



# How to Contact DCF



## Wisconsin Works (W-2) and Related Programs

If you have any **questions** or **concerns** about any of the following:

- Wisconsin Works (W-2)
- Emergency Assistance (EA)
- Fact Finding
- Job Access Loans (JAL) or
- Other

contact the **Department of Children and Families** by one of the methods below:

**Milwaukee Operations Section:** 1-414-270-4702

**Customer Service Line** (Toll free): 1-855-757-4539

**E-mail:** [w-2customerserviceline@wisconsin.gov](mailto:w-2customerserviceline@wisconsin.gov)

or [BWF\\_CO@wisconsin.gov](mailto:BWF_CO@wisconsin.gov)

**Online:** <https://dcf.wisconsin.gov/w2/complaints>

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access services, receive information in an alternate format, or need information translated to another language, please call the Bureau of Working Families at (608) 535-3665. Individuals who are deaf, hard of hearing, deaf-blind or speech disabled can use the free Wisconsin Relay Service (WRS) – 711 to contact the department.