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TO: **Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators**

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BEM/DWS OPERATIONS MEMO					
No:	08-04				
DATE:	1/08/2007 <b>CORRECTION</b>				
FS	<input checked="" type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★
<b>PRIORITY: HIGH</b>					

SUBJECT: **Child Support Cooperation Requirement for FoodShare**

**CROSS REFERENCE:** FSHB 3.17.1  
MAHB 3.3.4

**EFFECTIVE DATE:** Effective Immediately

**PURPOSE:**

The State biennial budget included a provision to eliminate child support cooperation as a condition of eligibility for the FoodShare (FS) Program for both custodial (CP) and non-custodial parents (NCP) effective immediately. Parents will no longer be sanctioned from FS for failure to cooperate with the Bureau of Child Support (BCS).

The requirement to cooperate with child support remains unchanged for Medicaid (MA), W2, and CC.

CARES automation to support the FS change will be implemented in spring 2008. This memo provides:

- Instructions about how to process cases to ensure that a CS non-cooperation sanction is properly imposed for the W-2 and/or CC benefits, but does not affect the FS benefit; and

- Information about how we will inform individuals currently sanctioned about the change in the rules.

## **BACKGROUND**

Currently, when non-cooperation is entered in the Child Support Information section of the Absent Parent page, CARES sanctions the individual for FS and closes the entire W2 and/or CC assistance group.

Non-cooperation for Medical Support Liability for MA is entered in the Medical Support Liability Information on the Absent Parent page. Entries in this section do not impact FS, W2 or CC eligibility.

## **POLICY CHANGE**

Child support cooperation is no longer a requirement for FS for custodial or non custodial parents. Sanctioned individuals who now meet financial and nonfinancial requirements can be added back to ongoing FS cases effective the first of the month following the request to add the person to the case. This is in accordance with the current FS person add policy (FSHB 6.1.3.3).

This FS policy change will require action by the worker to appropriately process FS only and combination FS and W2 / CC cases until CARES changes are implemented in spring 2008.

## **CARES**

### NON CUSTODIAL PARENTS

Because CARES is not currently programmed to sanction an NCP for CS non-cooperation, no system changes are required for this policy change.

### CUSTODIAL PARENTS

Currently, CS non-cooperation information for FS, W2 and CC is entered in the Child Support Information section on the Absent Parent Page in CWW.

Until CARES changes can be made, the following process for entering non-cooperation information must be followed to ensure FS benefits are not affected while the non-cooperation sanction for W2 and CC is correctly imposed;

- For FS only cases, do not enter any CS non-cooperation information on the Absent Parent Page.
- For FS cases that are also open for W2 and/or CC, enter the CS non-cooperation information on the Absent Parent page. When eligibility is run, CARES will impose the sanction for W2 and CC but incorrectly sanction the individual for FS. The FS notice should be suppressed and a manual notice sent indicating the correct FS benefit amount. (the amount the household would receive if the sanction had not been imposed)

Workers must issue an auxiliary each month to supplement the difference in the allotment for the person that is sanctioned. This is a short term solution to allow

implementation of the new policy prior to CARES automation. Issue the supplement by the 10th day of the month the increase in benefits is effective.

### Child Support Referral Process

The Child Support Referral process has not changed. Workers should continue to enter the 'Y' for the "Refer to IV-D?" question on the Absent Parent page for all FS cases. Effective December 1, 2007 the Child Support Agencies (CSA) will not act on new referrals for FS only cases. However, they will continue to serve individuals referred prior to **December 2007**.

Because the CSA will not have an active case for the FS only cases referred after **December 2007**, the income information on the Child Support Income page in CWW will not be updated. IM workers will have to access KIDS to obtain the CS income information for these cases. The CS income information will continue to populate for FS only cases that were referred prior to **December 2007** and for all cases open for both FS and another program.

FS only applicants can receive CS services for a \$25 fee by filing an application with the local CS agency.

### **CLIENT NOTIFICATION**

The state has identified approximately 1,100 individuals currently sanctioned from FS for CS non-cooperation. Of those, approximately 200 cases were also open for W2 and/or CC within the last year. A letter will be sent to the sanctioned individuals to inform them of this policy change and provide direction on how to reapply for FS. The letters will include:

1. An explanation of the policy change, and
2. Instructions on how to re-request FS for individuals with currently open FS cases. The options include:
  - contacting the local FS agency (contact information will be included); and
  - a tear off section on the letter which can be used to mail or fax their request to the local agency; or
3. Instructions for individuals who do not currently have an open FS case. This includes an option to complete a registration form (Doc 1) included with the letter and return it to their local agency to set a request date.

A copy of the draft letter is attached. This letter will be sent in Spanish if there is a Spanish language indicator in CARES.

**REMINDER** ➤ MA policy still requires cooperation for medical support liability as a condition of eligibility.

## **ATTACHMENTS**

[Client Notification for an Open FS Case](#)

[Client Notification for a Closed FS Case](#)

## **CONTACTS**

BEM CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHFS/DHCF/BEM/JB