

Department of Social and Health Services

Olympia, Washington

Social Service Manual

Revision # 134

Category **Good Cause**

Issued 08/10/2016

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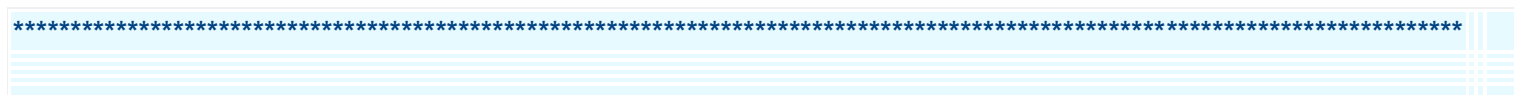
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Summary

Summarize changes you made here.

Made changes to the Good Cause Page to remove any MCS references and update the term “Fair Hearing” to “Administrative Hearing”. Added an EA-Z link to the Good Cause page that will take the user to the Administrative Hearing section in the EA-Manual. Removed the Administrative Hearing –Over page from the Social Services Manual.



Clarifying Information

Good Cause (GC) means that an individual is relieved of certain program requirements when the individual is unable to participate for various reasons as outlined by each program. The individual must claim and the department must approve good cause.

Department programs that have requirements that can be waived as a result of an individual having good cause are:

- Division of Child Support (DCS)
- Aged, Blind or Disabled (ABD) cash
- Housing and Essential Needs (HEN) Referral
- Pregnant Women Assistance (PWA)
- ~~Medical Care Services (MCS)~~
- WorkFirst

- Basic Food Employment and Training (BFE&T)

Worker Responsibilities

Equal Access/NSA: Ensure that the individual was screened for Equal Access/Necessary Supplemental Accommodation and that the information is current. If the person's limitation or impairment prevents her/him from following through on all program requirements, determine if she/he has Good Cause per WAC 388-472-0050. If she/he has Good Cause, the Department will not take adverse action.

Program Requirements

1. Division of Child Support (DCS) - Cooperation with Child Support Collection:

TANF/SFA - The Division of Child Support (DCS) helps families by providing full child support services. Parents/caretaker's receiving TANF/SFA for themselves and their child (ren) are required to cooperate with DCS to help establish paternity, set a child support order and enforce child support. "Child Support" includes health insurance coverage, medical expenses, birth costs, and child care or special child rearing expenses. Either or both parents are required to provide health insurance for the children and both parents are required to contribute to uninsured medical expenses, regardless of whether the children received medical assistance. This cooperation requirement is waived if you determine that establishing and/or enforcing child support may result in serious physical or emotional harm to the child or parent/caretaker. This requirement may also be waived in instances of rape (including rape of a child) or incest, or when an adoption discussion is taking place. See WAC 388-422-0020 and the EA-Z Manual - Child Support for more information.

Program Requirements

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2. **ABD Cash:** To continue receiving ABD cash, the individual must:

- Apply for and follow through with the SSI application process.
- Follow through an assessment and required drug or alcohol treatment if dependent. Good Cause for not doing so is defined in [WAC 388-449-0220](#).

3. **HEN Referral:** To continue receiving HEN Referral, the individual must:

- Be incapacitated as defined in WAC [388-447-0001](#) through [388-447-0100](#).

- Follow through an assessment and required drug or alcohol treatment if dependent. Good Cause for not doing so is defined in [WAC 388-449-0220](#).
4. **PWA:** To continue receiving PWA cash, the individual must follow an assessment and required drug or alcohol treatment if dependent. Good Cause for not doing so is defined in [WAC 388-449-0220](#).
~~**MCS:** To continue receiving MCS, the individual must follow an assessment and required drug or alcohol treatment if dependent. Good Cause for not doing so is defined in [WAC 182-508-0220](#).~~
 5. **WorkFirst:** WorkFirst policy requires parents to participate up to 40 hours a week in approved activities unless the parent is determined to be exempt per [WAC 388-310-0350](#), [WAC 388-310-0300](#) and [WAC 388-310-145](#) or have a valid Good Cause reason for not participating per [WAC 388-310-1600](#). See: [EA-Z Manual - WorkFirst -A. - Sanctions](#) and [WorkFirst Handbook / Sanction Chapter 3.6](#).
 6. **Basic Food Employment & Training (BFE&T):** Persons receiving Basic Food are required to register for work and must participate in BFE&T unless exempt per [WAC 388-444-0015](#) and [WAC 388-444-0020](#) or have a valid Good Cause reason for not participating per [WAC 388-444-0050](#).

Claim Determination and Processing

1. If possible, make a determination within 30 days. Social Workers are required to use the Barcode Good Cause program for claim determination and processing. Good Cause is found if the parent or caretakers written statement outlining their fears and concerns, or other verification, indicates that the likelihood of harm to the parent/caregiver or child(ren) is too great to safely seek collection of child support. When verification has been received and/or the review of the verification is completed, you are ready to make a decision.
2. If you approve Good Cause, set the review date for six months or shorter if circumstances warrant.
3. If TANF/SFA benefits are provided to the parent who requested Good Cause due to serious physical or emotional harm to the child or parent/caretaker but assistance is terminated while the claim is still pending, the CSO Social Worker must complete the Good Cause determination. DCS must be informed to know if further action concerning the child support case is necessary.
4. If, because of loss of contact or some other reason, the CSO Social Worker is unable to make a determination, the default decision is approval of the good cause claim.
5. Later, if the parent reapplies for cash assistance, the CSO Social Worker can explain that the CSO granted Good Cause due to serious physical or emotional harm to the child or parent/caretaker in the absence of verification in order to err on the safe side. Now, with a new cash application, Good Cause must be re-determined according to the standard process.
6. If the parents/caretakers cash is terminated before the Good Cause decision is made, you must complete the Good Cause determination.
7. Supervisory approval of the decision is required on all Good Cause decisions 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.
8. Notify the parent/caretaker of the final decision on the DSHS 18-444(X), Good Cause Decision. Copies of the decision must also be provided to the FSS and DCS.
9. **If Good Cause is denied, advise the parent/caretaker that: She/he has a right to an Administrative Hearing. See ([EA-Z Manual - Administrative Hearings](#)).**
 1. If circumstances change, the parent/caretaker may, at any time, request another good cause determination due to serious physical or emotional harm to the child or parent/caretaker by completing and signing another Your Options for Child Support Collection ([DSHS 18-334\(X\)](#)).
 2. Offer the parent/caretaker a referral to the on-site or community based domestic violence advocate.

10. Document essential case information in the appropriate confidential notes section (Barcode Good Cause Program, ACES, and eJAS). Your notes may be needed in the future to:
 1. Support the decision;
 2. Aid at review; and
 3. Provide information if the decision goes to an Administrative Hearing.