

'Noncooperation' & 'Cooperation' Task Skills Challenge

1. **The family coach receives a Noncooperation task. The child's absent parent cooperation record is coded with good cause due to safety. Which of the following are the correct steps:**
 - a. Clear the task, mark yes to the first question in the good cause review section, and make a case note (include task name, ID #, and actions taken).
 - b. If unable to reach the participant, place the task on 'hold' send the manual Child Support Cooperation ONE-019 form. If no response within 10 calendar days, remove the good cause coding and apply a sanction as they are not cooperating. Make a case note (include task name, ID and actions taken).

Correct Answer: a; Do NOT remove good cause due to a noncooperation task. The purpose of the noncooperation task is to apply a sanction unless good cause exists per [OAR 461-120-0350](#). If good cause is coded on all active absent parent record(s), then there is no need to contact the participant.

The update to the good cause review section at the bottom of the Child Support Cooperation screen will generate a 'refresh' to ensure the most up to date information is communicated through the interface to DCS.

2. **A family coach receives a noncooperation task for a case with two children. One unknown absent parent is coded with 'No' for not cooperating and 'safety' selected as the good cause reason. The other child's unknown absent parent is coded with 'Yes' for cooperating with support. The worker contacts the participant and discovers that the children have the same absent parent. Which are the 'incorrect' steps:**
 - a. Tell the participant that we need them to provide the name of the absent parent to stop the sanction process
 - b. Ask the absent parent if good cause exists for the sibling without current good cause coding
 - c. Tell the participant they have 10 days to cooperate with the Division of Child Support (DCS) or a sanction will be applied and send the manual Child Support Cooperation ONE-019 form
 - d. All of the above

Correct Answer: d; If one sibling meets definition of good cause based on [OAR 461-120-0350](#) then all siblings with the same absent father must be coded with good cause.

DCS will not pursue support if there is a safety risk for a sibling with the same absent parent. Therefore, when one sibling has good cause coding, each child '*with the same absent parent*' will also require good cause to ensure family safety. Review the situation with the participant so they are aware of the business practice to apply good cause on all of the children with the same absent parent.

3. The family coach receives a noncooperation task for a child that has a deceased absent parent. Select all that apply:

- a. Clear the task, update the good cause review section, and make a case note stating that the child's absent parent is deceased
- b. Do not contact the customer to determine good cause since the absent parent is deceased. Add a sanction.
- c. Reach out to the participant to determine good cause; apply sanction if good cause does not apply.

Correct Answer: C; DCS pursues support on deceased absent parents. Additionally, sometimes there are multiple alleged parents that need to be ruled out. DCS will properly close the child support case when they have completed their agency's process. *Good cause could exist with the absent parent's family members.

4. The family coach receives a noncooperation task for a child who's absent parent is incarcerated. Select all that apply:

- a. Clear the task, update the good cause review section, and make a case note stating that the child's absent parent is incarcerated.
- b. Do not contact the customer to determine good cause since the absent parent is incarcerated and cannot hurt them. Add a sanction.
- c. Reach out to the participant to determine good cause; apply a sanction if good cause does not apply.

Correct Answer: C; DCS pursues support on incarcerated absent parents. Some individuals still have an income while incarcerated. Additionally, sometimes there are multiple alleged parents that need to be ruled out. DCS will properly close the case when they have completed their agency's process. *Good cause could exist with the absent parent's family members.

5. The family coach receives a noncooperation task. Select the correct actions to take:

- a. Review the cooperation section of each absent parent record. If the absent parent is coded with 'Yes' to cooperating with support; do not contact the participant. Clear the task and make a case note.
- b. Reach out to the participant. If unable to reach the participant leave a message for them to get in touch to discuss good cause for noncooperation with DCS. Update the good cause review section.
- c. Review the cooperation screen to see if the child(ren)'s absent parent is coded with 'yes' to the question cooperating with support. If 'yes' is coded to cooperating, and unable to reach the participant the same day to discuss what is getting in the way of cooperation with DCS; send the ONE-019 form.

Correct Answer: C; ODHS is federally mandated to apply a sanction when an individual is not cooperating with DCS unless good cause exists per [OAR 461-120-0350](#).

However, ODHS must attempt to determine good cause prior to applying a sanction. The participant has up to 10 days to respond to the pend prior to the sanction.

6. The FC sent a 10-day pending ONE-019 form. The 10th calendar day falls on a Friday. The FC sets a reminder for the next business day Monday 28th to apply the sanction if no response from the participant to discuss what is getting in the way of cooperation. The participant calls the FC the day after the form was sent and explains that they are cooperating with DCS but they forgot to mail paperwork back. The participant states they will mail it today. What is the correct next step?
- The worker encourages the participant to follow through as soon as possible and that they have until the 16th to cooperate or their benefits will be sanctioned.
 - The worker encourages the participant to turn the paperwork in as soon as possible so that the sanction can be removed before the financial penalties affect their benefits.

Correct Answer: b; ODHS is mandated to apply a sanction unless there is good cause reasons outlined in [OAR 461-120-0350](#).

7. The participant's case is sanctioned after not responding to the pending ONE-019 form. However, they reach out to the family coach a week after the sanction is applied. What should the family coach do? Select all that apply:
- The worker explores if there is good cause for noncooperation. If there is good cause the worker adds a new cooperation record indicating 'No' to cooperating and the correct good cause reason per 461-120-0350 Then makes a case note about the conversation.
 - The worker encourages the participant to contact DCS to demonstrate cooperation.
 - The worker explores what is getting in the way of cooperation with DCS and does not find good cause. The worker encourages the participant to make contact with DCS as soon as possible.

Correct Answer: a & c; Good cause can be applied at any time to ensure family safety.

8. When can a Family Coach lift a sanction. Select all that apply:
- If a 'cooperation' task is received
 - If a customer calls and says they are cooperating
 - If a customer provides documents from their DCS worker that they are cooperating
 - If DCS worker calls and says the customer is cooperating
 - If DCS sends a direct email to the family coach indicating cooperation is coded on their side
 - If TANF policy provides guidance that the sanction can be lifted

Correct Answer: A & F; Staff need to work tasks through the interface. Do not process tasks based on conversations and verification of cooperation outside the system unless TANF policy provides guidance to do so. This business process preserves service equity and avoids inaccurate processing of tasks. Please see the following for additional information:

https://content.govdelivery.com/accounts/ORDHS/bulletins/3343b96#link_1

9. **The family coach receives a cooperation task on a case with two kids with different absent parents. Both absent parents have cooperation records that indicate 'No' for cooperating with Child Support. One indicates that a sanction has been applied as it is coded with 'No valid' good cause reason. The other absent parent cooperation record indicates good cause due to safety issues. What are the correct steps? Select all that apply:**
- a. Change the cooperation field to 'Yes' for both absent parent records since they are now cooperating
 - b. Add a new cooperation record indicating 'Yes' for cooperating for both children
 - c. For the child with 'no valid reason' for noncooperation; Add a new cooperation record indicating 'Yes' for cooperating
 - d. Contact the participant to determine good cause
 - e. Clear the task, make a case note with the task name, ID #, and actions taken

Correct Answer C & E; A cooperation task is meant for lifting a sanction. Therefore, the worker only needs to address the child with a noncooperation record with 'no valid' good cause reason. Never remove good cause coding.