

October 2025 System Changes

Name Modernization

Ginger Seery



Wisconsin Department of Children and Families

Name Modernization Background

This is a DHS led project that will allow applicants and participants to indicate their preferred first name in ACCESS. CWW will be updated with a new chosen name field. 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.

Additionally, DHS managed correspondence will be updated to gender neutral language and chosen name except when not legally allowed, such as the verification checklist (VCL). Correspondence DCF manages, such as the W-2 eligibility notice, will not be updated.





ACCESS Changes: AFB

Apply for Benefits (AFB) module will be enhanced to allow an applicant to put in a Chosen Name

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[Application overview](#) 

Your information

Tell us about yourself

Name

Legal first name *

Chosen name (optional)

Middle initial (optional)

Legal last name *

Suffix (optional)

Date of birth *

Tip

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.



- In AFB, once the applicant has entered in their chosen name, it will display throughout ACCESS.
- Other individuals in the home, will also be able to add their chosen name

- Unrelated people at a public living space.

If you don't need to add anyone, choose Save and next.

People in your household

Bell Smith

+

Add person

← Back

Application overview ≡

People in your household

Add a household member

Household member name

Legal first name *

Thomas

Chosen name (optional)

Billy

Middle initial (optional)

Legal last name *

Smith

Suffix (optional)

Tip

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.

Unrelated people at a public living space.

If you don't need to add anyone, choose Save and next.

People in your household

Bell Smith

Billy Smith

Remove

+

Add person



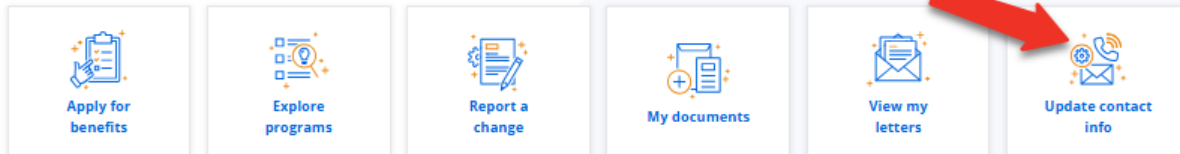


ACCESS Changes: CMB

In CMB, through “Update My Contact Info” tile, a participant will be able to update their Chosen Name

Welcome, SARAH!

Tuesday, September 23, 2025
You have 0 tasks to complete



Update contact information and preferences

Make sure we have your current email and phone, go paperless, and set your communication preferences.

Set contact details

Chosen name

Your email address

Email address

Phone information

Primary phone number (optional)

Primary phone type

Select type ▼

[Add phone number](#)

☐ I don't have a phone



Tip

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.



Tip



Phone information is collected by case, not by person. When you change a phone number, it will update for all people on your case.



Application Summary

[Reset](#)

Individuals on Application

Name	Birth Date	Gender	SSN	U.S. Citizen	Relationship	Programs Requested	HC Programs	Disabled	Language	Match	
BELL SMITH	05/12/1990	FEMALE	654239846		PP	FS		No		PARTIAL	
BILLY SMITH	09/25/1987	MALE	983126541		HUS	FS		No	ENGLISH	PARTIAL	

Application Information

ACCESS Application Number:

9800158093

[View](#)

Status:

Unassigned



Filing Date:

09/23/2025

Community Access Point Number:

How Collection Method:

Customer



Item Type:

Application



ACCESS to CWW

When the application is received in CWW, the individuals name will display as the chosen name indicated on the ACCESS application

ACCESS to CWW Continue

When the application comes to CWW, the legal name will be used to go through clearance

er Web User ID: X0TL0H User Name: M XIONG Quick Select : CASE/RFA Go Help Logout

Primary Person : BELL SMITH 35F PP Case: 2151624226 Status: Pending Mode: Intake 3.5 09/23/2025

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

Individual / Case Clearance Results

First Name	MI	Last Name	Suffix	SSN	Birth Date	Gender	PIN
VERONICA		SMITH		654-23-9846	05/12/1990	Female	2586545940

Result: A new individual has been created in CARES and has passed clearance.

Case Clearance

Result: A new Case has been established for this individual.

Case: 2151624226

◀ Previous Next ▶



CWW Changes

User ID: XCT16H User Name: M XIONG Quick Select: CASE/RFA Go Help Logout

Primary Person: BELL SMITH 35F PP RFA: 2151624226 Status: CR Complete 3.5 09/23/2025

RFA Summary

Cancel ☐ Reset

Primary Person Information			
Name:	BELL SMITH	Alias(es):	
Birth Date:	05/12/1990	Gender:	FEMALE
SSN:	654-23-9846	Ethnicity:	NOT HISPANIC OR LATINO/A
Race:	WHITE		

RFA Information			
RFA Type:	ECONOMIC SUPPORT (ES)	RFA Filing Date:	09/23/2025
Contact Method:	ACCESS AFB Application	Contact Date:	09/23/2025



CWW Changes Continue

Primary Person : BELL SMITH 35F PP Case: 2151624226 Status: Pending Mode: Intake 3.5 09/23/2025
Action Items (1) Documents (0) Discrepancies (0) Work Items (0) Held Items (0)

Household Members

Cancel ☐ Reset
Completed 0 of 2

Current Household Members	
BELL SMITH 35F PP	BILLY SMITH 37M HUS

Effective Period
Last Updated: 09/23/2025
Delete: ☐ Delete Reason:

Individual Name
First Name MI Last Name Suffix
VERONICA SMITH
Chosen Name: BELL

Additional Information
Gender: FEMALE
SSN: 654 23 9846
Birth Date: 05/12/1990
SSA Verification: C - COMPLETED REQUIREMENTS
Verification: NQ - NOT QUESTIONABLE

Estimates for Relevance Determination
Age Category: 22 and older
Serves as Alien Sponsor: No
Does this individual meet any of the following criteria: No

- Tax dependent of someone in the household
- Tax co-filer with someone in the household
- Claiming their adult child and both are living in the household

Primary Person : BELL SMITH 35F PP Case: 2151624226 Status: Pending Mode: Intake 3.5 09/23/2025
Action Items (2) Documents (0) Discrepancies (0) Work Items (0) Held Items (0)

Household Members

Cancel ☐ Reset
Completed 1 of 2

Current Household Members	
BELL SMITH 35F PP	BILLY SMITH 37M HUS

Effective Period
Last Updated:
Delete: ☐ Delete Reason:

Individual Name
First Name MI Last Name Suffix
THOMAS SMITH
Chosen Name: BILLY

Additional Information
Gender: MALE
SSN: 983 12 6541
Birth Date: 09/25/1987
SSA Verification:
Verification: NQ - NOT QUESTIONABLE

Estimates for Relevance Determination
Age Category: 22 and older
Serves as Alien Sponsor: No
Does this individual meet any of the following criteria: No



Questions?

