

CHILD SUPPORT SANCTION PROCESS FOR DANE COUNTY

- The Child Support Agency will decide that a sanction be imposed based on noncooperation with their agency. If there is more than one absent parent, the primary person is required to cooperate with each one.
- Non-cooperation for non-medical benefits is entered on the Absent Parent Page by the Child Support Agency.
 - An e-mail is sent to the PRT Inbox (hseaprobres@countyofdane.com) with type of sanction and Absent Parent name.
 - An alert is also generated for the case in CWW and HOD.
 - The medical sanction must be entered manually by the IM worker; this is taken care of by the lead working the PRT Inbox.
 - An e-mail may be sent directly to the worker and they are able to update the case as well.

The screenshot displays the 'Absent Parent' page in the CARES Worker Web. The page is titled 'CARES Worker Web - Absent Parent - Internet Explorer' and shows the following sections:

- Comments:** A text area containing the comment '6-25-18; sanction entered per CS investigator Brianna Roush'. Below it, it indicates 'Current Size = 59 characters (120 characters max.)'.
- Caretaker Relative Cooperation Information:**
 - Effective Period:** Begin Month: 06 / 2018, Last Updated: 06/25/2018.
 - Caretaker Relative:** Individual: [Dropdown menu]
- Child Support Information:**
 - Cooperation:** No, Non-Cooperation Instance Count: 0.
 - Good Cause Claimed:** ? - PENDING, Good Cause Reason: [Dropdown menu]
 - Good Cause Claim Date:** MM / DD / YYYY, Good Cause Approved: [Dropdown menu], Good Cause Result: [Dropdown menu]
- Medical Support Liability Information:**
 - Cooperation:** No
 - Good Cause Claimed:** N - No, Good Cause Reason: [Dropdown menu]
 - Good Cause Claim Date:** MM / DD / YYYY, Good Cause Granted: [Dropdown menu], Good Cause Result: [Dropdown menu]

At the bottom, there are navigation buttons: 'Add Case Comment', 'Cancel', 'Previous', and 'Next'. There are also input fields for 'Enter New Begin Month: MM / YYYY' and 'Updated on or before: MM / DD / YYYY'.

- If W2 or Child Care benefits are open, a ? is entered on the Child Support Information section on the Absent Parent page and a notice is sent out giving them 7 business days to cooperate with CSA or file a good cause claim. In the meantime, the Child Care and/or W2 case pends.
- If good cause is not received, the ? is updated with a no. The child care benefits will close for the next month. If it is after adverse action, then it is necessary to run with dates to close child care benefits effective the following month.
- The medical sanction goes into effect immediately for the following month if it's before Adverse Action.

Cooperation with Child Support

- Required for Health Care for adults, Child Care, Caretaker Supplement and W2 benefits.

Exceptions:

- MAGP for pregnant women
- CMF+ placement for W2
- Minors
- Parents or caretaker relatives while the family is in a BadgerCare Plus extension

FoodShare Benefits are not affected by Child Support sanctions.

Curing Child Support Sanctions

- The primary person on the case must cooperate with the Child Support Agency in order to have their sanction lifted. The IM Agency is not able to lift sanctions unless instructed by CSA.
- Medical sanctions are lifted by updating the Medical Support Liability Information section on the Absent Parent page. Non-medical sanctions lift overnight automatically.
- Action can be taken on the case once notified through the PRT Inbox or CWW/HOD alert that the sanction has been lifted
- The medical sanction must be lifted manually on the Absent Parent screen by the IM worker. It may be necessary to run with dates for the current month to open MAGA if appropriate. Running with dates for the following month is necessary as well if it is after Adverse Action.