



TO: **Child Care Eligibility and Authorization Workers
and Supervisors
Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
Training Staff
Child Care Coordinators**

DECE/BCCSA OPERATIONS MEMO

No: 20-26

DATE: 11/18/2020

Child Care

FROM: Junior Martin, Director
Bureau of Child Care Subsidy Administration
Division of Early Care and Education
Department of Children and Families

**SUBJECT: Providing the Child Support Good Cause Notice for Wisconsin Shares
Child Care**

CROSS REFERENCE: [Wisconsin Shares Child Care Policy and Process Handbook](#),
Section 1.3.7.3
[Good Cause Notice \(DCF-F-DWSP2018\)](#)

EFFECTIVE DATE: November 18, 2020

PURPOSE: The purpose of this Operations Memo is to provide local agencies with new policy that allows local agencies to accept the Good Cause Notice language in ACCESS – Apply for Benefits (AFB) and Add a Program (AAP) as sufficient for providing the Good Cause Notice at application for Wisconsin Shares Child Care.

BACKGROUND: Parents are required to cooperate with the Child Support Agency (CSA) as one of the non-financial eligibility criteria for Wisconsin Shares Child Care, unless good cause is granted for not cooperating. Agency workers are required to provide parents with a notice describing what qualifies as good cause for not cooperating at certain times, including application, renewal, when a child is added to the assistance group, when a parent leaves the assistance group, or whenever the parent discloses to his or her worker circumstances that could meet the good cause criteria. Currently, agency workers are required to manually provide the Good Cause Notice (DCF-F-DWSP2018) to the parent to review and sign. A telephonic signature is also acceptable to indicate that the parent understands what is in the notice and their right to claim good cause.

Parents may apply for Wisconsin Shares Child Care through ACCESS – Apply for Benefits (AFB) or Add a Program (AAP). 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. Parents are required to check a box indicating that they have read this information and understand their right to claim good cause. This notice

and the signature indication are included on the ACCESS application which the parent can view in ACCESS at any time. Because this information is the same as the information on the Good Cause Notice and remains viewable to the parent even after the application is submitted, agency workers no longer need to manually provide a copy of the Good Cause Notice when the parent applies for Wisconsin Shares Child Care through ACCESS – Apply for Benefits (AFB) or Add a Program (AAP).

This policy is limited to this specific circumstance of a parent applying for Wisconsin Shares Child Care through ACCESS – Apply for Benefits (AFB) or Add a Program (AAP). At all other times, including when a parent applies by phone or in person, renewal, when a child is added to the assistance group, when a parent leaves the assistance group, or whenever the parent discloses to his or her worker circumstances that could meet the good cause criteria, the agency worker must continue to manually provide the parent with a copy of the Good Cause Notice (DCF-F-DWSP2018) to review and sign.

POLICY: The following new policy highlighted in yellow is effective immediately and will be added to the Wisconsin Shares Child Care Policy and Process Handbook with the next release.

1.3.7.3 Good Cause Notice

A [Good Cause Notice \(DCF-F-DWSP2018\)](#) must be provided to all Wisconsin Shares Child Care applicants and participants at the following times:

- At application for Wisconsin Shares Child Care
- When a child is added to the Assistance Group
- When a parent leaves the Assistance Group
- At the annual eligibility renewal for Wisconsin Shares Child Care
- When a parent discloses to his or her agency worker circumstances that may meet the good cause criteria

The Good Cause Notice describes the requirement to cooperate with child support, the right to claim good cause as an exception to the cooperation requirement, and the criteria for good cause.

Note: The Good Cause Notice (DCF-F-DWSP2018) is not automatically generated, unlike the Good Cause Claim form (DCF-F-DWSP2019). Local agencies must print the Good Cause Notice from the online [DCF Forms Repository](#) and manually provide a copy to the parent.

If the parent applies for Wisconsin Shares Child Care through ACCESS – Apply for Benefits (AFB) or Add a Program (AAP), the language from the Good Cause Notice displays on the page where the parent signs the application. The parent must check a box indicating that they have read this information and understand that they have the right to claim good cause for not cooperating with child support. If the parent has chosen to view ACCESS in Spanish, the textbox and acknowledgement also display in Spanish. This notice and acknowledgement are included on the ACCESS Application Summary which is viewable to the parent in ACCESS and to the agency worker in CARES Worker Web (CWW) and the Electronic Case File (ECF).

Because this information is the same as the information contained in the Good Cause Notice (DCF-F-DWSP2018) and captures the parent's acknowledgement, this is sufficient for providing

the Good Cause Notice at application for Wisconsin Shares Child Care. Agency workers do not need to manually provide a copy of the Good Cause Notice (DCF-F-DWSP2018) when the parent completes this acknowledgement in ACCESS – Apply for Benefits (AFB) or Add a Program (AAP). However, this notice and checkbox do not appear in ACCESS when the parent reports a change or completes a renewal in ACCESS. Therefore, the agency worker must manually provide the Good Cause Notice (DCF-F-DWSP2018) even when the parent uses ACCESS for other reasons.

If the parent is exempt from cooperating with child support per 1.3.7 or 1.7.2, and the parent has no other biological or adopted children for whom cooperation with child support is required, the local agency does not need to provide the parent with the Good Cause Notice.

CONTACTS:

For Wisconsin Shares Child Care policy questions outside of Milwaukee County contact your Bureau of Regional Operations (BRO), Child Care Coordinators at BROCCPolicyHelpDesk@wisconsin.gov.

For Child Care CARES/CWW and CSAW Processing Questions statewide, and policy questions in Milwaukee County, contact the Child Care Subsidy and Technical Assistance line at: childcare@wisconsin.gov or (608) 422-7200.

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