

IMPORTANT INFORMATION ABOUT COOPERATION WITH CHILD SUPPORT

Child Support Service (CSS) can help you: When your cash assistance (TANF) ends, you may receive child support income through CSS. If you have Child Care Assistance or Food Assistance, child support income must be sent to you.

To avoid a non-cooperation penalty, you must:

- Complete all CSS forms, keep all appointments and provide documents when needed.
- Assist in locating absent parent(s) by giving information as best you can.
- Help in establishing and enforcing child support orders.
- Attend court as needed.
- Help when paternity (who the father is) needs established. Turn over to DCF all child support/alimony paid to you or any family member while receiving TANF

What to do if you have a good reason for not cooperating:

- If you have an appointment and cannot come at the scheduled time, call CSS at 1-888-757-2445 to reschedule.
- If seeking child support puts you in danger because you or the child(ren) might be hurt in some way, inform your caseworker. Your caseworker may be able to excuse you.
- If a child is being adopted, talk to your CSS caseworker.

What happens if you don't cooperate?

You'll get a notice at least 10 days before the penalty starts informing you of your appeal rights. Notify your CSS caseworker within 10 days if you have a good reason for not cooperating.

Your TANF benefit will end for your entire family when you do not cooperate with CSS:

- **1st time you do not cooperate will result in a minimum 3-month closure.**
- **2nd time you do not cooperate will result in a minimum 6-month closure.**
- **3rd time you do not cooperate will result in a minimum 1-year closure.**
- **Any penalties after that will result in a minimum 10-year closure.**

For **Food Assistance**, adult household members not cooperating with CSS without good cause will be ineligible until cooperation is determined by DCF, while the rest of the household can get benefits if otherwise eligible. Non-cooperation with CSS for **Child Care Assistance** may result in case closure at the next review, with ineligibility periods for the same amount of time as for TANF.

How to cooperate once you are notified of a penalty:

Contact Child Support Services at 1-888-757-2445 to speak with someone who will explain what you need to do to cooperate. To cure your penalty, you must cooperate with CSS. You cannot get TANF or Child Care Assistance benefits until the minimum penalty period ends.

How to appeal the decision to apply a penalty:

- Contact Child Support Services at 1-888-757-2445 if you have a good reason for not cooperating.