



DEPARTMENT OF CHILDREN AND FAMILIES
DIVISION OF FAMILY AND ECONOMIC SECURITY
ADMINISTRATOR'S MEMO SERIES

DFES 19-07

ISSUE DATE: 10/18/2019

DISPOSAL DATE: Ongoing

ACTION

NOTICE

PROGRAM CATEGORIES:

- W-2 - Wisconsin Works
- RA - Refugee Assistance
- CS - Child Support
- CF - Children First
- TJ - Transitional Jobs
- TMJ - Transform Milwaukee Jobs

TO: Wisconsin Works Agency Directors
Child Support Agency Directors

FROM: Connie M. Chesnik
Division Administrator

RE: Collaboration between Wisconsin Works Child Support Liaisons and Child Support Agencies

PURPOSE:

The purpose of this memo is to provide guidance on ways to identify noncustodial parents (NCPs) and establish referral processes.

BACKGROUND:

This memo provides additional information to the Division of Family and Economic Security (DFES) Administrator's Memo 18-02. That memo provided information about funding to the balance of state Wisconsin Works (W-2) agencies for W-2 Child Support (CS) Liaison positions. This memo will:

- Define the collaboration goal and responsibilities of the W-2 CS Liaison, child support agency (CSA), and DFES;
- Provide examples of existing referral processes between CSAs and employment programs; and
- Provide information about how CSAs and W-2 CS Liaisons can collaborate to assist low-income NCPs to connect with employment and other services in their community that will allow them to obtain and maintain employment.

COLLABORATION GOAL AND RESPONSIBILITIES:

Goal:

Collaboration between CSAs and W-2 CS Liaisons to assist connecting NCPs with employment and other services in their community, allowing them to obtain and maintain employment.

DFES Responsibilities:

- DFES will provide the W-2 CS Liaison and CSA contact information using the Child Support Directory on the Child Support Partner Resource (CSPR) page. CSPR is a secure

site that requires a WI EXT ID. Complete DCF-F-2923-E-Request for Access form, box 13.A1. The form is found at: <https://dcf.wisconsin.gov/forms>

- DFES will give CSPR access to W-2 CS Liaisons. The link to the directory on CSPR: https://share.dcf.wisconsin.gov/cs/Pages/manuals/Directory_Resource.aspx
- DFES will provide W-2 CS Liaisons and CSAs with a new Web Intelligence (Webi) report named the W-2 Child Support Liaison NCP Referral Report. The report will list NCPs that are behind on CS payments and meet other criteria making them suitable for contact and a possible referral to employment programs. (See **IDENTIFYING NCPS AND THE REFERRAL PROCESS** below.)
- DFES will provide W-2 CS Liaisons with training on CS.
- DFES, along with the Division of Management Services' (DMS) Bureau of Regional Operations (BRO), will identify opportunities for statewide collaboration meetings between W-2 CS Liaisons and CSAs.

CSA Responsibilities:

- CSAs will identify a contact person or team (CSA contact) that will work directly with the W-2 CS Liaison.
- CSAs will provide the name, phone number and email address of the CSA contact person to the W-2 CS Liaison.
- CSA contacts will develop a relationship with the W-2 CS Liaison that allows ongoing communication.
- CSA contacts will develop a referral and reporting process in collaboration with the W-2 CS Liaison.
- CSA contacts will identify the process for identifying NCP referrals as well as the expected volume and frequency of NCP referrals from the CSA to the W-2 CS Liaison.
- CSA contacts will communicate to the W-2 CS Liaisons referral processes they already have in place with other employment programs in order to avoid duplication of efforts. The existing referral process may be useful in developing a referral process for the W-2 CS Liaison.
- CSA contacts will identify and communicate an internal process on how they will identify, refer, and track NCPs they refer to the W-2 CS Liaison.

W-2 CS Liaison Responsibilities:

- W-2 CS Liaisons will establish relationships with the CSAs that allow consistent communication and development of a referral and reporting processes.
- W-2 CS Liaisons will assess the needs of NCPs and refer NCPs to employment programs and other services that assist NCPs with addressing those needs in order to obtain employment. (Note: Employment programs include W-2, Transitional Jobs, Workforce Innovation and Opportunity Act, etc.)
- W-2 CS Liaisons will create a tracking and reporting system that they will share with the CSAs at least quarterly to document the current status of all active NCP's referred to an employment program, the outcome of the referral, and any other activities completed to further the goal. (See **IDENTIFYING NCPS AND THE REFERRAL PROCESS** below.)

Joint CSA Contacts and W-2 CS Liaison Responsibilities:

DFES strongly recommends that W-2 CS Liaisons and CSA contacts determine how they will use the W-2 Child Support Liaison NCP Referral Report. Some CSAs may want to review the report prior to the W-2 CS Liaison contacting a NCP. CSAs are the most knowledgeable about which NCPs, based on their individual circumstances, will benefit the most from contact with the W-2 CS Liaison and some CSAs will want to be involved in determining which NCPs the W-2 CS Liaison contacts.

DFES also encourages W-2 CS Liaisons and CSA contacts to determine how often reporting on a NCP is needed, especially if reporting is needed more frequently than monthly.

IDENTIFYING NCPS AND THE REFERRAL PROCESS:

W-2 Child Support Liaison NCP Referral Report

The Bureau of Child Support (BCS) Business Analytics and Research Section has developed the W-2 Child Support Liaison NCP Referral Report that will include:

- NCPs with non-closed IVD cases with an open current child support (CSUP) obligation
- NCPs who made partial or no payment towards CSUP during the prior three closed months
- NCPs with arrears balance is greater than the CSUP obligation amount for three months
- NCPs whose age is between 18 and 50 years and with a verified address

The report will exclude:

- NCPs with an “Unworkable Case” status (NCP receives AFDC, bankruptcy filed, bankruptcy relief of stay, NCP incarcerated, NCP institutionalized, no jurisdiction, NCP receives SSI/ SSDI, or good cause granted)
- NCPs who do not live in Wisconsin
- NCPs with a new child support order established during the past three months
- NCPs who are deceased

DFES worked with CSAs to refine who will be included and excluded from the report.

The report is available and DFES will refresh the data in the report every 30 days. The report will be located in both the W-2 and CS Webi reporting systems.

- W-2 CS Liaison’s and their direct supervisors may access the report in Webi in the following folder: DCF/WISDOM/W-2 Child Support Liaison.
- CSA staff may access the report on the CSPR in the [Data Warehouse Reports Catalog](#) under the Programs section.

W-2 and CSA Collaboration

W-2 CS Liaisons and CSA contacts must develop processes to determine how they will identify an NCP for the W-2 CS Liaison to contact.

Processes should include:

- Strategies for identifying potential NCPs
- Methods for outreach and recruitment
- Means for identifying NCP strengths and needs
- Accessibility of community resources
- Ways in which the W-2 CS Liaison will link the NCP to those resources
- How W-2 CS Liaisons will track and report NCP referrals to community resources
- Time period for contacting the NCP and follow-up with the CSA

Many NCPs whom the W-2 CS Liaison should contact will be included on the W-2 CS Liaison NCP Referral Report. However, CSAs may identify NCPs who are appropriate for referral to the W-2 CS Liaison who are not on the report. The referral process should include NCP name, phone number and address. The CS Liaison and CSA will determine collaboratively, any other information needed for the referral and the specific methods of communicating information.

W-2 Agencies may capture information about the NCP in a variety of formats ranging from Excel spreadsheets (capturing specific details about the identification of resources and actual referrals made) to more visual representations of how a client moves through the program utilizing tools such as Visio.

Examples of referral processes:

- In the Supporting Parents Supporting Kids demonstration project, CSA caseworkers reached out to potential NCP participants utilizing reports provided by BCS. CSAs contacted NCPs via phone or letter, inviting them to participate in either a group or one-on-one orientation session. During the orientation, the employment program caseworker identified the strengths and needs of the NCP, and the employment program caseworker made subsequent referrals to parenting, employment, Alcohol and Other Drug Abuse, and other community service providers.
- Some W-2 CS Liaisons have already begun to develop referral processes based on the counties they are working with. CSAs may send NCPs directly to the W-2 CS Liaison to meet one-on-one and explore what services may be available to the NCP, either through state programs or community resources.
- Some W-2 CS Liaisons attend court hearings, connecting directly with NCPs at that time.

Release of Information

DFES determined that a release of information is not required for W-2 CS Liaisons to obtain information about NCPs because the use of this information is for the sole purposes of the administration of the CS program.

ACTION ITEMS:

1. CSAs will provide information about their contact person to their W-2 CS Liaison by November 29, 2019.
2. W-2 CS Liaisons will contact CSAs in their region by January 10, 2020, in order to meet and discuss ways in which they might collaborate.
3. W-2 CS Liaisons and CS contacts will execute their responsibilities listed in this memo by February 7, 2020.
4. CSAs will provide their agency staff with information about the W-2 CS Liaison and the referral process.
5. All W-2 agencies are required to submit their W-2 CS Liaison job descriptions to the agency's Regional Coordinator following guidance provided in DFES Administrator's Memo 18-02.
6. W-2 CS Liaisons will submit quarterly reports to the DCDFESBWFFContracts@wisconsin.gov mailbox by the 15th of the month following the following the calendar quarter, as described in Administrator's Memo 18-02.

CONTACT: W-2 Agencies: DFES/BWF Regional Administrators

DMS/BRO Regional Coordinators

CSAs: Questions regarding this memo, please contact BCS via KIDPOL Request Form using the subject line Policy - Other