

Updated W-2 Manual Chapter 15: Child Support

15.1 Assignment and Distribution of Child Support Payments

15.1.1 Assignment of Child Support Payments

As a condition of eligibility, all parents in the *W-2* Group are required by law to assign to the state all child support payments paid or accrued while the *W-2* Group is in one of the following placements:

- *W-2 T*;
- *CSJ*; or
- *CMC* placement when the individual in a *CMC* placement previously received *AFDC*, *W-2*, or *CTS* payments. If an individual currently in a *CMC* placement did not previously receive *AFDC*, *W-2 T*, *CSJ*, or *CTS*, child support is not assigned during the *CMC* placement.

The “assignment” of support means that child support collections can be retained by the state to pay back some or all of the federal and state costs of the cash assistance paid to *W-2* participants. Not all of the child support collected is retained by the state.

15.1.2 Distribution of Child Support Payments

As shown in the chart below, current *W-2* participants subject to assignment of child support receive 75% of current child support payments and receive either 75% or 100% of past-due (arrears) child support payments, depending on whether the payment is past-due from the period of *W-2* participation or from a period when the *W-2* participant was not on *W-2*.

Type of Child Support	Portion Paid to the Family	Portion Paid to the State
Current child support payments paid to parents in the <i>W-2</i> Group subject to assignment of child support*	75%	25%**
Past due child support payments that accrued during months when the parent(s) in the <i>W-2</i> Group was subject to child support assignment*	75%	25%**
Past due child support payments that accrued during months when the parent(s) in the <i>W-2</i> Group was not	100%	None

subject to child support assignment		
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* The following *W-2* placements are subject to child support assignment: *W-2 T*; *CSJ*; and *CMC* when the individual in a *CMC* placement previously received *AFDC*, *W-2* or *CTS*.

** When the child support paid amount is more than the assigned child support amount, the amount that exceeds the assigned child support amount is paid to the family.

Once a *W-2* case closes, all child support received is paid to the family. If current or past due child support is paid when the family is no longer on *W-2*, the family receives 100% of the child support paid even if the child support previously was assigned to the state,

Any child support owed for periods while the children received AFDC remains owed to the state and no portion of the assigned child support is passed through to the family.

15.1.3 Informing Applicants about Assignment of Child Support Payments

W-2 agencies are required to give all *W-2* applicants the [Notice of Assignment Child Support, Family Support, Maintenance, and Medical Support form \(2477\)](#) and the [Good Cause Notice form \(2018\)](#). (For more information on the Good Cause Notice form, see [15.6.1](#).) Those applicants being referred to the local *CSA* or applicants already receiving services from the local *CSA* must sign the [Notice of Assignment form \(2477\)](#) acknowledging the assignment of child support or at least an understanding of how child support payments are assigned if and when they begin receiving child support payments while receiving *W-2* services. If an individual refuses to acknowledge the assignment, the *W-2* agency representative must sign the gray shaded box, which indicates the applicant's refusal to acknowledge the assignment. In addition, these referred applicants or applicants already receiving child support services must receive the [Your Guide to W-2 Services, Cash Benefits Programs, & Child Support brochure \(16232-P\)](#).

15.2 Referral to the CSA

15.2.1 Referral to the CSA

The *W-2* agency must refer the following *W-2* applicants to the local CSA:

1. Unmarried pregnant women, including minors;
2. Families where the natural or adoptive parent is absent from the home (but not cases when the absence is because of military service); and
3. Nonmarital co-parent cases (families where the parents either are not married to each other or were not married to each other when the child was born), and where paternity has not been established by legitimation, court action or paternity acknowledgement. Fathers with children needing paternity establishment are:
 - a. Acknowledged father, non-conclusive: voluntary acknowledgement without an effect of a judgment of paternity (pre May 1, 1998 in Wisconsin);
 - b. Alleged father: named by custodial parent as probable father; or
 - c. Claimed father: father lives with the child, claims to be the father but paternity has not been established.

Households with fathers in the home with children for whom paternity has been established should not be referred to the CSA. This would include:

1. Acknowledged fathers, conclusive: voluntary acknowledgment with an effect of a judgment of paternity (post May 1, 1998 if a Wisconsin birth) (typically the father signed the voluntary Paternity Acknowledgement Through Hospitals (PATH) form); or
2. Adjudicated fathers: paternity established through a court order.

An automated referral is sent via CARES screen *APGI* when *W-2* eligibility is confirmed.

W-2 agencies are encouraged to establish a collaborative working relationship with *CSAs*. Each *W-2* agency is encouraged to contact its local *CSA* regarding any child support issues affecting the *W-2* applicant's or participant's family.

15.2.2 Fees for the CSA's Services

The *CSA* will not charge a fee for services provided to *W-2* participants. When a participant leaves the *W-2* program or is determined ineligible, child support services will continue automatically. There will be no new application fee or application process necessary. However, if the individual leaves the *W-2* program or is determined ineligible and also requests his or her child support

case be closed and then reapplies for child support services, the individual is subject to the child support fee structure and to court costs. (See the fees and costs for child support services at <http://dcf.wisconsin.gov/bcs/fees.htm>)

15.3 Child Support Cooperation

15.3.1 Cooperation with the CSA

The **CSA** determines whether or not a parent is cooperating with the **CSA** for:

- paternity establishment;
- support order establishment; and
- child support enforcement.

In order to be eligible for **W-2** services or a **JAL**, all parents in the **W-2** Group must fully cooperate with the **CSA** in relation to all children for whom the parent is a custodial parent or a noncustodial parent. Note: A parent can be both a custodial parent and a noncustodial parent if the parent does not have custody of all of his or her children.

A custodial parent must cooperate with the **CSA** by:

1. Providing verbal information, written information, or other evidence that the custodial parent knows, possesses, or might reasonably obtain or by signing an affidavit declaring a lack of information with regard to identifying and locating an absent parent, establishing paternity or obtaining support payments;
2. Attending interviews and responding to written requests for information by the **CSA**;
3. Appearing as a witness at hearings or other legal proceedings;
4. Submitting to genetic tests pursuant to judicial or administrative order; and
5. Paying to the Department or its designee any court-ordered child support payments received.

The **CSA** must conclude a custodial parent is cooperative if the custodial parent has signed an affidavit attesting to full cooperation and there is no substantial independent evidence or verifiable information that suggests the custodial parent is not cooperating. The **W-2** agency must consider a parent to be cooperative with child support if there is an open child support case for the child in question and there is no indicator of noncooperation from the **CSA**.

An **NCP** must cooperate with the **CSA** by:

1. Providing verbal information, written information, or other evidence that the non-custodial parent knows, possesses, or might reasonably obtain with regard to establishing paternity of an alleged child or obtaining support payments for which he or she may be responsible;

2. Appearing at hearings or other legal proceedings;
3. Submitting to genetic tests pursuant to judicial order; and
4. Paying court-ordered child support to the Department or its designee.

Once *W-2* eligibility is determined, child support cooperation must continue in order for the *W-2* Group to maintain eligibility unless there is a current exemption or good cause for noncooperation.

15.3.2 Noncooperation with the CSA

15.3.2.1 Noncooperation by Custodial Parents

15.3.2.2 Noncooperation by Noncustodial Parents

The *CSA* determines when a parent is not cooperating with the *CSA*. An alert is sent to the *W-2* worker via *CARES* from *KIDS* regarding the *CSA*'s determination of a *W-2* participant's non-cooperation with child support. *KIDS* also generates a letter from the *CSA* to the parent regarding the *CSA*'s determination of the parent's noncooperation with child support.

15.3.2.1 Noncooperation by Custodial Parents

The *CSA* may determine a custodial parent is not cooperating if the custodial parent does any of the following without adequate reason:

1. Misses two consecutive *CSA* appointments;
2. Misses one *CSA* appointment and fails to respond to a written communication from the *CSA* within a 90-day period; or
3. Fails to appear for a hearing, other legal proceeding, or genetic test.

The *CSA* must consider any of the following reasons as an adequate reason for a custodial parent's failure to do any of the three noncooperation items above:

1. Personal or family illness or injury;
2. Family crisis;
3. Breakdown in transportation arrangements;
4. Inclement weather that causes a general breakdown in travel;
5. Failure to receive a hearing notice, appointment notice, or written request for information due to a demonstrable mail problem, address change, or extended time away from home;
6. Other reasonable circumstances as determined by the *CSA* or the Department.

When a custodial parent informs the **CSA** about any of the adequate reasons above for the custodial parent's noncooperation, the **CSA** must determine the parent is cooperating due to the adequate reason(s). The **CSA** may request evidence verifying adequate reason if there are repeated instances of failure to respond based on the above reasons.

15.3.2.2 Noncooperation by Noncustodial Parents

The **CSA** may determine a noncustodial parent is not cooperating if the noncustodial parent is the subject of a warrant relating to paternity or support, including a criminal warrant for failure to support, a civil warrant for contempt of court, or an arrest warrant, excluding a warrant issued for failure to complete service of process.

15.4 W-2 Agency's Follow-up on Noncooperation

15.4.1 W-2 Agency's Follow-up After the CSA's Determination of Noncooperation

The W-2 agency must follow-up on any of the following written communications regarding the CSA's determination that any parent in the W-2 Group has not cooperated with child support without adequate reason:

- An alert from KIDS regarding the parent's noncooperation with child support.
- A copy of the letter from child support to the parent regarding the parent's noncooperation with child support.
- A written communication, including an e-mail, memo or letter, from the CSA stating the parent is not cooperating with child support.

When the W-2 agency receives any of the written communications listed above , the W-2 agency has 7 working days from the CSA's determination of noncooperation to determine if there are any of the following three situations:

1. There is an exemption for the noncooperation (see 15.5).
If yes, the W-2 agency cannot impose any penalty for the noncooperation.
2. A good cause claim for noncooperation has been filed (see 15.6.3) and other eligibility criteria have been met, and the parent is cooperating with the W-2 agency in furnishing information to be used in determining the good cause claim.
If yes, the W-2 agency cannot deny, delay, reduce or discontinue W-2 benefits pending the W-2 agency's determination of the good cause claim.
3. The CSA determined the parent in the W-2 Group who had not been cooperating now is cooperating.
If yes, the W-2 agency cannot impose any penalty for noncooperation.

If the W-2 agency determines there are none of the situations, the entire W-2 Group is ineligible for W-2 services and/or a JAL. On (and not earlier than) the 8th working day from the CSA's determination of noncooperation, the W-2 agency must:

- end the W-2 placement in CARES;
- run W-2 eligibility in CARES to close the W-2 case (which generates the Notice of Eligibility Wisconsin Works (W-2) when there was eligibility for

W-2 without Child Care eligibility or generates the Notice of Eligibility Child Care and Wisconsin Works (*W-2*) when there was eligibility for both Child Care and *W-2*); and

- confirm the *W-2* case is closed in *CARES*.

If the *W-2* case closes due to noncooperation with child support and the *W-2 Group* reapplies while a parent in the *W-2 Group* is not cooperating with child support without an exemption or good cause for the noncooperation, the parent who failed to cooperate with child support must be left in the noncooperation status. The *W-2 Group* is ineligible for *W-2* services or a *JAL* until the parent cooperates or establishes good cause for noncooperation.

If a *W-2* case closes for a reason other than noncooperation with child support and the *W-2 Group* reapplies while a parent in the *W-2 Group* is not cooperating with child support, the *W-2* agency has 7 working days after the *W-2* application date to determine if there are any of the three situations regarding the noncooperation listed above. Then on (and not earlier than) the 8th working day, if the *W-2* agency has determined there are none of the three situations, the parent who failed to cooperate with child support must be left in the noncooperation status. The *W-2 Group* is ineligible for *W-2* services or a *JAL* until the parent cooperates or establishes good cause for the noncooperation.

15.4.2 *W-2 Group with Multiple Child Support Cases*

A parent in a *W-2 Group* may be part of more than one child support case. In these situations, it is possible for the *CSA* to determine there is cooperation with child support for one of the child support cases and also determine there is noncooperation for the other child support case. When the *W-2* agency has determined a parent in a *W-2 Group* is not cooperating with child support and there is no exemption or good cause for the noncooperation, then the entire *W-2 Group* is ineligible for *W-2* due to the parent's noncooperation with child support even if the parent or another parent in the *W-2 Group* is cooperating with child support.

EXAMPLE: Karina is the custodial parent of her daughter Bella age 5 and the noncustodial parent of her daughter Celeste age 6. Karina and Bella are members of a *W-2 Group*. Karina owes past-due child support for when she previously was the noncustodial parent of her daughter Bella and also owes current and past-due child support for her daughter Celeste. The *CSA* determined Karina is cooperating with child support for her daughter Bella and not cooperating for her daughter Celeste. The *W-2* agency determined there is no exemption or good cause for Karina's noncooperation. Karina is ineligible for *W-2* due to her noncooperation with child support for her daughter Celeste even though Celeste is not a member of the *W-2 Group* and Karina is cooperating with child support for her daughter Bella.

15.4.3 Three Instances of Non-cooperation

A member of a *W-2* Group who fails to cooperate 3 times without an exemption or good cause remains ineligible until all of the members of the *W-2* Group cooperate or for a period of 6 months, whichever is later. If a child support worker notifies the FEP that a report of noncooperation was in error, the FEP must not count that incident as one of the 3 times.

EXAMPLE: Marissa applied for *W-2* in August 2009 and again in December 2009. The first time, she was denied *W-2* eligibility because she failed without an exemption or good cause to meet as scheduled with the *CSA* and failed to respond to the *CSA*'s written communication for a 90-day period. In December, Marissa was denied *W-2* eligibility because without an exemption or good cause, she missed 2 consecutive appointments with the *CSA*. In June 2010, Marissa again applied for *W-2*, provided the necessary information, attended her appointments with the *CSA* and was found eligible for *W-2*. However, while on *W-2*, Marissa did not attend the scheduled legal proceedings to help determine the paternity of her child and, without an exemption or a good cause claim, Marissa lost her *W-2* eligibility. Because it was her 3rd instance of failure to cooperate with child support without an exemption or good cause, Marissa was found to be ineligible for *W-2* for 6 months due to noncooperation with child support regardless of whether she chooses to cooperate at this point.

15.4.4 *W-2* Agency's Access to the Child Support Automated System

The Child Support automated system *KIDS* includes information about custodial parents' noncooperation with child support. *FEPs* can query *KIDS*. If *FEPs* do not have *FIQY* to *KIDS*, and need access to *KIDS* noncooperation screens, *FEPs* can request *FIQY* access through their agency security officer. An *NCP*'s cooperation must be determined by contacting the *CSA*.

15.5 Exemption to Noncooperation

15.5.1 Exemption to Noncooperation for Pregnant Women or Custodial Parents with Newborns

The *W-2* agency determines when there is an exemption to noncooperation. A pregnant woman who is not also the custodial parent of a dependent child is exempt from any penalty for noncooperation. A custodial parent with a child under 60 days old also is exempt from any penalty for noncooperation for the *W-2* Group that includes the child. When there is an exemption and the *CSA* still sends a noncooperation notice, the *W-2* agency must not impose any penalty for noncooperation, regardless of whether there is good cause.

If there are multiple children in a child support case with an exemption for having a child under the age of 60 days, that exemption applies to all of the children in the child support case. If the *W-2* Group has only that child support case, then the entire *W-2* Group is protected from any *W-2* penalty for that noncooperation. (See 15.4.2 for *W-2* Groups with multiple child support cases)

EXAMPLE: A *W-2* Group has three members: Kayla the custodial parent; her child Tia who is 5 years old; and her child Tisha who is 30 days old. Tia and Tisha are part of the same child support case. The *CSA* determined Kayla is not cooperating with child support. The *W-2* agency determined there is an exemption for Kayla and Tisha because Kayla is the custodial parent of Tisha who is under 60 days old. However this exemption also protects the custodial parent from any noncooperation for Tia because the exemption protects the entire child support case.

15.6 Good Cause Claim for Noncooperation with the CSA

When a good cause claim is filed with the *W-2* agency for noncooperation with the *CSA*, the *W-2* agency determines whether or not there is good cause for the noncooperation.

If the individual also is receiving Medicaid, he or she also may apply for good cause with the *IM* agency. It is possible the *IM* agency may determine the individual does not have good cause while the *W-2* agency determines the individual does have good cause. Under current automation for the absent parent screen in *CWW*, the *IM* workers entry regarding good cause over-rides the *W-2* worker's entry.

In these cases, the *W-2* agency is encouraged to coordinate with the *IM* agency to see if the *IM* agency will reconsider its decision that the parent does not have good cause. If this approach is not effective, the *W-2* agency should contact the Department's regional coordinator to discuss next steps.

15.6.1 Good Cause Notice

The *W-2* agency must provide to all *W-2* applicants and participants the [Good Cause Notice form \(2018\)](#) describing the cooperation requirements and the right to good cause as an exception to the child support cooperation requirements.

The Good Cause Notice form must be provided to *W-2* applicants and participants:

1. When they apply for *W-2*;
2. When a child is added to the *W-2* Group;
3. When a parent leaves the *W-2* Group;
4. At a reapplication/review for continued benefits; and
5. If a participant discloses to his or her *W-2* worker that the participant is experiencing circumstances that may meet the good cause criteria.

15.6.2 Good Cause Reasons

A custodial parent or *NCP* is eligible for a good cause exemption from the cooperation requirements when the *W-2* agency determines that any of the following criteria applies:

1. Cooperation is reasonably anticipated to result in either physical or emotional harm to the child, including threats of domestic abuse or child kidnapping;
2. Cooperation is reasonably anticipated to result in either physical or emotional harm to the parent, including domestic abuse;
3. Cooperation with the **CSA** would make it more difficult for the individual to escape domestic abuse or unfairly penalize the individual who is or has been victimized by such abuse, or is at risk of further domestic abuse;
4. The child was conceived as a result of incest or sexual assault;
5. The parent is considering whether to terminate parental rights and sought the assistance of a public or licensed private social services agency not more than three months ago; or
6. A petition for the adoption of the child has been filed with a court, except this reason does not result in any exemption from the parent's responsibility to make payments under an existing court order.

15.6.3 Filing a Good Cause Claim

A **W-2** agency must provide the [Good Cause Claim form \(2019\)](#) to any **W-2** applicant or participant upon request. The individual may file a Good Cause Claim form with the **W-2** agency at any time. Individuals may also ask for and receive the Good Cause Claim form to help them decide whether or not to claim good cause for not cooperating.

Upon receipt of the Good Cause Claim form, the **W-2** agency must notify the **CSA** within 2 working days of the date the Good Cause Claim form was signed. The **CSA** must not take any further action until the **W-2** agency determines whether good cause exists.

An individual who submits a Good Cause Claim form is required to submit at least one document of corroborative evidence and a statement specifying the circumstances that the individual believes provide sufficient good cause for not cooperating. The statement may be written on the claim form.

If an individual does not submit sufficient evidence for the **W-2** agency to substantiate the good cause claim, the **W-2** agency must notify the individual that additional evidence is required and must outline the types of evidence that may be used as listed in 15.6.4. The **W-2** agency must make a reasonable effort to obtain specific documents or information that the individual is having difficulty obtaining.

The individual must submit corroborative evidence to the **W-2** agency within 20 calendar days from the day the claim was signed. A **W-2** worker may, with supervisory approval, determine that more time is needed due to difficulty in obtaining corroborative evidence. The **W-2** agency must advise the individual that if assistance is needed in obtaining the evidence, the agency will assist. If

the good cause claim is based on domestic abuse and no corroborative evidence is currently available, the *W-2* agency may permit the applicant or participant to submit evidence to the *W-2* agency within 60 calendar days from the date the claim was signed.

15.6.4 Types of Corroborating Evidence

A good cause claim may be corroborated with any of the following types of evidence:

1. Court, medical, criminal, child protective services, social services, psychological, school, or law enforcement records regarding domestic abuse or physical or emotional harm to the parent or child;
2. Medical records or written statements from a mental health professional that pertain to the emotional health history, present emotional health status, or prognosis of the parent or child;
3. Birth certificates, medical records, or law enforcement records that indicate the child may have been conceived as a result of incest or sexual assault;
4. Court documents or other records that indicate a petition for the adoption of the child has been filed with a court;
5. A written statement from a public or private social services agency that the parent is being assisted by the agency in deciding whether to terminate parental rights;
6. Written and signed statements from others with knowledge of the circumstances on which the good cause claim is based, including, but not limited to, statements from neighbors, friends, family, or clergy;
7. Identification by the *BST* as an individual or parent of a child who is or has been a victim of domestic abuse or is at risk of further domestic abuse and the alleged perpetrator is the other parent; or
8. Any other supporting or corroborative evidence.

15.7 Good Cause Claim Investigation and Determination

[15.7.1 Good Cause Determination Timeline](#)

[15.7.2 Determination that Good Cause Does Exist](#)

[15.7.3 Determination that Good Cause Does Not Exist](#)

[15.7.4 Reviewing Good Cause Claims](#)

The *W-2* agency must investigate any good cause claim based on anticipated harm, even if the applicant or participant fails to submit corroborative evidence or evidence is unavailable. [\(See 15.6.4\)](#)

If corroborative evidence is submitted, but the applicant or participant's statement and corroborative evidence does not provide enough information for the *W-2* agency to make a determination, the *W-2* agency may investigate any good cause claim.

The *W-2* agency must give the *CSA* the opportunity to review and comment on the agency's findings prior to the *W-2* agency's final determination on good cause. The *W-2* agency must consider any recommendations from the *CSA*.

15.7.1 Good Cause Determination Timeline

The *W-2* agency must determine whether good cause exists within 45 calendar days from the date the claim was signed, unless an extension to submit evidence was granted to the applicant or participant or more time is necessary for the *W-2* agency to obtain evidence. If the *W-2* agency allowed up to 60 calendar days to submit evidence for a claim of domestic abuse, the agency must determine whether good cause exists within 85 calendar days from the date the claim was signed.

15.7.2 Determination that Good Cause Does Exist

If the *W-2* agency determines the applicant or participant does have good cause for failing to cooperate with efforts directed at establishing paternity and obtaining child support payments, the *W-2* agency must promptly notify the applicant or participant of the good cause determination and the basis for the determination in writing. In addition, the *W-2* agency must:

1. Direct the *CSA* to suspend all further case activities if the individual did not request the *CSA* to proceed without his or her cooperation; or
2. Notify the *CSA* that it may proceed with child support services if the individual wants the *CSA* to proceed without his or her cooperation. If good cause is granted for items 1 through 4 in 15.6.2, the *CSA* must send a notice to the person alleged to have caused harm that states the *CSA* is proceeding without the cooperation of the applicant or participant.

15.7.3 Determination that Good Cause Does Not Exist

If the *W-2* agency determines the applicant or participant does not have good cause for failing to cooperate with efforts directed at establishing paternity and obtaining child support payments, and there is no exemption for noncooperation (see 15.5), the *W-2* agency must:

1. Promptly notify the applicant or participant of the *W-2* agency's good cause determination and the applicant's or participant's right to a *W-2* agency Fact Finding Review; and
2. Notify the *CSA* that it may proceed with child support services and require the cooperation of the individual. However, the *CSA* must not proceed with child support services for 10 calendar days from the date of the notice to the applicant or participant to allow the individual the opportunity to withdraw the application, request the case be closed, or request a Fact Finding Review of the *W-2* agency's good cause determination. If the applicant or participant requests a *W-2* Fact Finding Review, the *W-2* agency must instruct the *CSA* to suspend child support services during the review process.

15.7.4 Reviewing Good Cause Determinations

The *W-2* agency must review good cause determinations that are based on circumstances subject to change at each review of eligibility or upon new evidence. Good cause determinations based on permanent circumstances do not need to be reviewed.

If the *W-2* agency determines that good cause for noncooperation no longer exists, the parent must be allowed 10 calendar days before cooperation requirements are imposed to request the case be closed or request an agency Fact Finding Review.

EXAMPLE 1: Joanne was granted good cause for not cooperating with child support because she was working with Catholic Social Services to complete the adoption process for her baby son. Joanne met with her *FEP* 3 months later to update her Employability Plan and the *FEP* inquired about the adoption services. Joanne told the worker she no longer meets with Catholic Social Services because she decided to keep her baby instead of placing him for adoption. The *FEP* reviewed the Good Cause Claim form with Joanne and explained that good cause no longer exists for a pending adoption, so Joanne has 10 calendar days before cooperation requirements will be implemented by the *CSA*. *During that time*, Joanne may file another good cause claim for a different good cause reason.

EXAMPLE 2: Ada was granted good cause due to domestic abuse. She has been fleeing her former abusive partner for the last 6 years. Her former partner is the father of her 8-year old child. The *FEP* does not review the good cause

claim form because of the permanent nature of Ada's domestic abuse circumstances.

15.8 Fact Finding Reviews

15.8.1 Fact Finding Reviews by CSAs For Noncooperation Determinations

A parent who has been determined noncooperative by a **CSA** may petition the **CSA** for a Fact Finding Review. The parent must submit a request for a Fact Finding Review to the **CSA**, the **CSA** will conduct the Fact Finding Review, and the parent or the parent's representative may appear for the Fact Finding Review via telephone conference if the **CSA** is in a different county than the parent's current residence.

15.8.2 Fact Finding Reviews by W-2 Agencies For Good Cause Determinations

An individual who is denied good cause by the **W-2** agency for noncooperation with child support and disagrees with the **W-2** agency's determination may request a Fact Finding Review by the **W-2** agency. In the event that a Fact Finding Review for **W-2** and a fair hearing for an **IM** program are based on the same issues and facts, the fair hearing decision takes precedence.

The **W-2** agency must provide the **CSA** with reasonable notice of any Fact Finding Review by the **W-2** agency that occurs due to the **W-2** agency's denial of a good cause.