Department of Social and Health Services

Olympia, Washington

EAZ Manual

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Summary

Updating Child Support chapter with additional ways for households to access the DSHS 18-334.

Child Support

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Clarifying Information - WAC 388-422-0010

Cooperation

1. Explain to the parent/caregiver that they have assigned the support rights for each child applying for or getting TANF / SFA by signing the application, and unless a Social Service Specialist (SSS) determines that good cause for noncooperation exists, they must cooperate with DCS. DCS ~~will~~ provides 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 existing orders for spousal maintenance owed to the parent/caregiver.

2. At the interview, have the parent or caregiver relative completes a DSHS 18-334, *Your Options for Child Support Collection while receiving Temporary Assistance for Needy*

Families (TANF) on each Non-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. During the interview, code each NCP page and document for each NCP whether the custodial parent (CP) or caregiver states that it is safe for DCS to collect or asks that we determine good cause for noncooperation.

    a.   For phone interviews, give the parent or caregiver the following options to access the DSHS 18-334:

        i.   Receive a copy of the -18-334 by mail. If the applicant picks this option, mail a General Correspondence Letter (0050-01) with the 18-334(s) and request the parent/caregiver complete, sign and return the 18-334(s), or

        ii.   Availability~~Complete~~ to access the~~he~~ 18-334 form online. If the applicant picks this option, explain how to access the 18-334 ~~online~~ and options for ~~submitting~~ returning it. See the CSD Procedure Handbook for additional information.

    ~~a.~~b. Don't pend the TANF application for the 18-334(s).

~~2.~~3. Both parents in a two-parent household must help DCS establish paternity for each child in the assistance unit.

~~3.~~4. For unmarried, two-parent TANF applicants where the father 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 Acknowledgement of Parentage DOH 422-159 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 both ~~will be~~are 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 verbally or in writing and the department's decision is pending. 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.

~~5.~~6. Whenever possible, the SSS ~~will~~ interviews the parent/caregiver on the same day the Good Cause claim is received.

~~6.~~7. If a parent/caretaker claims good cause at a phone interview immediately refer the good cause claim to the SSS without waiting for the returned 18-334(s). The SSS ~~will~~ schedules an interview as soon as possible but 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.

~~7.~~8. DCS determines when a parent/caregiver isn't cooperating with DCS as required and notifies the CSO what the parent/caregiver must do to be considered "cooperating with DCS".

~~8.~~9. DCS also determines when a parent/care giver resumes cooperation and notifies the CSO. Lift imposed non-cooperation sanctions effective the date that DCS declares is the date the 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 it 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. Also let the parent or caregiver know they can access the DSHS 18-334 online. If a parent/caregiver already receiving TANF/SFA requests good cause over the telephone or in writing, do a referral to the SSS for the good cause determination while you wait for receipt of the form.

3. When a 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 NCP page of the NCP that the CP (custodial parent) states may cause harm.

4. After entering the NCP page information, refer the parent/caregiver to the SSS who ~~will~~ makes the good cause determination. Refer the good cause claim to the SSS immediately following the phone interview if the parent/caregiver claims good cause without waiting for the returned 18-334(s).

5. The SSS must complete the good cause determination even if the parent/caregiver terminates TANF/SFA during the good cause determination process.

6. 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.

7. Replace the "CP" (claim pending) coding with the appropriate code when the SSS approves or denies good cause.

8. Begin the good cause process as detailed above if a parent/caregiver begins to cooperate with DCS and then requests good cause. Change the reason and status fields to the appropriate code when the determination is pending and again after approval or denial.

9. When a custodial parent requests good cause after a DCS ~~noncompliant~~ non-cooperation 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~~is notified that the client has claimed good cause and they ~~will~~ put a hold on the collection process for 30 days. DCS ~~will~~ sends a Cooperation Notice, and staff ~~will~~ must follow the Lifting DCS non-cooperation sanction process.

10. The system notifies DCS in the overnight batch process (e-Referral) when the NCP page changes.

For more information see the Social Services Manual - Good Cause

Note: Don't require the parent/caregiver to cooperate with DCS when they claim good cause and the department's decision is pending.