

Child Support Tasks Q&A

What is the difference between a non-cooperation task and a cooperation task?

The non-cooperation task is sent by the Division of Child Support (DCS) when an individual is not cooperating. ODHS staff need to reach out to the participant to determine if good cause exists. If good cause exists, then we would not apply a sanction. If good cause does not exist, then we would apply a sanction.

The Cooperation task is sent when a participant had not been cooperating but is now cooperating. This is when we would lift a sanction.

What if I get a cooperation task but good cause is on the case for all the children on the case?

Leave the good cause coding on the cooperation record then:

- Update the good cause review section answering “yes” to the sanction task review,
- clear the outstanding task by marking the task complete, and
- make a case note about the task received and that no further action is needed as the participant has good cause.

What do I do if I get a cooperation task but there is no sanction to lift?

- Update the good cause review section answering “yes” to the sanction task review,
- close the task, and
- make a case note about the task received and that no further action is needed as the participant has good cause.

Can we accept a verbal confirmation from DCS that the participant is cooperating?

No, we cannot accept verbal confirmations. If ODHS receives a non-cooperation task through the interface we must act on the task.

Encourage participants to request that their DCS caseworker generates a cooperation task if they feel that they have cooperated. Once the task is generated, ODHS should receive the cooperation task the next day.

I sent the Cooperation with Child Support ONE-019 form but my participant returned my call the next day, do I wait the full 10 days before applying the sanction?

No, the ONE-019 is a manual pend for information. Once you have the information needed you would proceed with the good cause coding or apply a sanction if good cause does not exist.

Can ODHS determine if a participant is cooperating?

No, DCS determines if a participant is or is not cooperating. ODHS determines if the participant has good cause or if good cause should be removed.

A non-cooperation task was received for a participant that has informed DCS that they do not know who the father is. The participant has provided a copy of a 60-day closure letter. Can I accept this as cooperation?

No, we cannot consider a DCS 60-day Pending Closure letter as cooperation as there may be additional information needed. DCS is still working with the individual during this 60-day window.

DCS will inform us through a Cooperation task when the participant is considered cooperating.

What if we receive a non-cooperation task and the participant says they are cooperating?

ODHS doesn't know what information is missing and needs to follow through with a sanction unless good cause exists based on rule. The participant can ask their DCS case manager to send a cooperation task if they are cooperating.

A non-cooperation task was received on my participant that has an unknown parent. Why is DCS asking for updates on an unknown parent? What does cooperation look like in this situation?

DCS will determine if the absent parent is truly considered unknown or if there are ways to identify the absent parent through a deeper conversation. This would include questions about who is listed on the birth certificate or if the participant had been married. DCS would then need to rule out the spouse as the responsible parent.

What if we receive a non-cooperation task and the participant does not have good cause and timed out? What will the sanction look like?

The sanction will still be applied to the grant even if it's a child only grant.

The participant states they had a misunderstanding about what DCS needed but are willing to cooperate, do we have to apply sanction?

Yes, a sanction would still need to be applied. DCS will generate a cooperation task once the participant is cooperating.

I applied a sanction, and I am certain my participant has cooperated. Why is it taking so long to receive the Cooperation task?

In most cases, this is occurring when a child support Non-cooperation task was processed later than the date the participant demonstrated cooperation with DCS.

The ONE system will no longer generate the Cooperation task if there is no sanction to lift or if there is good cause coding.

How this situation can be avoided:

- Process child support tasks the day they are received
 - Create a local back-up plan for absenteeism
- Send the Cooperation with Child Support ONE-019 the same day the task is received if unable to reach the participant to determine good cause by other means of communication
 - Best practice is to try reaching the participant again in a few days to determine if good cause exists
- Don't wait for the ONE-19 pend to expire to process the 'Non-cooperation' task if you have made contact with the participant and obtained the information needed.

What actions should we take on a non-cooperation task for a case closing at the end of the month? Do we still send the ONE-019? Do we pend for cooperation at recert?

TANF only cases:

- Reach out to see if good cause exists
- Do not send the ONE-019
- Make a case note
- Do not pend for cooperation at recert

See Child Support QRG for TANF cases closing with open medical.

Is it necessary to send the Child Support Cooperation-019 form on a medical only case if I cannot reach the participant to determine good cause for a non-cooperation task?

Yes, but do not create a non-cooperation record if you are unable to reach the participant or if good cause does NOT exist. The focus for medical only cases is to make updates to good cause when appropriate.

How are we supposed to figure out who the task is for when there are multiple absent parents?

By having a conversation with the participant. If you are still unable to identify which absent parent/child combination the task is for; follow the child support QRG instructions.

Do we have a direct point of contact at DCS that can help sort out which absent parent/child combination the task is for or to find out what is missing?

No, not at this time. A request for the direct point of contact is being considered by DCS.

Can I use the Request for Case Information Form to get clarification on tasks?

No, this form is not intended for this purpose. The DCS Customer service team is not trained to answer questions about tasks.

Refrain from inquiring about child support tasks with DCS as tasks need to be processed as they are generated through the ONE system.

Can I email the DCS case manager directly for information needed to process the task or to help my participant get the situation resolved?

Leadership has requested that we do not email DCS for inquiries involving tasks and to use the process outlined in the Child Support QRG. This process will also assist with audits.

Why are we receiving duplicate tasks when we have closed out the same task last week?

- Backlog
- Duplicated and multiple absent parent records
- Manually entering the same absent parent on multiple children rather than using the absent parent type drop down and selecting the same absent parent; causing multiple referral numbers to be sent to DCS