



DEPARTMENT OF CHILDREN
AND FAMILIES
Secretary Eloise Anderson
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov

DEPARTMENT OF HEALTH SERVICES
Secretary Kitty Rhoades
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhs.wisconsin.gov

**State of Wisconsin
Governor Scott Walker**

**TO: W-2 Agencies
Training Staff**

FROM: Janice Peters, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

DFES OPERATIONS MEMO		
No: 13-45		
DATE: 12/30/13		
FS <input type="checkbox"/>	MA <input type="checkbox"/>	BC+ <input type="checkbox"/>
SC <input type="checkbox"/>	CTS <input type="checkbox"/>	FSET <input type="checkbox"/>
BC+ Basic <input type="checkbox"/>	BC+ CORE <input type="checkbox"/>	
CC <input checked="" type="checkbox"/>	W-2 <input checked="" type="checkbox"/>	EA <input type="checkbox"/>
CF <input type="checkbox"/>	JAL <input type="checkbox"/>	RAP <input type="checkbox"/>
Other EP <input type="checkbox"/> *		

SUBJECT: Updates to the Wisconsin Works Placement for Noncustodial Parents

CROSS REFERENCE [W-2 Manual 7.5.1 Noncustodial Parents](#)
[W-2 Manual 15.3 Cooperation with the CSA](#)
[W-2 Manual 15.3.2 Noncooperation with the CSA](#)
[Ops Memo 13-07 W-2 Services for NCPs](#)

EFFECTIVE DATE: January 1, 2014

PURPOSE

The purpose of this memo is to introduce expanded eligibility for noncustodial parent (NCP) case management services. In addition, the memo provides guidance and reminders for agencies when determining NCP eligibility for Wisconsin Works (W-2) services.

BACKGROUND

2013 Wisconsin Act 20 (2013-2015 Biennial Budget) included expanded eligibility for W-2 NCP case management services.

POLICY CHANGE

Currently, an NCP may be eligible for W-2 case management services in the Case Management Noncustodial Parent (CMN) placement when the custodial parent (CP) is participating in W-2.

Beginning January 1, 2014, an NCP may be eligible for W-2 case management services if the custodial parent is in a specific W-2 placement **or** is receiving Wisconsin Shares Child Care Assistance. (See attached updated W-2 Manual section 7.5.1)

PROCESS FOR VERIFYING AND DOCUMENTING NCP ELIGIBILITY

For the most part, W-2 agencies use CARES Worker Web (CWW) to determine an NCP's financial and nonfinancial eligibility for W-2 services. However, there are additional NCP eligibility requirements that W-2 agencies must verify manually. In addition, if an NCP does not meet these eligibility requirements, the W-2 agency must manually deny W-2 eligibility.

Custodial Parent Participation

In order for an NCP to be eligible for case management services, the custodial parent must be participating in a Case Management Job Ready (CMJ) placement, receiving a W-2 payment, or receiving Wisconsin Shares Child Care Assistance. W-2 agencies must use CWW and CARES mainframe to verify whether the custodial parent is in a specific W-2 placement.

If the custodial parent is not in a specific W-2 placement, but may be receiving Wisconsin Shares Child Care Assistance, the W-2 agency must verify that there is a current child care authorization and that child care payments are being made. In order to verify this, the W-2 agency must:

1. Contact the child care authorization agency; or
2. Complete a query in the Child Care Statewide Authorization on Web (CSAW) system by following these steps:
 - a. Go to the **Authorization Management** tab and click Existing Authorization for Case;
 - b. Enter the custodial parent's SSN, CARES case number or PIN. CSAW will display a list of authorizations. The W-2 agency must verify that the date of the NCP's W-2 application falls between the Begin Date and End Date of the authorization; and
 - c. The W-2 agency must also verify that a payment has been made to the provider by clicking on Issuance History in the left margin. This page defaults to a date range covering the past six months. The W-2 agency must verify that a payment has been made to the provider in the calendar month preceding the NCP's W-2 application date using the Issuance Date displayed on this page.

The W-2 agency must document the method of verification in case comments.

If a W-2 agency determines that the CP does not meet the W-2 or child care participation requirements necessary to allow the NCP to receive case management services, the agency must manually deny eligibility. The W-2 agency must enter reason code 673: There is no eligible adult in the household on CARES screen AGOE in the **Reasons Override** field, to insure that the correct denial notice is generated.

Per W-2 policy, if the FEP receives information, from the NCP or some other source, that indicates that the CP may no longer be receiving child care or that his or her W-2 placement may have ended, the FEP would have to re-determine eligibility. At a minimum, this information must be verified again at the NCP's six month eligibility review.

Child Support Order and Child Support Cooperation

In order for an NCP to be eligible for case management services, the NCP must be subject to a child support order and must be cooperating with that order.

The W-2 agency must verify that the NCP is subject to a child support order by:

1. Contacting the local child support agency (CSA);
2. Querying the KIDS system to verify court-ordered obligations; or
3. Asking the NCP to provide a legal document, such as a divorce decree or other type of court-issued document, which specifies the legally obligated child support.

In addition, the agency must verify that the NCP is cooperating with child support by contacting the CSA. (See W-2 Manual, [15.3.1](#) for more information about NCP child support cooperation requirements and [15.3.2](#) for information about child support noncooperation by NCPs.)

The W-2 agency must document the method of verification of a child support order and cooperation in case comments.

If the NCP does not have a child support order or is not cooperating with the CSA, the NCP is not eligible for W-2. When this happens, the W-2 agency must:

1. Manually deny eligibility using CARES screen AGOE and reason code 211: You have failed to cooperate with child support; and
2. For cases with no child support order, refer the NCP to the county child support agency to request child support services, which may include establishing paternity and establishing a court order for child support. The W-2 agency must inform the NCP that he or she may reapply once the child support order has been established.

W-2 agencies can find information on requesting access to KIDS and CSAW on the DCF website on the [Security Request Process page](#).

CONFIDENTIALITY

At no point during the application process or while NCPs are receiving services from the W-2 agency may the agency disclose any information regarding the custodial parent or children to the NCP without the custodial parent's written authorization. This includes child care provider information, including the day care location. Similarly, the W-2 agency must not disclose information regarding the NCP to the CP without the NCPs written authorization.

TRAINING

The noncustodial parent changes will be included in CARES New Worker Training. In addition, W-2 agencies may access additional information on the [Partner Training Section](#) webpage at the Pro Shop/Coach's Corner. Training will be available in early 2014.

ATTACHMENTS

Updated W-2 Manual section 7.5.1

CONTACTS

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

*Program Categories: FoodShare (FS), Medicaid (MA), BadgerCare Plus (BC+), Senior Care (SC), Caretaker Supplement (CTS), Child Care (CC), Wisconsin Works (W-2), FoodShare Employment and Training (FSET), BadgerCare Plus Basic (BC+ Basic), BadgerCare Plus Core (BC+ Core), Children First (CF), Emergency Assistance (EA), Job Access Loan (JAL), Refugee Assistance Program (RAP), Other Employment Programs (Other EP).

DCF/DFES/BWF/JZ