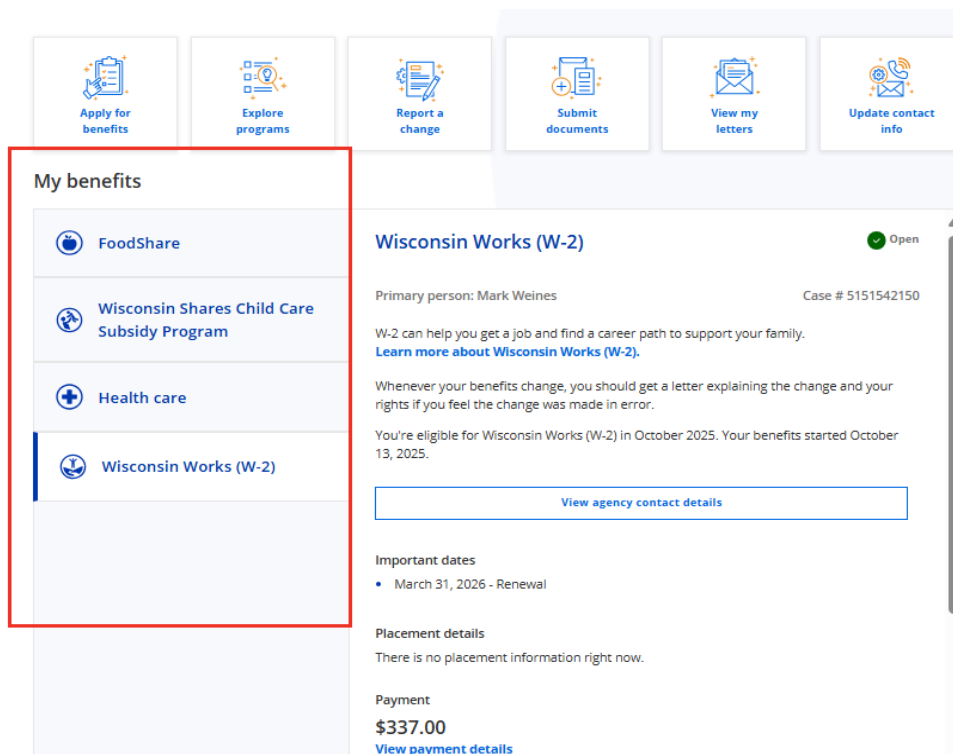
Check My Benefits (CMB) in ACCESS

As part of the ACCESS Modernization project, Check My Benefits landing page has been updated to allow participants an updated look and feel to better help manage their benefits. Participants will still be able to do all actions as they did before, apply for benefits, update address/contact information and view notices. From participant's CMB landing page, they will now also have the ability to start the renewal of their W-2 benefits and report a change.

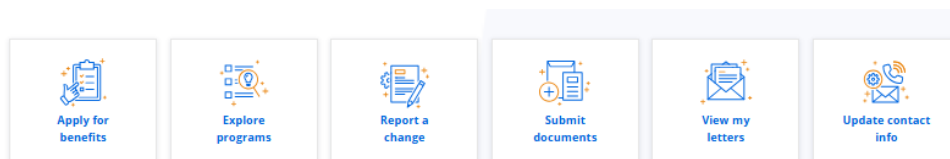
How it Works:

Once the participant has authenticated their ACCESS account, by putting in their personal information and their PIN or case number, ACCESS will display the CMB landing page that provides a snapshot to the participant of the programs they receive and important information such as, renewal due, check their "My to-do list", other attention their case needs or any messages that need to be communicated to the participant from DHS or DCF.

Different program tile cards:



When the participant selects the program tile, the information about that program will display.



My benefits

FoodShare

Wisconsin Shares Child Care Subsidy Program

Health care

Wisconsin Works (W-2)

Wisconsin Works (W-2)

Open

Primary person: Mark Weines Case # 5151542150

W-2 can help you get a job and find a career path to support your family.
[Learn more about Wisconsin Works \(W-2\).](#)

Whenever your benefits change, you should get a letter explaining the change and your rights if you feel the change was made in error.

You're eligible for Wisconsin Works (W-2) in October 2025. Your benefits started October 13, 2025.

[View agency contact details](#)

Important dates

- March 31, 2026 - Renewal

Placement details

There is no placement information right now.

Payment

\$337.00

[View payment details](#)

Program card will display status of benefit and information about the program

[View agency contact details](#)

Important dates

- March 31, 2026 - Renewal

Placement details

There is no placement information right now.

Payment

\$337.00

[View payment details](#)

[View appointments](#)

[View monthly activity](#)

[View history of important changes](#)

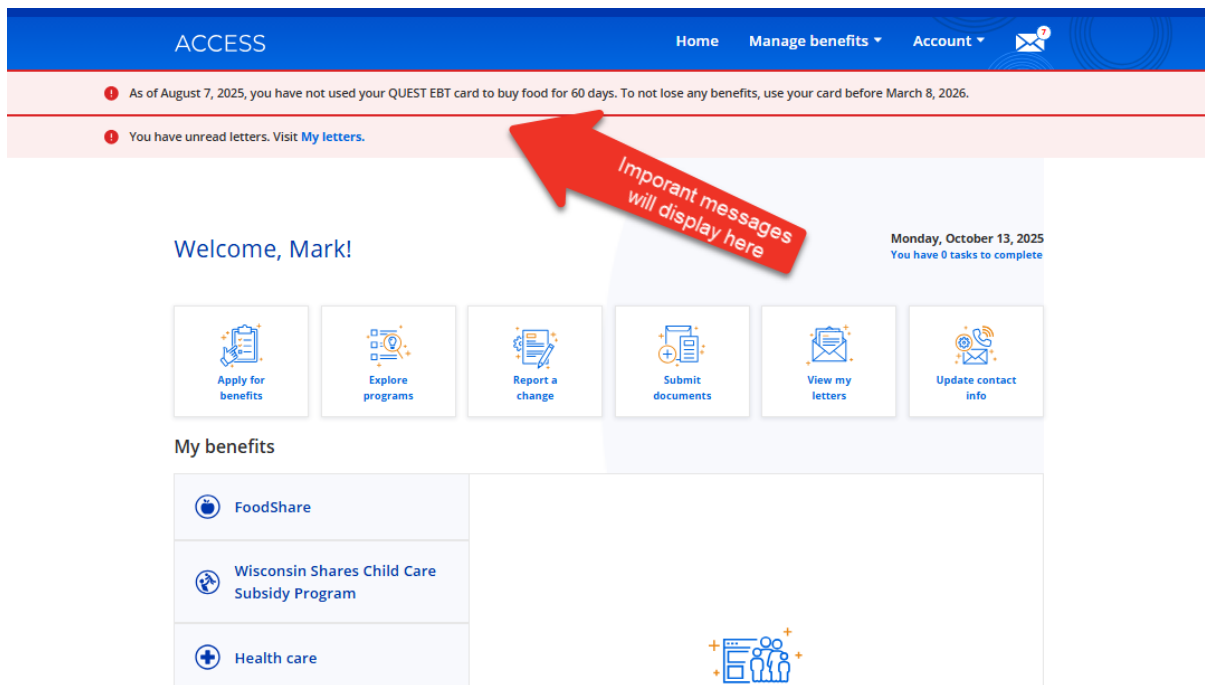
[View my letters](#)

[View my work program info](#)

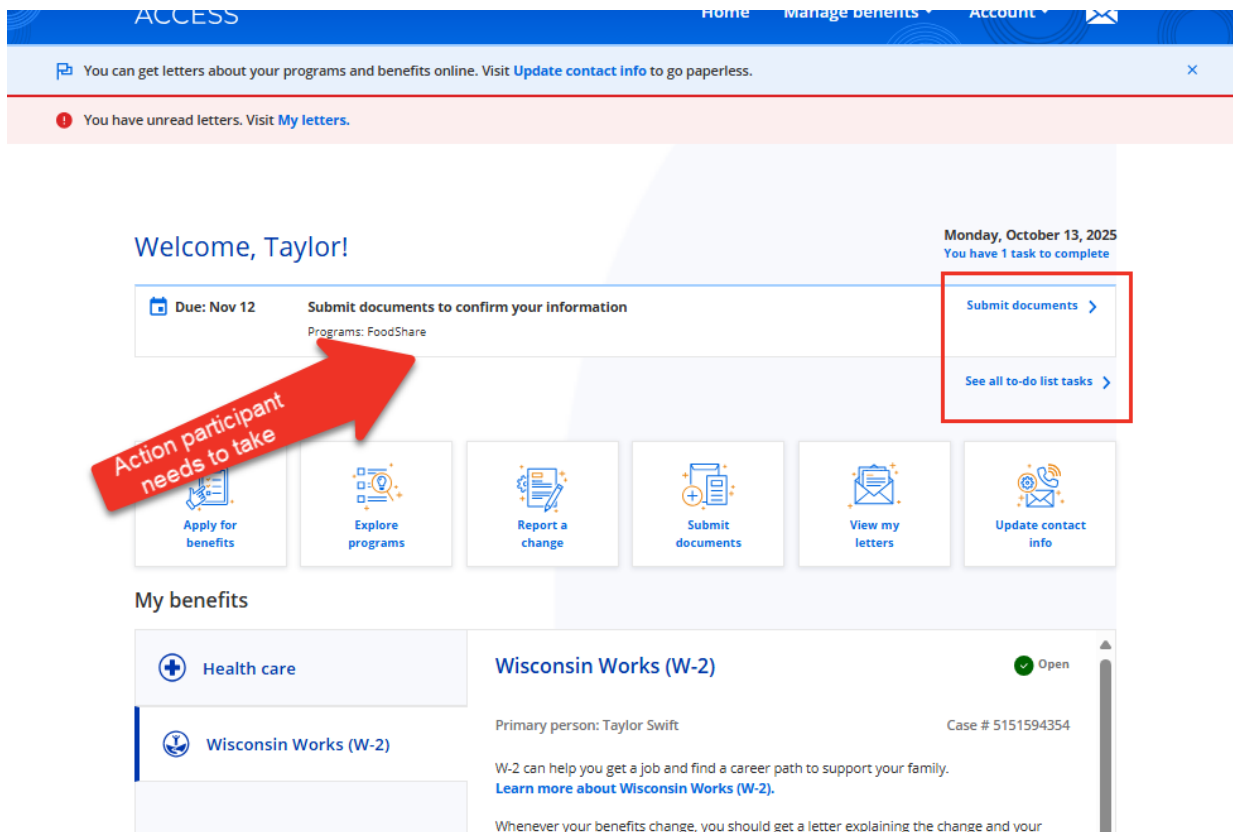
Who is covered

- Gaberial Baby
- Mark Weines

Messages will display at the top of the CMB landing page for the participant to see.



Actions a participant needs to take will display on the CMB landing page.



Renew my Benefits (RMB) in ACCESS

Wisconsin Works (W-2) reviews are being added to ACCESS. CWW is being updated to support W-2 reviews initiated by participants in ACCESS.

How it Works:

Participants will be able to complete their W-2 reviews in ACCESS. The W-2 participant can opt to complete the W-2 review early if any other program is due for review. If the case is no longer in Intake mode, the W-2 review can be completed as early as the month of application.

If a participant tries to initiate a W-2 review on the last working day of the review month, a message will display telling the participant to contact their worker.

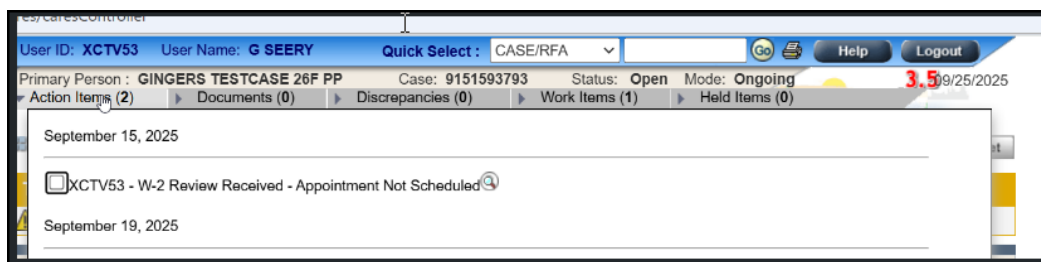
During the ACCESS W-2 review, the participant will be asked to review and update if needed:

- basic information (for example marital status and address)
- household composition
- income and benefits
- assets

All W-2 required financial and non-financial eligibility criterion will be reviewed.

If another program is also being renewed, questions relevant to the other program will be reviewed. For example, a W-2 and FoodShare (FS) renewal will ask the participant about bills.

When a W-2 review is done in ACCESS, the participant will have the option to schedule the phone interview appointment. Agencies should use the new “AT – W-2 Elig Rev/Phone” appointment type to add phone interviews calendar slots. These appointments will be scheduled with participant’s assigned FEP case worker. FEP case workers will see W-2 renewal phone appointments (“AT”) automatically booked when participants submit W-2 reviews from ACCESS with an appointment. If the participant schedules the W-2 review appointment during the online review submission, the FEP will receive an alert as they do today for W-2 appointment scheduling. If the participant submits a W-2 review without an appointment, CWW will create a new Action Item “W-2 Review Received - Appointment Not Scheduled” and assign it to the FEP. This Action Item will display on the Case Summary page and must be manually removed by the FEP once the review appointment is scheduled.



When CWW users check their dashboards, they’ll see an enhancement for ACCESS W-2 review work items. These work items will display under the Renewals/Reviews category with Received status upon ACCESS W-2 RMB submission and will be systematically updated as workers process the review.

For W-2 only reviews, the Work Item status is updated based on the FEP worker's processing of the review. For combined program reviews (W-2 and FS, for example), the status is updated based on the first worker processing the review.

This how the FEPs Work Items will display initially display:

Work Item Search										
Criteria										
Results										
MyACCESS/ACCESS/RFA/Case	Flag	Primary Worker	Category	Work Item Owner	Received Date	Special Attention	Type	Status	Due Date	
ACCESS - 5800032959		XCTP1R	Renewal / Review	XCTV53	09/05/2025		W-2	Received	09/16/2025	
ACCESS - 6800091260		XCTV53	Renewal / Review	XCTV53	09/19/2025		W-2	Received	09/30/2025	
ACCESS - 9800071493		XCTP1R	Renewal / Review	XCTV53	09/17/2025		W-2	Received	09/30/2025	
ACCESS - 0800039504		XCTG2V	Renewal / Review	XCTV53	09/09/2025		W-2	Received	09/30/2025	
ACCESS - 4800036148		XCTV55	Renewal / Review	XCTV53	09/08/2025		W-2	Received	09/30/2025	

Reassign Return

When the FEP links the review to the case and starts processing the review, the hyperlinked case number will display instead of the ACCESS tracking number and will bring the worker to the Case Summary page.

User ID: XCTV53 User Name: G SEERY Quick Select: CASE/RFA <input type="text"/> Go Help Logout 3.59/22/2025										
Work Item Search										
Criteria										
Results										
MyACCESS/ACCESS/RFA/Case	Flag	Primary Worker	Category	Work Item Owner	Received Date	Special Attention	Type	Status	Due Date	
Case - 6151545460		XCTV53	Renewal / Review	XCTV53	09/19/2025		W-2	Processing	09/30/2025	
Case - 9150749994		XCTH70	Renewal / Review	XCTV53	04/09/2025		W-2	Processing	04/18/2025	

For combined program reviews, once the first worker processes their review and confirms eligibility, the status of the renewal Work Item will be updated to Pending Verification on the other worker's dashboard who has yet to process their program review. For example, if the Income Maintenance (IM) worker processes the combined FS/W-2 review before the FEP, the status will update to Pending Verification on the W-2 FEP worker's dashboard, and the Work Item will drop off the IM worker's dashboard if completed or will update to Pending Verification if appropriate.

This the FEPs dashboard showing reviews pending verification:

User ID: **XCTV53**

User Name: **G SEERY**

Quick Select : **CASE/RFA**

Go

Help

Logout

3.5

9/22/2025

Workload Dashboard

Refresh

Work Item Dashboard for GINGER SEERY - XCTV53

Work Items	Days Left to Complete					
Category	Total	<1	1-7	8-14	15-30	>30
+ Applications	86	84		1	1	
+ Renewals / Reviews	21	17		4		
+ Received	3	1		2		
+ Processing	13	13				
+ Pending Verification	7	5		2		
SMRFs	0					
Potential Errors	0					
+ Discrepancies	188	188				
Disability Determinations	0					
+ Documents	40	40				
Pre-cert Reviews	0					

And the Work Item in Pending Verification Status:

User ID: **XCTV53**

User Name: **G SEERY**

Quick Select :

CASE/RFA

Go

Help

Logout

3.5

9/22/2025

Work Item Search

Criteria

Results

MyACCESS/ACCESS/RFA/Case	Flag	Primary Worker	Category	Work Item Owner	Received Date	Special Attention	Type	Status	Due Date	
Case - 6151545460		XCTV53	Renewal / Review	XCTV53	09/19/2025		W-2	Pending Verification	10/01/2025	

IM and W-2 Work Items will drop off the dashboard once the respective workers complete the review processing and confirm eligibility, i.e. the review is complete for a given worker.

From the Work Item within a worker Dashboard, the CWW Change/SMRF/Renewal Summary page can be accessed by clicking on the online review's ACCESS number. The Change/SMRF/Renewal Summary page will be enhanced to include W-2 program review details submitted through the online ACCESS RMB module. Details will include the Item Type, Inbox Item Status, a link to the RMB Summary PDF, programs included in review, and categories for any changes reported through ACCESS during review submission.

Change / SMRF / Renewal Summary
Reset

Inbox Item Information

Inbox Item Number:	4800036148
Item Type:	Renewal
Due Date:	09/30/2025
Received Date:	09/08/2025
Assigned Worker:	XCTV53
Inbox Item Status:	In Progress
Inbox Item Details:	View

Case Information

IM Consortium:	CAPITAL CONSORTIUM
County / Tribe:	DANE COUNTY
Language:	ENGLISH
Companion Case:	NO
Eligibility Office:	5013
Supervisor Unit:	77
Case Number:	9151593793
Case Worker:	XCTV55
Secondary / Other Worker:	
Primary Person Name:	GINGERS TESTCASE
Programs:	W2

Special Attention

Description
No data found.

Changes Reported

Employment	Unearned Income
------------	-----------------

Related Submissions

Item Type	Number	Status	Filing Date/Received Date	Programs Requested
Renewal	4800036148 View	In Progress	09/08/2025	N/A

Worker Attention

Changes Reported	Changes Reported
No data found.	

Companion Case Information

Case Number:
Case Worker:
Primary Person Name:

What would you like to do?

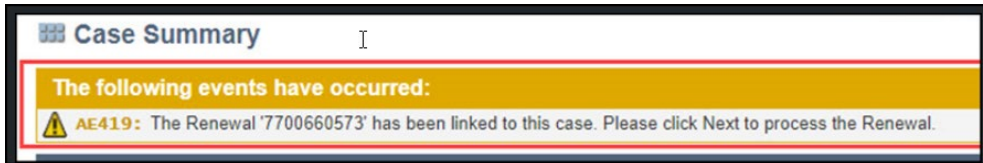
☐ Start/Continue Processing Inbox Item
 ☐ No Action Required on Inbox Item
 Reason:

Cancel
Next

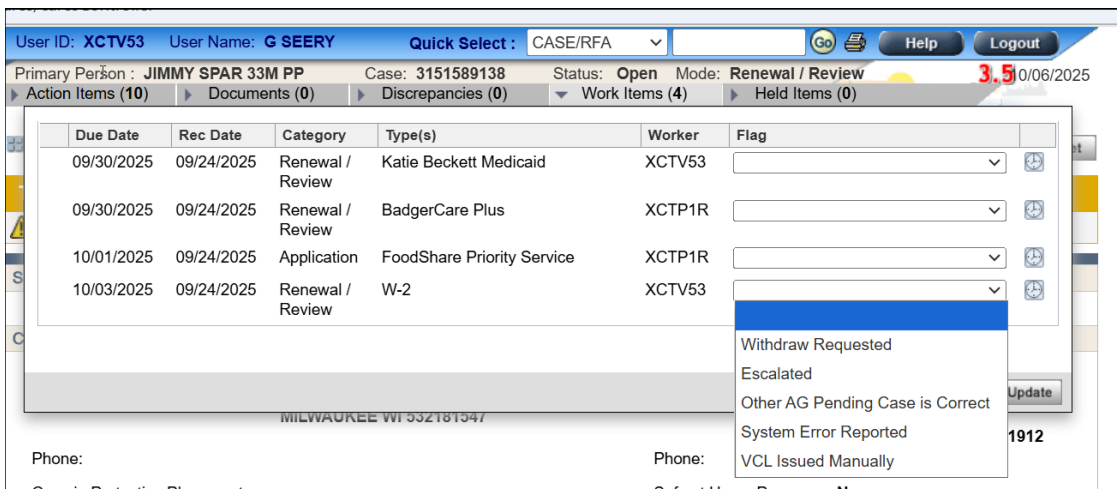
In addition to the review PDF, the Changes Reported section of the Change/SMRF/Renewal Summary page is where FEPs can look to see what the participant updated during the online review.

To link the online review to the case or to continue processing a linked review, select the Start/Continue processing Inbox Item button.

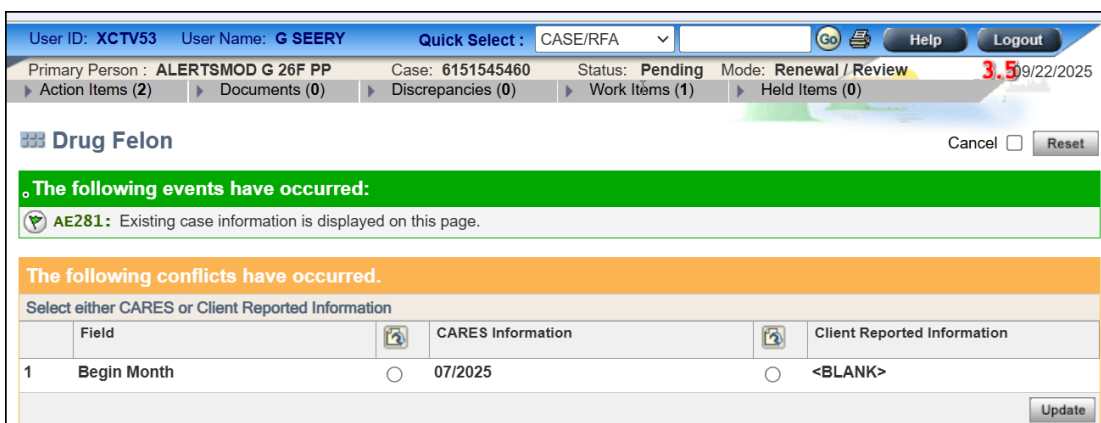
Once a worker links the review to the case, a banner message displays on the Case Summary page until the first worker processes the renewal and initiates eligibility.



The Case Summary page will also be enhanced to display the new W-2 renewal Work Items. FEPs will be able to flag Work Items with specific statuses (e.g., Withdraw Requested, Escalated, VCL Issued Manually, etc.). This Flag functionality will be available for the new online W-2 review Work Items and will mirror the existing Flag functionality for Work Items.



If the information reported by the participant during the online review is different from what exists in CWW, the worker will be responsible for resolving the conflict pages that display. If the review is for multiple programs, conflict panels will only display for the first worker processing the review Conflict panel logic and functionality remains unchanged with these enhancements.



For workers processing combined program renewals (IM + W-2) after the initial worker, review processing is initiated using the Case Summary "Process Renewal/Review" radio button. The subsequent worker(s) will not be able to initiate the review processing until the first worker has completed their program review and confirms eligibility, however they will still be able to access other case pages. The logic for restricting workers from interrupting another worker's renewal driver flow will follow existing logic.

In addition to the Dashboard, the CWW Inbox will also allow workers to search for ACCESS reviews, as will the CWW Quick Select option. A W-2 Geographical Area filter will be added to the CWW Inbox.

Type	Number
Case	8151583380
Case	9151593793
Case	9151071592
RFA	3151567932
PIN	9585433621
ACCESS #	5800002459
Case	3151545831
Case	5151545451
Case	7151544171
Case	3151542531

If the IM worker starts the review before the FEP, the CWW Interview Details page will update with a ? - Pending Interview.

Request / Renewal / Review Date	Program	Mode	*Interview Type	Last Updated
09/22/2025	FS - FOODSHARE	Renewal / Review	? - Pending Interview	09/22/2025
09/22/2025	MA - HEALTH CARE	Renewal / Review	N - No Renewal / Review	09/22/2025
09/22/2025	WW - W-2	Renewal / Review	? - Pending Interview	09/22/2025

The interview Details page will also display a banner message AE416 for the first worker processing a multi-program online review. This banner message is systematically removed after the first worker processes the review and initiates eligibility. The interview Details page will also be enhanced to update the existing “C – CMF/CMU Phone Interview” option to “C – Phone”.

Request / Renewal / Review Date	Program	Mode	*Interview Type
08/01/2024	WW - W-2	Program Request	<div> ? - Pending Interview F - Face to Face C - Phone N - No Interview </div>

From Date: MM / DD / YYYY

Impact:

Participants will be able to initiate their W-2 reviews.

See Training and Demos:

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

The Partner Training Team created a Training video on Demand: Processing Renew my Benefits in CWW which is currently available in the [PTT Learning Center](#).

ACCESS Report My Change (RMC)

W-2 participants will be able to report changes through ACCESS. CWW is being enhanced to support W-2 changes reported by participants in ACCESS.

How it Works:

Participants will be able to report their W-2 changes in ACCESS, once they create an ACCESS account using their case or PIN and this would be known as their authenticated ACCESS account. Once they have successfully created their authenticated account, on the Check My Benefit (CMB) landing page, the participant will be able to select “Report My Change”.

After submitting the reported change, an action item will be created for the assigned FEP worker to inform them the participant has reported a change, and a yellow banner will appear on the Case Summary page indicating a change report has been submitted as well.

Primary Person: VALERIA DINT 241 FF Case: 3131410032 Status: [unavailable]

▼ Action Items (1) ▶ Documents (0) ▶ Discrepancies (0) ▶ Work

September 24, 2025

☐ Change Report 9800160493 Received - Ready for Processing 🔍

Case Summary

The following events have occurred:

⚠️ **AE408:** The Change '9800160493' has been received for this case.

The FEP worker will also see changes submitted on their My Action Item dashboard.

My Action Items								View Worker Action Items
Days Left to Complete	All	Past Due	Due Today	1-3	4-6	7-10	>10	
Active Action Items Counts	20	19	1	0	0	0	0	

When the FEP worker selects the ACCESS change report, CWW will take the worker to the Change/SRMF/Renewal Summary Page. The FEP worker will see a section labeled “Change Reported”, where the worker will know which CWW page to navigate to, to see the change.

Special Attention					
	Description				
No data found.					
Changes Reported					
🚩	Employment		🚩	Earned Income	
Related Submissions					
Item Type	Number	Status	Filing Date/Received Date	Programs Requested	
Change Report	0800036804	Received	09/09/2025	N/A	🔍
Companion Case Information					
Case Number:					
Case Worker:					

See [Training and Demos](#):

The Partner Training Team created a Training Video on Demand: Processing Report my Changes in CWW which is available in the [PTT Learning Center](#).

Add a Program (AAP) in ACCESS

The ACCESS AAP module will be modernized.

How it Works:

The AAP ACCESS module will be modernized to improve the look and feel for the applicant. Several questions in the EA flow that are not relevant for EA eligibility determination will be removed. The application PDF has been improved with a table of contents added.

Impact:

Applicants will experience a modernized AAP flow and application PDF.

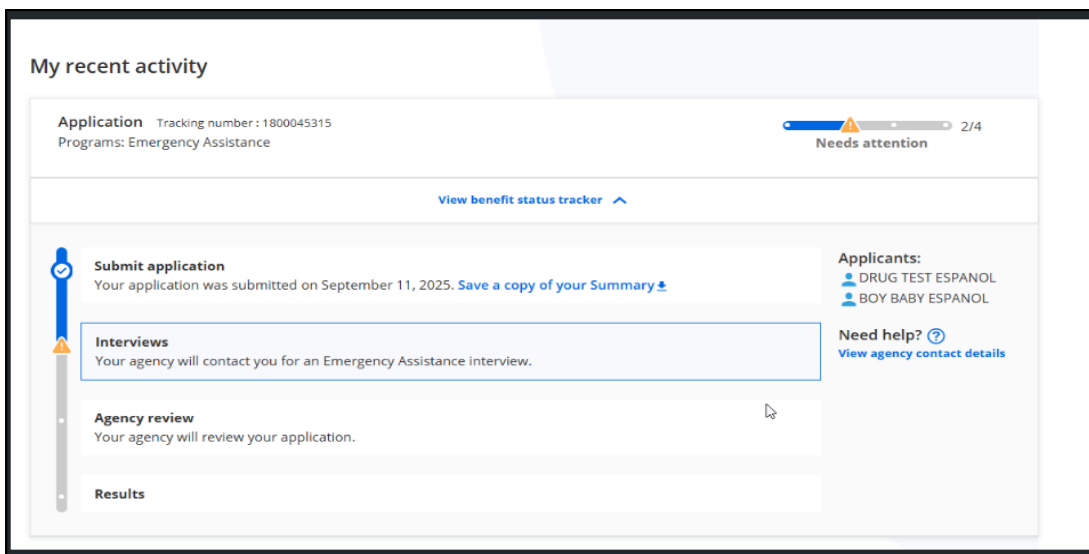
Benefit Status Tracker in ACCESS

A benefit status tracker will be added to ACCESS.

How it Works:

Individuals who apply for W-2, Job Access Loan (JAL), or Emergency Assistance (EA) in ACCESS will be able to track the status of their applications in ACCESS and MyACCESS. Application statuses from submitting to when the agency makes an eligibility determination will be indicated with a benefit status tracker.

Example when EA applicant didn't schedule an appointment in ACCESS:



NOTE: The Documents and Actions step of the tracker does not support EA.

W-2 participants will also be able to track the status of their reviews and change reports submitted in ACCESS.

Example when a participant didn't schedule the review appointment during the online review:

Renewal

Tracking number : 4800036148

Programs: Wisconsin Works - W2

2/5

Needs attention

View benefit status tracker

Submit renewal

Your renewal was submitted on September 8, 2025. [Save a copy of your Summary](#)

Who is covered:

GINGERS TESTCASE

NEWBABYBOY TESTCASE

Optional:

Submit suggested documents

Need help?

[View agency contact details](#)

Interviews

Call 855-733-1311 to schedule your interview for Wisconsin Works - W2. You must attend your interview. If you miss it, call your agency to reschedule or you won't get benefits.

Agency review

Documents and actions

Results

You will hear from us no later than October 8, 2025.

Impact:

Applicants and participants will be able to see the status of their applications, reviews, and change reports.

See Training and Demos:

CWW Process Help will be updated,

Name Modernization Project

Individuals will be able to indicate their chosen names in ACCESS. A chosen name is the name that an individual prefers to be called. This project will enhance member experience through a user-friendly and inclusive integrated application by adding a member chosen name fields.

How it Works:

The Name Modernization project will allow applicants and participants to indicate their preferred 1st name in ACCESS, MyACCESS and CWW. CWW will be updated with a new chosen name field on the Household Members page, when submitted through ACCESS or MyACCESS. Workers will be able to enter chosen names in CWW if the field is blank and conduct searched with a chosen name.

User ID: XCTV53 User Name: G SEERY Quick Select: CASE/RFA Go Help Logout

Primary Person : SEEIGHO QYKHQMB 38M PP Case: 1151583316 Status: Open Mode: Ongoing 3.5 9/05/2025

Action Items (0) Documents (0) Discrepancies (0) Work Items (1) Held Items (0)

Household Members

Cancel ☐ Reset

Total: 3

Current Household Members		
SEEIGHO QYKHQMB 38M PP	MAWXTGZ QKNDMML 30F WIF	HDGYIHV UEIOWYI 8F DAU

Effective Period

Last Updated: 08/30/2025

Delete: ☐ Delete Reason:

Individual Name

*First Name MI *Last Name Suffix

SEEIGHO A QYKHQMB

Chosen Name: Sam

CWW will be updated if a chosen name is indicated in ACCESS. The individual's chosen name will display in place of the legal first name in the CWW header at the top of the pages where name is displayed.

User ID: XCTV53 User Name: G SEERY Quick Select: CASE/RFA Go Help Logout

Primary Person : SAM QYKHQMB 38M PP Case: 1151583316 Status: Open Mode: Ongoing 3.5 9/05/2025

Action Items (1) Documents (0) Discrepancies (0) Work Items (1) Held Items (0)

MyACCESS will allow the participant to provide a chosen name when they navigate to "Update Contact Information".

7:31

My contact information

When you update your contact information, it takes time for your local agency to process the change. You may not immediately see your change displayed below.

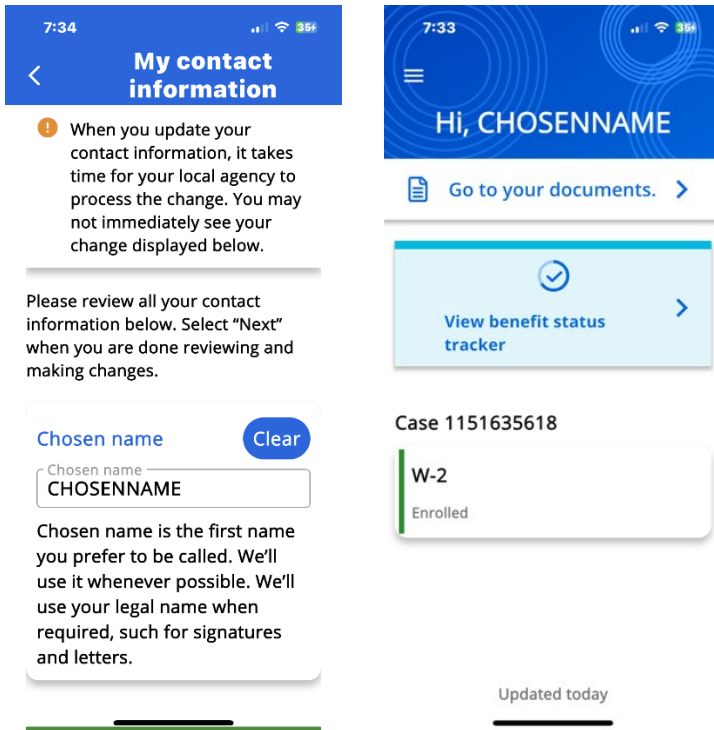
Please review all your contact information below. Select "Next" when you are done reviewing and making changes.

Chosen name Clear

Chosen name

Chosen name is the first name you prefer to be called. We'll use it whenever possible. We'll use your legal name when required, such for signatures and letters.

Once they enter a chosen name, it will appear on the home screen of MyACCESS.



Additionally, DHS managed correspondence will be updated to gender neutral language and chosen name except when not legally allowed. This includes the VCL. Correspondence DCF manages, such as the W-2 eligibility notice, won't be updated.

Impact:

Workers will be able to easily identify and use individuals' chosen names, promoting customer service and a user-friendly participant experience.

See Training and Demos:

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

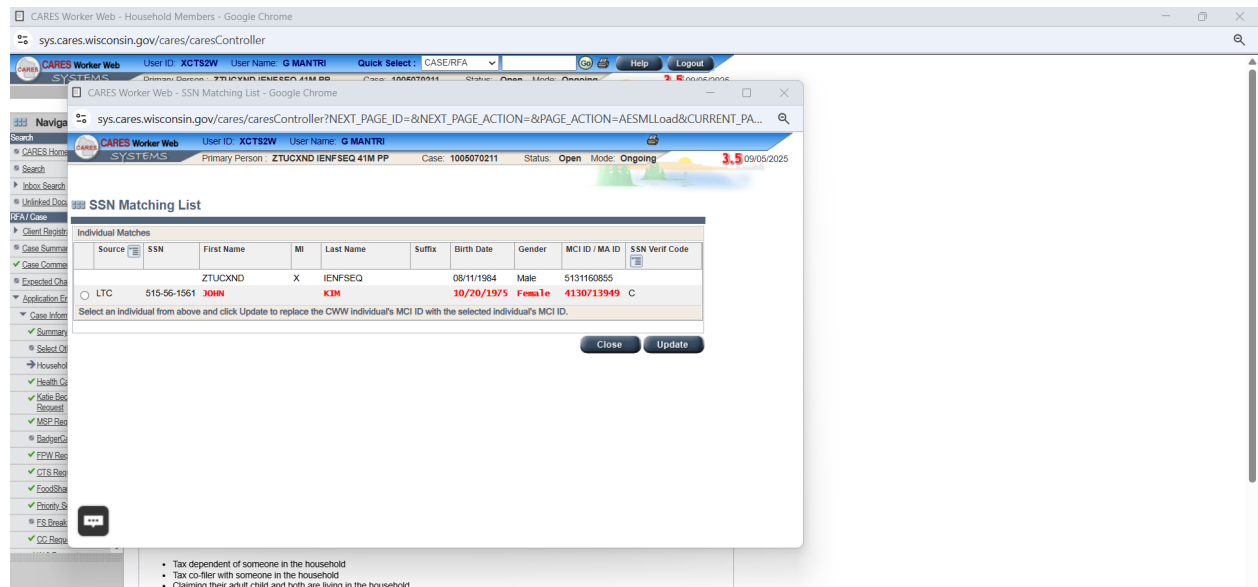
Existing training materials will be updated to incorporate the Chosen Name changes.

AE201 Errors: Duplicate PIN

When an applicant applies for benefits, but does not provide their SSN, and they are known to CWW with a SSN, AE201 appears in CWW for the worker. AE201: An individual with the same SSN already exists. Check the "SSN Matches" magnifying glass to review an update the MCI ID/MA ID to resolve this error. CWW will now locate the applicant, and the worker will be able to link the applicant to the known individual. This will help eliminate CWW creating duplicate PINs for the individual.

How it Works:

When an application comes in without an SSN, but is known to CWW, a search match page will appear and allow the worker to select the known individual in CWW.



Impact:

This will allow a chance for the worker to find the applicant and link the PIN to the correct individual. This will decrease the amount of duplicate PIN's that are created for applicants/participants.

See Training and Demos:

CWW Process Help will be updated.

Case Policy Assistant (CPA) Enhancements

The Case Policy Assistant tool in CWW is enhancing four features to allow workers to have a better user experience with the tool.

- 1) CPA will now pop up and have its own window
- 2) Pinning comments
- 3) Loading Messaging enhancement

How it Works:

Enhancement 1: CPA pop up window

When workers select the CPA, it will now open in its own pop-up window, so workers can have it next to CWW (side by side).

User ID: XCTG2V User Name: M XIONG Quick Select: CASE/RFA

Primary Person: RAMEN NOODLES 39M PP Case: 7150856870 Status: Open Mode:

Action Items (2) Documents (0) Discrepancies (0) Work Items (0)

Pregnancy

Effective Period
 Begin Month: 09/2016 End Month: Last
 Delete Reason:

Additional Information
 Individual: DELICIOUS NOODLES 39F WIF
 Pregnancy Verification: AWP - AWARD LETTER
 Fetus Number: 2
 Due Date: 12/15/2016
 Third Trimester Begin Date: 09/22/2016
 Pregnancy End Date: 12/25/2016

At Risk Pregnancy Information
 Is this an at risk pregnancy and are you unable to work?
 Date the physician signed the ARP pregnancy information/verification form:
 Is participant potentially eligible for At Risk Pregnancy Placement?

Enter New Begin

Individual Updated on or before
 DELICIOUS NOODLES MM DD YYYY Go

Caseworker Policy Assistant

Conversations +

What are some FS exemptions

How does drug felon work for W-2?

WHAT IS W2

how can someone submit an application for JAL?

what is W2

Common Questions

FoodShare

Reminders:

Do not provide scr
 written communica
 Do not include PII/
 This tool does not
 policy handbooks
 Comprehensive q
 This tool will query

BadgerCare
 Medicaid E
 SSI Caretal
 Wisconsin
 Wisconsin
 FoodShare
 FoodShare
 DHS Opera
 DHS/DCF

DCF Ops Memos
 To ask a question
 The tool will refere
 conversation wher
 CWW System Hel

Enhancement 2: Pinning Comments

Workers will have the ability to pin up to 4 questions/conversations.

Caseworker Policy Assistant

Conversations +

Tell me about changes to treatment of annuities for Medicaid...

Can a person be referred to FoodShare employment training pro...

What is an ABAWD for FoodShare

What is the FSET job retention?

What is needed to verify member's residency...

Common Questions

FoodShare

FSET

HealthCare

Wisconsin Shares

Wisconsin Works

Can a person be referred to FoodShare employment training program with 3 TLBs?

A person with 3 TLBs may not be referred to the FSET program until they have met the criteria for regaining FoodShare eligibility. Individuals must be eligible for FoodShare in order to participate in the FSET program. Individuals subject to the FoodShare work requirement may only use 3 months of benefits or 3 TLBs in the current three-year period unless they are meeting the work requirement or an exemption. Individuals who use all three time-limited months will lose eligibility due to the FoodShare work requirement time limit. To regain eligibility, individuals must verify that they met the FoodShare work requirement for a 30-day period since losing eligibility or verify that they will meet the FoodShare work requirement within 30 days of the new application filing date. Individuals may also provide verification of a current exemption or provide verification of an exemption that removes one or more TLB.

Reasoning:

- ABAWDs who are subject to time-limited benefits (TLBs) and do not meet the FoodShare work requirement will only be allowed to receive up to three full months of time-limited FoodShare benefits in the current three-year time period. (FSET Handbook, Page 48)
- After exhausting three months of TLBs, ABAWDs may regain eligibility by either meeting the work requirement or having a qualifying exemption. (FSET Handbook, Page 48)
- ABAWDs subject to TLBs may choose to meet the FoodShare work requirement by participating in FSET. (FSET Handbook, Page 48)
- Once three TLBs are received, FoodShare eligibility is lost for the remainder of the current three-year period unless an ABAWD becomes a non-ABAWD by meeting an exemption or begins meeting the work requirement. (FSET Handbook, Page 47)

References:

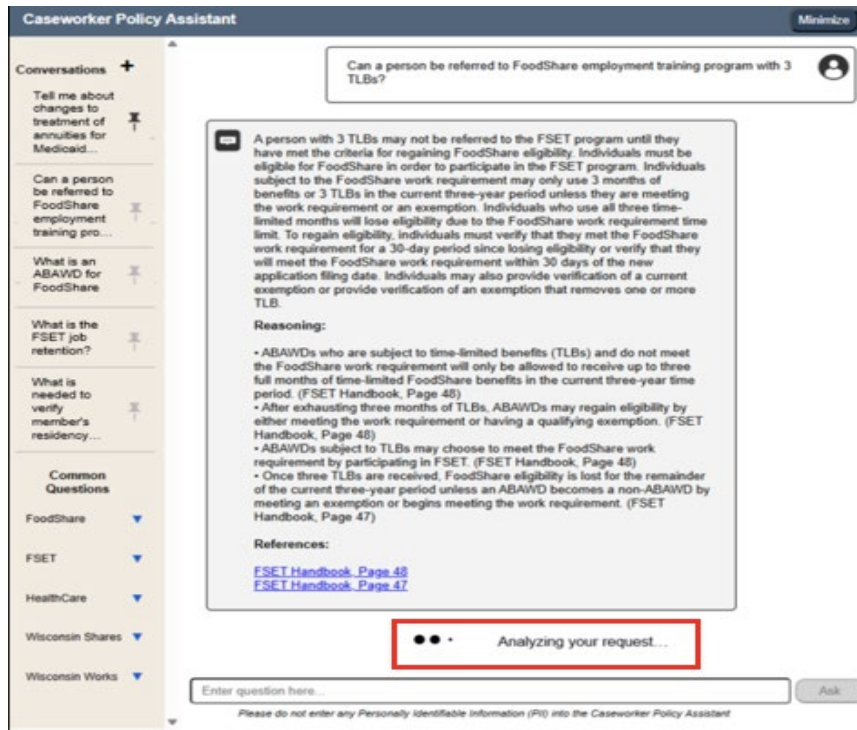
[FSET Handbook, Page 48](#)
[FSET Handbook, Page 47](#)

Enter question here...

Please do not enter any Personally Identifiable Information (PII) into the Caseworker Policy Assistant

Enhancement 3: Loading Messaging

When a question is asked to the CPA, there will be a loading message to allow worker to see updates while the CPA is loading a response.



Impact:

This will allow a better user experience for the workers.

See Training and Demos:

CWW Process Help will be updated.

The Partner Training Team will update training documents in the [PTT Learning Center](#).

WWP System Updates

Regional Security Enhancement for Manual Auxiliary

A W-2 worker will now be able to submit a manual auxiliary if the PIN is associated with the agency that the worker has security for. If a worker tries to manually add an auxiliary, the warning message has been updated to reflect they are not in the correct agency.

How it Works:

If a worker is employed by an agency with three regions, but the worker only has security in Region 1 and 2, then that worker will only be able to submit an auxiliary if the PIN is enrolled (or previously enrolled) in Region 1 or 2.

The screenshot shows the 'Add Auxiliary' form with a red error message at the top: 'Required information not provided. The following information is needed to complete this section: - Participant does not meet the following requirement: Must currently or previously have been an Eligible Adult in a W-2 Assistance Group in either a WW C or WW P category of W-2 at a region where the worker has security to submit an auxiliary.' Below the message, the form fields are: Case Number (4151495347), PIN (4586264802), Participant Name (ASHLEY MCMUFFIN), Original Payment Amount (\$ 0), Participation Period (August 16 - September 15, 2025), County (empty), and WP Office (empty). A blue 'Auxiliary Worksheet' button is in the top right.

Impact:

Updating the error message will properly inform the FEP worker why they cannot issue an aux if they are not in the correct agency.

See Training and Demos:

Not applicable

WWP Transaction When WWP Submits Employment Plan (EP) After Regional Transfer

If there is an EP in submitted status on the day that a PIN is transferred to a different region, then WWP auto-ends that EP and submits a new EP with a begin date that matches the date of transfer. There will be a transaction being logged for the new EP.

How it Works:

On the Transaction page, there will be a record when the participant is transferred out from one agency and transfers into another agency.

The screenshot shows the 'Transactions' page with a table of transactions. The table has columns: Transaction Description, Transaction Date, Effective Date, Worker, Contractor, and County. A red box highlights three rows: 'New EP', 'Office Transfer In', and 'Office Transfer Out', all dated 10/02/2025, for worker MAI YEE XIONG. The 'New EP' row shows Contractor America Works and County MILWAUKEE. The 'Office Transfer In' row shows Contractor America Works and County MILWAUKEE. The 'Office Transfer Out' row shows Contractor Ross and County MILWAUKEE.

Transaction Description	Transaction Date	Effective Date	Worker	Contractor	County
New EP	10/02/2025	10/02/2025	MAI YEE XIONG	America Works	MILWAUKEE
Office Transfer In	10/02/2025	10/02/2025	MAI YEE XIONG	America Works	MILWAUKEE
Office Transfer Out	10/02/2025	10/02/2025	MAI YEE XIONG	Ross	MILWAUKEE

See Training and Demos:

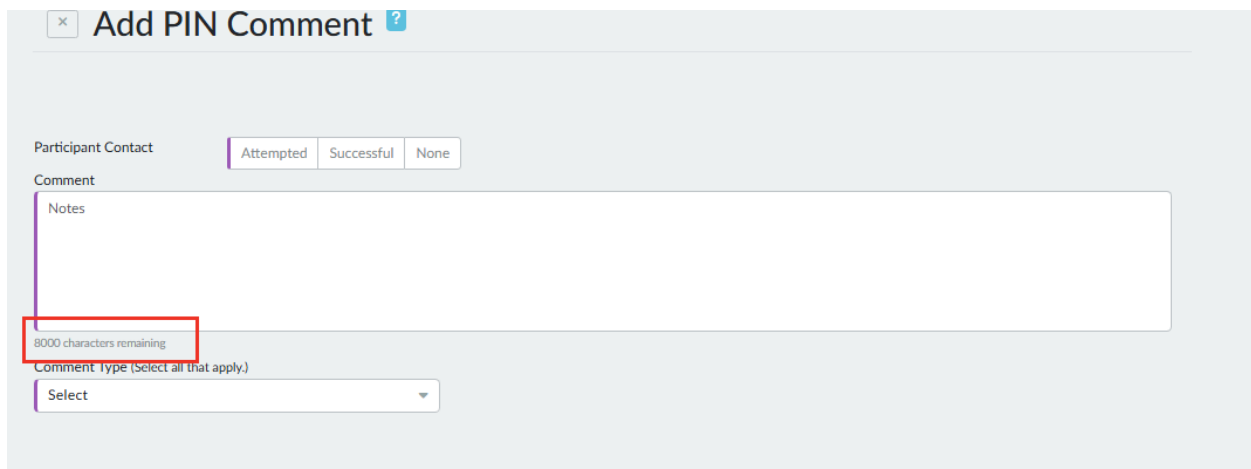
Not applicable

PIN Comment Character Limit Increase

In Feb. 2025, there was a new functionality released into WWP, PIN Comments. After the Feb. release, it was revealed that workers were using the PIN Comments to enter information about the participant for the monitoring team and the characters were exceeding what was allowed.

How it Works:

Starting October 20, 2025, the character limit will be increased to 8,000 characters, to accommodate the amount of information workers are entering for the monitoring team.

A screenshot of a web application window titled "Add PIN Comment". The window has a light blue header bar with a close button (X) and a help icon (?). Below the header, there is a "Participant Contact" section with three tabs: "Attempted", "Successful", and "None". The "Attempted" tab is selected. Below this is a "Comment" section with a large text area labeled "Notes". A red box highlights the text "8000 characters remaining" at the bottom left of the text area. Below the text area is a "Comment Type (Select all that apply.)" dropdown menu with the word "Select" visible.

Impact:

Workers will be able to provide adequate summary of the case for the monitoring team to review.

See Training and Demos:

Not applicable.

Adding "Edit" and "Add" to Work History Page

In WWP, there is a Work History page that the worker can add details about the work history for the participant and a summary of the Work History will display. However, both are called Work History Page.

How it Works:

WWP is being enhanced to add “Add Work History” when the worker is adding work history for the participant and adding “Edit Work History” when the worker is editing a work history already created. When the worker is reviewing the list of work history, the page title will remain, “Work History”.

The screenshot shows the 'Add Work History' form. The title bar includes a close button and a help icon. The left sidebar has a menu with 'Add/Edit Record' and 'Basic Information'. The main content area is titled 'Add Work Record' and contains a 'Job Type' dropdown menu, 'Begin Date' and 'End Date' text boxes with MM/DD/YYYY placeholders, and a 'Currently Employed' checkbox. At the bottom, there is a 'Basic Information' section header.

The screenshot shows the 'Edit Work History' form. The title bar includes a close button and a help icon. The left sidebar has a menu with 'Add/Edit Record', 'Basic Information', 'Wage/Hours', and 'Leave of Absence'. The main content area is titled 'Edit Work Record' and contains a 'Job Type' dropdown menu with 'Unsubsidized' selected, 'Begin Date' and 'End Date' text boxes with MM/DD/YYYY placeholders, and a 'Currently Employed' checkbox that is checked. At the bottom, there is a 'Basic Information' section header.

The screenshot shows the 'Work History' list view. The title bar includes a back button and a help icon. The top right corner shows the user's name 'PAM BEESLY' and ID '1586572652'. The left sidebar has a menu with 'Add PIN Comment' and 'Worker Task'. The main content area has a search bar, a 'Sort by Date' dropdown, and a 'Print Work History' button. Below these is a table with work history entries. The first entry is for a 'Receptionist' in 'Milwaukee, WI' starting on '09/08/2025' and ending 'Present'. The second entry is for a 'File Away' 'Unsubsidized' position 'Out-of-Program' starting on '09/08/2025' and ending '<1 months' ago, with a wage of '\$10.50/Hour'. At the bottom right, there is an '+ Add Work History' button.

Job Title	Location	Start Date	End Date	Wage/Hours
Receptionist	Milwaukee, WI	09/08/2025	Present	
File Away Unsubsidized	Out-of-Program	09/08/2025	<1 months	\$10.50/Hour

Impact:

This will help minimize confusion, when a FEP worker is adding work history, editing work history or just reviewing work history.

See Training and Demos:

Not applicable.

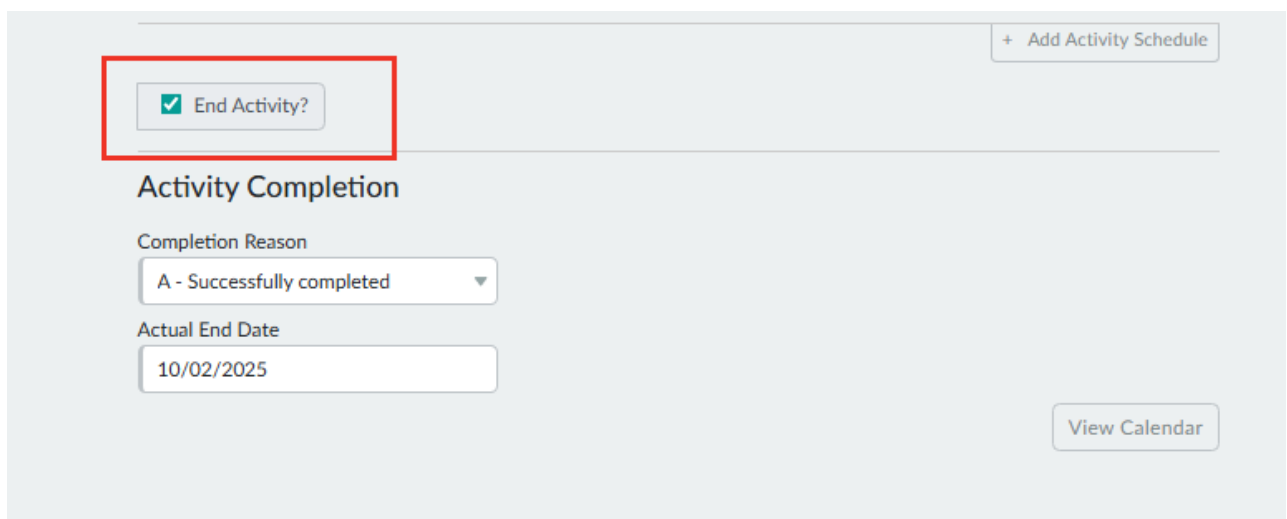
Enable Lapsed Activity Schedules to be Ended on Open Activities

Currently, when there are two activities and one has lapsed, WWP does not allow the worker to end the lapsed activity. WWP will be enhanced to allow the worker to end lapsed activities for PINs that are transferred to a different region, that have future planned end dates.

Example: On an EP, when you click on the MO activity with start date of 2/5/25 and planned end date of 8/29/25, worker will see two schedules. One has a planned end date of 8/29/25 and the other has a planned end date of 4/12/25. Worker will now be able to end the schedule with planned end date of 4/12/25.

How it Works:

For a lapsed activity, the FEP worker will have the ability to select “End Activity”. This will allow the activity to end.



The screenshot shows a web interface for 'Activity Completion'. At the top right is a button labeled '+ Add Activity Schedule'. Below it, a checkbox labeled 'End Activity?' is checked and highlighted with a red rectangular box. Under the heading 'Activity Completion', there is a 'Completion Reason' dropdown menu with 'A - Successfully completed' selected. Below that is an 'Actual End Date' text input field containing '10/02/2025'. At the bottom right is a button labeled 'View Calendar'.

Impact:

When PINs are transferred but there is a lapsed date for the activity, workers will be able to end the activity.

See Training and Demos:

The Partner Training Team has created the Transfer Case Reference Guide that is available in the [PTT Learning Center](#).

Supportive Services Expense Type Enhancement

When a FEP worker selects Expense Type from the dropdown selection on the Support Services page, the full name of the expense type will now be shown.

How it Works:

Expense Type field has been enhanced to display the full name and provide extra space, to ensure the FEP worker can see the entire expense type displayed.

The screenshot shows the 'Supportive Services' interface. At the top, there's a header with a back arrow, the title 'Supportive Services', a help icon, and 'RENEWAL ACCESS 3586545291'. On the left, there are two vertical buttons: '+ Add PIN Comment' and '+ Add Worker Task'. The main area has a 'Filter' section with 'Program Types' and 'Expense Types' dropdowns. The 'Expense Types' dropdown is open, showing 'Training/Edu Completion Incentive' and 'Transportation'. Below this is an 'Issuance Date From' field with a date format 'MM/DD/YYYY'. The main table has columns: 'Program Type', 'Expense Type', 'Expense Details', 'Amount', 'Issuance Date', and 'Service Begin & End Dates'. It contains two rows of data. The first row is for 'W-2' with 'Training/Edu Completion Incentive' and an amount of '\$100.00'. The second row is for 'W-2' with 'Transportation' and an amount of '\$25.00'. The total amount is '\$125.00'. Each row has edit and delete icons.

Program Type	Expense Type	Expense Details	Amount	Issuance Date	Service Begin & End Dates
W-2	Training/Edu Completion Incentive	testing details	\$100.00	10/02/2025	10/01/2025 - 10/15/2025
W-2	Transportation	testing wor 2919 to see if the expense type was widen	\$25.00	09/30/2025	09/30/2025 - 10/06/2025
			\$125.00		

See Training and Demos:

[Not applicable.](#)

EA Enhancement

WWP will be updated to add 2 new questions for EA with corresponding indicators on additional EA pages.

How it Works:

Two new questions will be added to the EA Agency Summary page: Interview Needed? and Verification Needed?.

The screenshot shows the 'EA Agency Summary' page. It has a form with the following fields: 'Approved Payment Amount' with a dollar sign and a value of '600.00'; 'Interview Needed?' with 'Yes' and 'No' buttons; 'Verification Needed?' with 'Yes' and 'No' buttons; and 'Application Status' with a dropdown menu showing 'In Progress'. At the bottom right, there are 'Save' and '+ Exit' buttons.

The application status can't be updated to Approved or Pending if either response is Yes. If the user tries to update the Application Status to Approved or Pending with either or both questions marked YES, an error message will display:

Edit EA Application Details AKIMMY AKFLOW 9586216250

Agency Summary ? Last Edited by: Ginger P. Seery 9/9/25, 2:15 PM

Invalid Data

- Verification is needed for one or more items which prevents the application from being approved.
- Cannot move to Approved or Pending status when Interview or Verification is needed.

Demographics ✓
Type of Emergency ✓
Household Members ✓

The EA Application and EA Application History pages will display new indicators if either Verification Needed? or Interview Needed? is Yes, or if both are Yes.

EA Application AKIMMY AKFLOW 9586216250

Worker Tools Case Management Participation Tracking Emergency Assistance Agency Tools

Application Date: 06/23/2025 Request #: 1000691 Agency: FSC Region: Southwest CARES Case # ACCESS Tracking #

Emergency Type(s): Impending Homelessness (Renters-Foreclosure)

Application Status: In Progress (Verification Needed) Status Last Updated: 06/24/2025 Status Deadline: 07/08/2025

Approved Payment Amount: \$600.00

EA Application History AKIMMY AKFLOW 9586216250

Worker Tools Case Management Participation Tracking Emergency Assistance Agency Tools

Individual may be eligible for Emergency Assistance.

Sort by Application Date

Application Date	Agency	Request #	ACCESS Tracking #	Emergency Type(s)	Application Status	Individual Type
06/23/2025	FSC	1000691		Impending Homelessness (Renters-Foreclosure)	In Progress (Verification Needed)	Caretaker Relative

Impact:

Workers will more easily be able to determine if verification or an interview is needed for a given application.

See Training and Demos:

The EA Reference Guide will be updated to incorporate these changes.

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