
From: DCF BWF Work Programs Help Desk <BWFWorkProgramsHD@wisconsin.gov>

Sent: Tuesday, January 10, 2023 7:26 AM

To: DCF DL DFES BWF W-2 Agency Directors <DCFDLDFESBFW2AgencyDirectors@wisconsin.gov>; DCF DL DFES BWF W-2 Agency CARES Coordinators <DCFDLW-2AgencyCARESCoordinators@wisconsin.gov>; DCF DL DFES BWF W-2 REGIONAL STAFF <DCFDLDFESBFW-2REGIONALSTAFF@wisconsin.gov>

Subject: Removal of C9 Verification Code from Cares Worker Web (CWW)

Good Morning,

Effective January 16, 2023, the C9 verification code that was created to allow for the use of best available information in lieu of verification during the COVID-19 public health emergency will be removed from Cares Worker Web (CWW). Please see OMs [20-07](#) and [21-21](#) for more information on the C9 code.

CWW will display the message below when a page in a driver flow includes the C9 code or when a worker makes an update to a page that includes the C9 code.



When replacing the C9 code, workers should follow current verification policy as outlined in section 4.1 of the W-2 policy manual and request verification for any items currently verified using the C9 code.

NOTE:

For FEPs, the Social Security Application Date verification field on the permanent Demographics page cannot be changed once it is saved. The C9 code does not have to be removed and replaced since SSN application date is a one time verification.

Please contact your regional administrator or coordinator with any questions, and the BWF Help Desk with any CWW issues.

Thank you,

BWF Work Programs Help Desk

Bureau of Working Families

Division of Family and Economic Security

Department of Children and Families