

04 Cooperation With Child Support Services - Overview

Parents or specified relatives who apply or are receiving CA are required to cooperate with 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 the Division of Child Support Services (DCSS).

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 and fields 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 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.

- Complete the Verification of Cooperation with the Division of Child Support Services (FAA-1221A) form. Make a copy and place the copy in the case file. Give the original to the participant to take to DCSS within the required ten calendar day time frame.
- Inform the participant that when they comply, DCSS completes the FAA-1221A, gives the completed FAA-1221A to the participant for their records, and updates the Arizona Tracking Location Automated System (ATLAS), which informs FAA of the participant's compliance.

All FAA Local Office Managers (LOM) have the DCSS forms packet to provide to participants who meet the following conditions and are not able to go to the DCSS office:

- Home-based interviews
- Phone interviews
- In-office interviews and the participant is unable to go to a DCSS office

Encourage the participant to go to the DCSS office to comply. When they are unable to go to the DCSS office, complete the following:

- Obtain the DCSS forms packet from the LOM and give a copy to the participant.
- Complete the FAA-1221A and give it to the participant. The FAA-1221A is also available as the A000 notice.
- It is the participant's responsibility to timely mail or take the completed DCSS forms and FAA-1221A 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.

NOTE Completed DCSS paternity forms cannot be FAXed to DCSS. DCSS requires the original signed paternity documents.

- Indicate on the Information Request and Pending Information Agreement (FA-077) form that the participant is required to take the FAA-1221A to DCSS.
- Inform the participant that when they comply, DCSS completes the FAA-1221A, gives the completed FAA-1221A to the participant for their records, and updates ATLAS, which informs FAA of compliance.
- Inform the CA parent or specified relative that the CA application will be denied if they do not comply with DCSS. Notification of compliance must be received by FAA by the required due date.

- Thoroughly document the case file of the actions taken.

When required, new CA participants must cooperate with DCSS before CA approval.

DCSS is responsible to complete the following:

Determine cooperation with DCSS for new CA participants.

- Complete the DCSS portion of the Verification of Cooperation With the Division of Child Support Services (FAA-1221A) form, and give the original to the participant for their records.
- Key ATLAS with the date of cooperation when the new CA participant complies. 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

CA participants may be 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 Offices](#).
Participants for whom all absent parents of the dependent children are verified as deceased.
Grant Diversion participants.
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:
Participants who are pregnant and have no other children.
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 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. DCSS reverses the payment within three [workdays\(g\)](#) and notifies the FAA [Policy Support Team](#) via e-mail.

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. (See [Passing Through Child Support](#))

Give the Child Support/Alimony Money Re-Payment (FAA-1242A) envelope to the PI to turn in the support payments.

The FAA-1242A MUST be given to the PI at the following:

- Each new CA and MA interview
- The renewal CA and MA interview when the PI reports receipt of child support income from the absent parent

NOTE Document the [case file\(g\)](#) every time the FA-1242A is given to the PI.

The FAA-1242A includes the following:

- A perforated attachment
- A mailing envelope pre-addressed to DCSS (See DCSS Clearing House)

DO NOT accept the FAA-1242A or any support payments from the participant. Instruct the PI to complete the following for each absent parent (assist the participant when needed):

- Complete all applicable areas on the perforated attachment
- Place the support payment into the envelope

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

- Tear off the perforated attachment and place it into the envelope
- Seal the envelope and attach a postage stamp

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

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. 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.