

## **TANF Analyst Hour**

**11/21/23**

### **Topic – Child Support: Noncooperation Task Process and Dispelling Myths**

**Q:** When child support starts collecting on a case we have referred, is there a way they can inform us that the child support has started?

**A:** Not at this time. The participant is responsible for reporting changes in source of income and when unearned income changes by \$50.00.

**Q:** Is DCS ever going to start disclosing which child they are needing information or imposing a sanction on?

**A:** At this time there are no plans to make these system changes due to various factors including the complexity and cost of the changes needed to both DCS and ODHS.

**Q:** How is the matches affected when we have preferred names in our system?

**A:** DCS uses legal names-The system will refer the participant based on the legal name in the system. The absent parent should be listed as the legal name not preferred name.

**Q:** Is there a best way to get Oregonian's their personal DCS worker or worker that they can contact to resolve any questions/issues?

**A:** Yes, DCS Customer Service can provide this information (800) 850-0228

**Q:** I have noticed there have been sanction requests for cases I have given good cause for, I thought the point of giving good cause was to prevent DCS being initiated?

**A:** That is correct. Submit a CA ticket if every child on the case has a noncooperation record with a valid good cause reason.

**Q:** Can a parent establish paternity for a parent that is deceased through DCS?

**A:** Generally speaking, yes. However, it depends on the specific circumstances.

**Q:** I have a case being sanctioned for non-cooperation. FC obtained required paperwork from DCS worker and met with single parent to complete. Single parent completes and signs entire paperwork packet EXCEPT the date of conception, which she does not know,

Single parent above completed/signed entire packet except date of conception, which she didn't know. DCS worker asserts that she will not lift sanction without that date. Does that sound correct?

**A:** Yes. An estimated date of conception is required on the CSF 11 0112 Parentage Declaration. It doesn't have to be the exact date, but the month/year is needed. This is the document that asserts someone is the bio father and has legal implications. See [Declaration in Support of Establishing Parentage DHS Guide](#)

**Q:** I have had several cases where the parent was previously listed on the case then became deceased and ONE is still requiring cooperation with CSD is this normal?

**A:** Yes, if we don't know that the absent parent is deceased, then DCS will continue to request cooperation. If the parent could contact DCS immediately, DCS can verify the date of death and lift the sanction.

**Q:** I have a client who has back child support for his adult children who's mother is deceased. How does that work exactly?

**A:** If the paying parent is deceased, DCS will attempt to locate any estate to garnish for past support owed.

If the receiving parent is deceased, past support will continue to be collected if an estate/probate is located.

Its relatively rare for deceased parents to have estates to garnish or issue payments to but DCS have to check before closing a case.

Also, if a parent who receives support assigned support to the state of Oregon while receiving TANF, DCS may continue collecting the state debt even after the receiving parent has passed away.

**Q:** Can we have a copy of the claim of risk form so we can provide the parents with it if needed?

**A:** You can print the [DHS 8660 Safety packet](#) from the form server or direct the participant to the [DOJ website](#)

**Q:** Good Cause and Claim of Risk are two different things. Claim of Risk allows participants to still access DCS services. Do I have that right?

**A:** Yes – Claim of Risk provides full child support services with an additional layer of security by redacting information that could identify where the parent or child can be located. A contact address that can be used in any legal action, filed in court, and provided to the other party is still required. This can be a PO Box or any address in the state the parent resides.

However, granting Good Cause means that no child support services will be provided and the case will be closed immediately.

**Q:** It would be very helpful if there was communication between DCS staff and the FC before a noncooperation task is needed as the FC may be able to help get the needed information from the participant. It would also be helpful if DCS noncooperation tasks included a lot more information.

**A:** DCS staff have been advised that they should not work outside the interface and should not contact ODHS staff directly. This business process is so that system defects are detected timely. Using the interface provides consistent dates for applying and lifting sanctions. Following the business process ensures service equity for all participants.

**Q:** How do we put a task on hold?

**A:** Locate the specific task within your 'Outstanding Task'-Inbox:

- Click 'Mark as On Hold'
- Select the 'On Hold Reason' pop up window
- Select 'Benefit Coordination'

Task timer is paused, task remains in worker's **Inbox** as an outstanding task.

**Q:** How do we know which child the child support task is for?

**A:** In most circumstances the parent will know which absent parent DCS has been inquiring about. If child support is already intercepted it's unlikely that it would be for that absent parent. If you are not able to determine which child(ren) it is intended for then you will apply the sanction to all of the children on the case.

**Q:** I have question on *Date*: Should it be date we received the task or the date we cleared/spoke to customer about cooperation?

**A: If contact is made with the participant, then use the date you discussed what is getting in the way of cooperation and if good cause exists. If you cannot reach the participant, then use the date you are applying the noncooperation.**

**Q: Would it be possible to schedule a round 2 with DCS folks? SO excited you're here!**

**A: Yes! We will be inviting DCS back for a future analyst hour!**

**Q: This may have been covered; but I'm still unsure of what happens when parents are in a verbal agreement where the other parent will provide cash support, without it being court ordered, and the benefit receiving parent agrees to cooperate...does this mean that a court ordered child support will be created and go after the father, even though they have a working agreement?**

**A: Yes, if the parent is receiving TANF because that support becomes assigned to the state. Therefore, they cannot receive it directly. It must be paid to DCS and then they would receive the pass-through payments of \$50/child up to \$200/month per family.**