

WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES  
Division of Family and Economic Security  
PO Box 7935  
Madison, WI 53707-7935

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TO: W-2 Manual Holders

FROM: Janice Peters, Director  
Bureau of Working Families

Rebecca Swartz, Chief  
Wisconsin Works Policy Section

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RE: Wisconsin Works Manual  
**Release 09-01**

DATE: April 6, 2009

EFFECTIVE DATE: Immediately

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The W-2 Manual release number is on each page in the upper left corner. The manual release date is located immediately below the release number.

Typically, the effective date of the change is the date of publication. However, if the change was announced through an Operations or Administrator's Memo, the change is effective on the date identified in the memo. If there is a different effective date or implementation schedule other than the publication date or the date identified in the Operations or Administrator's Memo, it will be highlighted below.

**NOTE:** While major changes to the W-2 Manual material are identified below, the Bureau of Working Families (BWF) is making a concerted effort to update the entire W-2 Manual. In addition to the changes listed below, policy materials within each chapter may have been reworded and reorganized for better readability and to provide the user with easier access to relevant policy. In addition, relevant W-2 forms and publications have been identified and web links to those forms have been provided, where appropriate.

## POLICY CHANGES

Table of Contents	Updated based on changes identified below.
9.3.0	Added new policy on resolving complaints of employment displacement under W-2. (Operations Memo 04-05)

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10.2.0	Clarified the W-2 payment issuance process.
10.2.5.2	Updated the policy on how payments are issued when moving from an unpaid placement to a paid placement (Operations Memo 06-27)
10.2.6	Added new policy on issuing W-2 auxiliary payments. (Operations Memos 05-32 and 05-27)
10.3.0	Clarified policy regarding returned W-2 checks and posting in them CARES.
10.3.1	Clarified the policy for establishing overpayment claims for W-2. (Operations Memos 03-01 and 05-45)
11.1.1	Added new policy on entering nonparticipation. (Operations Memo 04-23)
11.2.0	Added new policy on applying good cause for missed hours of assigned activities. (Operations Memos 05-52, 06-28 and 06-45)
11.2.4	New Policy: When a participant explains to a FEP why s/he missed an assigned activity and the FEP finds that the explanation for the absence does not meet the good cause criteria, the FEP must document the reason for denying good cause in case comments.
11.3.0	Added new policy on notifying W-2 participants of a 20% payment reduction. (Operations Memos 05-54 and 06-29)
Chapter 15	Removed language from Chapter 15 and created a link to the Child Care Policy Manual <a href="http://dcf.wisconsin.gov/childcare/wishares/manual.htm">http://dcf.wisconsin.gov/childcare/wishares/manual.htm</a> .
Appendix I: Glossary	Updated the following definitions:  <i>Formal Assessment</i> <i>Informal Assessment</i> <i>Qualified Assessing Agency</i> <i>Resource Specialist</i> <i>Trial Job</i>
Appendix II: Civil Rights Obligations	Shortened the appendix information to provide a summary of W-2 agency's civil rights obligations and provided a link to the Office of Civil Rights website <a href="http://dcf.wisconsin.gov/civil_rights/">http://dcf.wisconsin.gov/civil_rights/</a> for more comprehensive information.
Appendix III: W-2 Forms	Provided instructions for accessing Department of Children and Families forms and publications.