

Department of Social and Health Services

Olympia, Washington

EAZ Manual

Revision #974
Category Child Support, clarifying information and worker responsibilities
Issued June 29, 2017
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Summary

Updated EAZ manual chapter clarifying information and worker responsibilities related to income coding for child support arrears, the child support referral process, and good cause process specifically for those requesting good cause after entering noncoop sanction.

The ACES User manual and Social Service manuals have been updated in tandem with this revision.

See below for edited text:



Child Support EAZ

Revised ~~May 6, 2014~~ June XX29, 2017

Purpose:

This chapter provides information and instructions on the assignment of support rights to the State. It includes the requirement to cooperate with the Division of Child Support (DCS) as a condition of eligibility for TANF and SFA.

WAC 388-422-0005 What happens to my child and spousal support when I get public assistance?

- [Clarifying Information and Worker Responsibilities](#)

WAC 388-422-0010 Do I have to cooperate with the division of child support (DCS)?

- [Clarifying Information](#)

WAC 388-422-0020 What if you are afraid that cooperating with the division of child support (DCS) may be dangerous for you or the child in your care?

- [Worker Responsibilities](#)

WAC 388-422-0030 What happens if my support is more than my TANF or SFA cash benefit?

- [Worker Responsibilities](#)

Clarifying Information - [WAC 388-422-0005](#)

Child Support Requirements

1. ~~For TANF and SFA eligibility, a~~ [client parent/caregiver](#) assigns all rights to support, including child support, child care, and spousal maintenance for each person applying for or getting TANF / SFA.
2. ~~If a~~ [client parent/caregiver](#) incurs a debt with DCS ~~if they~~ ~~client~~ retains support payments received after ~~the~~ assignment ~~is made to~~ DCS, ~~a debt is incurred with DCS.~~
3. ~~When a child receives TANF or SFA, DCS will open~~ [establishes and enforces child support and medical support up a full support enforcement services on a case ease](#) ~~when a child receives TANF or SFA, for that child~~ unless the department grants good cause not to cooperate. ~~DCS will establish and enforce child support and medical support obligations on these cases.~~ A [client parent/caregiver](#) whose child receives TANF or SFA ~~doesn't~~ ~~does not~~ have the option to request ~~that~~ DCS ~~only take~~ [ing only partial](#) ~~ertain~~ actions on ~~their~~ a case.

Note: In some cases child support arrears “past due support” is not assigned to the state and is forwarded to the custodial parent while on TANF. Budget child support arrears income received by the custodial parent as unearned income “DP”.

Worker Responsibilities - WAC 388-422-0005

How do I complete child support referrals?

1. ~~Enter **Noneustodial/Non-Custodial** parent (NCP) information for TANF and SFA applications is entered~~ in ACES on the [Non-Custodial Parent Screen Page \(NCPS\) screen](#). The ACES Manual provides information about completing the ~~NonCustodial Parent Screen (NCPS) page~~ and processing the case in ACES.
2. Collect and enter as much information as possible on the NCPS screen page so the system can generate the Division of Child Support (DCS) referral (SEMS Quick Referral) to give for DCS appropriate data when attempting to establish paternity or collect support. The ACES NCPS screen generates ~~The Division of Child Support (DCS) referral (SEMS Quick Referral).~~ is generated by the ACES NCPS. The worker should collect and enter as much information as possible on the NCPS screen to give DCS appropriate data when attempting to establish paternity or collect support.
3. In SEMS users may choose the Quick Cash (QC) option from the drop down menu in SEMS to check for child support income send comments to DCS when screening client/parent/caregivers for child support income or payments. Quick cash is used to check for child support when screening clients for child support income or payments and to send comments to DCS using the freeform text option. ~~SEMS QC can be found at the SEMS website (only authorized DSHS staff can enter this website).~~
4. Notify DCS if a client/parent/caregiver receives a support payment from any party other than DCS after assignment is completed. ~~notify DCS.~~
5. Treat support payments received by the client/parent/caregiver prior to assignment as unearned income. ~~are treated as unearned income.~~

NOTE:

See [Treatment of Income Chart](#) and [Child Support Matrix](#) for details on how to treat and code child support income.

Clarifying Information - WAC 388-422-0010

Cooperation

1. Explain to the client/parent/caregiver that they have assigned the support rights for each child applying for or getting TANF / SFA by signing the application, and ~~that~~ unless the a Social Service Specialist (SSS) determines that good cause for noncooperation exists, they must cooperate with DCS. DCS will provide full support enforcement services which may include enforcement of the noncustodial parent's (NCP) obligation to provide health insurance and contribute his/her share of

uninsured medical expenses for the child(ren). ~~DCS also enforces If there is an existing order~~ for spousal maintenance owed to the ~~client~~parent/caregiver. ~~DCS will also enforce that order.~~

2. At the interview, have the parent or caregiver ~~relative~~ complete a DSHS 18-334, *Your Options for Child Support Collection* while receiving Temporary Assistance for Needy Families (TANF) on each ~~Non-C~~custodial parent (NCP) of each child in the TANF/SFA assistance unit, indicating whether or not cooperating with DCS may be dangerous for the applicant or the child. ~~If the interview is done by~~ During the For phone interviews, code each NCPS screen page and document for each NCP whether the custodial parent (CP) or ~~caretaker~~ caregiver (CP) states that it is safe for DCS to collect or asks that we determine good cause for noncooperation. For phone interviews, Mmail a General Correspondence Letter (0050-01) with the 18-334(s) and request ~~that the~~ the client parent/caregiver complete, sign and return the 18-334(s) ~~be completed, signed and returned. Do not~~ Don't pend the TANF application for the 18-334(s).
3. Both parents in a two-parent household must help DCS establish paternity for each child in the assistance unit.
4. For unmarried, two-parent TANF applicants where the father ~~is not~~ isn't named on the child's birth certificate, give the mother and alleged father the pamphlet titled, "Establishing Parentage for Your Child's Sake... What Every Parent Should Know", DSHS 22-586(X). Encourage them to sign a notarized Paternity Acknowledgment, DOH/CHS 021 in the CSO. If the parents choose not to sign the Paternity Acknowledgement, explain to them that the father will be referred to DCS for paternity establishment and ~~they~~ both will be required to cooperate with DCS unless good cause exists.
4. _____
5. There is no requirement for the parent/caregiver to cooperate with DCS ~~When they claimed~~ good cause ~~has been claimed~~ verbally or in writing and the department's decision is pending, ~~the parent/caretaker relative is not required to cooperate with DCS.~~ For more information on how to process a case when a custodial parent requests good cause after a noncompliant sanction has been entered, see worker responsibilities 9.
6. Whenever possible, the SSS will interview the parent/caregiver on the same day the Good Cause claim is received.
- 5.7. ~~Refer the good cause claim to the SSS~~ If a parent/caretaker claims good cause at ~~immediately following the phone interview~~ immediately refer the good cause claim to the SSS ~~if the client claims good cause is claimed during a phone interview, do not~~ without waiting for the returned 18-334(s) before doing a referral to the SSS. The SSS will schedule ~~an~~ the interview as soon as possible no later than 20 days from the good cause claim. For more information, see the good cause section below and the Social Services Manual - Good Cause.
- 6.8. DCS determines when a ~~client~~ parent/caregiver ~~is not~~ isn't cooperating with DCS as required and notifies the CSO what the ~~client~~ parent/caregiver must do to be considered "cooperating with DCS".
- 7.9. DCS also determines when a ~~client~~ parent/care giver ~~has resumed~~ resumes cooperation and notifies the CSO. ~~Lift Any imposed~~ non-cooperation sanctions ~~imposed are to be lifted~~ effective the date that DCS declares is the date the ~~client~~ parent/caregiver began cooperating.

Worker Responsibilities - WAC 388-422-0020

Good Cause

See instructions for explaining assignment of child support rights and completing the 18-334(s) in the Clarifying Information, Cooperation section above.

1. When the CP applying for or receiving TANF/SFA states ~~that it is not~~isn't safe for DCS to provide full collection services (which may include collection of medical support), this is a request for a good cause determination.
2. Send a General Correspondence letter with instructions to complete and return the DSHS 18-334. If a parent already receiving TANF/SFA requests good cause over the telephone or in writing, ~~do, send a General Correspondence letter with instructions to complete and return the DSHS 18-334. Do~~ a referral to the SSS for the good cause determination while you wait for receipt of the form.
3. When a client parent/caregiver requests good cause, enter an "N" in the IV-D cooperation field, a "Y" in the good cause indicator field, the appropriate code in the reason field, and a "CP" (claim pending) in the status field on the NCPS-NCP page of the NCP that the CP (custodial parent) states may cause harm.
4. After entering the NCPS page information, refer the parent/~~caretaker~~ caregiver to the SSS who will make the good cause determination. Refer the good cause claim to the SSS immediately following the phone interview if the client parent/caregiver claims good cause without waiting for the returned 18-334(s) before doing a referral to the SSS. ~~If good cause is claimed verbally or in any way other than by 18-334, do not wait for the returned 18-334(s) before doing a referral to the SSS.~~
5. The SSS must complete the good cause determination ~~If even if when~~ the client parent/caregiver terminates TANF/SFA ~~before during~~ the good cause determination process is completed, the good cause determination must still be done ~~completed.~~
- ~~5.6.~~ Supervisory approval is required on all Good Cause claims before the decision letter can be generated. The supervisor approves the DSHS 18-444(X) - Good Cause Decision by checking the 'reviewed by Supervisor' box in the Barcode Good Cause system. This is a requirement before generating the decision letter.
- ~~6.7.~~ Replace the "CP" (claim pending) coding with the appropriate code ~~When when the SSS approves or denies good cause has been approved or denied by the SSS, replace the "CP" (claim pending) with the appropriate code. Please refer to the <F1> Help for the appropriate valid values.~~
8. Begin the good cause process as detailed above ~~If if a client parent/caregiver begins to cooperate with DCS and then requests good cause cause or if a client requests good cause after entering sanction, begin the good cause process as detailed above.~~ Change the reason and status fields to the appropriate code when the determination is pending and again ~~when it is~~ after approved approval or denied denial.
- ~~7.9.~~ When a custodial parent requests good cause after a noncompliant sanction has been entered, begin the good cause process as detailed above. Instead of coding "CP" (claim pending) enter a "NS" (Pending Non-Cooperation) in the status field. DCS will be notified that the client has claimed good cause and

they will put a hold on the collection process for 30 days. DCS will send a Cooperation Notice, and staff will follow the Lifting DCS noncooperation sanction process.

10. The system notifies DCS ~~gets is notified~~ in the overnight batch process (e-Referral) when the NCP page changes have been made to the NCPS.

~~8.—~~

For more information see the [Social Services Manual - Good Cause](#)

NOTE:

Don't require the parent/caregiver to cooperate with DCS ~~When when they claim good cause has been claimed~~ and the department's decision is pending, ~~the parent/caretaker relative is not required to cooperate with DCS.~~

Worker Responsibilities - [WAC 388-422-0030](#)

A TANF grant will automatically close after the second consecutive month that child support collections exceed the grant payment amount unless there are optional members in a Consolidated Assistance Unit. For instruction about how to close these cases, go to ACES Procedures. See link below.
