

**05 Cooperation With Child Support Services - Overview**

**REVISION 45**  
(01/01/17 - 12/31/17)

Parents or specified relatives who apply or are receiving CA are required to cooperate with the Division of Child Support Services (DCSS), unless they meet one of the following:

- Exempt from DCSS cooperation
- [Claim good cause for noncooperation with DCSS](#)

When required, CA participants must cooperate with the requirements of DCSS.

For CA, key the information related to the absent parent on the [AP screens](#).

When AZTECS is unavailable use the AP screen questions to gather the information. Key the information when AZTECS becomes available.

When changes regarding an absent parent are reported or discovered, key the changes on the AP screens.

When a new CA application is received, key the CO DCSS Cooperation code in the AF COOPERATION CODE field on APPD.

ALL new CA participants must cooperate with DCSS before CA approval unless one of the following apply:

- Exempt from DCSS cooperation.
- Claiming good cause.
- The date displayed in the DATE OF AF COOPERATION field is less than 30 calendar days prior to the date of the interview, and there have been no budgetary unit participant changes.

**EXCEPTION**

This CA requirement does not apply to the Hopi Tribal TANF Programs.

At the interview, complete the following:

- Inform the CA parent or specified relative that before the CA benefits can be approved, they must comply with DCSS.

- Indicate on the Information Request and Pending Information Agreement (FA-077) form that the participant is required to comply with DCSS by going to the DCSS local office and completing a DCSS pre-cooperation interview.
- Provide the participant with the TANF Pre-cooperation Interview (FAA-1585A) flyer at the CA initial face-to-face interview or send the A000 notice at the CA initial telephone interview. The FAA-1585A and the A000 notice lists information and documents that may be needed at the DCSS office. This information will make it easier for the DCSS staff to assist with cooperation.
- Explain it is the participant's responsibility to timely mail or take any required verification or documents to the DCSS office. Notification of compliance must be received by FAA from DCSS by the tenth calendar day due date to approve CA benefits timely.
- Encourage the participant to go to the DCSS office to comply as soon as possible.
- Inform the participant that when they comply, DCSS updates the Arizona Tracking Location Automated System (ATLAS), which informs FAA of the participant's compliance.
- Thoroughly document the case file of the actions taken.

DCSS is responsible for completing the following:

- Determines cooperation with DCSS for new CA participants
- Documents the AZTECS case file with the date of cooperation
- Keys ATLAS with the date of cooperation when the new CA participant complies

NOTE When DCSS keys ATLAS, the APPD DATE OF AF COOPERATION field is auto-populated with the DCSS date of compliance.

The participant may be exempt from the following cooperation requirements:

- Establishing paternity and support
- Enforcing support

The required criteria must be met in order to be exempt from cooperation requirements.

Encourage the following participants to comply with DCSS, even though they are not required to cooperate:

- Exempt pregnant participants
- Participants in child only cases
- Grant Diversion participants

When the CA participant is exempt from cooperating with DCSS requirements, key the appropriate code in the AF COOPERATION CODE field on APPD as follows:

- EX when the participant is exempt for one of the following reasons:  
Refugees who turn in an application at the [Refugee Office](#)  
Participants for whom all absent parents of the dependent children are verified as deceased  
Grant Diversion participants  
Hopi Tribal TANF participants  
  
NOTE Document the case file with the reason for the exemption.
- CO when the participant is exempt for one of the following reasons:  
CA parent or specified relative when keyed OU in the PT field on SEPA  
  
NOTE Absent parent screens must be completed during the interview. A cooperation date is not required to approve the CA benefits.
- The appropriate Good Cause Code when the participant is exempt from cooperating with DCSS due to Good Cause

Participants who are potentially eligible for the Two Parent Employment Program (TPEP) are exempt from cooperation with DCSS when BOTH parents of ALL the children in the budgetary unit are in the home. Do not refer these participants to DCSS for compliance prior to TPEP approval.

The CA participant is required to turn in support money when they receive Child Support, Alimony, or Spousal Maintenance payments.

The participant must turn in ALL support money received beginning the month following the month of CA approval. The support payments must be turned in to DCSS within five calendar days of receipt.

Inform the participant to contact [DCSS customer service](#) within five calendar days, when support payments that must be turned in are placed on their [Electronic Pay Card\(g\)](#) in error.

### WARNING

CA participants must turn in child support intended for a child coded BC or SS in the CA PT field on SEPA, when BOTH of the following apply:

- The child support is received directly from a private source, such as the absent parent, the Clerk of the Court, or a private collection agency.
- The absent parent of the child is also the absent parent of a child in the same budgetary unit who is coded IN in the CA PT field on SEPA.

DCSS determines the amount of child support to be retained by the state or passed through to the CA budgetary unit.

### EXCEPTION

When the only child in the CA case is receiving SSI, or is a Benefit Capped child, this is an [adult only case](#). The child support for the child is not required to be turned in to DCSS because the child is not receiving CA benefits.

The PI may also choose to turn in support payments directly to DCSS.

**NOTE** Advise the PI NOT to mail cash payments, but purchase a money order or cashier's check.

When a child support order is established by DCSS, DCSS does not retain support monies for certain CA cases. DCSS passes through child support monies to the following budgetary units:

- CA budgetary units with a nonparent specified relative as the PI who is coded OU on SEPA. These CA cases do not interface with DCSS.
- CA budgetary units when the following DCSS Cooperation Code is keyed in the AF COOPERATION CODE field on APPD:
  - G3 (pending adoption)
  - G4 (possible adoption)
  - G5 (conceived by sexual assault)
  - G6 (conceived by incest)These CA cases do not interface with DCSS.
- Tribal TANF Program cases. Tribal TANF Programs that key

AZTECS to determine CA eligibility do not have an agreement with DCSS to pursue child support for their participants. These Tribal TANF Program cases do not interface with DCSS.

- CA budgetary units when the EX DCSS Cooperation Code (exempt) is keyed in the AF COOPERATION CODE field on APPD. These cases do not interface with DCSS.
- Grant Diversion budgetary units. These CA cases do not interface with DCSS.
- CA budgetary units that include an SSI child. When there are other children in the budgetary unit, only the portion intended for the SSI child is passed through.
- CA budgetary units that include a Family Benefit Capped (BC) child. When there are other children in the budgetary unit, only the portion for the Benefit Capped child is passed through.