

### Sample Wisconsin Works (W-2) Child Support Liaison Job Description

**Job Summary:** The W-2 Child Support Liaison will act as the primary liaison between the W-2 Agency and the Child Support Agencies (CSA) within the W-2 geographical area(s). The Child Support Liaison will work directly with the CSAs in identifying and connecting noncustodial parents with limited earnings or ability to pay child support to employment services, including but not limited to Wisconsin Works (W-2), Transitional Jobs (TJ), and the Trial Employment Match Program (TEMP), FoodShare Employment and Training (FSET), Vocational Rehabilitation, Veterans Employment Programs, Workforce Innovation and Opportunity Act (WIOA), as well as other services that may benefit the noncustodial parent.

1. Create relationships with local CSA as well as other community-based organizations that provide services to assist noncustodial parents in obtaining and maintaining employment.
  - a. Ensure ongoing communication and cooperation between the W-2 agency and the CSAs.
  - b. Develop, implement, and conduct trainings and presentations to CSAs designed to train them on the availability of employment services.
  - c. Educate child support, Supporting Parents Supporting Kids, and Children First workers on the W-2, Job Access Loans (JALs), TJ and other public workforce programs' eligibility requirements and services.
  - d. Educate W-2 workers on a noncustodial parents options, for example, child support order modifications, placement changes, custody rights, visitation.
  - e. Educate W-2 workers on employment-related child support programs and initiatives that target noncustodial parents, including Children First and Supporting Parents Supporting Kids.
  - f. Establish agreements outlining the relationship between the W-2 agency and the CSA with regard to cross-program referral and information-sharing processes, including referring participants to the W-2 agency for employment services.
  - g. Identify and resolve issues related to referrals, engagement and service delivery.
  - h. Identify, communicate, and collaborate with community-based nonprofits that provide services geared toward the specific challenges faced by this population, including responsible fatherhood programs, social service agencies, and mental health providers.
  - i. Conduct regular meetings among partners to discuss referrals and engagement and challenges faced with locating and engaging noncustodial parents.
  - j. Conduct community outreach by making presentations at locations where unemployed noncustodial parents may congregate such as churches and shelters and making presentations to staff in an attempt to recruit participants.
  - k. Identify, communicate, and collaborate with other employment service providers including the providers of WIOA, FSET, and TJ programs.
2. Connect low-income noncustodial parents to employment services.
  - a. Educate noncustodial parents on the various employment programs available through the public workforce system.
  - b. Educate noncustodial parents on child support programs and initiatives including Children First and Supporting Parents Supporting Kids.

- c. Evaluate noncustodial parents' job readiness, education and training needs, possible barriers, and employment support needs in order to make the best possible connection to programs and services.
  - d. Refer noncustodial parents to W-2 employment, case management, and retention services, subsidized employment, on-the-job training, or other training opportunities offered through other workforce development programs including TJ, the WIOA, and FSET.
  - e. Assist with finding services that will improve education levels including GED tutoring, assistance with GED testing fees, and other tuition assistance.
  - f. Establish rapport with noncustodial parents to keep participants motivated and engaged in services.
3. Connect low-income noncustodial parents to other services that will support them in obtaining employment and paying child support.
- a. Identify and connect noncustodial parents to programs that take into account the specific challenges faced by this population, e.g., help with criminal record expungement, employment services for individuals with criminal records, etc.
  - b. Identify ways in which service providers can motivate individuals to stay engaged, including support from peers, follow up with participants as soon as possible when they did not attend a scheduled appointment, etc.
  - c. Partner with community service providers for parenting services focused on parenting responsibilities and skills, the importance of establishing and maintaining a co-parenting relationship with the custodial parent, and the importance of parental involvement in children's lives.
  - d. Identify programs that help develop soft skills including time management and communication and organizational skills.
  - e. Promote the use of Job Access Loans to assist with buying work supports such as boots or uniforms or reinstating driver's licenses.
  - f. Identify other services to help with and help reinstating or obtaining driver's licenses.
  - g. Identify local providers of substance use and mental health, domestic violence, financial literacy, and health and wellness services.
  - h. Connect individuals to medical assistance and FoodShare and assist with applications via ACCESS.
  - i. Identify local providers focused on assisting individuals with locating affordable housing and transportation.