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State of Wisconsin
Governor Scott Walker



TO: **Income Maintenance Supervisors**
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
Training Staff
Child Care Coordinators

FROM: Margaret McMahon, Director
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BWF/BELP OPERATIONS MEMO

No: 15-J5

DATE: 06/04/2015

W-2	☒	EA	☐	CF	☐
JAL	☒	RAP	☐	Other EP	☐ *
CC	☒				

**SUBJECT: CARES Worker Web Changes to Support Wisconsin Works and Child
Care Child Support Cooperation Policy: Phase II**

CROSS REFERENCE: [W-2 Manual, Chapter 15: Child Support](#)
[Child Care Policy Manual, Section 1.4.7](#)
DHS/BWF Joint Operations Memo [15-J3](#)
Child Care Operations Memo [15-13](#)

EFFECTIVE DATE: June 6, 2015

PURPOSE

The purpose of this memo is to announce automation of the CARES Worker Web (CWW) **Child Support Non-cooperation Instance** page.

BACKGROUND

[W-2 Manual section 15.4.3](#) and [Child Care Policy Manual section 1.4.7](#) require that when an individual has accumulated three instances of closure due to Child Support (CS) non-cooperation, the individual loses Wisconsin Works (W-2) and Child Care (CC) eligibility for six months or until he or she cooperates, whichever is longer. In March 2015, the Bureau of Working Families (BWF) and the Bureau of Early Learning and Policy (BELP) replaced the

antiquated non-cooperation tracking screen in the CARES mainframe system with the **Child Support Non-Cooperation Instance Tracking** page in CWW.

Currently, this tracking page requires Financial and Employment Planners (FEPs) and CC workers to enter instances of CS non-cooperation manually. Effective June 6, 2015, CWW will automatically track instances of non-cooperation.

POLICY

W-2

There are no W-2 policy changes associated with this memo.

CC

Currently, CC policy requires that when the worker runs eligibility after Adverse Action (AA) to close the CC assistance group, the assistance group closes effective the first of the recurring month.

Effective June 6, 2015, CC policy will be updated to require closure of the CC assistance group on the first of the following month for cases closing for CS non-cooperation reason codes 211, 212, or 213.

Example: Mary is not cooperating with child support. Her child care worker runs eligibility to close her child care assistance group on May 27, 2015. Mary is not eligible effective June 1, 2015.

CARES CHANGES

DHS/BWF Joint Operations Memo [15-J3](#) and CC Operations Memo [15-13](#) instructed workers who confirmed a W-2 or CC closure for reason 211 (“You have not cooperated with the Child Support Agency and you have not given your worker an acceptable good cause reason for not cooperating”) to manually navigate to the **Child Support Non-Cooperation Instance Tracking** page and enter the following CS non-cooperation details:

1. The name of the **Individual** who is not cooperating with CS;
2. The non-cooperation **Instance Effective Begin Date**, which must always be the first of the month following the month that eligibility was run; and
3. The **Sanction Begin Date** if the non-cooperation instance is three or more. This field is only enabled if the **Non-Cooperation Instance Count** is three or more and will always match the **Instance Effective Begin Date**

Effective June 6, 2015, upon confirmation of W-2 or CC closure for CS non-cooperation, CWW will auto-populate the **Child Support Non-Cooperation Instance Tracking** page. Only CC or W-2 Help Desk staff will be able to make changes or deletions.

User ID: XCTV53 User Name: G SEERY Quick Select: CASE/RFA Go Help Logout

Primary Person: JENNIFER JENNY 36F PP Case: 4150813540 Status: Open Mode: Ongoing 3.5 04/28/2015

▶ Action Items (3) ▶ Documents (0) ▶ Discrepancies (0) ▶ Work Items (3)

Child Support Non-Cooperation Instance Tracking

Cancel ☐ Reset

Effective Period

Last Updated: 04/28/2015

Delete: ☐ Delete Reason:

Instance Details

* Individual: JENNIFER JENNY 36F PP Sequence: 1

* Non-Cooperation Instance Count: 1 Case Number: 4150813540

* Instance Effective Begin Date: 05/01/2015

Sanction Information

Sanction Begin Date: MM/DD/YYYY Sanction End Date: MM/DD/YYYY

Individual Sequence Updated on or before

JENNIFER JENNY 36F MM/DD/YYYY Go

Add Case Comment Cancel ☐ Update

Some workers have entered instances of non-cooperation incorrectly. Therefore, the Department of Children and Families will delete all instances entered prior to June 6, 2015. Examples of incorrect entries include:

- Income Maintenance workers entering instances for individuals receiving only Medical Assistance and FoodShare. Neither of these programs requires cooperation with Child Support;
- FEPs and CC workers entering instances without generating the Notice of Action Needed (also known as the VCL) that gives individuals seven working days to cooperate or file a good cause claim; and
- FEPs and CC workers entering instances for non-cooperation that occurred prior to March 23, 2015. Operations Memos [15-J3](#) and [15-13](#) instruct workers to disregard instances prior to March 23, 2015.

To support the CC policy change described above, at a later date, the system will be further enhanced to allow the ending of eligibility in the following month when the eligibility run occurs after AA.

PROCESS REMINDERS

For cases open for both CC and W-2, CC workers and FEPs must coordinate so that eligibility is run on the same day.

When FEPs run eligibility to close W-2 for CS non-cooperation **after** AA, FEPs must run with dates to end eligibility effective the first of the month following the month that eligibility was run. For reference, please see the [Running W-2 Eligibility with Dates](#) desk aid in the PTS Learning Center.

Example: Jane stops cooperating with Child Support so her FEP generates the Notice of Action Needed (also known as the VCL). The due date for Jane to either cooperate or claim good cause for not cooperating is May 25, after AA. On May 26, Jane has neither begun cooperating nor claimed good cause. Her FEP updates CWW and runs eligibility with a June 1 date, then without dates to correctly close W-2 effective June 1 and generate an accurate Notice of Eligibility. On May 26, the FEP also ends Jane's placement and disenrolls Jane from Work Programs.

CSAW CHANGES

Effective June 6, 2015, CSAW will be enhanced to prevent CC workers from writing an authorization for a CC assistance group that is ineligible due to CS non-cooperation. If the worker attempts to create an authorization, the following warning message will be displayed:

"Cannot authorize beyond <DATE> due to child support non-cooperation."

Also effective June 6, 2015, CSAW will be enhanced to automatically end any current authorizations on the Saturday following the first of the month that a CC assistance group has closed due to CS non-cooperation. If the first of the month happens to be a Sunday, the authorization will end as of last day of the previous month.

Example 1: Mary is not cooperating with child support. Her child care worker runs eligibility to close her child care assistance group on May 27, 2015. Mary is not eligible effective June 1, 2015. The system will end the authorization on June 6, 2015 and the authorization end date will be June 6, 2015.

Example 2: Betty's CC assistance group is closed for CS non-cooperation as of November 1, 2015. The system will end the authorization on October 31, 2015 and the authorization end date will be October 31, 2015.

ACCESS CHANGES

Effective June 6, 2015, ACCESS Check My Benefits will be enhanced to display the following message on the Child Care Details section:

"Although ACCESS may indicate that your family is eligible for a child care benefit, all program requirements must be met currently to obtain a child care authorization. Please check with your local agency."

NOTICE CHANGES

Effective June 6, 2015, CC closure Notices of Eligibility sent out to participants will have the following language:

"Your eligibility for a child care authorization is ending on <DATE>."

Additionally, the following new failure reason codes will be added to Notices of Eligibility:

- 212 – *You have not cooperated with the child support agency for the 2nd time, and you have not given your worker a good reason for not cooperating.* In CWW, this reason code will display when a W-2 or CC assistance group closes for the second instance of CS non-cooperation.
- 213 – *Because you have not cooperated with the child support agency 3 or more times, and you have not given your worker a good reason for not cooperating, you are not eligible for Child Care or W-2 from (xx/xx/xxx) through (xx/xx/xxx) or until you cooperate, whichever is later.* In CWW, this reason code will display when a W-2 or CC assistance group closes for the third or subsequent instance of CS non-cooperation.

TRAINING

The BWF Training Section is updating its [CARES Worker Web Application Entry Desk Aid](#) and the [Child Support Enhancements and Non-Cooperation Computer Based Training](#) to incorporate the changes described in this memo.

The Bureau of Operations and Planning Training Section has updated the Child Support Cooperation Requirements for Child Care: Policy and Training Guide with the changes described in this memo and posted it on the PTS Learning Center under Child Care Specific courses.

ACTION REQUIRED

W-2 agencies and CC Coordinators must discuss these changes with staff and update any relevant local agency procedures.

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

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at <http://dcf.wisconsin.gov/files/regionaloperations/pdf/contactlist.pdf>

For Child Care CARES/CWW, CSAW and CCPI IT systems processing questions statewide and policy questions in Milwaukee County: Child Care Help Desk at childcare@wisconsin.gov or (608) 264-1657.