

# Child Support Questions and Answers

## Resource links:

[Claim of Risk form in the DHS 8660 safety packet](#) (pages 2 and 3)

(Optional) [Good Cause form in the DHS 8660 safety packet](#) (page 4)

[Declaration of Parentage Form CSF 0112FLS](#) (previously known as the Paternity Affidavit)

[Request for Child Support Case Information form](#)

## Are TANF APPLICANTS still required to cooperate with pursuit of child support?

No, they are required only to agree to cooperate (unless good cause exists) with the Division of Child Support (DCS) in establishing paternity and obtaining support payments for all children in the benefit group.

See the [Requirement to cooperate with DCS in obtaining child support payments](#) section in Oregon Programs Eligibility Notebook (OPEN) for more information.

## How do TANF PARTICIPANTS cooperate with the Division of Child Support (DCS)?

TANF **participants** cooperate by providing information DCS asks for to establish paternity or establish, modify or enforce a child support order.

The information DCS may request about the noncustodial parent includes:

- Full legal name and nicknames;
- Social Security Number (SSN);
- Employment information; and
- Date of birth.

See the [What is cooperation for TANF participants](#) section in OPEN for more information.

## Can ODHS staff help participants cooperate with DCS?

Absolutely. ODHS staff can provide needed forms and help individuals complete forms.

## Are TANF APPLICANTS required to give ODHS noncustodial parent information?

No. TANF **applicants** are only required to agree to cooperate with DCS in establishing paternity and obtaining child support payments.

## What can I ask an applicant about noncustodial parents?

At intake and recertification, explain what cooperation with DCS is (instructions found in [What is cooperation for TANF participants](#) section of OPEN), then ask the applicant:

Do you agree to cooperate with establishment of paternity, location of the noncustodial parent, and establishment of a child support order?

If they agree, ask if there is any information they would like to volunteer about the noncustodial parent. They can choose not to.

- If applicable, you can offer to provide a [Declaration of Parentage form \(CSF 0112FLS\)](#) (formerly known as the Paternity Affidavit). Let the individual know they need to complete

all sections of the form. [Find more information about DCS's process for establishing paternity here.](#)

If the applicant is not willing to cooperate with DCS, ask if they have good cause. See instructions in the [Good cause for failure to cooperate; child support](#) section in OPEN. Review good cause per [OAR 461-120-0350](#).

### **What if the applicant does NOT agree to cooperate with DCS and does NOT have good cause for noncooperation?**

TANF benefits are denied per [OAR 461-120-0340](#). See the [Requirement to cooperate, noncooperation penalties and good cause](#) section in OPEN for more information.

### **How do I add or remove good cause?**

#### **For cases in ONE:**

1. Add or remove good cause **on each applicable child** in the 'Cooperation with Child Support' section in ONE.
2. Make case note of change.

#### **For cases in Legacy:**

1. Add or remove good cause coding on the applicable noncustodial parent.
2. Narrate actions in TRACS

### **Can an applicant/participant pursue child support AND protect their personal information?**

Yes. If the participant has safety concerns but still wants to pursue paternity and child support, they can complete the Claim of Risk form [DHS 8660B](#).

Personal information is confidential when it's in child support records. However, documents sent to the parents or filed in court may include a participant's address and other personal information.

If a Claim of Risk form is completed, DCS will protect the participant's home address and identifying information such as where the client works, their Social Security number, their driver's license number and where the child attends school.

Submit completed Claim of Risk forms to DCS. Forms can be sent by:

- Email to [ChildSupportCaseIntake@doj.state.or.us](mailto:ChildSupportCaseIntake@doj.state.or.us); or
- Mail to: PO Box 14680, Salem, OR 97309

### **Are participants required to complete a Good Cause form to request good cause?**

No. Good cause can be requested by phone, email or in writing.

The Good Cause form is the last page in the [Safety Packet \(DHS 8660\)](#).

### **Now that ODHS and DCS are able to exchange information automatically through the interface, will I need to email DCS when good cause is determined?**

It is no longer necessary to email DCS when good cause is determined.

### **What is the Request for Child Support Case Information form?**

Use the [Request for Child Support Case Information](#) form to ask DCS for information about child support payments for individuals in ONE.

### **Why does the Request for Child Support Case Information form come back blank or incomplete?**

The form may come back blank or incomplete if you do not submit it properly.

If you receive a blank or incomplete [Request for Child Support Case Information](#) form, send your request again. Make sure to:

- Attach the completed form to the email. If you copy and paste the information into an email, it will not function properly.
- Check the dates you are requesting payment information on.
- Make sure the Family Unit you are requesting information for is correct. If there is more than one noncustodial parent associated with the ODHS case, complete separate Family Unit boxes for each noncustodial parent.

### **What does Family Unit mean on the Request for Child Support Case Information form?**

Family Unit identifies the custodial parent, noncustodial parent and their associated children.

If there is more than one noncustodial parent associated with the ODHS case, complete separate Family Unit boxes for each noncustodial parent.

It is important to complete this section correctly in your request. The information DCS returns will be based on your request.

### **Will the Request for Child Support Case Information form continue to be required when the interface is fully operational?**

Yes. The current monthly information that comes from the DCS is not complete enough to be used for an income calculation.

### **Should I use the DHS 0428A – Cooperating with Child Support Enforcement form?**

No. Verbally review with the applicant:

- The requirement to agree to cooperate at intake. See the [Child support for TANF applicants](#) section in OPEN for more information.
- The requirement to cooperate with DCS while receiving benefits. See the [Child support for TANF participants](#) section in OPEN for more information.
- Good cause for noncooperation. See the [Good cause; ODHS responsibilities](#) section in OPEN for more information.

Narrate actions.

### **When will child support sanctions resume?**

DCS began making determinations of noncooperation again on 04/02/2021. If a TANF participant is not cooperating with DCS, DCS will create a task requesting a sanction through the interface.

Workers will need to review for good cause prior to applying a sanction. See the [Determining noncooperation](#) section in OPEN for more information.

**Since DCS will not be coding the \$50 pass-through in ONE, how will we know when the participant starts receiving the child support pass-through?**

It is up to the participant to report changes in income within 10 days. This includes when they begin to receive child support pass-through.

**How do we know when a case is rolling from CS3 to CS4 so it can be staffed? Is this something a worker will have to monitor?**

A case will not roll from CS3 to CS4 without worker intervention. When a penalty rolls to CS3, a task is created for support staff to contact the Family Coach to review the Non-Cooperation record for Good Cause, prior to the CS4 month.

**When the case has a child support sanction, will ONE adjust SNAP income correctly?**

Yes, ONE will apply the sanction and financial penalties with all programs in mind.