

# October 2025 System Changes

Renew My Benefits (RMB)

Ginger Seery



Wisconsin Department of Children and Families

# **ACCESS Modernization Renew My Benefits (RMB)**

- Starting October 19, ACCESS will allow participants to renew W-2 online.
- Participants will have the ability to schedule their W-2 interview at the end of the online renewal process with their agency



# RMB Continue

- If the W-2 renewal is due, participants will see a message banner at the top of their landing page
- In the W-2 program details, they will also see a “My To-Do List” that will show them they need to complete a renewal

Welcome, Renewal!


Tuesday, September 23, 2025  
You have 1 task to complete

**Due: Sep 30** W-2 renewal due [Start renewal >](#)

[See all to-do list tasks >](#)

[Apply for benefits](#) [Explore programs](#) [Report a change](#) [My documents](#) [View my letters](#) [Update contact info](#)

### My benefits

 **Wisconsin Works (W-2)**  
Needs attention

**Wisconsin Works (W-2)** Open

Primary person: Renewal Access Case # 3151623832

**You have upcoming to-do list items. Visit [My To-do list](#).**

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 September 2025. Your benefits started April 23, 2025.





## Participants “My To-Do List” shows when the W-2 renewal is due

### My to-do list

Review any urgent, overdue, or upcoming tasks available on your to-do list.

#### Upcoming



**Due: Sep 30**

**W-2 renewal due**

[Start renewal >](#)

The information displayed on this page is current as of September 23, 2025.





- ACCESS will show participants what programs they will be renewing
- They will also have the ability to renew other programs

[← Back](#)

## Benefits you're renewing

Choose all the programs you want to renew. You must renew each program by its due date to keep your benefits.

### Renew now

|   |  |
|---|--|
| <input checked="" type="checkbox"/>   | <b>Wisconsin Works (W-2)</b>  |
| Due by: <b>September 30, 2025</b><br>Provides employment preparation services, case management, and cash assistance to parents and pregnant people with limited income. |  |
| <a href="#">Program details</a>    |  |




**Tip**

Depending on the programs you choose, you may be asked to do an interview after you renew.

### Renew early

You don't have any benefits to renew early.

Submitted renewals are processing (0) 

You don't have any submitted renewals that are processing.

**1 program(s) selected.** You will have to do an interview based on renewing W-2

**Next**




# Renewal Overview

## Renewal overview


Review your information in all sections and make changes if anything is not correct.

 Your information


Start

 People in your household


Not Ready

 Household details


Not Ready

 Income and benefits


Not Ready

 Assets

Not Ready

 Finish and submit

Not Ready

 Programs you're renewing

- Wisconsin Works

[Change programs](#)



# CWW Work Item

- When CWW users check their dashboards, they'll see an enhancement for ACCESS W-2 review work items.
- Work items will display under the Renewals/Reviews category with Received status

| My Dashboard              |       |                       |     |      |
|---------------------------|-------|-----------------------|-----|------|
| Work Items                |       | Days Left To Complete |     |      |
| Category                  | Total | <1                    | 1-7 | 8-14 |
| + Applications            | 3     | 3                     |     |      |
| + Renewals / Reviews      | 1     |                       | 1   |      |
| SMRFs                     | 0     |                       |     |      |
| + Potential Errors        | 2     | 2                     |     |      |
| + Discrepancies           | 76    | 76                    |     |      |
| Disability Determinations | 0     |                       |     |      |
| Documents                 | 0     |                       |     |      |
| Pre-cert Reviews          | 0     |                       |     |      |

| 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 - <a href="#">5800032959</a>    |      | XCTP1R         | Renewal / Review | XCTV53          | 09/05/2025    |                   | W-2  | Received | 09/16/2025 |  |
| ACCESS - <a href="#">6800091260</a>    |      | XCTV53         | Renewal / Review | XCTV53          | 09/19/2025    |                   | W-2  | Received | 09/30/2025 |  |
| ACCESS - <a href="#">9800071493</a>    |      | XCTP1R         | Renewal / Review | XCTV53          | 09/17/2025    |                   | W-2  | Received | 09/30/2025 |  |
| ACCESS - <a href="#">0800039504</a>    |      | XCTG2V         | Renewal / Review | XCTV53          | 09/09/2025    |                   | W-2  | Received | 09/30/2025 |  |
| ACCESS - <a href="#">4800036148</a>    |      | XCTV55         | Renewal / Review | XCTV53          | 09/08/2025    |                   | W-2  | Received | 09/30/2025 |  |
| <div>Reassign</div> <div> Return</div> |      |                |                  |                 |               |                   |      |          |            |  |



# CWW Work Item Linking

When the FEP links the review to the case and starts processing the review, the display will look like this:

|   |      |                |                  |                 |               |                   |      |            |            |  |
|---|------|----------------|------------------|-----------------|---------------|-------------------|------|------------|------------|--|
| User ID: XCTV53    User Name: G SEERY    Quick Select : CASE/RFA <input type="text"/> <input type="button" value="Go"/> <input type="button" value="Help"/> <input type="button" value="Logout"/> |      |                |                  |                 |               |                   |      |            |            |  |
| 3.5 09/22/2025  |      |                |                  |                 |               |                   |      |            |            |  |
| Work Item Search  |      |                |                  |                 |               |                   |      |            |            |  |
| Criteria  |      |                |                  |                 |               |                   |      |            |            |  |
| Results   |      |                |                  |                 |               |                   |      |            |            |  |
| <a href="#">MyACCESS/ACCESS/RFA/Case</a>  | Flag | Primary Worker | Category         | Work Item Owner | Received Date | Special Attention | Type | Status     | Due Date   |  |
| Case - <a href="#">6151545460</a>   |      | XCTV53         | Renewal / Review | XCTV53          | 09/19/2025    |                   | W-2  | Processing | 09/30/2025 |  |
| Case - <a href="#">9150749994</a>   |      | XCTH70         | Renewal / Review | XCTV53          | 04/09/2025    |                   | W-2  | Processing | 04/18/2025 |  |






# CWW Worker Dashboard

If the IM worker processes a combined 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.

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

3.59/22/2025



Workload Dashboard

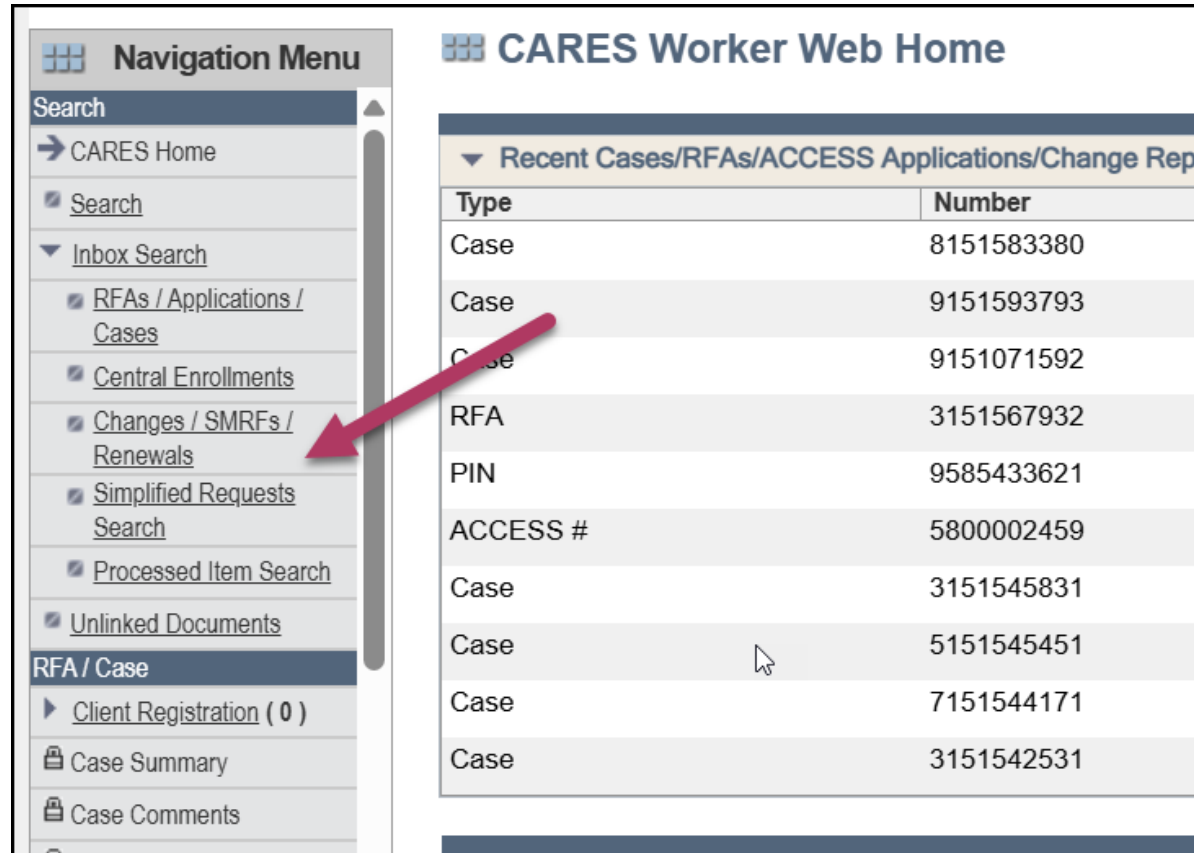
Work Item Dashboard for GINGER SEERY - XCTV53

| Work Items<br>Category    | Days Left to Complete |     |     |      |       |     |
|---------------------------|-----------------------|-----|-----|------|-------|-----|
|                           | 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                     |     |     |      |       |     |



# CWW Inbox Search

The CWW Inbox will also allow workers to search for ACCESS reviews.



The screenshot displays the 'CARES Worker Web Home' interface. On the left is a 'Navigation Menu' with a 'Search' section containing links like 'CARES Home', 'Search', 'Inbox Search', 'RFAs / Applications / Cases', 'Central Enrollments', 'Changes / SMRFs / Renewals', 'Simplified Requests Search', 'Processed Item Search', and 'Unlinked Documents'. A red arrow points to the 'Inbox Search' link. Below this is an 'RFA / Case' section with 'Client Registration (0)', 'Case Summary', and 'Case Comments'. The main area on the right is titled 'Recent Cases/RFAs/ACCESS Applications/Change Rep' and contains a table with two columns: 'Type' and 'Number'.

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



# Questions?

