

## IMPORTANT INFORMATION ABOUT COOPERATION

### Work Programs

#### **To Avoid a Non-Cooperation Penalty You Must:**

- Keep appointments with your worker.
- Attend scheduled orientation sessions or testing.
- Complete work program assignments.
- Keep your job when employed.

#### **What To Do If You Have a Good Reason For Not Cooperating:**

- If you receive an appointment letter and cannot come at the scheduled time, immediately call the worker who scheduled the appointment.
- If you are ill, injured, or disabled and unable to come to a meeting or do your work or training assignment, tell your worker. You may be referred for an assessment of your condition.
- If you have no one to care for your children or have no money for transportation, tell your worker. Your worker can help.
- If you are afraid to look for work or complete your work program activities because you fear the absent parent may hurt you or your child, tell your worker.

#### **What Happens If You Don't Cooperate:**

There is a penalty for not cooperating with work programs when you do not have a good reason.

- Your cash benefit case will be closed when you do not cooperate with work programs. There will be no money for you or any of your family. If you receive child care assistance, your child care assistance will also stop. If you are receiving food stamps, you will not get food stamps. The rest of your family will continue to receive food stamps if otherwise eligible. The penalty will end when you cooperate.

You will receive a notice at least 10 days before the penalty begins. The notice will tell you how you can cooperate and your appeal rights. Tell your worker within 10 days of getting the notice if you had a good reason for not cooperating and your assistance may be reinstated.

#### **How you Cooperate Once You Are Notified of A Penalty:**

- Contact your worker. Your worker will explain what you need to do to cooperate.

#### **How to Appeal the Decision To Apply A Penalty:**

- Ask your worker's supervisor to review the case if you think you have a good reason for not cooperating but your worker did not accept your reason.
- You may contact the local SRS Service Center or call the toll-free number to request a fair hearing with a hearing officer. Your benefits may continue during the appeal process if you request a hearing within the time specified in your penalty notice.

This form supersedes form ES-3102, 10-04.

# IMPORTANT INFORMATION ABOUT COOPERATION

## Child Support Enforcement

### **To Avoid a Non-Cooperation Penalty You Must:**

- Help us in establishing the paternity of your children when necessary.
- Help us in establishing and enforcing orders for child support.
- Complete all forms and keep all appointments.
- Give information, as best you can, to find your children's absent parent.
- Appear in court when scheduled.
- Undergo genetic testing when needed to establish paternity.
- Turn over to SRS all child support, allotments, and alimony owed to you or any family member while receiving TAF.

### **What To Do If You Have a Good Reason For Not Cooperating:**

- If you receive an appointment letter and cannot come at the scheduled time, immediately call the worker who scheduled the appointment.
- If you are afraid to seek child support because you fear the absent parent may hurt you or your child, tell your worker your reasons for being afraid. Your worker may be able to excuse you and not seek child support for your child(ren).

### **What Happens If You Don't Cooperate:**

There is a penalty for not cooperating with child support enforcement when you do not have a good reason.

- Your cash benefit case will be closed when you do not cooperate with child support enforcement. There will be no money for you or any of your family. If you receive child care assistance, your child care assistance will stop for all children or certain children. The penalty will end when you cooperate.
- If you receive assistance for someone else's children, the assistance of the children will not be affected.

You will receive a notice at least 10 days before the penalty begins. The notice will tell you how you can cooperate and your appeal rights. Tell your worker within 10 days of getting the notice if you had a good reason for not cooperating and your assistance may be reinstated.

### **How you Cooperate Once You Are Notified of A Penalty:**

- Contact your worker. Your worker will explain what you need to do to cooperate.

### **How to Appeal the Decision To Apply A Penalty:**

- Ask your worker's supervisor to review the case if you think you have a good reason for not cooperating but your worker did not accept your reason.
- You may contact the local SRS Service Center or call the toll-free number to request a fair hearing with a hearing officer. Your benefits may continue during the appeal process if you request a hearing within the time specified in your penalty notice.