

**WISCONSIN DEPARTMENT OF CHILDREN AND FAMILIES
Division of Family and Economic Security
Bureau of Child Support**

**To: Child Support Directors
Child Support Supervisors or Lead Workers
Child Support Attorneys**

**From: Director
Bureau of Child Support**

**CHILD SUPPORT
BULLETIN**

No.: 09-32

Date: 10/26/2009

Subject: KIDPOL Questions - Policy and Procedures

Note: Due to an increasing volume of CSA requests and BCS staffing limitations, BCS is changing the process CSA's need to use when requesting BCS assistance. This CSB replaces CSB 04-20 which is now obsolete.

Background

BCS is committed to responding to CSA worker inquiries within three business days unless the question requires additional research. This bulletin also provides a more specific process for CSA's when requesting adjustment approvals.

CSA Question's about Policy, Procedures and KIDS System Issues

CSAs must submit an e-mail to KIDPOL for all urgent and non-urgent child support policy, procedures, and KIDS questions. This will provide BCS with an efficient way to route and track CSA questions, and ensure timely resolution. This tracking system is also used by BCS to identify gaps in published materials and CSA training needs. BCS is committed to responding to most CSA emails within three business days of receipt.

Please include the **topic area in the subject line**. (Examples: KIDS Financial Question, Interstate Legal Issue, Non-Cooperation Policy, etc.) The body of the e-mail should include:

- A brief statement or question
- The IV-D Case or Participant PIN Number if a case specific question.
- CSA worker name and **direct-line** phone numbers. BCS will not give out CSA direct-line phone numbers to the public.
- The best time for BCS staff to call the worker.

BCS response procedures:

- All emails will be forwarded to an assigned BCS staff person for response.
- The CSA worker will receive a copy of the forwarded email so he/she knows exactly who is assigned to answer the question.
- The assigned BCS staff will normally respond immediately, or within three business days.
- However, if we are short staffed, it may take up to a week to respond to the CSA in non-urgent matters.
- If further research is needed, the assigned BCS staff will contact the CSA within three business days to advise the CSA that resolution may take longer. The assigned BCS staff member is responsible to ensure that research is completed and the CSA receives a response.
- Most responses will be via email.
- If the discussion involves a certain IV-D case and a case event is appropriate, the CSA worker will be responsible to enter the case event.
- If the local agency is reporting a KIDS system problem, the problem will be entered into the problem tracking system (Tivoli). A general announcement will be placed on the KIDS Bulletin Board when the fix is implemented.

Emails for Urgent Inquiries

BCS recognizes that CSAs sometimes have a need to talk to someone immediately regarding an urgent issue. Examples of urgent issues includes: KIDS system abends or disruptions, lien inquiries requiring immediate action, or policy clarifications needed for court hearings or customer appointments.

If you have a question or problem that requires immediate attention, please send an email to KIDPOL with "***Urgent Call Back Needed***" in the ***subject*** line. Include a description of your issue, the reason for the urgency (Example: court hearing tomorrow at 11:00), case participant PIN or other identifiers as well as a phone number where BCS staff can reach you. Upon receiving the email, BCS will review the information and then call you at the number provided in your email. The KIDPOL email "Inbox" is checked continuously, 8:00 to 4:00, throughout each work day. This process will ensure that you will receive assistance no matter the availability of specific staff.

BCS Adjustment Approvals

CSAs are responsible to have staff procedures in place to approve their own adjustments. However, during vacations or other absences, smaller CSAs may not have a second worker available to approve adjustments. The CSA should send an email to KIDPOL with "KIDS Adjustment Approval" in the subject line and the adjustment number, PIN and name included in the body of the email. BCS will assign staff to approve adjustments received before 2:00pm.

BCS Will not Approve ASPT (Balance) Adjustments

Although it is a good practice for CSAs to approve all adjustments, please do not forward ASPT/balance adjustment approvals to BCS. Only certain BCS staff are authorized to approve adjustments and BCS must prioritize the work to handle only adjustments to payments.

Many CSA's request adjustment approvals on Fridays when BCS may be short staffed. If a CSA adjustment must be approved on a Friday, please submit approval requests before 2:00 pm and BCS will make every effort to approve the adjustment on that day.

Workweb Resource

CSAs are responsible to ensure that workers have access to published materials on the BCS Workweb. Frequently, BCS receives questions about matters that could be answered by reviewing a CSB or the BCS manual. When a question comes in via email BCS staff may assist the CSA worker in locating the published material on the Workweb, rather than responding to the question if appropriate. In the alternative, BCS may answer the CSA question by providing an email link and instructions to find the available answer on the Workweb.

Actions Required

An email to KIDPOL should be used for all urgent and non-urgent child support policy, procedure, and KIDS questions. BCS will make every effort to respond within three business days, or sooner to urgent matters. CSA directors and BCS staff should encourage CSA workers to consult the Workweb to answer routine questions. Questions will be answered by BCS whenever the Workweb materials are not available, not clear, or if there are unique case circumstances that require special consideration. BCS thanks CSA directors and workers for your cooperation.