



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

FROM: Patara Horn, Director
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Division of Family and Economic Security
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BWF OPERATIONS MEMO

No: 21-01

DATE: 01/06/2021

W-2 ☒ EA ☐ CF ☐ JAL ☐

RAP ☐ TMJ ☐ TJ ☐ Other EP ☐

SUBJECT: *Providing the Child Support Good Cause Notice for Wisconsin Works in ACCESS*

CROSS REFERENCE: [W-2 Policy Manual Section 15.6.1](#)
[W-2 Policy Manual Section 1.4.6](#)
[Good Cause Notice \(form DCF-F-DWSP2018-E\)](#)

EFFECTIVE DATE: *Immediately*

PURPOSE

The purpose of this memo is to provide a policy update that allows an additional way to satisfy the requirement in Wisconsin Works (W-2) policy for Financial and Employment Planners (FEPs) to give applicants the Good Cause Notice form at application when applying via ACCESS.

BACKGROUND

W-2 participants are required to be in cooperation with Child Support as one of the nonfinancial eligibility criteria for W-2. Participants have the right to claim good cause for not cooperating, are informed of this right, and of what circumstances qualify as good cause via the [Good Cause Notice \(form DCF-F-DWSP2018-E\)](#). FEPs are required to give this form to applicants and participants when they first apply for W-2, when a child is added to the W-2 group, when a parent leaves the W-2 group, at reapplication for continued benefits, and if a participant discloses to his or her FEP that he or she is experiencing circumstances that may meet the child support good cause criteria. Currently, agencies are required to manually provide the Good Cause Notice to the applicant or participant to review and sign. A telephonic signature is also acceptable to indicate that the applicant or participant understands what is in the notice and their right to claim good cause for noncooperation.

Individuals may apply for W-2 through ACCESS. The Signature page at the end of the application process in ACCESS – Apply for Benefits (AFB) and Add a Program (AAP) includes a box that

displays all the information contained in the Good Cause Notice. Applicants are required to check a box indicating that they have read this information and understand their right to claim good cause.

Good Cause Notice

Please read the following information about claiming good cause for not cooperating with Child Support. To print a copy of this information, [click here](#).

To get child care, health care, Wisconsin Works (W-2) and/or Job Access Loan (JAL) assistance, you are required by law to cooperate with your county or tribal human/social services and child support agencies. You must cooperate in getting any support (financial or medical) owed to you and your children. (You may not have to cooperate for some children, depending on their age and which benefits you have requested for them.) The eligibility of children and pregnant women for health care is not affected if you fail to cooperate.

Cooperation means that you may have to do one or more of the following:

* ☐ I have read this information and I understand that I have the right to claim good cause for not cooperating with Child Support.

Good Cause Notice information and checkbox indicating understanding in ACCESS Application.

This notice and the signature indication are included on the ACCESS application which the participant can view in ACCESS at any time.

POLICY

W-2 policy updates are summarized below. Relevant policy manual sections are attached to this memo and will be incorporated into the W-2 Manual upon implementation. Policy that was removed is struck through and policy that was added is underlined.

CURRENT POLICY

Per W-2 policy 1.4.6 and 15.6.1, FEPs are required to give applicants and participants the Good Cause Notice form manually or over the telephone at application, when a child is added to the W-2 group, when a parent leaves the W-2 group, at reapplication/eligibility renewals, and if a participant discloses to his or her FEP that he or she is experiencing circumstances that may meet the good cause criteria.

UPDATED POLICY

Now that the information on the Good Cause Notice is available to applicants who apply for W-2 via ACCESS and remains viewable to the applicant even after the application is submitted, FEPs no longer need to manually provide a copy of the Good Cause Notice to individuals who apply for W-2 through ACCESS.

This policy update is limited to the specific circumstance of an individual applying for W-2 through ACCESS. The FEP must continue to manually provide a copy of the Good Cause Notice

for individuals to review and sign when applying for W-2 in-person and to W-2 participants at all other times specified in W-2 policy 15.6.1.

TRAINING

The Partner Training Team will update any relevant trainings based on this policy update.

AGENCY ACTION

W-2 agencies must become familiar with the updated policy as described in this memo and update any relevant local agency procedures.

ATTACHMENTS

[W-2 policy manual section 1.4.6 and 15.6.1](#)

CONTACTS

For W-2 Policy Questions: DCFW2PolicyQuestions@wisconsin.gov

For W-2, CARES and WWP Functionality Questions: BWF Work Programs Help Desk
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DCF/DFES/BWF/MP