



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

All Things Child Support for the TANF Program Fall BPRO

October 2025

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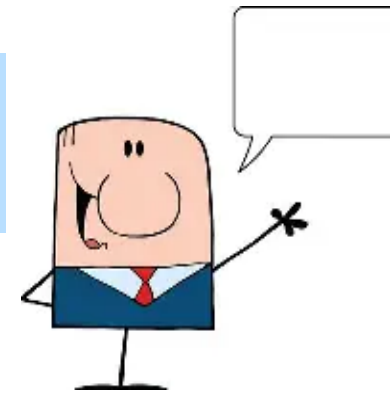


Putting the Pieces Together

1. Guidance
2. SPIDeR APECS Queries
3. Child Support Income
4. Customer Payment Portal Record
5. APECS Interface
6. Best Practices
7. Questions and Answers



201.9 - ASSIGNMENT OF RIGHTS

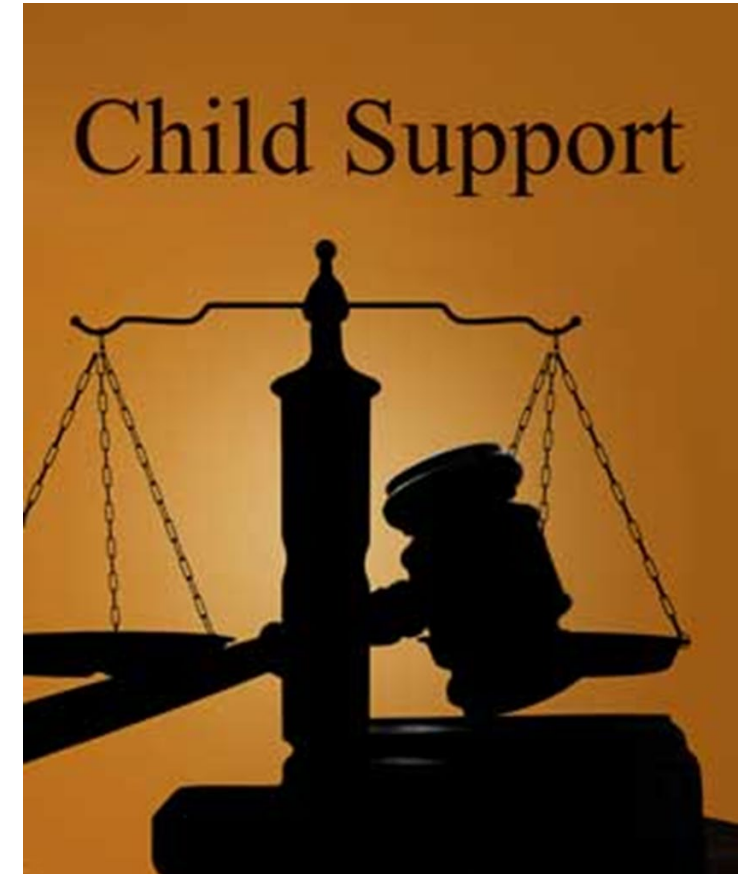


- State law* provides for an automatic assignment by receipt of public assistance. This law states that "by accepting public assistance for or on behalf of a child or children, the applicant/recipient is deemed to have made an assignment...." **This requirement should be thoroughly explained to the applicant/recipient along with the penalties for failure to cooperate in forwarding any support received after receipt of public assistance.**

201.10 - COOPERATION IN OBTAINING SUPPORT

- **As a condition of eligibility, each applicant/recipient of TANF must cooperate with the Division of Child Support Enforcement (DCSE) or local department of social services, unless good cause for refusing to do so is determined to exist, in:**
- identifying and locating the parent of a child for whom aid is claimed,
 - establishing the paternity of a child born out of wedlock for whom aid is claimed;
 - obtaining support payments for the applicant or recipient and for a child for whom aid is claimed; and
 - obtaining any other payments or property due the applicant or recipient or the child.

When a minor parent who receives assistance for her child is included in the same assistance unit with her parent and/or minor siblings, the minor parent is required to meet the cooperation requirements and provide information about the absent parent of her child to the same extent as if she were receiving assistance in her own right.



201.10.A – COOPERATION DEFINED



- **Cooperation means all of the following actions necessary for the identification and location of noncustodial parents (including putative fathers) and the establishment and collection of child support:**
- The applicant or recipient must provide, under penalty of perjury, the first and last name of the individual against whom paternity or an obligation to provide support is sought to be established, modified, or enforced.
 - If the applicant/recipient is not certain of the child's paternity, she must identify all individuals with whom she had sexual intercourse who may be the father. The "List of Putative Fathers" form (032-03-0880) must be completed by the applicant/recipient, listing the individuals who may be the father in rank order of their probability of being the father.
 - A mother who was married at the time of the child's birth, but names someone other than her husband as the child's father, must refer both men to DCSE. The man to whom she was married at the time of the child's birth is the legal father and is considered the child's father until a court has determined that he is not. After the court has excluded the husband as the father, DCSE can proceed to determine the paternity status of the man named by the mother.
 - Additional Information – SSN, race, DOB, place of birth, telephone number, employer, relatives, etc.

Exception: If the applicant or recipient attests to the lack of information under penalty of perjury, cooperation exists even though identifying information required in 201.10 A.1.a. and/or b. is not provided, and no penalty is to be imposed. If the applicant/recipient cannot provide the name of the noncustodial parent and at least three pieces of identifying information, she must sign an Attesting to The Lack of Information (ATL) form (032-03-0423).

201.10.D – Good Cause

- Each applicant or recipient who claims to have a good cause for not cooperating must provide acceptable evidence or provide sufficient information to permit an investigation to determine if good cause exists. The applicant/recipient must provide the evidence within twenty (20) days from the day he makes the good cause claim, or the agency will determine that good cause does not exist. The agency must base the determination of good cause on evidence provided by the applicant or recipient and/or through an investigation by the agency.
- The agency will determine that good cause exists when the information obtained provides evidence of good cause for not cooperating. The following specified evidence will be sufficient to determine the existence of the good cause claimed circumstance.



201.10.D – Good Cause



- A determination that good cause exists due to the emotional harm factor may only be based upon a demonstration of an emotional state that would substantially affect the individual's functioning if the agency required cooperation with support enforcement. Medical records which indicate the emotional health history and present emotional status of the caretaker-relative or the child for whom support would be sought may also substantiate good cause. Additionally, written statements from a psychiatrist or psychologist which indicate the diagnosis or prognosis of the caretaker-relative or the child(ren) may be used for this purpose.
- While the applicant or recipient has the responsibility to provide the agency with the required documented evidence, the agency will, upon request, assist the applicant or recipient in obtaining the required evidence.
- **In circumstances where the physical and emotional harm to include domestic violence is undocumented, the worker may accept the client's statement as evidence for the good cause claim.**

1. Incest or Rape - Birth certificates or court, medical, criminal, child protective services, social services, or law enforcement records which indicate that the child was conceived as the result of incest or rape;
2. Adoption - Court documents or other records which indicate that legal proceedings for adoption are pending before a court of competent jurisdiction or a public or licensed private adoption agency is currently assisting the applicant/recipient to place the child for adoption and such discussions have not gone on for more than three months. The agency must obtain a written statement from the adoption agency.
3. Physical or Emotional Harm - Court, medical, criminal, child protective services, social services, psychological, law enforcement records, sworn statements from individuals other than the applicant or recipient with knowledge of the circumstances which provide the basis for the good cause claim, or a written statement from a domestic violence services program or sexual assault crisis center professional indicating that the putative father or noncustodial parent might inflict physical or emotional harm on the child or caretaker-relative. **Expired or outdated court/legal documents and police reports are acceptable evidence to be used in the evaluation of the good cause claim.**

ADDRESS CONFIDENTIALITY PROGRAM - 201.6

Program: TANF #13, June 2024

Topic: Address Confidentiality Program (ACP)

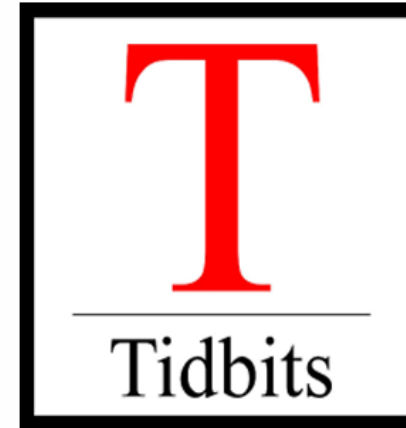
Question: What is the ACP and how can workers verify if an applicant or recipient is a participant in the program?

Response: The Address Confidentiality Program (ACP) is a confidential mail-forwarding service for victims of domestic violence, stalking, sexual violence, and/or human trafficking who have recently relocated to a location unknown to their abuser or stalker. The goal of the ACP is to help participants keep their new address confidential.

The ACP provides cost-free mail forwarding service. Program participants are authorized to use a "substitute" mailing address in lieu of a home address. The actual address of a program participant is confidential and available only to those employees involved in the operation of the Address Confidentiality Program and to law-enforcement officers for law-enforcement purposes.

In the case of an applicant/recipient who is participating in the ACP, residency is established by the applicant/recipient's verbal statement that the family is residing in the locality where they have applied or are currently receiving assistance. The Office of the Attorney General will issue an ACP authorization card to each participant in the program. The card will have the participant's unique ACP authorization code on it (PMB#). The card will be used by the LDSS agency to verify participation in the ACP.

Note: The actual physical address of the applicant/recipient must not be entered into any of the department's automated systems. The mailing address for the ACP (PO Box 1133, Richmond, Virginia, 23218-1133) should be used.



References

- ❑ TANF Manual [201.6.page 5](#)
- ❑ Office Of the Attorney General - Address Confidentiality Program
 - Frequently Asked Questions - <https://www.oag.state.va.us/files/DomesticViolence/ACP/ACP-FAQs-Jan-2022.pdf>
 - Information Sheet for Agencies - https://www.oag.state.va.us/files/DomesticViolence/ACP/ACP_Info_sheet_State_Agencies_updated_May_2023.pdf

Intake

The following forms must be reviewed and completed with the applicant, and signed by the applicant, prior to case approval:

- Do You Have a Disability?
- **Notice of Personal Responsibility for the TANF Program (032-03-0750)**
- **Notice of Cooperation and Good Cause (032-03-0036)**
- Notice of Intentional Program Violations and Penalties
- **Attesting to the Lack of Information form, if applicable.**

Notice of Personal Responsibility for the TANF Program

Please Read the Following Explanations of your Personal Responsibilities Carefully

Minor Parent Residency

- If you are an unmarried minor parent and have a dependent child in your care, you must reside in a home maintained by your parent or guardian to be eligible for TANF, unless an exception applies.
- The exceptions are: (1) you are married, (2) neither of your parents is living or their whereabouts are unknown, (3) or living with either parent will jeopardize you or your dependent child's physical or emotional health or safety.
- If an exception applies, your worker will tell you whether you may live with an adult relative, legal guardian, or an individual standing in place of your parent.
- If none of the above living arrangements exist, the agency will search for an adult-supervised supportive living arrangement for you and require you to live there.

Family Cap

- As a custodial parent, you will receive any child support collected for the child ineligible under this family cap provision. The child support will not be counted as income in your TANF case. (**Note:** Effective July, 1, 2020, if a custodial parent opts to remove capped children, the children will no longer be able to claim that status in the future.)

Compulsory School Attendance

- Any child between the ages of 5 and 18, including a minor parent, must attend school to be eligible for TANF unless he/she has a high school diploma or a GED.
- The school will notify the agency if he/she is not attending school regularly unless he/she has an excused absence.
- After this notification, the worker will contact you to develop a plan to help your child comply with attendance requirements.
- If you or your child do not cooperate with the plan, your child will be ineligible for TANF.

Immunizations

- A child must receive his/her immunizations as required by Virginia law for you to receive your total TANF check. A doctor, the agency, or the health department will help you comply with this requirement.
- "Shot Records" are sufficient to verify that the child has received his/her required immunizations. The worker can provide a form to take to the doctor or the health department if you do not have the "shot records".
- If a child has not received immunizations due to medical reasons, you must provide a written explanation from a doctor or the health department. If the child has not received immunizations for other reasons, you should tell your worker.
- Failure to meet the immunization requirements will result in the TANF check being reduced by \$50 for one child and \$25 for each additional child until the immunization requirements are met.

Cooperation in Obtaining Support

- You must cooperate in identifying and locating the absent parent of any child for whom TANF is requested, establishing paternity of any child born out of wedlock, and in obtaining support payments for yourself and for any child for whom TANF is requested or received.
- If you do not know the absent parent's name or other identifying information, you should tell your worker. You may be required to sign an "Attesting to the Lack of Information" form which declares, under penalty or perjury, that you have no knowledge of the information requested.
- Your worker will review the "Notice of Cooperation and Good Cause" form with you and answer any questions you may have about the cooperation requirements, situations in which cooperation is not required (good cause), and penalties for not cooperating without good cause. You must complete this form and indicate for each absent parent whether you agree to cooperate or wish to claim good cause not to cooperate.
- If you do not cooperate and do not meet an exception to cooperating, your TANF benefits will be reduced or terminated.

Renewal

The following forms must be reviewed with the TANF recipient and mailed, prior to case approval:

- Do You Have a Disability? (032-03-0670)
- Notice of Cooperation and Good Cause (032-03-0036) – (exception*)
- Notice of Intentional Program Violations and Penalties (032-03-0646)

*If during the renewal process, the recipient wishes to change their cooperation or good cause claim for cooperating with the Division of Child Support Enforcement, the Notice of Cooperation and Good Cause (032-03-0036) form must be reviewed, completed, and signed by the recipient, prior to case approval.

The Attesting to the Lack of Information (032-03-0423) form must be reviewed, completed, and signed by the TANF recipient, if applicable. (See 201.10.A.c., page2a)

Case Name
Case Number
Worker Name

NOTICE OF COOPERATION AND GOOD CAUSE

To be eligible for Temporary Assistance for Needy Families (TANF), you are required by law to cooperate in establishing paternity and/or collecting child support to which you or your child may be entitled.

WHAT IS MEANT BY COOPERATION?

- Providing information about the identity of the father of any child applying for/receiving assistance or identifying all individuals who may be the father.
- Providing other information or documentary evidence, as requested, to help establish legal paternity of a child or locate an absent legal parent.
- Appearing at a local Department of Social Services office, a Division of Child Support Enforcement (DCSE) office, Court, or other hearing, or proceeding as requested.
- Helping establish paternity by keeping scheduled appointments for genetic testing.
- Helping obtain child support or any other money or property owed to you or a child receiving assistance.
- Paying to DCSE any money received directly from the absent parent after your TANF case has been approved.
- Providing verbal or written information, as requested, OR stating under penalty of perjury you have no knowledge of the information requested.

WHAT ARE THE BENEFITS OF COOPERATION?

Your cooperation could result in the following benefits:

- Locating an absent parent.
- Legally establishing paternity for a child.
- Obtaining child support that may be higher than your TANF grant or receiving a support disbursement up to \$100.00 per month in addition to your TANF grant.
- Obtaining rights to future Social Security, veteran's, or other government benefits, including

WHAT IS MEANT BY "GOOD CAUSE" FOR NOT COOPERATING?

If you believe that your cooperation would be harmful to you or your child, you may claim good cause for not cooperating. If you can provide evidence to support this claim, you will be excused from cooperating. An attempt will be made to establish paternity or collect support.

WHAT IF YOU DO NOT COOPERATE AND GOOD CAUSE HAS NOT BEEN DETERMINED?

- You will be ineligible for assistance if you do not cooperate in establishing paternity.
- Your TANF case will be closed if paternity is not established after six months of assistance and you are not cooperating.
- You will be ineligible for assistance but your children will continue to be eligible if you do not cooperate for any other reason, such as failure to keep scheduled appointments or cooperate in providing information to the legal parent.
- A protective payee may be appointed to receive the TANF check.

WHAT IF YOU CHOOSE TO COOPERATE AND NOT CLAIM GOOD CAUSE?

You may go directly to the end of this notice, check (✓) the block indicating you do not wish to claim good cause, and will cooperate with DCSE, and sign your name.

WHAT IF YOU WISH TO CLAIM GOOD CAUSE FOR NOT COOPERATING?

- You must identify the parent of any child for whom you are applying or receiving assistance. If you do not provide this information, you may claim good cause for not cooperating at any time by telling DCSE you are not cooperating.
- You must provide evidence that good cause exists within 20 days after claiming good cause for not cooperating.
- If you need help obtaining the necessary evidence, you may ask your worker for assistance.
- Based on the information you provide, and on investigation of your claim, your agency will determine if good cause exists.
- Good cause for not cooperating will be determined to exist only if you claim good cause for not cooperating and provide clear and convincing evidence to support your claim:

WHAT IS GOOD CAUSE AND HOW DO YOU PROVE IT?

You claim good cause for one of these reasons:	And you provide clear and convincing evidence, such as:
You anticipate that cooperating will result in physical or emotional harm to you or your child.	<input type="checkbox"/> Court, medical, criminal, child protective services, psychological, or law enforcement records or a written statement from a domestic violence services program or sexual assault crisis center professional indicating the alleged or absent father might inflict physical or emotional harm on you or the child. <input type="checkbox"/> Medical records which indicate the emotional health history and present health status of you or the child for whom support would be sought. <input type="checkbox"/> A written statement from a mental health professional indicating a diagnosis or prognosis concerning the emotional health of you or the child.
The child was conceived as a result of rape or incest.	<input type="checkbox"/> Birth certificates or medical or law enforcement records which indicate the child was conceived as the result of rape or incest.
Legal proceedings are going on for adoption of the child.	<input type="checkbox"/> Court documents or other records which indicate that legal proceedings for adoption are pending in court. <input type="checkbox"/> A written statement from a public or private agency confirming that you are being assisted in resolving the issue of whether to keep or give up the child for adoption.
Receipt of the TANF Relative Maintenance Support Payment.	<input type="checkbox"/> Customer's verbal request and the Relative Maintenance Verification form.
Hospitalization of a parent in a two-parent household.	<input type="checkbox"/> Hospital records or a written statement from a medical professional which includes the medical prognosis and the anticipated hospitalization timeframe.

WHAT HAPPENS AFTER A DETERMINATION IS MADE?

- You will be notified of the results of the agency's investigation and whether or not good cause for not cooperating exists. If good cause exists, no attempt will be made to establish paternity or collect support. If good cause does not exist, you will be required to cooperate with your agency and the DCSE, unless you withdraw your application or request your case be closed.
- The DCSE Office may review the determination.
- You may request a hearing if you disagree with the determination. The DCSE Office may participate in the hearing.
- Your good cause claim will be reviewed periodically to determine if good cause continues to exist.

- I have read this notice and understand my right to claim good cause for refusing to cooperate with DCSE. Check (✓) one of the boxes for each absent parent:

Name of absent parent: _____	<input type="checkbox"/> I do not wish to claim good cause and will cooperate with DCSE.
_____	<input type="checkbox"/> I wish to claim good cause for not cooperating.
Name of absent parent: _____	<input type="checkbox"/> I do not wish to claim good cause and will cooperate with DCSE.
_____	<input type="checkbox"/> I wish to claim good cause for not cooperating.

Signature of Applicant/Recipient

Date

- I have provided the applicant/recipient with a copy of this notice.

TANF Notice of Action



Recoupment	- \$ 0.00	- \$ 0.00
TANF Benefit	= \$ 33.00	= \$ 55.00

Additional Information

Certain changes must be reported for all public assistance programs. See attached change report form. You may report changes, apply for assistance, renew your benefits and check the status of your benefits at <https://commonhelp.virginia.gov/access/>

Beginning 08/28/2018, you are required to:

- Send all money you receive from the absent parent of the children (for whom you receive assistance) to the Division of Child Support Enforcement Programs.
- Send all money you receive from your absent spouse (if you receive assistance) to the Division of Child Support Enforcement Programs.

All Payments should be sent to:
Division of Child Support Enforcement Programs
PO Box 570
Richmond, VA 23218-0570

TANF Notice of Action

IMPORTANT INFORMATION

In some situations, based on the amount of child support collected for your family, you may be eligible for additional TANF benefits. A TANF Disregard Payment of up to \$100 will be sent to you if at least \$100 of child support is collected.

If you are receiving assistance for two or more children, and more than \$100 in support is collected, you may also be eligible for the TANF Child Support Supplement. The TANF Child Support Supplement could be up to \$100. The TANF Child Support Supplement is subject to funding availability and payments will be ended without notice when funds are exhausted.

If you indicated when applying for benefits (Medicaid, SNAP, TANF, Energy Assistance, or Child Care) that you wanted to receive an email or a text message telling you that you have electronic mail about your benefits, you must first go to CommonHelp, www.CommonHelp.virginia.gov before you can access that mail. In CommonHelp, you will need to set up a secure mailbox. Have your client ID and case number available. Instructions are provided in CommonHelp.

If you are acting on behalf of an individual as an authorized representative, you will continue to receive all correspondence for that individual through the mail.

*Note: Your Preferred Method of Correspondence may be changed only once a year (January–December). You may update your email or cell phone number whenever changes are needed.

Your TANF Benefits

Approved:

Your application received on 08/14/2018 has been approved. Your next renewal is due 09/30/2018.



Redirection of Support Monies From Non-Custodial Parents

- ❑ Federal regulations* state that in cases where an assignment of support is effective, support payments shall be made to Support Enforcement.
- ❑ The assignment is *effective* upon case **approval**. Therefore, any child support, including court ordered support, paid to the assistance unit from the non-custodial parent subsequent to case approval **must** be *redirected* to Support Enforcement.
- ❑ Once this support is redirected, it will not be considered in determining the amount of payment, until such time as the net support, when added to other countable income, is sufficient to meet the total needs of the assistance unit.



TANF Guidance 602.1

Treatment of Support

602.2 TREATMENT OF SUPPORT - There are three types of support that are routinely paid to TANF custodial parents which must be considered in determining initial and on-going TANF eligibility:

A. Current support paid by the non-custodial parent on behalf of TANF eligible children in the AU. Current support paid directly to the client during the application process will be treated as income with the exception of a *disregard of up to \$100*. Following case approval, current support will be redirected to DCSE. Up to \$100 of the current support payment will be sent by DCSE to the client and will be disregarded in determining the on-going TANF benefit. (See 305.4(E)2 for treatment of support for SSI children and capped children not the AU, and for situations in which support must be prorated for eligible and non-eligible children).



Treatment of Support, continued

PAID			
	PAID		
		UNPAID	
		UNPAID	UNPAID

B. Arrearages paid by the non-custodial parent for periods in the past when the client received TANF. If, during the application process, arrearage payments are made directly to the client, and the period for which the payments are made was a time during which the client received TANF benefits, the payments will be treated as income. For an on-going case, the absent parent should make all child support payments directly to DCSE, including arrearage payments. Arrearage payments made on behalf of eligible children when the custodial parent received TANF on their behalf are retained by DCSE to discharge the non-custodial parent's debt to the state.

C. Arrearages paid by the non-custodial parent for periods in the past during which the custodial parent did not receive TANF. Such an arrearage payment made directly to the client during the application process will be treated as income. For an on-going case, any arrearage payment which is made to DCSE for a period during which the client did not receive TANF will be sent by DCSE to the client. If the payment is non-recurring, it should be treated as lump sum payments in accordance with 305.4C. If recurring, such payments will be treated as **unearned income**.

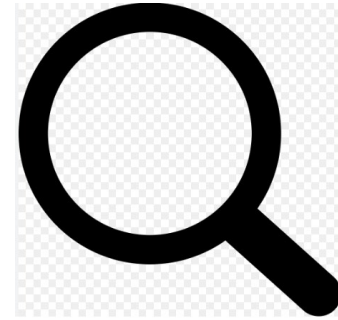
Support From Non-Custodial Parents Absent From The Home

- ❑ During the initial determination of eligibility, the first \$100 of current monthly child support received, or expected to be received, by the applicant ***will be disregarded*** in the eligibility screen and TANF payment calculation. If the amount received or expected to be received is less than \$100, the entire amount is to be disregarded. All remaining current support (net countable) will be considered as income for computing the amount of any payment made to the family for a period prior to the first TANF assistance payment.
- ❑ If the family is determined to be otherwise eligible according to policy, assistance must be approved without delay. Child support received from non-custodial parents during the application processing stage, less the first \$100 of total support received, or expected to be received, will be considered as income to the A.U. for any payment made to the family for a period prior to case approval. The disregard of the first \$100 of child support is also applicable to support received, or expected to be received, from a putative father during the application processing stage. Additionally, this disregard will be applied to support from the putative father subsequent to case approval until the recipient redirects such support to the Division of Child Support Enforcement.
- ❑ Once the application is approved for TANF, the client can no longer accept child support payments from the absent parent(s).

Note: VaCMS will automatically take action to disregard \$100 from the gross child support amount entered.

TANF Guidance 602.3

Searching for APECS/Child Support Information in SPIDeR



Best Practice:

For APECS purposes, it is imperative to screen each individual applicant in SPIDeR separately.

- This will provide the most accurate results.
- If there are multiple children in a case, they may have different support orders, depending on their parentage.
- If each support order is collecting different amounts of support, it is easier to calculate if they are screened separately.

Multiple SSN Search:

Client SSNs: 000-00-0001 000-12-121 511-12-1221

Client SSNs:

Client SSNs:

Client SSNs:

Publishers: OASIS ADAPT SDX VaCMS

Non-Publishers: DMV VaMMIS APECS WORK NUMBER SOLQ-I VEC

The underlined system is unavailable

SPIDeR Search Criteria:

Client SSN: 555-55-5510 Search All Case Members

Client Case Number:

Client ID:

Client First Name:

Client Last Name:

Client Gender: Male Female All Unknown

Client Middle Initial:

Client DOB: (mm/dd/yyyy)

Publishers: OASIS ADAPT SDX VaCMS

Non-Publishers: DMV VaMMIS APECS WORK NUMBER SOLQ-I VEC eDRS

The underlined system is unavailable

GO

Searching for APECS/Child Support Information in SPIDeR





Multiple SPIDeR search options are available however; the suggested method is to search using the client(s) social security number (SSN).


To initiate search by social security number (SSN):

1. Enter the participant's SSN in the Client SSN field. It is not recommended to use the Search all Case Members option when searching for APECS cases.
2. Select APECS
3. Click Search

The search results will list all open cases associated with the participant. To view the results, click on the APECS Cases link in the Client ID / Customer ID column.

SPIDeR Search Results  

SPIDeR Search Summary Total Number of Records=2

Client ID / Customer ID	Common ID	Case No	System	First Name	MI	Last Name	Suffix	 SSN	DOB	Last Updated	Fips	Locality	Worker Id
APECS CASES			APECS	M	F	D		F		10/12/2018 13:58:27	005	ALLEGHANY	
APECS CASES			APECS	MI	F	D		F		10/12/2018 13:58:27	005	ALLEGHANY	

SPIDeR Search Summary Total Number of Records=2

OASIS
 ASAPS
 ADAPT
 SDX
 VaCMS
 DMV
 VaMMIS
 APECS
 WORK NUMBER
 SOLQ-I
 VEC
 eDRS

Searching for APECS/Child Support Information in SPIDeR

SPIDeR provides authorized users with access to APECS Case and Participant information that will assist with reading and interpreting the data provided.

There are two main sections of information:

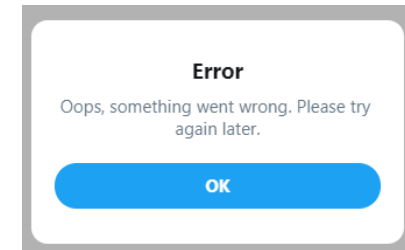
- » **APECS Detailed Case Data:** The APECS Detailed Case Data provides information about child support cases. When a participant has multiple cases, information for each case is provided and is separated by the heading APECS Detailed Case Data. The section titled Case Information - ##### displays the case number.
- » **Child Support Participant Account:** The Participant Account section, displaying last, provides a limited history of financial events associated with the participant. Two types of events, disbursements and receipts, display. The events present depend on the participant's role and activity in their associated child support cases. When a participant has multiple cases, this section provides the event history for all cases.



Searching for APECS/Child Support Information in SPIDeR

There are two error messages that can appear when searching in APECS cases.

Disclosure Prohibited – In APECS, the Family Violence Indicator (FVI) is set when a participant has indicated there is a risk of family violence or a protective order in place between the case parties. Federal regulations prohibit the sharing of information when the FVI indicator is set; therefore, the APECS information is inaccessible in SPIDeR.



APECS Disclosure Prohibited: Client must secure information from DCSE

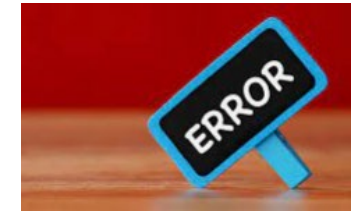
*If you get a result like the one shown above, you must request that the client obtain a payment history from DCSE or get the information using the DCSE Client Portal.

Note: In some instances, a participant will have multiple cases with the FVI set on only one. When this happens, case information is available for the case(s) without the FVI.

Searching for APECS/Child Support Information in SPIDeR

Case Type/Status Does not Meet DCSE Criteria - The error message, “Case Type/Status Does Not Meet DCSE Criteria” indicates that the results could not display. This happens for many reasons including the participant is not active to the case, or the case is closed but it could be an issue with the search method used.

Note: In this scenario, attempt the search again using other search criteria.



Searching for APECS/Child Support Information in SPIDeR

The detailed case data displays in *four categories*:

1. Case Information - #####: The heading identifies the case number. Details include the DCSE Worker ID, case type, status, IV-A case, third party liability insurance and support order information.



APECS Detailed Case Data								
CASE INFORMATION - 0005162482								
CHILD SUPPORT Case Number	CHILD SUPPORT Worker Id	CHILD SUPPORT Case Type	CHILD SUPPORT Date	CHILD SUPPORT Case Disposition	CHILD SUPPORT Case Disposition Date	IV-A Case Number	IV-A Case Worker	Payee Name Last First
000	R0ENF005	(ADC) ADC	05/14/2018	OPEN	05/31/2018	35	ALW023	
TPL Policy #	TPL Status	TPL Provider	Multiple Insurance		Court State	Court FIPS	Court Name	
					51	R0	ROANOKE DISTRICT OFFICE	

Searching for APECS/Child Support Information in SPIDeR

Child Support Case Types

CHILD SUPPORT Case Type

The case type. Case types used in this field include:

- *(ADC) ADC* - Custodial Parent and Child are currently receiving TANF
- *(NADC) Non-Public Assistance* - The Custodial Parent and Child are not currently receiving TANF
- *(SLFC) State and Local Foster Care* - The child is in a state or local foster care facility or placement. The custodial parent is the Local Department of Social Services.
- *(FC) ADC Foster Care* - The child is in a federal foster care facility or placement. The custodial parent is the State of Virginia.
- *(ARRP) ADC Arrears Only* – A case that is open to collect arrears only, all of which are assigned to the State. No current support obligation exists.
- *(ARRN) Non-ADC Arrears Only* – A case that is open to collect arrears only. No current support obligation exists.

During intake, you will most likely see NADC and ARRN case types that have associated child support distributions.

Searching for APECS/Child Support Information in SPIDeR

CHILD SUPPORT Participant Information							
Participant Type	Participant FIPS	Participant Name Last First Middle	Participant Sex	Participant Race	Participant MPI# / Client ID	Paternity Status / Start Date for Child	TANF Capped Child
(CHLD) Child	023	[REDACTED]	F	BLACK	[REDACTED]	PATERNITY STATUS: ADPA PATERNITY START DATE: 20081007	
(CLI) Custodial Parent	023	[REDACTED]	F	BLACK	[REDACTED] /		
(AP) Non-Custodial Parent	023	[REDACTED]	F	BLACK	[REDACTED]		

CHILD SUPPORT Order Information			
NCP Name	NCP MPI #	CP Name	CP MPI#
[REDACTED]	0 [REDACTED]	[REDACTED]	00 [REDACTED]

Type	Ext Type	Amount	From Date	To Date	Frequency
(CHLD) Child Support	(CSUP) Current Support	+\$ 324.00	08/01/2018	12/31/2099	(MNTH) Monthly
(CHLD) Child Support	(AFDCA) TANF Arrears	+\$ 0.00	08/01/2018	12/31/2099	

CHILD SUPPORT Financial Information			
NCP Name	NCP MPI #	CP Name	CP MPI#
[REDACTED]	0 [REDACTED]	[REDACTED]	00 [REDACTED]

Event Id	Receipt Date	Amount	Event Id	Receipt Date	Amount	Event Id	Receipt Date	Amount
(WAGE) Wage Attachment	10/05/2018	+\$ 186.89	(WAGE) Wage Attachment	09/21/2018	+\$ 186.89			

In the below case details, there is one child for whom paternity has been established with the NCP and there is a current monthly support order of \$324.

Searching for APECS/Child Support Information in SPIDeR



- 2. Child Support Participant Information:** Lists all active persons associated with the child support case, demographic information and paternity information for children.
- 3. Child Support Order Information:** Provides details about the support order including support types owed, and the amount and frequency of the current support obligation. Current support obligations are those that charge on an ongoing basis.
- 4. Child Support Financial Information:** Provides a limited history of payments made by the noncustodial parent (NCP) including the source, date and amount paid. It does not provide information about the support obligation type or amount. It also *does not indicate* whether the payment disbursed to the custodial parent (CP).

Searching for APECS/Child Support Information in SPIDeR

CHILD SUPPORT Participant Account

The Participant Account section provides a limited history of financial events associated with the participant. Two types of events, **disbursements** and **receipts**, display. The events present depend on the participant's role and activity in their associated child support cases.

The Event IDs used in this section are:

1. (DISB) Disbursements: **the participant received a support payment**
2. (RCPT) Receipts: the participant made a payment toward their support obligation(s)

Note: When a participant has multiple cases, this section provides a limited event *history for all cases* and for each role on their cases. Make sure to only use **DISB** records when counting child support as income. RCPT records are generally used for calculating child support expenses for programs such as SNAP but may also be used as support verification when determining stepparent deeming.

CHILD SUPPORT Participant Account								
Name of Participant						MPI #		
E						0		
Event Id	Receipt Date	Amount	Event Id	Receipt Date	Amount	Event Id	Receipt Date	Amount
(DISB) Disbursement	10/01/2018	+\$ 373.55	(DISB) Disbursement	08/01/2018	+\$ 58.83			
(DISB) Disbursement	09/01/2018	+\$ 238.76						

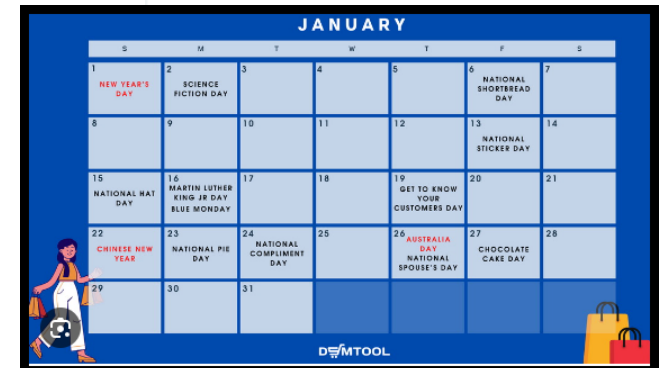
Things to Remember when Using APECS Information from SPIDeR



1. The Custodial Parent can have multiple support cases. If multiple support cases exist, the child support must be calculated for each child for whom a case exists and entered in VaCMS as separate records for each child for whom child support is paid for.
2. If the custodial parent is receiving arrearages, that income should be assigned to the parent as **unearned income**.
3. For the on-line systems used to verify child support, mailing and processing days must be added to the payment dates shown to properly reflect the period of receipt for TANF purposes.
4. Checks are prepared and mailed on the business day following the APECS disbursement date. *Allow two mail days* to determine the payment date and month of receipt.
5. *Allow two business days* for electronic funds transfer payments to reach the designated debit card bank account to determine the payment date and month of receipt.
6. If the client receives Direct Deposit, add two (2) business days to determine date of receipt.
7. Do not average Child Support payments when calculating child support income at application. When the application is being processed, count the actual amount of child support the customer received prior to case approval for the run months in which the support was received, **ONLY**.
8. When determining what child support amount to count when there are multiple support cases with collections and distributions, Child Support Financial Information (e.g., wage attachments, etc.) may need to be used in collaboration with disbursement records to arrive at the correct amounts, per child.
9. Do not accidentally combine receipt and disbursement records when calculating child support income.

Cheat Sheet – What Date Do I Use as the Receipt Date?

Mail	EPPIC – Way to Go Card	Direct Deposit
Add 1 Business Day (State Work Day) to determine the date the check was cut and mailed (See State Paydays and Holidays calendar)	If the client is using a EPPIC Card, add two (2) business days to determine date of receipt.	If the client receives Direct Deposit, add two (2) business days to determine date of receipt.
Add 2 more Working Days (U.S. Postal Service Work Days) to determine the date check was received by the client.	Saturdays, Sundays and State/Federal holidays ARE NOT considered business days.	If a bank statement is used to verify the child support income, document that date as the day and month of receipt.





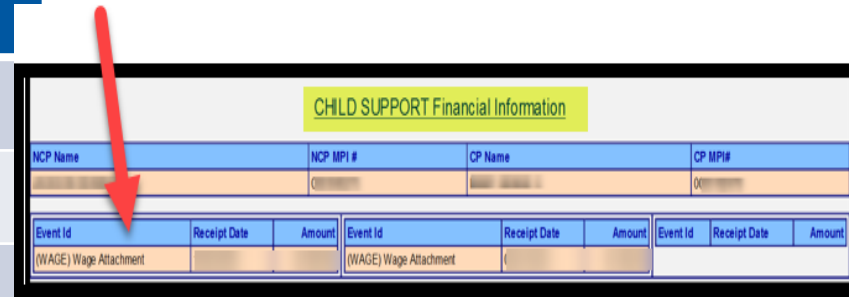
Example

Tony Tiger applied for TANF on 01/03/2024 for himself and his two sons, Larry and Jerry. Larry and Jerry have different mothers that both pay child support that varies from month to month. Larry's mom is ordered to pay \$180 per month and Jerry's mom is ordered to pay \$200 per month. Jerry receives SSI. The application was processed on 01/17/2024.

SPIDeR APECS query that was pulled on 01/17/2024, revealed the below:

Wage Attachment's for Larry's Mom

Month	Amount
01/12/2024	\$55.00
01/03/2024	\$145.00
12/20/2023	\$90.00
11/17/2023	\$100.00
11/05/2023	\$20.00



Wage Attachments for Jerry's Mom

Month	Amount
01/02/2024	\$200.00
12/03/2023	\$200.00
11/03/2023	\$200.00
10/03/2023	\$200.00
09/03/2023	\$200.00



Example - Continued

Tony's Child Support Participant Account information displayed the below "disbursements". How should child support be counted in Tony's case? Keep in mind that the application date is **01/03/2024** and the case was processed on **01/17/2024**.

Event Id	Receipt Date	Amount
(DISB) Disbursement	01/12/2024	\$55.00
(DISB) Disbursement	01/03/2024	\$145.00
(DISB) Disbursement	01/02/2023	\$200.00
(DISB) Disbursement	12/20/2023	\$90.00
(DISB) Disbursement	12/03/2023	\$200.00
(DISB) Disbursement	11/17/2023	\$100.00
(DISB) Disbursement	11/05/2023	\$20.00
(DISB) Disbursement	11/03/2023	\$200.00

Example - Continued

How will child support be counted for Larry?

Event Id	Receipt Date	Amount
(DISB) Disbursement	01/12/2024	\$55.00
(DISB) Disbursement	01/03/2024	\$145.00
(DISB) Disbursement	01/02/2023	\$200.00
(DISB) Disbursement	12/20/2023	\$90.00
(DISB) Disbursement	12/03/2023	\$200.00
(DISB) Disbursement	11/17/2023	\$100.00
(DISB) Disbursement	11/05/2023	\$20.00
(DISB) Disbursement	11/03/2023	\$200.00

Month	Amount
01/12/2024	\$55.00
01/03/2024	\$145.00
12/20/2023	\$90.00
11/17/2023	\$100.00
11/05/2023	\$20.00

Since the application is dated 01/03/2024 and is being processed on 01/17/2024, \$200 should be entered as unearned Child Support income for Larry for January and end dated as the child support will be redirected upon TANF approval. The VaCMS will automatically exclude a \$100 Child Support Disregard. The Net Child Support that will be deducted from the TANF SOA will be \$100 (January 2024 gross child support \$200 - \$100 child support disregard=\$100 net child support).

Example - Continued

How will child support be counted for Jerry?

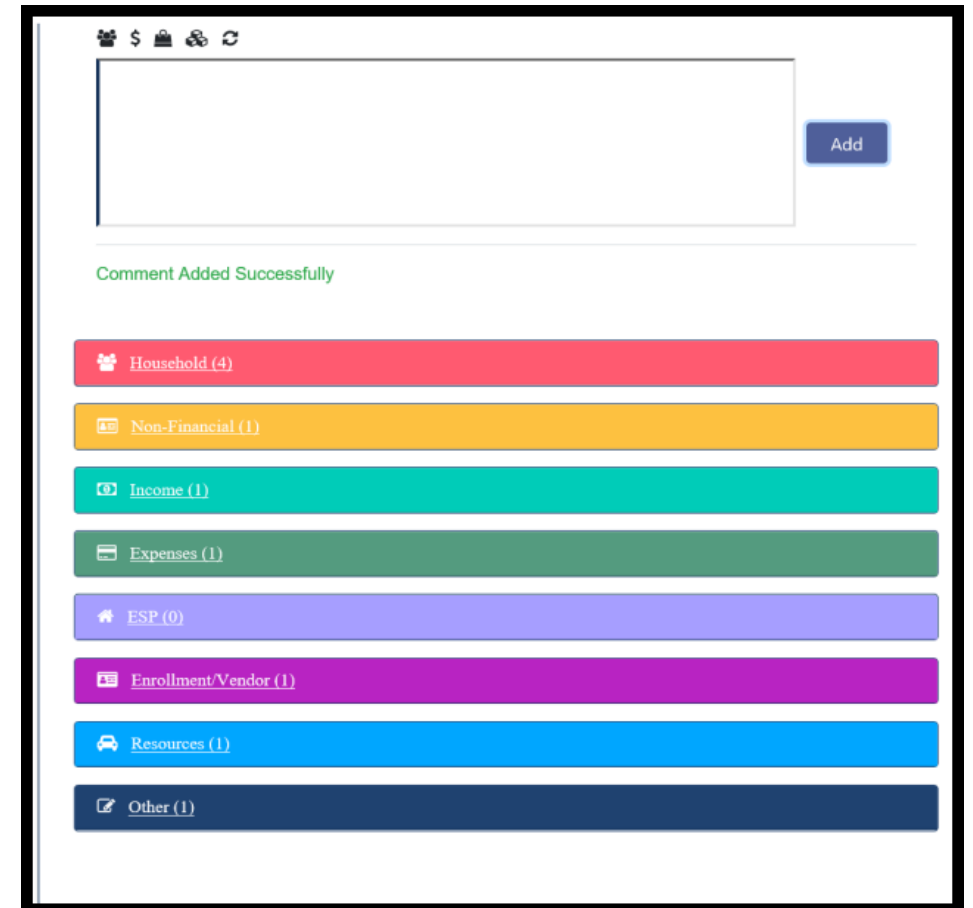
Event Id	Receipt Date	Amount
(DISB) Disbursement	01/12/2024	\$55.00
(DISB) Disbursement	01/03/2024	\$145.00
(DISB) Disbursement	01/02/2023	\$200.00
(DISB) Disbursement	12/20/2023	\$90.00
(DISB) Disbursement	12/03/2023	\$200.00
(DISB) Disbursement	11/17/2023	\$100.00
(DISB) Disbursement	11/05/2023	\$20.00
(DISB) Disbursement	11/03/2023	\$200.00

Month	Amount
01/02/2024	\$200.00
12/03/2023	\$200.00
11/03/2023	\$200.00
10/03/2023	\$200.00
09/03/2023	\$200.00

Since the application is dated 01/03/2024 and is being processed on 01/17/2024, \$200 should be entered as unearned Child Support income for Jerry for January and the ongoing months, since the payment pattern consistently displays \$200 monthly payments. TANF guidance states that if the parent or child is receiving SSI, Auxiliary Grants, adoption assistance, or a foster care payment, none of his income can be counted as available to the TANF assistance unit. Therefore, the VaCMS will automatically exclude Jerry's child support income. Jerry will be considered Non-TANF and support collected for him will be sent to the custodial parent.

VaCMS Entries - Documentation

- ❑ If you do not include all support payments in the calculation, document in the Case Narrative the reasons why certain payments were excluded, and others were used.
- ❑ Document that an APECS inquiry was conducted on ALL household members.
- ❑ Upload/scan documents used for verification, e.g., cancelled checks, support orders, APECS printouts, etc. (Disbursement page can be uploaded to DMIS under Income, attached to the Client ID for the person for whom the support is countable).



The screenshot displays a web interface for adding documentation. At the top, there is a navigation bar with icons for home, search, and refresh. Below this is a large empty text box for entering a comment, with an "Add" button to its right. A green message "Comment Added Successfully" is visible below the text box. The main content area shows a list of categories with their respective counts, each represented by a colored bar with an icon:

- Household (4) - Red bar with a family icon
- Non-Financial (1) - Yellow bar with a document icon
- Income (1) - Teal bar with a dollar sign icon
- Expenses (1) - Green bar with a minus sign icon
- ESP (0) - Purple bar with a house icon
- Enrollment/Vendor (1) - Magenta bar with a document icon
- Resources (1) - Blue bar with a car icon
- Other (1) - Dark blue bar with a checkmark icon

Customer Portal Payment Record

When child support payment information cannot be retrieved using SPIDeR for reasons such as non-disclosure due to family violence, the EW must request that a payment record using the child support portal, from the customer. The payment record mirrors the payment record in DCSE's automated tracking system (iAPECS). Participants can utilize the portal and obtain their payment record(s) immediately versus waiting three (3) to five (5) business days to receive their payment(s) record in the mail. The payment record only certifies payments received and payments disbursed.

The screenshot displays the MyChildSupport portal interface. On the left is a navigation menu with options: My Cases, Case At-a-Glance, Payment Record, Case Actions, Payments to Me, and Income Verification. The main content area is divided into several sections:

- Search Criteria:** Includes fields for Case Number, From Date (08/29/2014), and To Date (08/29/2017), with a Search button.
- Case Information:** Displays Case Number: 0000, Parent Paying Support: 1 (3269), Parent/Custodian Receiving Support, Case Status, Case Type, and Last Payment Date: 10/25/2016.
- Order Information:** A table with columns: Support Type, Current Support Charge, Charge Frequency, Order Start Date, and Next Charge Date.
- Balance Information:** A table showing amounts owed to Parent/Custodian Receiving Support and Virginia, with a Total column.
- Distribution and Transaction Code Definitions:** A list of codes (A, B, C, D, F, I, EOM, DFEE, Subtotal) with their corresponding descriptions.

Support Type	Current Support Charge	Charge Frequency	Order Start Date	Next Charge Date
Child Support	406.18	MONTHLY	07/01/2008	06/01/2017

	Owed To		Total
	Parent/ Custodian Receiving Support	Virginia	
Arrears	18,607.60	0.00	18,607.60

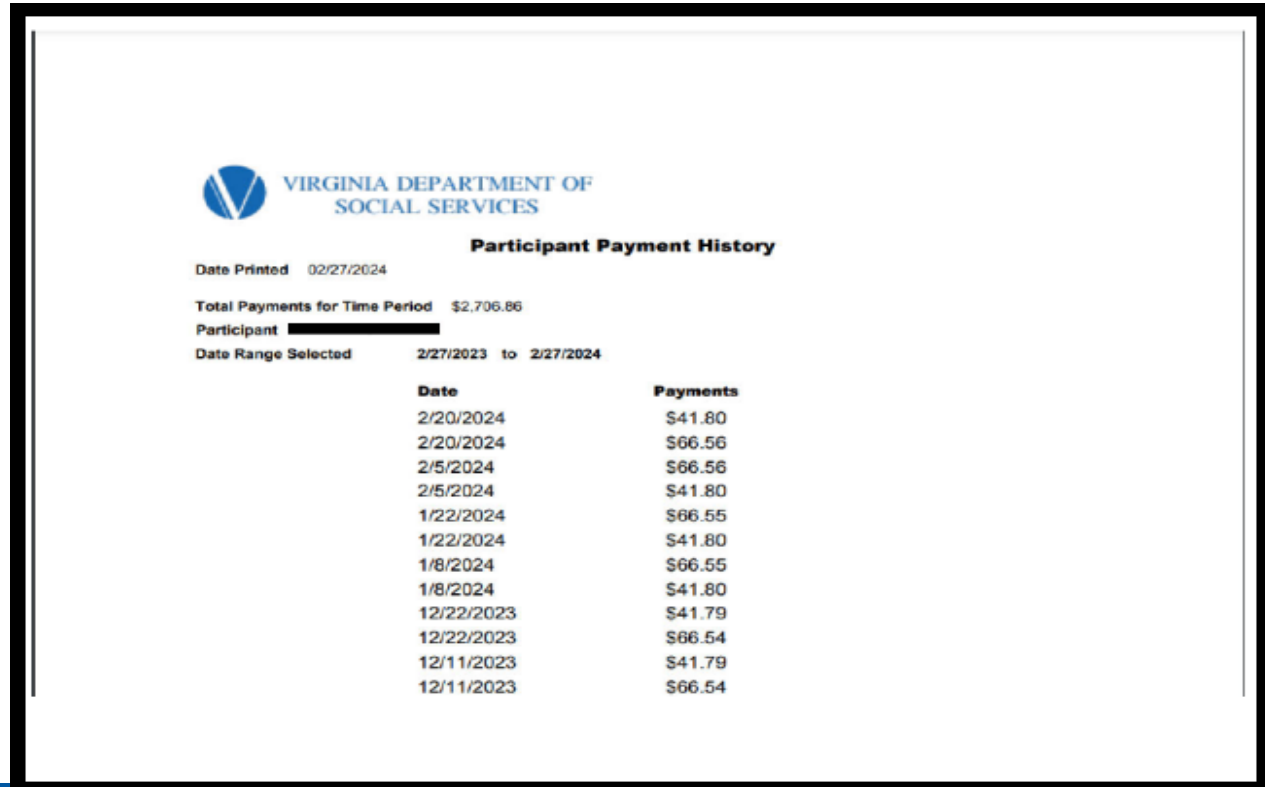
Distribution and Transaction Code Definitions:

- A: Payment applied to Arrears
- B: Payment applied to both Arrears and Current Support Charge
- C: Payment applied to Current Support Charge
- D: As a result of the 2005 Deficit Reduction Act, \$25 is sent each federal fiscal year (Oct 1-Sep 30) to the federal government. This amount is deducted, after \$500 has been paid, from next payment due to Parent/Custodian Receiving Support.
- F: Payment applied to Fees
- I: Payment applied to Interest
- EOM: Payment applied to Miscellaneous
- M: Adjustments to the amount owed through the end of the prior month or through the end of the prior Current Support (Customer Portal Payment Rec...)
- DFEE: See Definition of D above in Distribution column.
- Subtotal: Amount owed through the last day of the prior month and is also the total amount owed as of the payment record created date. It does not include the Unpaid Current Support Charge balance.

Customer Portal Payment Record

- ❑ The Participant Payment History displays payments disbursed for a requested timeframe for a specific case but does not provide case specific details.
- ❑ The EW must request additional information to determine who child support is being paid for before entering the information in the VaCMS.
- ❑ As stated with the SPIDeR APECS queries, only the actual support received up to the point the application is being processed, should be counted when processing TANF applications.

To calculate a monthly amount, ask customer how support is received (mail, EPPIC card, Direct Deposit), then determine the date each payment was received.



The screenshot shows a report titled "Participant Payment History" from the Virginia Department of Social Services. It includes a date printed of 02/27/2024, a total payment amount of \$2,706.86, and a date range selected from 2/27/2023 to 2/27/2024. A table lists individual payments with their dates and amounts.

Date	Payments
2/20/2024	\$41.80
2/20/2024	\$66.56
2/5/2024	\$66.56
2/5/2024	\$41.80
1/22/2024	\$66.55
1/22/2024	\$41.80
1/8/2024	\$66.55
1/8/2024	\$41.80
12/22/2023	\$41.79
12/22/2023	\$66.54
12/11/2023	\$41.79
12/11/2023	\$66.54

Understanding the APECS Interface

Referral to APECS is sent when:

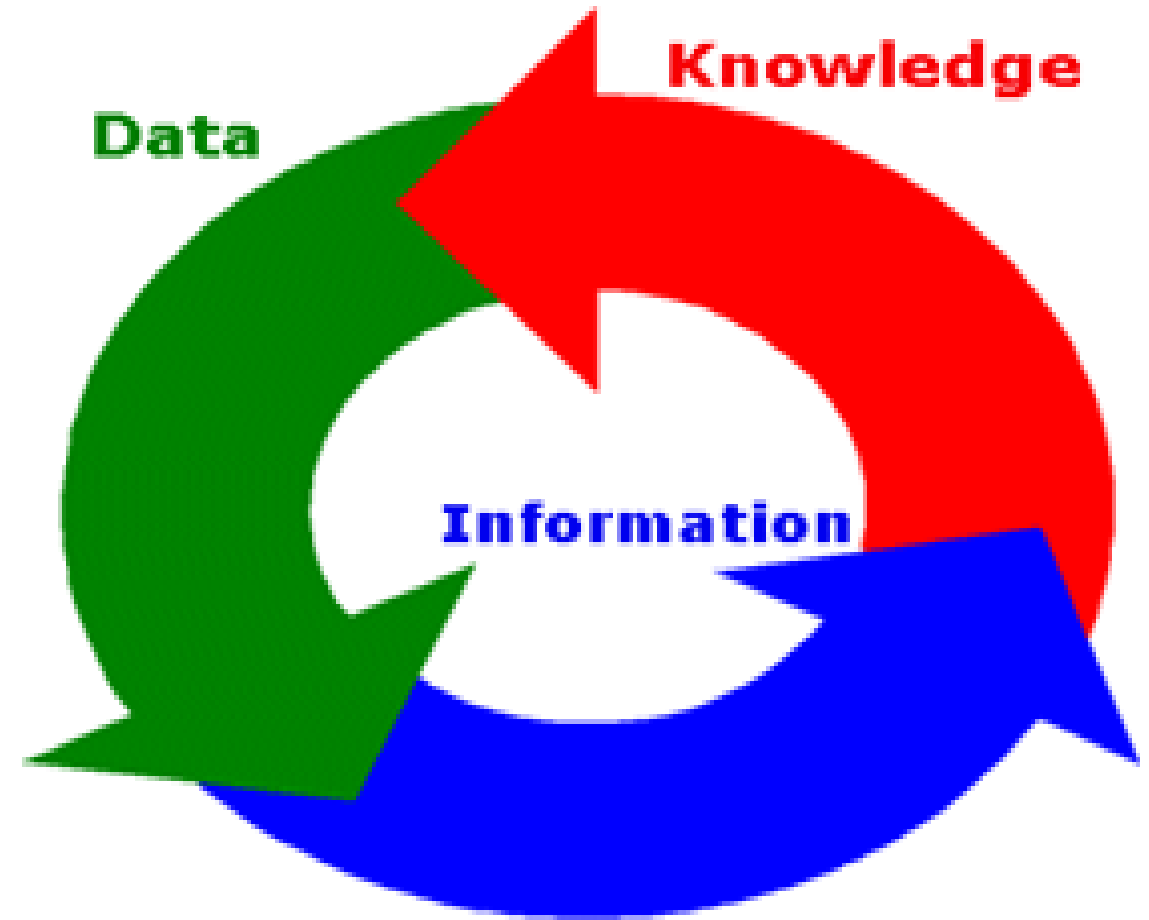
- **TANF eligibility has been approved and authorized for TANF or TANF-UP (not EA/DA/VTP)**
- **Case includes at least one child with one or more absent parents**
- **Good Cause has not been claimed**
- **Absent Parent Data has been entered**



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Understanding Parental Status

- ❑ Remember that both TANF (IV-A) and Foster Care (IV-E) make referrals to DCSE. The referrals are based on Parental Status.
- ❑ The drop-down menu of Parental Status types contains a mix of types that relate to TANF and to Foster Care.
- ❑ Some Parental Status types are not used for the other program at all; other codes – like Incapacitated Parent in the Home – mean no referral to DCSE for TANF but just the opposite – referral to DCSE – for Foster Care.
- ❑ Here's how they sort out:



Understanding Parental Status

❑ Except for Paternity not Established, all relate specifically to a break in the relationship between the child's parents and the resulting absence of one of the parents. This is what we used to refer to as deprivation. "Old AFDC Days"

❑ Absence for married parents could be Parents Separated, or Parent Deserted, or Divorce/Annulment.

❑ For unmarried parents, it could also be Parents Separated, Parent Deserted or Paternity not Established

❑ For either married or unmarried parents, there might be a specific reason for the absence of one parent – Parent Incarcerated or Parent Deported.



Understanding Parental Status

- So, in choosing parental status for an absent parent, choose the one that best fits the situation for that case.
- If the parents are married but separated, choose Parents Separated.
- If the parents were married, but now divorced, choose Divorced/Annulled.
- If the parents were never married, choose Parent Deserted (TANF), or Paternity not Established if the parents were unmarried and paternity has not been established.



Understanding Parental Status

- Use Parent Incarcerated or Parent Deported for either married or unmarried parents when you know that is the specific reason for the absence of one of the parents.

Note: These two options should only be selected when paternity has been established.

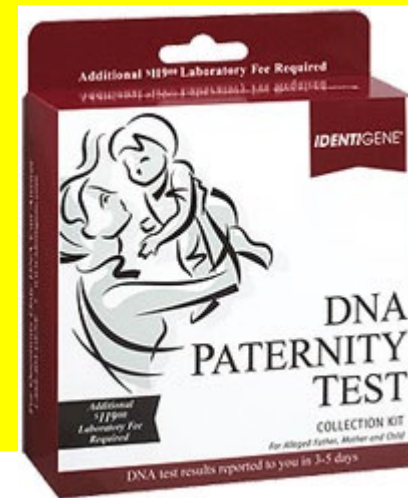


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Absence information *is sent* to DCSE for any of the following:

- **Divorced/Annulled**
- **Parent Deserted (TANF)**
- **Parents Separated**
- **Paternity not Established**
- **Parent Incarcerated**
- **Parent Deported**



Absence information *is not sent to* DCSE for any of the following:



- Legal Parent Deceased
- Incapacitated Parent in the Home
- Convicted/Offender (In Home)
- Single Parent Adoption
- Artificial Insemination From Anonymous Donor
- Parental Rights Terminated
- *Not Applicable* – **Must always be used for Kinship Care cases**
- Parent Disabled
- Foster Care - Parental Absence
- Pending Verification of Parental Status (Baby Bot)



Reminder



- *Not Applicable* – Must ***ALWAYS*** be used for Kinship Care cases as the pursuit of child support is not a requirement for Kinship Care



Entering Parental Status – Single Parent Household

Select the appropriate status of absent parent from the “Parental Status for the Child (first parent)” drop-down.

Leave the “Parental Status for the Child (second parent)” drop-down as blank.

Do not use “Not Applicable” for the Parental Status of either parent in the case of TANF.

Note: Not Applicable must be used for *Kinship Care* cases because DCSE referrals are not required for these case types.



Client Demographic Information

Identification Number:	<input type="text"/>	ID Verification:	Affidavit of Identity <input type="text"/>
State:	Virginia <input type="text"/>	Marital Status:	Single-Never Married <input type="text"/>
Parental Status for the Child (first parent):	Parent Deserted (TANF) <input type="text"/>	Parental Status for the Child (second parent):	<input type="text"/>
Is Individual Emancipated?:	NO <input type="text"/>	Emancipated Minor Verification:	<input type="text"/>
Is the individual in active Military Service?:	NO <input type="text"/>		

Entering Parental Status – TANF Two-Parent Household – Scenario 1

- ❑ A two-parent TANF household with two “able bodied” parents (able to work) is a TANF-UP case.
- ❑ Select the status for one parent from the “first parent” drop-down as “TANF-UP”.
- ❑ Select the status for the other parent from the “second parent” drop-down as “TANF-UP”.



Client Demographic Information

Identification Number:	<input type="text"/>	ID Verification:	Affidavit of Identity <input type="text"/>
State:	Virginia <input type="text"/>	Marital Status:	Single-Never Married <input type="text"/>
Parental Status for the Child (first parent):	TANF UP <input type="text"/>	Parental Status for the Child (second parent):	TANF UP <input type="text"/>
Is Individual Emancipated?	NO <input type="text"/>	Emancipated Minor Verification:	<input type="text"/>
Is the individual in active Military Service?:	NO <input type="text"/>		

Entering Parental Status – TANF Two-Parent Household (TANF) – Scenario 2

- ❑ A two-parent TANF household that is “not TANF-UP” will two-parent a parent who is not “able bodied”, not able to work.
- ❑ Select the status for this parent from the “second parent” drop-down as “Incapacitated Parent in the Home”.
- ❑ Select the status for the other parent from the “first parent” drop-down as “TANF-UP”. (Yes. We know this is not a TANF-UP case, but entering this for the first parent only will serve two purposes: it will correctly not refer the first parent to DCSE, and it will serve – along with the entry for the second parent – to show us two-parent that this is a two-parent TANF [not TANF-UP] case.)

Note: In the case of a two-parent household where they have child(ren) in common and at least one child not in common, the EW must add a Parental Status for the child not in common, and TANF UP for the child(ren) in common.



Client Demographic Information

Identification Number:	<input type="text"/>	ID Verification:	Affidavit of Identity <input type="text"/>
State:	Virginia <input type="text"/>	Marital Status:	Single-Never Married <input type="text"/>
Parental Status for the Child (first parent):	TANF UP <input type="text"/>	Parental Status for the Child (second parent):	Incapacitated Parent in H <input type="text"/>
Is Individual Emancipated?:	NO <input type="text"/>	Emancipated Minor Verification:	<input type="text"/>
Is the individual in active Military Service?:	NO <input type="text"/>		

Entering Parental Status – Non-Parent Caretaker Case

- ❑ A TANF case headed by a non-parent caretaker will have two absent parents for each child.
- ❑ Select the appropriate status for one parent from the “first parent” drop-down.
- ❑ Select the appropriate status for the other parent from the “second parent” drop-down.



Client Demographic Information

Identification Number:	<input type="text"/>	ID Verification:	Affidavit of Identity <input type="text"/>
State:	Virginia <input type="text"/>	Marital Status:	Single-Never Married <input type="text"/>
Parental Status for the Child (first parent):	Parent Incarcerated <input type="text"/>	Parental Status for the Child (second parent):	Parent Deserted (TANF) <input type="text"/>
Is Individual Emancipated?	NO <input type="text"/>	Emancipated Minor Verification:	<input type="text"/>
Is the individual in active Military Service?:	NO <input type="text"/>		

Custodial Party Screen

- The EW chooses the household member that needs to be designated as the custodial party for the DCSE referral
- VaCMS only allows one custodial party per case
- A DCSE Legacy Case Number can either be entered manually or selected using the DCSE Legacy Case Number Search Pop-up or created using the Generate New DCSE Number radio button

Details Visited 24 of 38 Pages

Custodial Party ? [Icons]

Case Name: Winkle, Perry Case #: [113257362](#) Case Action: Case Change/Closure Case Status: Approved

Reset + Previous + Continue

Custodial Party Information

* Name: Client #: 2103648351

DCSE Legacy Case Number:

* Is this a payee case?

Reset + Previous + Continue

A **custodial party** is the **parent or caretaker** who has either sole physical custody of the child or the **person** with whom the child resides for the majority of the time.

Legacy Case Numbers

- The DCSE Legacy Case Number, First Name, Last Name, SSN, and DOB will be prefilled for the custodial parent on the case if the information is available within VaCMS
- If a DCSE Legacy Case Number is entered on the Custodial Party screen, when the search popup loads, the Search By field will be defaulted to the DCSE Legacy Case Number and the search results will be displayed based on this search criteria
- If no DCSE Legacy Case Number is entered on the Custodial Party Information screen and VaCMS has an SSN stored for the individual, when the search popup loads, the Search By field will be defaulted to the SSN and the search results will be displayed based on the search criteria
- If no DCSE Legacy Case Number is entered on the Custodial Party screen and VACMS does not have an SSN stored for the individual, when the search popup loads, the Search By field will be defaulted to the Name/DOB and search results will be displayed based on this search criteria

DCSE Legacy Case Number Search Criteria

*Search by:

DCSE Legacy Case Number: First Name: Last Name:

SSN: -- DOB: /

DCSE Legacy Case Number Search Results

DCSE Legacy Case Number	Name	SSN	DOB	Associated Children	Absent Parent(s)	Payee Case	Source System
<input type="radio"/> 123456789012	Joe Smith	728-37-1231	01/01/91	Meg Smith (02/03/04, 432-34-5432), Dylan Smith (04/02/11, 847-39-7483)	Nancy Smith (01/01/1991, 783-46-8765)	N	APECS
<input type="radio"/> Generate New DCSE Number							
<input type="radio"/> Use Medicaid Legacy Case Number	Joe Smith	728-37-1231	01/01/91	Meg Smith (02/03/04, 432-34-5432), Dylan Smith (04/02/11, 847-39-7483)	N/A	N/A	VACMS

Note: It is imperative that the correct DCSE legacy number is selected before proceeding to the Absence Information Details screen. As a best practice, run an APECS query in SPIDeR prior to selecting the legacy number to ensure you are choosing the correct DCSE legacy number.

Absence Information Details

- On the click of the magnifying icon besides Absent Parent Identifier Number field, a pop-up will open where you will be able to search for an absent parent by entering one or a combination of the search criteria. If there is no matching absent parent in the system, then the pop-up can be closed, and the new absent parent information entered on the absent parent details screen
- On the click of Search in the Absent Parent Search Pop-up, an error code will be displayed if one of the following criteria is not met:
 1. SSN is entered
 2. Absent Parent ID is entered
 3. First Name or Last Name + any two other search parameters are entered

The screenshot shows the 'Absence Information Details' page in VaCMS. The main page has tabs for 'Summary', 'Absence Information Details', 'Absent Parent-Details', and 'Address'. The 'Absence Information Details' tab is active, showing case information for 'Winkle, Perry' (Case #: 113257362) with a status of 'Approved'. A red box highlights the magnifying glass icon next to the 'Absent Parent Identifier Number' field. A pop-up window titled 'VaCMS -- Webpage Dialog' is open, showing the 'Absent Parent Search Criteria' form. This form includes fields for 'Absent Parent Identifier Number', 'First Name' (pre-filled with 'Jack'), 'Last Name' (pre-filled with 'frost'), 'SSN' (pre-filled with '454 - 187 - 3111'), 'DOB' (pre-filled with 'mm / dd / yyyy'), 'Race', 'City', and 'State'. There are 'Reset' and 'Search' buttons. Below the form is an 'Absent Parent Search Results' table with columns for 'Absent Parent Identifier Number', 'Absent Parent Name', 'SSN', 'DOB', 'Race', 'City', 'State', 'MPI #', 'Family Violence', and 'Source'. A 'Submit' button is at the bottom right of the pop-up.

Note: Before populating the absent parent's information, be sure that you have selected the correct person.

Absence Information Details

➤ If a client has provided identifying information regarding the noncustodial party as defined in 201.10, “Yes” must be selected from the Agree to Cooperate drop-down, and the Cooperation Date must be entered

➤ In the case of a client that has Attested to the Lack of Information, “Yes” must be selected from the Agree to Cooperate drop-down, and “Cannot Identify Father, Client signed the ATL Form” must be selected from the ATL/Good Cause drop-down and the Cooperation Date must be entered

Prefix: * First: Middle: * Last: Suffix:

ATL/Good Cause: Good Cause Determined Date:

* Agree to Cooperate: Non-Cooperation Date:

Cooperation Date: Update User: vna550

Verification:

Prefix: * First: Middle: * Last: Suffix:

ATL/Good Cause: Good Cause Determined Date:

* Agree to Cooperate:

Cooperation Date: Update User: vna550

Verification:

Absence Information Details

- In the case of a client that is claiming Good Cause, “No” must be selected from the Agree to Cooperate drop-down
- From the ATL/Good Cause drop-down, the reason for not cooperating must be selected
- A date must be entered in the Good Cause Determined and Non-Cooperation Date fields
- A verification source for the substantiation of the Good Cause claim must be selected from the Verification drop-down
- When selecting the Next button, all the VaCMS will bypass all the remaining absent screens, and no triggers will be sent to DCSE

ATL/Good Cause: Good Cause Determined Date: 04 / 02 / 2024

* Agree to Cooperate:

Cooperation Date:

Verification:

Physical or emotional harm to the child or caretaker relative:
Adoption pending with public/licensed adoption agency
Child was conceived as result of incest or Rape
Child's adoption is pending before court
Good Cause Not Claimed

vna550

Dates

* Effective Begin Date: 04 / 01 / 2024 End Date:

* Reported On: Date Change Occ:

* Verification Received On:

Absent Parent Identifier N:

Prefix:

ATL/Good Cause:

* Agree to Cooperate:

Cooperation Date:

Verification:

Birth Certificates
Child protective services records
Court records
Criminal records
Domestic violence services program statement
Law enforcement records
Medical records
Other
Psychological records
Sexual assault crisis center statement
Social services records
Sworn statements from other individuals
Written statement from adoption agency

Absence Information Details

➤ If the EW selects “No” to “Agree to Cooperate” and “Good Cause Not Claimed” from the ATL/Good Cause drop-down during *intake*, a penalty will be imposed

➤ After a case has been approved, a DCSE penalty can only be imposed if non-cooperation is sent by the APECS interface

Prefix:	<input type="text"/>	* First:	<input type="text" value="Fgfhd"/>	Middle:	<input type="text"/>	* Last:	<input type="text" value="Dfgdff"/>	Suffix:	<input type="text"/>
ATL/Good Cause:	<input type="text" value="Good Cause Not Claimed"/>			Good Cause Determined Date:	<input type="text" value="mm"/> / <input type="text" value="dd"/> / <input type="text" value="yyyy"/>				
* Agree to Cooperate:	<input type="text" value="NO"/>			Non-Cooperation Date:	<input type="text" value="04"/> / <input type="text" value="02"/> / <input type="text" value="2024"/>				
Cooperation Date:	<input type="text" value="mm"/> / <input type="text" value="dd"/> / <input type="text" value="yyyy"/>			Update User:	<input type="text" value="vna550"/>				
Verification:	<input type="text"/>								



Child Link

- Screen captures the linking of a child to an Absent Parent(s)
- If two Parental Status values are selected on the Client Demographics screen, both will display in the Parental Status drop-down
- If a parental status is selected in error that does not send information to APECS, a DCSE case will not be established for that parent
- For example, if “Not Applicable” is selected from the Parental Status drop-down, information entered for the absent parent will not be sent to APECS

Note: Complete as much details that you can for the items under the Child Association section for which you have obtained information or verification. **The EW MUST** click the **"Save and Continue" button** to ensure the data is saved in the database. If not saved, the case will not interface with DCSE.

Absent Parent Employment Details | Absent Parent Court Order Details | Child Link | Visited 35

Absent Parent-Child Link

Case Name: Sdkksd, Hdhdh Case #: 115535507 Case Action: Intake/Screening Case Status: Pending

Cancel Previous + Add Absent Parent + Continue

Custodial Party and Absent Parent Information

Custodial Party: Sdkksd, Hdhdh 27F Client #: 2108919155

* Absent Parent Name: Dfgdff,Fgfhd Absent Parent SSN:

Child Association

* Child Name: Cccccc, Sfssss 1F Client #: * Absent Parent relationship to the child: Father

* Paternity Established: Yes, acknowledged in writi

Mother's marital status at child birth: Single-Never Married Child's Birth City: Does absent parent have insurance for child: NO

Child's Birth State: Virginia Insurance Company Name: Policy Number:

Parental Status: Parent Deserted (TANF)

Reset Update

Child Name	Paternity Established	Absent Parent relationship to the child
Cccccc, Sfssss 1F	Yes, acknowledged in writing	Father



If a child is linked to an absent parent in error, the child will have to be unlinked prior to adding Absence Information Details for another absent parent.

APECS Interface

- **Child Support Enforcement will notify VaCMS if the TANF client is not cooperating with DCSE; and consequently, Child Support Enforcement will notify VaCMS if a TANF client previously referred for Non-Cooperation should resume cooperating with DCSE. A Task and Reminder will be sent with the details to the EW and the Absent Parent Details screen will be updated to reflect that the client is not cooperating as displayed below:**

The screenshot displays a form with the following fields and values:

- Prefix: [Dropdown]
- * First: [Text]
- Middle: [Text]
- * Last: [Text]
- Suffix: [Dropdown]
- ATL/Good Cause: [Dropdown]
- Good Cause Determined Date: [mm/dd/yyyy]
- * Agree to Cooperate: **NO** [Dropdown]
- Non-Cooperation Date: **08/05/2022** [mm/dd/yyyy]
- Cooperation Date: [mm/dd/yyyy]
- Update User: **INDARCVDLY**
- Verification: [Dropdown]

A red arrow points to the 'Update User' field, which contains the text 'INDARCVDLY'.

- **The TANF Case is closed when Non-cooperation occurs without Good Cause and when the Custodial Parent has received TANF for six or more months and Paternity has not been established**
- **When less than six months of assistance has been received, the Custodial Parent will be removed from the TANF Grant or the case will be reduced by 25%, whichever is greater**
- **VaCMS will issue an ANPA before reducing the grant or closing the TANF Case**
- **When a TANF client has resumed cooperation on an ongoing case, DCSE will notify the VACMS, and the penalty will be removed**
- **VaCMS will issue a NOA when the case has been reinstated**

DCSE Resource Information - Fusion

- » SPIDeR Inquiry Resource Guide -
[https://fusion.dss.virginia.gov/Portals/\[DIS\]/Files/SPIDeR_Appl_User_Guide_v37_FINAL_123117.pdf?ver=2019-02-06-100055-993](https://fusion.dss.virginia.gov/Portals/[DIS]/Files/SPIDeR_Appl_User_Guide_v37_FINAL_123117.pdf?ver=2019-02-06-100055-993)
- » My Child Support Resource Guide (Portal) -
<https://fusion.dss.virginia.gov/Portals/%5BDCSE%5D/Files/Program%20Services/MCS/MyChildSupport%20Resource%20Guide%20.pdf>
- » DCSE Worker ID Roster: <https://fusion.dss.virginia.gov/dcse/DCSE-HOME/Worker-ID>

Best Practices When Evaluating Child Support

1. Before interviewing the customer, examine child support income queries so that you are prepared to ask the appropriate questions and request verification if needed.
2. Always do a pre-screening to determine if TANF eligibility will even exist based on child support that has or is being received. Make sure to determine if child support is consistently paid, new and or has stopped.
3. Make sure to explain the requirement to redirect child support payments to Support Enforcement upon case approval.
4. Make sure to explain the Child Support Disregard and TANF Child Support Supplement payments that may be received after the case interfaces with DCSE. **Note:** If no support is collected, the customer will not receive these payments.
5. If the customer receives child support **and** information cannot be obtained using a SPIDeR query, request an alternate verification source such as, but not limited to Child Support Portal printouts, bank statements, letters from the absent parents, court orders, etc.
6. Determine the payment method in which the customer receives child support payments so that the payment is applied to the correct period based on mailing days and electronic posting days.
7. Re-run SPIDeR APECS queries prior to case approval if you are not processing the application or renewal within 24-48 hours from when the initial query was pulled. Additional payments could post after the initial query was pulled, but prior to case processing.
8. On the TANF – Eligibility Summary screen, ALWAYS, ALWAYS drill-down on the Eligibility/Service Periods for which the case is running to ensure the current amount of child support is being counted and/or disregarded correctly.
9. Document, Document, Document!



DCSE Process Responsibilities

DCSE(Division of Child Support Enforcement) Responsibilities		
Client	Local Agency	DCSE
<p>Appear at the LDSS and/or DCSE, as requested</p> <ul style="list-style-type: none"> - Provide oral or written information about the non-custodial parent(absent parent) - Provide documented evidence about the absent parent 	<p>Explain the benefits of cooperating with DCSE:</p> <ul style="list-style-type: none"> - Receipt of TANF benefits - Receipt of future support from absent parent - Establishment of paternity 	<p>Pursue support from the absent parent</p>
<p>Cooperate in identifying & locating absent parent(s) for a child they are applying for and</p> <ul style="list-style-type: none"> - Provide first and last name & at least 3 pieces of identifying information - Attest to the lack of information if unable to provide required information - Provide sufficient evidence to support a claim for good cause 	<p>Explain rights & responsibilities regarding the automatic assignment of rights to support(201.9), the requirement regarding cooperation in obtaining support(201.10) and good cause for refusing to cooperate, redirection of support payments to DCSE(602.1), referral to DCSE(601.2), and legally responsible relatives(601.3)</p>	<p>Establish paternity</p>
<p>Assist in establishing paternity for a child born out of wedlock</p>	<p>Determine good cause for not cooperating with DCSE</p>	<p>Locate the absent parent if whereabouts are unknown</p>
<p>Assist in obtaining child support</p>	<p>Determine non-cooperation with the local agency and apply penalty for non-cooperation</p>	<p>Determine the absent parent's ability to pay support</p>
<p>Assignment of rights to child support</p>	<p>Pursue the establishment of paternity via the Declaration of Paternity form (VS22) when an application is pending and it appears that the putative father is functioning as the father</p>	<p>Collect and distribute support from the absent parent</p>
<p>Pay to DCSE any money received from the absent parent once the TANF case is approved</p>	<p>Determine the ability to support by a stepparent in the home</p>	<p>Pursue court action to secure support from the absent parent</p>
<p>Keep scheduled appointment(s) to have testing completed for paternity to be established *</p>	<p>Secure information about the absent parent, and the amount of support (if any) that is received</p>	<p>Establish and enforce medical support obligations</p>
<p>Be a witness at judicial or administrative hearings or proceedings</p>	<p>Report information about absent parent to DCSE via VaCMS Interface</p>	<p>Update the non-cooperation indicator in APECS</p>

**Client must pay for genetic testing after the first five potential fathers have been tested and excluded as the father of the child.*

Questions



WE JUST WANTED *to say* thank YOU FOR
THAT YOU DO,
ALLEACH &
every single day, WE
COULDN'T do it without you.