

Child Support Enhancements and Non-Cooperation

Purpose

Describe changes to the CWW **Absent Parent** page and review the policies and processes associated with Child Support Good Cause and Non-Cooperation.

Learning Objectives

Upon completion of this course, you will be able to:

- Describe how to use the CWW **Absent Parent** page for recording Child Support non-cooperation and good cause determination.
 - Accurately determine and enter Good Cause for Child Support Non-Cooperation on the CWW **Absent Parent** page.
 - Correctly pend non-cooperation with Child Support on the CWW **Absent Parent** page when an applicant has not cooperated with Child Support, is not exempt, and has not claimed good cause.
 - Correctly close the W-2 AG on the eighth working day when there is no exemption, no good cause has been claimed, and the individual is still not cooperating.
 - Manage Child Support related alerts and take correct action(s) on the case (092 (not cooperating) and 326 (are cooperating)).
 - Describe the process for tracking instances of non-cooperation on the CWW **Child Support Non-Cooperation Instance Tracking** page.
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W-2Contact Information

Questions regarding this training material should be directed via your local agency process to the Partner Training Section,

Email: PTSTrainingSupp@wisconsin.gov

A contact person is available to answer e-mailed questions related to this training material, assist you in completing any activity that you are having difficulty with, and/or provide explanation of anything else about this training material.

Questions regarding W-2 production cases and systems should be directed via your local agency process to the W-2 Help Desk at:

Email: DCFW2CARESHD@wisconsin.gov

Telephone: (608) 422-7900.

W-2 Policy questions should be directed to your Regional Office staff.

DCF is an equal opportunity employer and service provider. If you have a disability and need information in an alternate format, or need it translated to another language, please contact (608) 266-3400 or the Wisconsin Relay Service (WRS) – 711.

For civil rights questions call (608) 422-6889 or the Wisconsin Relay Service (WRS) – 711.

Policy

Referral

Who Must Be Referred to Child Support?



[W-2 Policy Manual 15.2.1](#) Referral to the CSA

At application, almost everyone should be referred to Child Support. If there is good cause for non-cooperation with Child Support the referral is still established, however the applicant or participant may claim good cause. Be sure to enter the Good Cause claim as soon as it is made so the Child Support Agency (CSA) is aware that the claim has been made.

The W-2 agency must refer the following applicants to the 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. **Non-marital 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. Fathers with children needing paternity establishment are:
 - **Acknowledged father, non-conclusive:** voluntary acknowledgement without an effect of a judgment of paternity (pre May 1, 1998 in Wisconsin);
 - **Alleged father:** named by custodial parent as probable father; or
 - **Claimed father:** father lives with the child, claims to be the father, but paternity has not been established.

As a result of Referral to Child Support, CWW will send data about this case to KIDS.

Who Is Not Referred to Child Support?

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

1. **Acknowledged fathers, conclusive:** voluntary acknowledgment with an effect of a judgment of paternity or
2. **Adjudicated fathers:** paternity established through a court order.

Cooperation at Time of Application



[W-2 Policy Manual 15.4.1](#) W-2 Agency's Follow-up After the CSA's Determination of Non-cooperation

At intake, applicants will always be considered to be cooperating if there is no record of non-cooperation. They must be given the opportunity to cooperate with Child Support. The CS cooperation indicator would be changed later only if the Child Support Agency (CSA) notifies the W-2 worker that the parent is not cooperating.

However, if a parent is in a Child Support non-cooperation status and the W-2 AG was closed for Child Support non-cooperation, the parent must cooperate, be exempt, or establish good cause prior to becoming eligible.

Example: At the time of application, the Cooperation indicator on the Absent Parent page is set to NO, and when W-2 closed it was for Child Support Non-Cooperation (Reason Code 211). The parent must claim *Good Cause*, be exempt, or cooperate with Child Support prior to being determined eligible.

If the case closed for a reason other than CS non-cooperation, the parent has seven working days to claim good cause, be exempt, or begin cooperating with Child Support prior to being eligible for W-2.

Example: At the time of application, the Cooperation indicator on the Absent Parent page is set to NO. However, when W-2 closed, it was for a reason other than Child Support Non-Cooperation (Reason Code 211). The worker will enter ?-PENDING in the *Good Cause Claimed* field on the Absent Parent page. The FEP must complete the driver flow so that CWW generates the notice giving the applicant seven working days to cooperate with Child Support, be exempt, or claim good cause. Eligibility may be confirmed if all other verification is received. On the eighth day, the worker must close W-2 if a *Good Cause Claim* was not received, and the parent is not exempt, and is not currently cooperating with Child Support.

Note that the W-2 worker must always determine whether there is an exemption reason prior to any negative action related to Child Support non-cooperation.

Child Support Cooperation



[W-2 Policy Manual 15.3.1](#) Cooperation with the CSA

In order to be eligible for W-2 services or a JAL, all parents in the W-2 Group must fully cooperate with the Child Support Agency (CSA) in relation to all children for whom the parent is a custodial parent or a non-custodial parent.

The CSA Determines Non-Cooperation

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

- ☐ Paternity establishment;
- ☐ Support order establishment; and
- ☐ Child support enforcement.

Action: Parent is Not Cooperating (Child Support Worker)

- ☐ The CS worker enters non-cooperation in KIDS.
- ☐ The KIDS interface with CWW will update the **Absent Parent** page, **Cooperation** field with the indicator of NO. This generates alert 092 - CS NONCOOP SEE ABSNT PRNT PAGE.
- The KIDS interface with CWW will generate the 092 alert and update the **Absent Parent** page, **Good Cause Claimed** field with a ? when existing Good Cause values either don't exist or good cause is not approved. Any values in the **Good Cause Reason, Good Cause Claim Date, and Good Cause Approved, and Good Cause Result** fields will be deleted (blanked).

W-2 Agency Follow Up



[W-2 Policy Manual 15.4.1](#) W-2 Agency's Follow-up After the CSA's Determination of Noncooperation
Desk Aid – Alerts in the [PTS Learning Center](#)

The W-2 agency must follow-up on any written communications regarding the CSA determination that any parent in the W-2 Group has not cooperated with Child Support. The W-2 agency may receive an alert, a copy of the letter from the CSA notifying the parent of non-cooperation, or any other written communication from the CSA.

The W-2 agency has **seven working days** from the date of notification of non-cooperation from the CSA to determine if there is an exemption, a good cause claim for Child Support non-cooperation, or the parent now is cooperating with Child Support.

If the absent parent is deceased, then enter NO for **Refer to IV-D** on the CWW **Absent Parent** page and DEC-ABSENT PARENT DECEASED for the **Reason for Not Referring**.

Action: Query (W-2 Worker)

- ☐ The W-2 worker must review the case record and the child support cooperation information on the CWW **Absent Parent** page.

Exemption



[W-2 Policy Manual 15.5.1](#) Exemption to Non-Cooperation for Pregnant Women or Custodial Parents with Newborns

Is there an exemption for the non-cooperation? – If yes, do not impose any penalty for non-cooperation.

The W-2 agency determines when there is an exemption to Child Support non-cooperation. It is the W-2 worker's responsibility to determine whether an exemption exists prior to imposing any penalty for Child Support non-cooperation (i.e., research whether an exemption exists).

The following individuals are exempt from cooperating with Child Support:

- ☐ A pregnant woman with no born children; and
- ☐ A custodial parent with a child under 60 days old is exempt from any penalty for non-cooperation for that child.

Action: Exemption (W-2 Worker)

- ☐ Query the CWW **Household Members, Household Relationships, and Absent Parent** pages to determine whether there is an Exemption.
- ☐ If there is an exemption, note it in both **Case Comments** and in the comments section of the **Absent Parent** page and do not impose any penalty.
 - **Workaround** – CWW does not track exemption. If an exemption exists, enter **Good Cause Claimed** as YES and the **Good Cause Reason** as PP – PHYS. OR EMOTIONAL HARM TO PARENT OR CHILD, INCLUDING DV. Document in both the **Comments** field on the **Absent Parent** page and in CWW **Case Comments**.
- ☐ The exemption must be reviewed periodically to determine whether the exemption still exists.
- ☐ When the exemption is over, the parent must cooperate with child support or file a good cause claim, or the case will close for non-cooperation. Follow the process for pending the case for seven working days due to CS non-cooperation and closing on the eighth day if the parent does not file good cause or begin cooperating with CS.

Good Cause



[W-2 Policy Manual 15.6](#) Good Cause for Claiming Non-Cooperation with the CSA

Has a good cause claim for non-cooperation been filed and other eligibility criteria been met? – If yes, do not deny, delay, reduce, or discontinue W-2 benefits pending the W-2 agency's good cause determination. If there is a good cause claim, then the W-2 worker must notify the CSA within 2 working days of the claim. Child Support should not provide services (i.e., establish and/or enforce paternity and/or child support order) until a good cause determination is made.

If the parent may have good cause for not cooperating, make sure the parent is given the [Good Cause Claim](#) form (DWSP-2019). When a good cause claim is filed with the W-2 agency for non-cooperation with the CSA, the W-2 agency determines whether or not there is good cause for the non-cooperation. If the case is open for both W-2 and Child Care, the FEP makes the Good Cause determination.

- ☐ When a parent claims good cause and corroborative evidence is needed, the evidence must be provided within 20 days of the date the Good Cause Claim form is filed.
- ☐ A W-2 worker may 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, 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.

Action: Good Cause (W-2 Worker)

- ☐ Enter ?-PENDING in the **Good Cause Claimed** field.
- ☐ Run eligibility to pend W-2 and generate the Notice of Proof Needed, stating that the parent has seven days to cooperate with Child Support or claim good cause or the W-2 AG will close.
- ☐ If the parent claims good cause, enter the **Good Cause Claimed, Good Cause Reason, and Good Cause Claim Date**. Determine whether good cause exists and complete the appropriate CWW entries.
- ☐ If the parent is not cooperating or has not claimed good cause on or before the seventh working day, close the case on day eight. Document all steps in **Case Comments**. An alert will be sent notifying the worker that verification is overdue.

The Parent Is Now Cooperating with Child Support

Has the CSA determined the parent in the W-2 Group who had not been cooperating now is cooperating? - If yes, there is no penalty for non-cooperation.

Action: Parent is Now Cooperating (Child Support Worker)

- ☐ The CS worker will enter cooperation in KIDS.
- ☐ The KIDS interface with CWW will update the **Absent Parent** page, **Cooperation** field with an indicator of YES and generate alert 326 - CS NONCOOP ENDED RUN ELGBLTY.

Action: Parent is Now Cooperating (W-2 Worker)

- ☐ The W-2 worker must check the CWW **Absent Parent** page to ensure that it shows the parent is in cooperation.
- ☐ Run eligibility and confirm.
- ☐ Document all steps in **Case Comments**.

If none of these circumstances apply, the entire group is ineligible for W-2/JAL. The FEP must run eligibility and confirm to close the case with the **Cooperation** indicator of NO on the **Absent Parent** page.

Failure Reason Codes

- 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.
- 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.
- 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.

CARES Worker Web (CWW)

Absent Parent

Absent Parent Cancel Reset Total: 1

Absent Parent Information

Effective Period
Last Updated: 02/16/2015
Delete Month: MM / YYYY Delete Reason:

☒ Check if Absent Parent Known Sequence: 1 Search

*First Name MI *Last Name Suffix *Gender SSN Birth Date
TIM SMITH M - MALE - - MM / DD / YYYY

Absent Parent Address

Number Unit Direction St / Rural Rt / Box Number Suffix Quadrant Apt
1223 MAIN ST - STREET - -

Additional Address Info

City State ZIP Phone
MILWAUKEE WI - WISCONSIN 53202 - -

Absent Parent Additional Information

Absent Parent KIDS PIN:

* Absence Begin Date: 04 / 02 / 2013 * Absence Reason: NM - NEVER MARRIED
* Refer to IV-D? Yes Reason for Not Referring:
Maiden Name: Marriage Date: MM / DD / YYYY

Absent Parent Additional Information

Absent Parent KIDS PIN:

* Absence Begin Date: 04 / 02 / 2013 * Absence Reason: NM - NEVER MARRIED
* Refer to IV-D? Yes Reason for Not Referring:
Maiden Name: Marriage Date: MM / DD / YYYY

Children of this Absent Parent / If Child is Unborn, Enter Child's Mother.

Individual	Paternity Indicator	Delete	Delete Reason
TOMMY YEP 1M SON	Y - PATERNITY ESTABLISHED FOR THIS CHILD	<input type="checkbox"/>	<input type="text"/>

Reset Add

Comments

Comments:

Current Size = 0 characters (120 characters max.)

Caretaker Relative Cooperation Information

Effective Period
* Begin Month: 02 / 2015 Last Updated: 02/16/2015

Caretaker Relative

* Individual: LINDA YEP 31F PP

Child Support Information

* Cooperation: Yes Non-Cooperation Instance Count: 0
Good Cause Claimed: Good Cause Reason:
Good Cause Claim Date: MM / DD / YYYY
Good Cause Approved: Good Cause Result:

Medical Support Liability Information

* Cooperation:
* Good Cause Claimed: * Good Cause Reason:
* Good Cause Claim Date: MM / DD / YYYY * Good Cause Result:
* Good Cause Granted:

Enter New Begin Month: MM / YYYY Go

Sequence Updated on or before MM / DD / YYYY Go

Add Case Comment Cancel Previous Next

Begin Month	The Begin Month is when the record was entered or modified.
Individual	The parent who is required to cooperate with Child Support.
Cooperation	Indicates whether the parent is cooperating with Child Support. This value is determined by the CSA and transferred to CWW. When creating a new Absent Parent page, the Cooperation indicator will default to YES and be protected.
Non-Cooperation Instance Count	The specific instance of non-cooperation (1, 2, 3, etc.).
Good Cause Claimed	Indicates whether the parent has claimed Good Cause for non-cooperation with Child Support. The Good Cause Claimed field responses are worker entered based on the parent's response to whether s/he is claiming good cause. <ul style="list-style-type: none"> • Y – YES: Good Cause has been claimed. • N – NO: Good Cause has not been claimed. • W – WITHDRAWN: The parent withdrew a good cause claim or began cooperating with Child Support. • ? – PENDING: The CSA has reported non-cooperation with Child Support. The FEP pends the case to allow the parent to claim good cause or begin cooperating with Child Support. Pending Good Cause will generate a notice to the parent stating s/he has seven working days to claim good cause or begin cooperating with Child Support prior to W-2 closure.
Good Cause Claim Date	The date the parent claimed good cause.
Good Cause Reason	The reason the parent claimed good cause. AP – LEGAL ADOPTION BEFORE COURT, PENDING AS – PARENT RECEIVING PREADoption COUNSELING IR – CONCEPTION RESULT OF INCEST OR RAPE PP – PHYS. OR EMOTIONAL HARM TO PARENT OR CHILD, INCLUDING DV
Good Cause Approved	Indicates whether the FEP has determined good cause exists. The Good Cause Approved responses are worker entered based on the worker's determination of whether good cause exists : <ul style="list-style-type: none"> • Y: YES • N: NO • U: UNKNOWN: Entered when the worker is investigating the claim.

Good Cause Result	<p>The result of the good cause determination. Good Cause Results responses:</p> <p>D – DENIED: Good cause was claimed but not approved. Child Support Enforcement will continue and the parent will need to cooperate with Child Support.</p> <p>H – FAIR HEARING REQUESTED: W-2 workers will not use this value; this is an IM only value.</p> <p>P – PROCEED WITH CHILD SUPPORT: Enter this value when Good Cause has been claimed but the parent is still requesting Child Support services.</p> <p>S – STOP CHILD SUPPORT ENFORCEMENT: Good Cause has been approved and Child Support Enforcement actions will be terminated.</p>
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Child Support Non-Cooperation Instance Tracking

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

This page allows workers to collect or query instances of non-cooperation with Child Support for Child Care and/or W-2 for all individuals on the case. The information is collected on the page if the individual fails to cooperate with the CSA and is not exempt, and the case closes for Reason Code 211, 212, or 213.

All instances of non-cooperation are tracked by the system. Only Help Desk staff may update this page.

Last Updated	The date when the record was entered/modified.
Delete Reason	The reason and instance is deleted. If there is an error, only the Help Desk may update this field.
Individual	The parent who is not cooperating with Child Support.
Non-Cooperation Instance Count	The specific instance of non-cooperation (1, 2, 3, etc.). The sanction period is six months for the third and any subsequent sanctions.
Sequence	Count that correlates to the Non-Cooperation Instance .
Case number	Case number for which the non-cooperation instance applies.
Instance Effective Begin Date	The first of the month following the determination non-cooperation.
Sanction Begin Date	The date the sanction is set to begin, the first of the month following the Instance Effective Date .
Sanction End Date	The date the sanction is set to end, the last day of the sixth month following the Sanction Begin Date . This field is only set for an individual's third or subsequent instance of non-cooperation

Individual Non-Financial Summary

This page displays a summary of non-financial information entered in CWW. A new section has been added to summarize the **CS Non-Cooperation Instance Tracking**. It displays the **Non-Cooperation Instance, Date, and Sanction Period**.

Summary

Remember, there have been no changes to policy. CWW has been enhanced to support policies related to Good Cause, Child Support non-cooperation and tracking instances of non-cooperation.