

GOOD CAUSE CLAIM FOR CHILD SUPPORT

The good cause procedure is the same for all programs but the penalties may differ. Please to refer to the appropriate Handbook or Manual for eligibility for specific programs.

STATE POLICY:

MEH 8.3 Claiming Good Cause

BCP 5.3 Claiming Good Cause

W-2 Manual 15.6 Good Cause for Noncooperation with the CSA

Process Help 65.2 Good Cause Claim in CWW

Highlights

The Good Cause Claim form is DWSP-2019

The ESA or Social Services staff must determine whether or not there is good cause. This should be done within 45 days from the date a claim is signed.

If the client is cooperating in furnishing evidence and information, do not deny, delay, or discontinue BCP, MA or W-2 pending the determination.

The ESA must notify the applicant in writing of the final determination and of the right to a Fair Hearing.

COUNTY POLICY:

ESS must discuss Good Cause Notice at each intake for W-2, CC, BCP or MA where there is a non-custodial parent. ESS should discuss the following with each customer interested in claiming good cause.

1. Discuss with the applicant that claiming good cause indicates they fear for their or their children's safety or there is a pending adoption for the child.
2. Inform the applicant that they will be **required to corroborate** the circumstance that is the basis for good cause according to state evidence requirements in MEH manual, 8.3.5 or W-2 Manual 15.6.4 (examples of evidence; court, criminal, child protective services, or law enforcement documents that indicate the absent parent may inflict harm to the client or child, written statement from medical/mental health provider indicating diagnosis of or prognosis on the emotional health of the client or child).
3. Staff will be designated to perform the function of **Good Cause Coordinator (GCC)** of all referrals. The GCC is responsible for the following
 - ∂ Act as a liaison between CYF, CSA, and EAWS in regards to Good Cause Claim determinations.
 - ∂ Make initial contact with customer to discuss what good cause means, the ramifications of claiming good cause on receiving child support, and privacy options.
 - ∂ Ensure the good cause claim is signed in presence of either an IM or W-2 worker or a notary.
 - ∂ Update absent parent page to indicate customer has claimed good cause and that the determination is pending. **Send copy to Pat Sanna at IVD Agency.**
 - ∂ Make good cause determinations. The GCC can either grant or deny the claim. For W-2 customers, GCC will consult with W-2 worker before denying a claim.

- ∂ Refer appropriate cases to CYF. There would be cases where the GCC would like a recommendation from an experienced social worker. Examples would be where there is no corroborating evidence, evidence provide is old or the customer is already working with CYF staff. **Our JFF contact is Mike Bruce.**
- ∂ Track referrals in **Excel spreadsheet.**
- ∂ Aid the customer in obtaining corroborating evidence, if needed.
- ∂ Send customer the CS-121 Good Cause Notice of Decision notifying them if good cause was granted or not. **(this form is on the capital-im.com website under Dane County P&P)**
- ∂ Enter results in case comments and CWW absent parent page

COUNTY PROCEDURE:

ESS responsibilities

- A. ESS will review the forms Notice of Assignment and Good Cause Notice during intakes for W-2, CC, BCP and MA
- B. When a customer claims good cause, ESS should follow steps below:
 1. Make sure all phone numbers are in CWW are current including message and cell phones. If the customer has e-mail, add that to CWW general information page. Confirm address with customer. **Specify which Absent Parent it's for.**
 2. Notify customer that the next step be a conversation with GCC to discuss the claim. Instruct them to gather any corroborating evidence in preparation for the phone call. Give customer phone number and name of the Good Cause Coordinator.
 3. If ESS is meeting with customer in person, have customer sign Good Cause Claim (DWSP-2019)
 4. E-mail GCC customer name, case number, phone number, and the best time to call. Also include brief description of why the customer is requesting good cause.
 5. During intakes and reviews, discuss good cause claim and confirm whether or not customer wants to continue claim.
 6. When working at the Help Desk, and a customer requests a Good Cause Claim Form:

- Have customer sign Notice of Assignment, Good Cause Notice and Good Cause Claim. Put case number on all forms. **Include customer's phone number.** There are packets of the forms at the front desk.

CYF Procedure

Joining Forces for Families (JFF) Social workers in the CYF Division assess good cause claims referred from the Economic Support & Work Services Division GCC. These referrals are received electronically by the Human Services Program Specialist (David Marshall). The HSPS will assign the good cause claim to the appropriate JFF social worker based on geographic location. The JFF worker will also seek input from Child Support Agency staff in making the determination for good cause. The social worker completes the Good Cause Claim form and includes a recommendation to grant or deny the claim. This form must be

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submitted electronically within 45 days to the Economic Support Specialist GCC, who makes the final determination. When the JFF worker submits the good cause assessment, the HSPS will be copied electronically for tracking purposes.

An extension may be approved by the ESS GCC if the JFF worker is unable to obtain sufficient information to verify the claim within 45 days, or if the applicant does not submit corroborative evidence within 20 days. If a client is unreachable, refuses to cooperate, or provides insufficient evidence, the worker should notify the Economic Support Specialist.