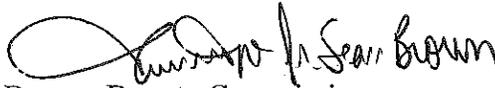


STATE OF VERMONT  
AGENCY OF HUMAN SERVICES

**DCF**

**Department for Children and Families**



**FROM:** Sean Brown, Deputy Commissioner  
Economic Services Division

**BULLETIN NO.:** B16-14

**DATE:** March 1, 2016

**SUBJECT:** Reach Up Procedures – Child Support Procedures

**CHANGES ADOPTED EFFECTIVE** 3/1/2016

**INSTRUCTIONS**

- Maintain Manual - See instructions below.**
- Proposed Regulation - Retain bulletin and attachments until you receive Manual Maintenance Bulletin: \_\_\_\_\_**
- Information or Instructions - Retain until \_\_\_\_\_**

**MANUAL REFERENCE(S):**

P-2260 A  
P-2260 B  
P-2260 C  
P-2260 D  
P-2260 F

These procedures update the last child support procedures issued in 2013.

**Manual Maintenance**

**Reach Up Procedures**

**Remove**

**Insert**

P-2260 A	(13-16)	P-2260 A	(16-14)
P-2260 B	(13-16)	P-2260 B	(16-14)
P-2260 C	(13-16)	P-2260 C	(16-14)
P-2260 D	(13-16)	P-2260 D	(16-14)
P-2260 F	(13-16)	P-2260 F	(16-14)

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Bulletin No. 16-14

P-2260 A1

P-2260 Pursuit of Support

A. General Procedures (2293 and 2235.1)

1. Assigning Child Support Rights

Follow these procedures to pursue support when one or both biological or adoptive parents are not in the home and the client has applied for Reach Up or the Postsecondary Education program. This includes all cases where only one biological or adoptive parent is in the home, regardless of that person's marital status.

Example: A woman is married to her second husband and also lives with her two children from her first marriage. Pursue support from her first husband, the biological father of her children.

Do not pursue support when the noncustodial parent is a stepparent who is divorced, legally separated, or living apart from the applicant/recipient.

- a. Explain the requirement to establish paternity, if applicable, and pursue support.
- b. Explain that the application will be denied if support rights are not assigned to the department and that, by signing the 202 Application without altering the paragraph on assignment, the applicant agrees to assign support to the department. (See 2235.1.)
- c. If the applicant refuses to assign support, ask the applicant to put this in writing and sign it and scan into OnBase. Document this in CATN and deny the application.
- d. Explain that until a decision is made on the grant, the applicant may use any child support received for living expenses but must report it to you. Emphasize, however, that all support received after a grant has been made must be forwarded to the department.
- e. Explain that any past-due support owed to the client by any noncustodial parent prior to application and collected by the department will be used after the client is granted to reimburse the department for any grants paid to the client or to pay off any arrears owed to the department that accrued while the client was on assistance. Amounts in excess of the department's reimbursement will be paid to him/her.
- f. Explain what a waiver of cooperation is and, if the applicant wishes to request a waiver, have applicant complete the 137 P.1 and 137 P.2 (Child Support Referral) marking off Waiver Request in Section 8, and a 137W (Waiver of Cooperation for Child Support). Question applicant if needed to make sure all information known by applicant is included on forms.
  - i. Fill out the 137WS (Waiver for Cooperation for Child Support Supplement). See P-2260 B for more information on processing the waiver. Grant the application pending a decision on the waiver request if the household is otherwise eligible.

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P-2260 A2

P-2260 Pursuit of Support

A. General Procedures (2293 and 2235.1)

1. Assigning Child Support Rights (Continued)

- g. If a waiver is not requested, have the Head of Household complete and sign the 137 P.1 and 137 P.2 (Child Support Referral) and have the biological parent co-sign if they are not the Head of Household. If the applicant is a minor, then their guardian must also sign and date the 137 P.1 and P.2 for them to be considered valid for the OCS. Question applicant if needed to make sure all information known by applicant is included on the form.
  - i. Give the applicant a copy.

2. Legal Caretakers as Payees

Reach Up caretakers who have legal custody of a child should remain the payee of the Reach Up grant when a child's non-custodial parent joins the household. In child only cases, the grant would go from being a child only grant to a grant for the parent and child; however, the Caretaker would remain the payee as the legal custodian living in the home of the child.

For example: Melissa took in her niece Shelley of whom she has legal custody per court order; she has a Reach Up child only grant. Shelley's mom moved into Melissa's home. Reach Up rules state that Shelley and her mom must be on the Reach Up grant together. Melissa's child only Reach Up grant would close once Shelley's mom applied and was granted Reach Up. Shelley's mom's grant would still be paid out to Melissa as she would be listed on the "SUBS" panel as the substitute reporter/payee. A protective payment form does not have to be completed in this situation. Rule Cite 2220

\*\*\*If the caretaker does not have legal custody of the child when the parent joins the home, then the caretaker would NOT remain the payee.\*\*\*

In households where the caretaker remains the payee because they have legal guardianship, child support forms (137's) will have to be completed and signed by all parties that have either a legal or parental relationship to the child.

Example: From the example above, 137's would have to be completed by both Melissa and Shelley's mom.

*This guidance only applies in situations where the caretaker, parent and child live together in the same household.*

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P-2260 A3

P-2260 Pursuit of Support

A. General Procedures (Continued)

3. Potential Unknown Father of Baby

If the applicant claims she does not know who the father is, attach a memo to the 137 P. 1 and 137 P. 2 giving the applicant's explanation of the circumstances. The applicant should be asked to supply the names of all the potential father's, complete 137's for each of them, and an ABSP panel should be created for each possibility in ACCESS via ABSP.

Explain that the following documents must be submitted for OCS if available (see next page for the definition of available):

- a. If the applicant is divorced from the noncustodial parent:
  - i. A certified copy of the divorce order and
  - ii. The noncustodial parent's last known address.
  
- b. If the applicant is still married to the noncustodial parent and is now separated:
  - i. A copy of any court order, separation agreement, or stipulation;
  - ii. A copy of the divorce complaint; and
  - iii. The noncustodial parent's last known address and employer.
  
- c. If the applicant was never married to the noncustodial parent:
  - i. A copy of any court order or support agreement,
  - ii. Any written material that indicates or acknowledges the noncustodial parent is the father/mother. This could be a formal acknowledgement of paternity if the client has one or can get the noncustodial parent to sign one, for example, the 209 (Joint Acknowledgement of Parentage).
  - iii. Letters or cards from the noncustodial parent mentioning the child,
  - iv. Pictures of the noncustodial parent with the child or applicant, and
  - v. The noncustodial parent's last known address and employer.

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P-2260 A4

P-2260 Pursuit of Support

A. General Procedures (Continued)

4. Definition of Available/Unavailable:

A document of other information needed for a determination of eligibility is considered reasonably “available” to the applicant or recipient if:

- a. The information is in his or her personal possession, or is kept at home; or
- b. The information is in the possession of a court of public or private organization and may be obtained at no cost by the applicant or recipient.

NOTE: If there is cost involved in getting the information, the Office of Child Support will get it as part of their case processing.

A document or other information is considered “unavailable” if:

- a. The information is in the possession of a third person or public or private organization, and
- b. The applicant or recipient has requested that information in writing, but has not received it, and
- c. The applicant provides a copy of the request.

If a Social Security number of the noncustodial parent is unknown, assign a temporary number.

**Do not assign a temporary number until you have thoroughly checked for a known number (either a Social Security number or a previously assigned temporary number).**

Places to look:

- a. ACCESS – PERS on Search
- b. From the Child Support (IV-D) Select Function panel, use the client’s SSN with C as the tenth digit to check CUST to see if the noncustodial parent’s SSN is listed.
- c. Look up the child in PERS to see if the noncustodial parent is already listed from another case.
- d. Client’s home records – noncustodial parent’s old income tax information or pay stubs.

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P-2260 A5

P-2260 Pursuit of Support

A. General Procedures (Continued)

5. If the applicant is granted:

Send a copy of each 137 P. 1 and 137 P. 2 as well as any applicable documents that support paternity to the Office of Child Support.

If the Child Support forms are in OnBase and case has been granted Reach Up:

- a. Print the 137's off from OnBase.
- b. Scan the 137's to your state email.
- c. Find email with attached 137 and forward to [AHS.DCFOCS137Submission@Vermont.gov](mailto:AHS.DCFOCS137Submission@Vermont.gov)
- d. Type in subject line: Initials of the client and the district office that the case belongs to for ESD. If the case has more than one 137 then also include in the subject line 1 of 3, 2 of 3 etc.

*Example: MG (case initials), Hartford (district office location), 1 of 1 (this is one of only one*

*i. 137 for this case)*

If the case has more than one 137 (i.e. multiple absent parents) repeat steps a-d as many times as needed. Only one 137 should be in each email.

\*\*\*If a case is granted Reach First or is denied then do not send them to OCS. If a case transitions from Reach First to Reach Up then send the 137's that are in OnBase at that time.\*\*\*

If the Child Support forms are not in OnBase and case has been granted Reach Up:

- a. Scan the hand written 137's to your state email.
- b. Find email with attached 137 and forward to [AHS.DCFOCS137Submission@Vermont.gov](mailto:AHS.DCFOCS137Submission@Vermont.gov)
- c. Type in subject line: Initials of the client and the district office that the case belongs to for ESD. If the case has more than one 137 then also include in the subject line 1 of 3, 2 of 3 etc.  
*Example: MG (case initials), Hartford (district office location), 1 of 1 (this is one of only one 137 for this case)*
- d. If the case has more than one 137 (i.e. multiple absent parents) repeat steps 1-4 as many times as needed. Only one 137 should be in each email.
- e. Send 137's to be scanned to OnBase as work completed.

\*\*\*If a case is granted Reach First send the 137's to OnBase but do not send them to OCS. \*\*\*

NOTE: If an individual has requested a waiver from cooperating, do not send the 137 P.1 and 137 P.2 to OCS until a decision is made regarding the waiver. (For processing a waiver request see P-2260 B.)

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P-2260 A6

P-2260 Pursuit of Support

A. General Procedures (Continued)

6. Unborn Child

If, at some future date, a child whose parent is absent is added to the grant, a 137 P.1 and 137 P. 2 must be obtained for the new noncustodial parent and the same procedures followed for the additional child.

Unborn Children should not have the 137's gathered until that child is born.

- a. When the birth of the child is reported, mail the 137's to the parent with a 202VCR with a 10 day time frame to return the 137's.
- b. If the 137's are not returned, deny the case if that is the only child on the grant, or if there are other children, do not add the needs of the newborn child to the Reach Up grant.

7. Reviews

Check the 137 P. 1 and 137 P. 2 at every review as well as any other information relating to support such as:

- an address or employment change for the noncustodial parent.
- a change in the financial circumstances of the noncustodial parent.
- Social Security Number of the noncustodial parent if previously unknown.
- a divorce since last review.
- court orders since last review.
- the addition of a child of the same noncustodial parent.

A source of information to assist in this check would be the common update screen in ACCESS. To access this screen, go to the Child Support (IV-D) Select Function panel and type in the command COMM/D and the client's SSN and C as the tenth digit. This will give the latest information OCS has on the noncustodial parent such as his/her most recent employment. Review the information on the screen with the client.

If any information from the client is more current than what OCS has on COMM or what is on the 137 P. 1 and 137 P. 2, send a TODO or email message to the OCS worker.

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P-2260 B1

P-2260 Pursuit of Support

B. Waiver of Cooperation (2235.4)

1. Domestic Violence

- a. When an applicant or recipient claims in the interview or on the 137 (Child Support Referral), that due to domestic violence it is not in the best interest of the child to pursue the establishment of paternity or support:
  - i. Offer the parent the 201 DV (Domestic Violence – You don't have to face it alone) and follow the script at P-2201 K.
  - ii. Explain that the decision to grant or deny a waiver of cooperation is up to the Commissioner or his/her designee.
  - iii. Review 137 to be sure all sections have been completed by client and the waiver request is checked off in #8.
  - iv. Have the client complete and sign a 137W (Waiver of Cooperation for Child Support).
  - v. Enter a "2" under COOP on ABSP panel in ACCESS. If the case is active, the Office of Child Support (OCS) will suspend collection activity immediately.
  - vi. Review the 137W with the client and discuss what supporting information is available. Check to make sure that dates associated with the client's statement and/or information is included. Offer to help if the client has difficulty getting the information without assistance (for example, contacting courts, law enforcement agencies or other departments). Case managers can also be asked to help gather this information on behalf of their client if when a BPS or supervisor makes a collateral call and is not successful in obtaining the information on that call. Collect as much information as the client is able to provide, so that the Commissioner or designee will have as complete an overview as possible on which to base a decision. However, if the client cannot provide any information, the Commissioner or designee will still consider the request.
- b. Use the 202VCR to give the client a timeframe for providing information. Allow 10 days (12 including mailing time). If the client asks for more time because of a delay in obtaining information, extend the time frame by another 5 business days.
- c. When all available evidence has been collected or the last deadline has been reached, whichever comes first, Complete 137WS (Waiver of Cooperation for Child Support Supplement), including any OCS information that is available, such as activity in other cases, and complete (type) the top of the 220W (Notice of Decision-Waiver Request).
- d. Send the 220W, the 137W, 137WS, 137, and 202AQ (Absence Questionnaire), if one was completed, and the client's information to the Regional Manager for decision.

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P-2260 B2

P-2260 Pursuit of Support

B. Waiver of Cooperation

1. Domestic Violence (Continued)

- e. The Regional Manager or designee reviews the waiver request packet. Decisions on whether or not the waiver should be granted or denied should be made using the guidance found at rules 2235.3 and 2235.4 which includes if the waiver should be permanent or reviewed annually. If there are questions or the Regional Manager is considering denying the waiver, they should call the client to see if there is any further information that would support the waiver being approved rather than denied.
- f. When the decision has been made, the Regional Manager or designee completes the 220W, mails the original to the client, and sends a copy to OCS attached to the original 137's via email to [AHS.DCFOCS137Submission@Vermont.gov](mailto:AHS.DCFOCS137Submission@Vermont.gov).
- g. The Regional Manager or designee then enters the appropriate code in ACCESS, 1-waiver denied and parent is cooperating, 3-waiver was granted and needs a review date or 7-waiver granted and it is permanent, no review needed).

2. Approved Waivers

File the copy of the 220W, 137WS, 137WS, 202AQ and any other supporting documentation supplied in the classified case record. If applicable, ask ADPC to delete any documents other than the 137 from OnBase.

3. Waiver Reviews (2235.5)

At each regularly scheduled eligibility review, review the circumstances of the waiver. If there have been no changes, and the client wishes to continue with the waiver, no new forms or supporting material are required. Update the review date to align with the next eligibility review date. If a change has occurred (for example, the client and/or child(ren) are now in contact with the noncustodial parent) and you believe the waiver request needs to be evaluated again, follow the same procedures as for an initial waiver. However, the client does not need to resubmit information already in the case record. Since the Regional Manager or designee has a copy of that information, you do not need to attach it. Encourage the client to submit any new information (for example, new or continuing threats) and include that information with the required forms.

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P-2260 B3

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P-2260 Pursuit of Support

B. Waiver of Cooperation

4. Denied Waivers

File the copy of the 220W, 137WS, 137WS, 202AQ and any other supporting documentation supplied in the classified file, CATN the decision of the waiver but do not put domestic violence in the note. Simply state that the OCS waiver was approved or denied and on what date. If applicable, ask ADPC to delete any documents other than 137 from OnBase.

Email the 137 P.1 and 137 P.2 (Child Support Referral) and 220W to  
[AHS.DCFOCS137Submission@Vermont.gov](mailto:AHS.DCFOCS137Submission@Vermont.gov)

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P-2260 C

P-2260 Pursuit of Support

C. Addressing Issues with Child Support in the Budget

If OCS or ESD staff receive a call from a client indicating that they have not received their child support or they do not understand how their child support is affecting their RU budget, **before referring anywhere** else, check to see if they are receiving Reach Up or if their Reach Up has recently closed. If they are receiving Reach Up or if their Reach Up recently closed, follow the steps below to see if they are Solely-State-Funded (SSF). OCS transfers child support money it collects for families in Reach Up to ESD, regardless of the funding source.

1. Determining the funding Stream

- a. You can see whether a case is currently TANF (RUFA) or SSF by going to CASE D HIST or checking INQD

**Case D HIST Screen Shot:**

```
*** PROGRAM PARTICIPATION HISTORY ***
*** RUFA ***
APPLIED 10/19/10 GRANTED 10/19/10 VER: 4
    SSF          12/01/15
    RUFA         10/01/15 11/30/15
    SSF          12/01/14 09/30/15
    RUFA         11/01/14 11/30/14
    SSF          05/01/14 10/31/14
    RUFA         04/01/14 04/30/14
    SSF          02/01/13 03/31/14
    RUFA         01/01/13 01/31/13
    SSF          10/19/10 12/31/12
APPLIED 10/01/07 GRANTED 10/05/07 VER: 1  CLOSED 10/31/10 VER: 3 10/10
    SSF          01/01/10 10/31/10
```

**INQD D SCREEN SHOT (after placing an "X" by the check and hitting enter):**

Transaction Type: Electronic (SO) Client SSN:  
Amount: 490.00 Name:  
Period: 12/01/15 to 12/31/15  
Program: RUFA District Office: H  
Category: XS-SSFP Single Parent Worker Issued: GH1  
Proj Cat Code: NS-Sngl Par nt mtng Wrk Proj Cat Date: 11/20/15  
Fund Stream Cd: S-Solely State Funded Prog  
CHECK/FORM NUMBER: DIR DEP

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P-2260 C2

P-2260 Pursuit of Support

C. Addressing Issues with Child Support in the Budget (Continued)

2. If the Reach Up case is TANF funded:

- a. OCS transfers only the amount owed to ESD; any additional collections are distributed by OCS directly to the family.
- b. Questions about child support for TANF cases should be directed to OCS
- c. OCS transfers any overage to the family within 48 hours of when it is collected.

3. If the Reach Up case is Solely State-Funded (SSF):

- a. OCS transfers all the child support collected to ESD. Programming is in place in ACCESS to capture the receipt of this child support money.
- b. Because ESD is responsible for disbursing child support for SSF cases, ESD, not OCS must answer any questions regarding how the child support was disbursed in SSF cases. If clients call the OCS they will be referred to the ESD Benefits Service Center at 800-479-6151 in these instances.
- c. For SSF cases, ACCESS determines the total amount of child support collected that has been transferred to ESD during the current month. At the end of the month, ACCESS compares the amount received to the current child support obligation plus any arrearage and sends any excess amount to the custodial parent at the beginning of the next month.

4. Distribution to Families

This process is essentially the same process whether a family is TANF or SSF. The only exception is that after OCS transfers the money owed to ESD, OCS transfers any overage to the family within 48 hours of when it is collected. SSF families must wait until the beginning of the next month to receive their overage.

To see the amount of child support transferred from OCS to ESD, go to:

- ELIG D RUFA
- Enter SSF in the command and press ENTER

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P-2260 C3

P-2260      Pursuit of Support

C. Addressing Issues with Child Support in the Budget (Continued)

5. Excess child support sent to the custodial parent

When an excess payment is sent to the custodial parent, the BPS will receive a TODO (same thing as a DAIL for OCS) message. The BPS needs to process eligibility according to the lump sum rules.

At the same time the TODO is generated, a notice is sent to the custodial parent informing her/him that an excess payment has been sent.

6. Re-occurring excess child support

The BPS will receive a TODO message whenever excess monthly arrears occur on a regular basis and are sent to the custodial parent. This amount needs to be counted as unearned income. The BPS will need to enter an unearned income panel (UNEA) and monitor the case to see if the reoccurring arrears continue on a monthly basis.

7. Distribution of child support received for an SSI child

For TANF cases, OCS sends the child support to the custodial parent within 48 hours.

For SSF cases, ESD sends the child support to the custodial parent within 48 hours.

For procedures on how to count child support in the 3SquaresVermont budget, see P-2560 H.

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P-2260 D1

P-2260 Pursuit of Support

D. Child Support Payments

1. Beginning Child Support Payments

At the end of every month, ACCESS will see if the OCS has begun receiving current support payments on behalf of a Reach Up participant. If so, an eligibility version for the first month of a family bonus and parent share will be created and require approval. (Any payments in excess of the current obligation are applied to Reach Up arrears before they are sent to the client. See screen shot on next page on where to see these arrears if a case is SSF. TANF funded arrears are tracked by OCS on the IV-D side of ACCESS.)

**Example:** Effective 8/1 the participant has Reach Up benefit of \$500. OCS receives \$200 support on both 8/5 and 8/19. The entire amount is held. On 9/1, Reach Up ELIG for October requires approval and shows a parent share of \$350 (\$400 minus the \$50 family bonus which is disregarded), a corresponding decrease in the Reach Up benefits.

**Screen Shot from ACCESS**

```
SSF DISTRIBUTION DATA      ASQ1SSF
                          Processed: 12 31 2015
PAYMENT AND ARREARS CALCULATION FOR
SOLELY STATE FUNDED CASES

RECEIPT TRANSFERS TO ESD (SSI payments =      500.00
to children has been subtracted)

RECEIPT TRANSFERS BACK TO OCS      -

URA (Unreimbursed assistance)      -      326.00

SSF PAYMENT AMOUNT      =

SSF MONTHLY ARREARS      =

-----
TOTAL SSF ARREARS =      13449.49
```

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P-2260 D2

P-2260 Pursuit of Support

D. Child Support Payments

1. Beginning Child Support Payments (Continued)

This changes the Reach Up payment to \$150, and changes the grant to 100% payment cycle. Since the total of the Reach Up and the child support payments still equals the Reach Up entitlement of \$500 plus the excluded family bonus, 3SquaresVermont has no change. Approve the Reach Up and send a notice. On 10/1, the client receives the \$50 family bonus, parent share of \$350 and Reach Up benefit of \$150 for a total of \$550.

2. Changes

- a. Support changes: No approval or notice is needed when the amount of child support received in a month by OCS increases or decreases but does not exceed the Reach Up benefit. Since the Reach Up is offset by the amount of child support, the client will see no loss of net income. For example, if support received in October is \$30 less than the previous month, Reach Up will be increased by \$30 for December 1<sup>st</sup> when that support is received by the client.
- b. Support stops: if no support is received one month, but resumes the next month, no notice is needed.

If support is not received for two consecutive months, ELIG will be auto-approved for Month 4. (If support is received in Month 3, it will be treated as in #2 above.)

**Example:** OCS receives no support in December and January. On February 1<sup>st</sup>, ELIG for March is auto-approved and a notice printed in the D.O. saying that April will be paid as 60%/40%.

- c. In either of the above situations, if any other change requiring a notice occurs (see P-2220 F), the notice will continue to refer to the benefit and will not refer to any change in support payments.

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P-2260 D3

P-2260 Pursuit of Support

D. Child Support Payments

3. Reach Up Closes

When Reach Up closes, OCS will have held two months of support payments. ACCESS is programmed to use these payments (over \$50 per month) to reimburse the state for Reach Up paid in the first two months of the current direct payment cycle.

**Example:** OCS began receiving support of \$150 a month in January. Reach Up payments were decreased by \$100 beginning in March, when the client began receiving direct payments. Reach Up is closed effective June 1<sup>st</sup> due to earned income.

OCS has held support received in April and May. Since support received in January and February was held for the client while ESD was paying a full Reach Up grant, April and May's support will first be applied to reimburse corresponding Reach Up Assistance payments made in January and February.

If there is an excess after the Reach Up is reimbursed, any remainder will be sent to the client for receipt in June.

If the client also receives 3SquaresVermont, this support will be excluded as lump sum income (273.9c#8).

If Reach Up is reinstated, the client will immediately be returned to 100% Reach Up benefit payment cycle, and the grant notice will give this information.

4. Advanced Payments

If a noncustodial parent (NCP) makes advance payments, OCS will divide the money according to the monthly obligation only if current and past support obligations are paid in full (2272.4).

**Example 1:** Monthly obligation is \$200. NCP pays \$600 in January for January, February, and March. Client receives \$200 in March, April, and May.

**Example 2:** Monthly obligation is \$250. NCP pays \$700 in January for January, February, and March. \$50 is still owed for March. Client receives \$250 in March and April, and \$200 in May if the remaining \$50 is not received by March 31<sup>st</sup>.

5. Replacing Support Checks

If a client calls because a support check was not received, contact the EBT unit to void the check, and then ask COPS to void the check in ACCESS. COPS will reissue the check.

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P-2260 E

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P-2260 Pursuit of Support

E. Failure to Cooperate with the OCS 25 percent reduction

If a parent or caretaker fails to cooperate as determined by OCS (2235.2) OCS will send a TODO to ESD requesting the have the 25 percent reduction be applied.

1. BPS will go into ACCESS on the ABSP panel and will change the code to "4- Not Cooperating, 25% grant reduction."
2. A notice will be generated that notifies the client why their grant is being reduced, and that they must contact the OCS.

The 25 percent reduction is removed when OCS notifies ESD that the client is cooperating.

1. OCS will send a TODO to BPS.
2. BPS will go into ACCESS on the ABSP panel and change the code to "1- Cooperating"

If a 25 percent reduction is in place and a case closes follow these steps:

1. There is a break in benefits. The client must re-apply and submit new 137's. The 25 percent reduction is removed from the case.
2. There is no break in benefits; the client cooperated before the actual closure date. The 25 percent reduction remains in place on the case, until the client cooperates with the OCS.