

24. Child and Medical Support Activities

As a condition of eligibility for both Medi-Cal and CalWORKs, applicants and recipients are required to cooperate with Child and Medical Support requests. Referrals must be made for children under the age of 18 who have an absent parent who may be responsible to provide medical and or financial support.



Exception:

Referrals are not to be made for undocumented children or households in which the children are not receiving aid.

24.1 Referral Process [EAS 82-510; CCR 50157, 50185]

24.1.1 Intake Responsibilities

During the application process the intake EW must determine if the Child/Medical Support packet is required. If it is determined that a Child/Medical Support packet is necessary, the intake EW must provide the packet as listed in [“Forms - Completion \[EAS 82-510, CCR 50101, 50157, 50185\],” page 24-12](#) and give the client a 30 day due date to comply.

If the application is still assigned to the intake EW on the due date and the packet has not been received, the intake EW must take the appropriate action to deny/sanction the custodial parent for non compliance ([“Failure to Cooperate — Child or Medical Support,” page 24-21](#) and [“Medi-Cal — Failure to Cooperate \[CCR 50157, 50175, 50379, 51771.5\],” page 24-26](#)).

The completed packet is not required to be returned prior to transferring the case to continuing. If the Child/Medical Support packet due date has not passed prior to the case transfer, the intake EW must set a follow up alert in CalWIN using the steps outlined below:

Table 3: Setting a Child/Medical Support Alert

| Step | Action |
|------|---|
| 1. | Select and expand Alerts & Broadcast Messages under Main Navigation |
| 2. | Select Send User Alert |
| 3. | Click Add |

Table 3: Setting a Child/Medical Support Alert

| Step | Action |
|------|--|
| 4. | <p>Complete the information on the Send User Alert window in CalWIN as follows:</p> <ul style="list-style-type: none"> • Sent to- Case • Complete the Case # field • Enter Alert Details: <ul style="list-style-type: none"> • Date- the date the alert is being created • Due Date-30 days from the date the packet is provided to the client • Category- Case Maintenance Alert • Subject- CCCL (only this subject will auto generate a TMT) • Detail- Child/Medical support packet due <p>Click Save</p> <p>Note:</p> <p>The EW may confirm the alert was created by searching for the alert on the Display Alert Summary window.</p> |



Important:

The alert due date for a pregnant individual must be set to after the 60 day postpartum period as the individual is not required to comply until then.

24.1.2 Continuing Responsibilities

Any time an EW discovers or is notified of a change in household composition that requires a Child/Medical Support packet be sent to the client, the continuing EW must provide the required forms. The continuing EW must also set a follow up alert as described above.

Child/Medical Support Alert

When a case with a pending Child/Medical Support packet is transferred to a continuing office the continuing eligibility worker will be notified of the packet due date by an auto-generated TMT. The EW must review the case to determine if the packet has been received and/or processed.

Table 4: Case Review Process

| If... | Then... |
|---|---|
| The packet has been received and processed | No further case action is required |
| The Packet has been received and is complete (based on the required information listed in Forms Completion 31.4) | Update the Collect Absent Parent Information window in CalWIN with the information provided. |

(Chart page 1 of 2)

Table 4: Case Review Process

| If... | Then... |
|--|---|
| The Packet has been received and is incomplete | <ul style="list-style-type: none"> • Update the Absent Parent window in CalWIN with the information provided • Request the missing information be provided by the client and give a 10 day due date • Set a follow up alert per the instructions listed in Table 1 above |
| The packet has not been received | Discontinue or sanction the custodial parent as appropriate (Refer to Sections 31.6 and 31.7) Note: The child/children must remain active |

(Chart page 2 of 2)

Redetermination

The **Collect Absent Parent Information** window in CalWIN must be updated during the annual redetermination (RRR) when:

- There is new information on a parent previously referred or exempted,
- An absent parent has not previously been referred, or
- The client claims Domestic Abuse Good Cause at RRR time.

New or Additional Information

If the recipient has new or additional information regarding the absent parent to report at RRR, the EW must:

- Review the absent parent information in CalWIN with the client
- Update the information reported by the client
- After the RRR is completed, send a copy of the Support Questionnaire (CW 2.1Q) to the client and explain that they should review to ensure the information is correct.

Referral Not Required at RRR

When a referral is not required at RRR due to no change, the EW must:

- Review the absent parent information in CalWIN.
- Document “No Change in absent parent information” in Case Comments

24.1.3 Contacting the Department of Child Support Services (DCSS)

For specific child support **payment** verification information, the EW may email the DCSS Centralized Financial Worker at: cfw@css.sccgov.org. Information must be requested using the name of the absent parent; however, DCSS can identify cases using the names or social security numbers of the parent(s), the CalWORKs case number, or the Child Support number.

If there is a question whether a previous child support referral is active, or any other information needed, the EW may call the DCSS officer for information. A current roster indicating who to contact for each portion of the alphabet “[Child Support Services Caseloads](#)” is available for viewing on the SSA intranet under Program Bureau - Reference Materials - Miscellaneous. (DCSS cases are listed under the last name of the absent parent.)



Note:

Do NOT give clients the phone numbers listed on the DCSS Roster. These are direct phone numbers and are for internal use only.

The email must contain the following information:

- Subject Line - “Child Support Verification”
- Worker Name and Number
- CalWIN Case Number
- Client Name
- Period verification is needed for (i.e., 06/2021-8/2021)

DEBS staff do **not** need to send the email secure/ encrypted to DCSS. The expected turnaround time for emailed responses is approximately 1-2 business days.

[Refer to [pages 24-10 and 24-11](#), “[Client Communication with DCSS](#),” for information on how clients may contact DCSS.]

24.1.4 Client Responsibility

The caretaker parent or caretaker relative in the home must cooperate within his/her capabilities to establish paternity and obtain child, medical and/or spousal support. Cooperation includes:

- Identifying and locating the absent or unmarried parent,
- Completing a “Paternity Affidavit” (SCD 95) and/or “Declaration of Paternity” (CS 909)],
- Appearing at the DCSS office or other specified location, when requested,
- Providing information to DCSS to obtain child/medical/spousal support payments,

- Appearing in court or at other hearings or proceedings related to obtaining child/medical/spousal support,
- Assigning child/medical/spousal support rights to the Social Services Agency (SSA),
- Completing the “Good Cause Claim Determination and Transmittal” (CW 51), if Good Cause is claimed,
- Identifying and providing information concerning any third party who may be liable for medical care (other health coverage), and
- Turning in to the State Disbursement Unit (SDU) any child/medical/spousal support which is received directly from the absent parent.

**Exception:**

Applicants are not required to turn in direct support payments received in the month of application.

Failure to cooperate in the child/medical/spousal support enforcement process will result in penalties or sanctions. [Refer to “CalWORKs — Sanction/Penalty Procedures [EAS 82-510],” page 24-21] and [Refer to “Medi-Cal — Failure to Cooperate [CCR 50157, 50175, 50379, 51771.5],” page 24-26] for more information.]

24.1.5 Domestic Abuse Good Cause

Clients may request a Domestic Abuse Good Cause referral exemption if they feel that they or their child(ren) would be in jeopardy if they cooperate in the child/ medical/ spousal support process.

The EW must inform the client that if Good Cause for non-cooperation is determined, DCSS will not continue to pursue support until the client requests it.

24.1.6 Exemptions from DCSS Referral

The following types of cases are exempt from referral to DCSS:

- Cases being restored with a break in aid of less than one calendar month, unless there is new information on the absent parent.
- Cases which have been reviewed by DCSS and found to have no support potential. The **Effective End Date** fields must be entered in the appropriate CalWIN **Collect Absent Parent Information** windows. This exemption applies (as long as the case remains open) unless there is a change in information or circumstances which would change the support potential (for example, a disabled parent regains health and is now employed or an absent parent immigrates to the United States, and so on).

- Cases with aid code K1 for Single-Parent Families and 3F for Two-Parent Families for Safety Net and Fleeing Felon are not referred to DCSS. Cases with these aid codes are not required to assign support rights or cooperate with child support requirements as a condition of eligibility for CalWORKs.

24.1.7 Informing Requirements

The EW must fully explain to the applicant or recipient the child/medical/spousal support cooperation requirements. This includes:

- An explanation of the 25% grant penalty for non-cooperation and/or sanction (discontinuance of an individual's portion of the grant) for not assigning support rights.
- The requirement to assign child/medical/spousal support rights to SSA,
- Turning in to the State Disbursement Unit (SDU) any directly received child/medical/spousal support.



Note:

The client is not to turn in the disregard nor any excess payments.

- The right to claim Good Cause for not cooperating in obtaining support.
- The right to show cooperation by filling out and signing at the DCSS office an “Attestation Statement” (CS 870) which declares under penalty of perjury that all known facts about the absent parent have been provided.

24.1.8 Paternity Referrals

Every mother applying for or receiving CalWORKs and/or Medi-Cal MUST complete a “Paternity Affidavit” (SCD 95), for **each** absent father even if the child's parents were/are married. The SCD 95 shall be scanned into the IDM system under Benefits-F2.



Note:

Birth certificates issued any time on or **after January 1, 1997** that include the name of the child's father, do not require a “Paternity Affidavit” (SCD 95) to be completed or a referral to the Department of Child Support Services to establish paternity.

If the child's mother is not in the home the SCD 95 shall not be completed. The SCD 95 must always be completed by the child's mother.

If the child's father is applying and paternity has not been legally established, print the CW 371 for the absent mother and note on the CW 371 that paternity must be established. The CW 371 shall be scanned into the IDM system under Benefits-F2.



Exception:

An SCD 95 is not required when a "Declaration of Paternity" (CS 909) has been completed and submitted to the State Department of Child Support Services (DCSS) - POP Unit.

| If . . . | Then . . . |
|---|---|
| The child being referred is an unborn, | Wait to complete the SCD 95 until the baby is born. |
| There is the possibility of more than one person being the father, | Have the mother complete an SCD 95 for each possible father and have the SCD 95 scanned into IDM. |
| The mother refuses to complete the SCD 95, | Document the mother's refusal on the CW 371 and have it scanned into IDM. |
| The individual requesting assistance is not the child's birth mother, | Do not have the SCD 95 completed. |

24.1.9 Paternity Referrals

Paternity may need to be established by a court order unless:

- The parents were married and living together at the time of the child's conception, and the husband did not contest paternity or request blood tests before the child's second birthday, or
- The "Declaration of Paternity" (CS 909) has been completed.

24.2 Voluntary Declaration of Paternity - CalWORKs and Medi-Cal

Unmarried parents within a CalWORKs or Medi-Cal family may choose to forego the court process to have paternity established and may voluntarily sign a declaration of paternity. Unmarried parents must be informed of this possibility and be given the necessary forms, if required. The "How a Declaration of Paternity Can Help You and Your Baby" (CS 910) and the "Establishing Paternity for You and Your Child" (PUB 244) are available to be used for informing purposes.

If the unmarried parents choose not to sign the voluntary declaration of paternity, they still must cooperate with DCSS in establishing paternity for CalWORKs and Medi-Cal purposes.

When both unmarried parents sign the "Declaration of Paternity" (CS 909), it will:

- Legally establish a parent-child relationship between the father and the child.
- Allow the father's name to be added to the birth certificate.
- Legally establish the man as the child's father, without going to court.
- Make it easier for the child to access the medical histories of both parents and to receive any benefits for which the child may later become eligible, (such as health insurance, Social Security, Veteran's benefits).

**Note:**

If only one parent is in the office and that parent volunteers to complete the CS 909, it may be taken home for the signatures to be witnessed by a Notary Public, or both parents may return and sign the form in the presence of the EW.

24.3 Paternity Opportunity Program (POP)

The Paternity Opportunity Program (POP) requires that, effective January 1, 1995, all hospitals and clinics with state licensed birthing services provide all unmarried parents with an opportunity to voluntarily acknowledge paternity following their child's birth.

Effective January 1, 1997, an unmarried father must sign a "Declaration of Paternity" (CS 909) in order to have his name entered on the child's birth certificate. Hospital staff provide the CS 909 form prior to the mother/baby being discharged from the hospital. If fathers later decide to sign the CS 909, they may sign it at:

- The Department of Child Support Services (DCSS), or
- The County Vital Statistics Office, or
- A Notary Public, or
- The Social Services Agency (SSA), if the unmarried parents are living together and are applying for or receiving CalWORKs or Medi-Cal benefits.

24.3.1 Informing Requirement

Before the parent(s) decide to sign a "Declaration of Paternity" (CS 909), they must be informed of their legal rights and responsibilities, both orally and in writing.

The coversheet of the CS 909 may be used to explain legal rights and responsibilities to the clients. After reviewing the CS 909 with the clients, confirm that they understand the rights and responsibilities.

24.3.2 “Declaration of Paternity” (CS 909)

A completed “Declaration of Paternity” (CS 909) is used to legally establish the paternity of a child when the mother and father are NOT married to each other. The CS 909 MUST have both parents signatures properly witnessed and filed with the State Department of Child Support Services (DCSS) before it can legally establish paternity.

The CS 909 must be completed in black or blue ink (pencils or other colored inks do not scan and are unacceptable). A separate CS 909 is required for each child. EWs are mandated by the State DCSS to “witness” the parents’ signatures at no cost to the parents. EWs will need to complete Section C of the CS 909. The EW’s full name and signature as well as the name and address of the SSA office must be included.

The CS 909 has a lavender informational cover sheet.

- The first page of the coversheet is headed “Important Notice to Unmarried Parents” and contains an explanation of the purpose of the form and what it means when the parents sign it.
- The second page of the coversheet contains instructions for completing and distributing the form.

The original (white copy) of the CS 909 is sent to the State DCSS - POP Unit. The yellow and pink copies are given to the parents, one for the mother and one for the father. The green copy is sent to DCSS. A photocopy of the CS 909 must be made and scanned into the IDM system under F2 - CASE VERIF/CHILD SUPPORT.



Note:

Signatures witnessed by a Notary Public are also acceptable.

After the CS 909 has been completed, reviewed for thoroughness and accuracy and the signatures of the parents properly witnessed, the CS 909 must be sent directly to the State DCSS by the EW. The original MUST be sent within 20 days of the date it was signed to:

**DCSS - POP Unit (579)
P.O. Box 419070
Rancho Cordova, CA 95741-9070**



Note:

Be Sure to include our Agency Code (579) on the mailing label.

The CS 909 is currently available online at:

http://www.childsup.ca.gov/portals/0/cp/docs/cs909_english.pdf or [cs908sp.pdf](http://www.childsup.ca.gov/portals/0/cp/docs/cs908sp.pdf).

24.3.3 “Rescission Form for the Declaration of Paternity” (CS 915)

Either parent can change their mind about the child’s parentage and cancel the declaration within 60 days of signing the “Declaration of Paternity” (CS 909). The parent wishing to cancel the declaration must contact DCSS directly.

24.3.4 Judicial Set Aside [FCS 7575]

Once paternity has been established by the “Declaration of Paternity” (CS 909) and the 60-day rescission period has expired, either parent may cancel the legal father-child relationship by filing a court action to set aside the Declaration of Paternity within two years of the child’s birth. For more information on filing a set aside, the parent should contact DCSS.

24.3.5 Minor Parents

If either of the parents is a minor (under the age of 18), the “Declaration of Paternity” does not establish paternity until 60 days after:

- Both minor parents are emancipated, or
- The eighteenth (18th) birthday of both minors, whichever occurs first.

24.3.6 Client Communication with DCSS

If the client wishes to contact DCSS after the interviews are complete and there is new information about the absent parent, the client must be told to call the DCSS directly. DCSS will accept any new information about the absent parent by telephone. If the client needs information on the current status of the child support case, that individual may call DCSS and receive information from a representative. As a general rule, Child Support Officers (CSOs) do not take telephone calls.

DCSS information for clients is as follows:

Santa Clara County Department of Child Support Services
880 Ridder Park Drive
San Jose, Ca 95131
Toll Free #: (866) 901-3212
TTY #: (866) 399-4096
DCSS Website: www.childsup.ca.gov

| Customer Connect:

Customer Connect is California's on-line child support self-service information system. This self-service website can be used by clients to obtain general information and specific DCSS account information and is available 24 hours a day, seven days a week. To access Customer Connect, the client must use the Personal Identification Number (PIN) issued to them by mail from DCSS.

Customer Connect Website: www.childsup-connect.ca.gov

Toll Free #: 1(866) 901-3212

TTY #: 1(866) 399-4096

State Disbursement Unit (SDU)

The SDU information is as follows:

State Disbursement Unit

P. O. Box 989067

West Sacramento, CA 95798

Toll Free #: 1(866) 901-3212

SDU Website: www.casdu.com

24.3.7 SCD 1603

The "Social Services Agency/Local Child Support Agency Communication" form (SCD 1603) is used to communicate information between the EW and DCSS Child Support Officer.

- Either agency may use this form to provide information.
- When EWs complete the SCD 1603, it is important that the Child Support case number be entered on the form. The Child Support case number is listed on the **Collect Absent Parent Detail** window of CalWIN as the "District Attorney #."
- The form should be sent via county PONY service to the Department of Child Support Services (DCSS) at 880 Ridder Park Drive, San Jose, CA 95131.

24.3.8 DCSS Notice to Recipients

As a result of the *Barnes* court order, DCSS must provide a monthly statement to recipients who have active DCSS cases. This statement shows:

- The total amount of support paid in the last month by the absent parent.
- The amounts applied to current support and to arrears.
- The amounts sent to the recipient in the form of disregards.

If the client contacts the EW with any questions about this statement, refer the client directly to DCSS.

24.4 Forms - Completion [EAS 82-510, CCR 50101, 50157, 50185]

The same forms are used in both child and medical support enforcement. Therefore, the following forms and completion instructions pertain to the CalWORKs and Medi-Cal programs. [Refer to Foster Care Handbook, “Referral Forms,” page 11-2 for Foster Care information.]

24.4.1 CW 2.1 N & A

The EW must provide the client the “Child Support Notice and Agreement” (CW 2.1 N&A) and send the signed copy to be scanned into IDM under Benefits-F2

24.4.2 CW 2.1Q

The EW must provide the client the CW 2.1 Q and send the signed copy to be scanned into IDM under Benefits- F2. The information provided by the applicant about the absent parent must also be entered into CalWIN on the **Display Absent Parent Detail** window.

The minimum information to be provided on the CW 2.1Q for each absent parent is:

- Name,
- Date and place of birth,
- Social Security Number,
- Last known address,
- Income and employment information, including union and health insurance,
- Relationship and marital status of absent parent,
- Status of any support court order,
- Friends or relatives of absent parent,
- Name, social security number, birth date, and birthplace of absent parent's children.

The EW must review the form, ensuring that the boxes are complete. If the requested information is not known, “unknown” or “not available” must be entered.

In order to expedite processing at DCSS, information concerning court-ordered child/medical/spousal support must be listed on the CW 2.1Q when available.

A CW 2.1Q is required for EACH absent/unmarried parent (unless death verification is on file or the client claims Good Cause on the CW 2.1 N&A).

EWs must ensure that:

- Only children for whom aid is being requested or paid, and who are citizens or legal non-citizens are listed on the CW 2.1Q. Undocumented children are not included in support enforcement activities.
- The CW 2.1Q is thoroughly completed, especially the sections which pertain to voluntary or court-ordered support payments.

Both the CW 2.1NA and CW 2.1Q can be completed by phone, however, the telephonic signature process must be completed.



Reminder:

A referral to Fraud Early Detection (FRED) must also be completed when, during the child support referral process for an applicant, it is determined that:

- The father of the child(ren) for whom aid is requested is “unknown”.
- The whereabouts of the absent parent is unknown.
- The applicant has not cooperated with DCSS anytime in the past.
- The absent parent’s children were conceived while the family was receiving CalWORKs or Medi-Cal.

[Refer to “Possible Criteria for FRED/General On-Going Fraud Referral,” page 38-3] for more information about the FRED referral process.]

24.4.3 CW 51 “Good Cause Claim and Determination Transmittal”

The **Collect Absent Parent Information** and **Collect Absent Parent Detail** windows must be completed in CalWIN as well as all appropriate tabs within the **Collect Absent Parent Detail** window. In the [Claim Details] tab, insert any good cause detail for not cooperating/assigning support rights. The “Good Cause Claim and Determination Transmittal” (CW 51) must be completed when the client indicates the desire to claim good cause for not cooperating with the child/medical support procedures.

24.4.4 CW 371 “Referral to Department of Child Support Services”

The EW must complete the **Collect Absent Parent Information** window, which will generate the “Referral to Department of Child Support Services” (CW 371). The CW 371 only needs to be printed and scanned when pertinent or explanatory information, specific to the case, requires documentation in the “Comments” section such as:

- Any direct support payments or payments being received by the client from DCSS.
- If the client is Non-English-speaking. DCSS special-language staff is extremely limited, so if the client does not understand or converse in English, the CW 371 must indicate the client’s primary language.

- Health insurance coverage available from the absent parent for the spouse or children.
- Any Social Security, Railroad Retirement or Veteran's Benefits received by the absent parent.

Scan the completed CW 371 into the IDM system under Benefits-F2.

24.4.5 CS 196 “Child Support Enforcement Program Notice”

The “Child Support Enforcement Program Notice” (CS 196) provides information on what the client should expect from DCSS and is available for the client to review on the SSA Intranet. The information for the SSA Intranet website is provided to the client via the “Additional Information Notices” SCD 2304, which is included in the Intake packet and the CalWORKs RRR packet.

24.4.6 CS 909 “Declaration of Paternity”

The “Declaration of Paternity” (CS 909) is used to legally establish the paternity of a child when the mother and father are NOT married to each other.

24.4.7 SCD 95 “Paternity Affidavit”

The SCD 95 enables DCSS to obtain a child support order more quickly when paternity is at issue. It also provides DCSS with the required information concerning the marital status of the child's parents at the time of conception and whether or not the parents ever lived together.



Reminder:

An SCD 95 MUST be completed by every mother applying for CalWORKs and/or Medi-Cal

24.4.8 SCD 1603 “Social Services Agency/Department of Child Support Services Communication Form

The “Social Services Agency/Department of Child Support Services Communication Form” (SC 1603) is used to communicate information between the EW and DCSS’s Child Support Officers (CSOs) that was not included on the CW 371.

- Either agency may use this form to provide information.
- When EWs complete the form, it is important that the Child Support case number be entered on the form. The Child Support case number can be found on the **Collect Absent Parent Detail** window of CalWIN listed as the “District Attorney #.”
- The form should be sent via county PONY service to the Department of Child Support Services (DCSS) at 880 Ridder Park Drive, San Jose, CA 95131.

24.5 Good Cause Determinations [EAS 82-512, 82-514, CCR 50175, 50771.5, 50185]

24.5.1 General

If Good Cause is claimed, grant CalWORKs or Medi-Cal pending the Good Cause determination, if the applicant is otherwise eligible.

The SSPM, or the SSPM's representative, will make a determination whether Good Cause exists, document this on the CW 51, and return the CW 51 to the EW within 45 days from the day the CW 51 is signed by the client. If Good Cause is determined, DCSS cannot proceed with child support enforcement until the applicant/recipient requests that enforcement be resumed.

Once Good Cause is established, it continues unless the parent or caretaker relative rescinds the claim for Good Cause and cooperates with child/medical support enforcement.

The Good Cause decision must be reviewed:

- At RRR, to determine if circumstances have changed.
- Whenever there is a break-in-aid of more than one calendar month.

It is not necessary to process another claim for Good Cause, if there is no change. If the situation has changed, the EW must take appropriate action.

All references in this section to SSPM refer to either the SSPM or the person appointed to act on the behalf of the SSPM (the SSPM's representative) to make the Good Cause determination.



Note:

Good Cause determinations may also be made by a Department of Family and Children's Services (DFCS) Social Worker (SW). These determinations require no additional SSPM approval. Documentation must be made in the **Case Comments** window of CalWIN, that the Good Cause determination was made by the DFCS SW.

24.5.2 Conditions for Good Cause

A finding of Good Cause may be made by the SSPM or DFCS SW if it is anticipated that the client's cooperation in establishing paternity or obtaining support would result in any one of the following:

- Serious physical or emotional harm to the child,

- Serious physical or emotional harm to the parent caretaker/relative such that he/she would be unable to care for the child adequately,
- An increased risk of abuse to either the parent caretaker/relative or child,
- The risk of sexual harm to the child, or
- Any other reason that would make efforts to establish paternity or child support enforcement contrary to the best interest of the child,

A finding of Good Cause may be made if the SSPM or DFCS SW feels that the child support process would be detrimental to the child because:

- The child was conceived as a result of incest or rape,
- Adoption proceedings are pending, or
- The mother is considering relinquishing the child for adoption and is currently assisted by a public or licensed private social service agency to resolve the relinquishment/adoption issues.

24.5.3 Considering Emotional Harm

A determination of Good Cause due to emotional harm is based upon a demonstration of an emotional impairment that substantially affects the applicant/recipient or child's functioning.

The SSPM must consider the following when determining emotional harm:

- Client's or child's present emotional state subject to emotional harm,
- Client's or child's emotional health history subject to emotional harm,
- The intensity and probable duration of the emotional impairment,
- The degree of cooperation required, and
- The extent of the child's involvement in DCSS paternity or support enforcement activities.

24.5.4 Suggested Interview Questions

The following questions are devised to help obtain critical information from the client so the Good Cause determination can be made:

- Has the Absent Parent (AP) ever hurt you or the child?
- Has the AP ever hurt anyone else?
- Has the AP ever threatened to hurt you or the child?
- What kinds of things has the AP said to threaten you or the child?

- Has anyone else heard the AP make these threats?
- Does the school have any records to substantiate the AP's threats to your child?
- Does the AP hang around the school?
- Have the police ever been involved in any altercation involving the AP?
- Have you ever been hospitalized as a result of an altercation with the AP?
- Do you have a restraining order against the AP?
- What do you think might happen to you or the child if we go ahead with the referral? Has the AP ever done anything like that before? What makes you think this might happen?
- Have you talked to anyone about any of these problems? For example: social worker, neighbors, friends, relatives, doctors, hospitals, church, schools, or any other agencies.

The Good Cause determination may require extensive interviewing skills. For Department of Employment and Benefits Services (DEBS) cases, the final determination is made by the Social Services Program Manager (SSPM). For Department of Family and Children's Services (DFCS) related cases, the final determination may be made by a DFCS Social Worker (SW).

24.5.5 Supporting Evidence

A Good Cause claim may be supported by the following evidence:

- Birth certificates, medical or law enforcement records which indicate that the child was conceived as a result of incest or rape,
- Court documents or other records which indicate that legal proceedings for adoption are pending in court,
- Court, medical, criminal, child protective services, psychological, or law enforcement records which indicate that the unmarried or absent parent might inflict physical or emotional harm on the client or child,



Example:

Restraining orders, police reports.

- Medical records which indicate emotional health history and the present emotional health of the client or child,

- Written statements from a mental health professional with a diagnosis or prognosis concerning the emotional health of the client or child,
- A written statement from a public or licensed private social service agency that the client is being assisted in resolving relinquishment for adoption issues,
- Statements under penalty of perjury from individuals, other than the client, with actual knowledge of the circumstances which provide the basis for a good cause claim, or
- A statement from the applicant/recipient under penalty of perjury, unless it can be documented that the individual is not credible.

24.5.6 Good Cause Procedures for DEBS Cases

The following procedure must be followed in order to initiate the Good Cause determination process:

| STAGE | WHO | ACTION |
|-------|--------|---|
| 1. | Client | Notifies EW that Good Cause is claimed by completing the CW 2.1 N&A, checking the "I claim Good Cause and refuse to cooperate at this time" box, and signing and dating the CW 2.1 N&A. |
| | | Completes the CW 51 and provides all required supporting documentation, as noted on the previous page. |

| STAGE | WHO | ACTION |
|-------|------|--|
| 2. | EW | <ul style="list-style-type: none"> Interviews the client and secures as much information and documentation as possible about the reasons the client is claiming Good Cause. If the client does not have any supporting documentation, secures a "Release of Information" (SCD 1029), allowing the SSPM to contact any specified individuals who can verify the client's claim and/or a "General Affidavit" (CSF 2) signed under penalty of perjury supporting the reason for a Good Cause claim. Makes the Good Cause packet consisting of the following forms: <ol style="list-style-type: none"> All required supporting documentation (i.e. restraining order, police report, etc.) CW 51 CW 371 CW 2.1 N&A SCD 1029s and/or CSF 2, if necessary. <p>Note: Scan these documents into IDM, under Fastener 2.</p> Attaches a memo to the packet which provides: <ol style="list-style-type: none"> A complete description of the reasons given for the Good Cause claim, and As much information about the good cause referral as possible. Submits the packet to their supervisor, indicating that a Good Cause determination is needed. <p>Note: If this is an intake case and all eligibility is cleared, approve the case and transfer to continuing, pending the SSPM's decision.</p> Notifies their supervisor if the case is denied or discontinued, prior to the completion of the Good Cause determination by the SSPM. |
| 3. | EWS | <ul style="list-style-type: none"> Reviews the packet to ensure all the necessary documentation is included. Forwards the completed packet to the SSPM. |
| 4. | SSPM | <p>Reviews the information provided in the Good Cause packet.</p> <p>Determines whether or not Good Cause exists.</p> |

24.5.7 SSPM's Good Cause Determination

The SSPM must follow this procedure to obtain information to determine if Good Cause exists:

| STEP | ACTION |
|------|--|
| 1. | Review the specific reasons for the request. |
| 2. | Review the documentation/evidence that a problem exists, (for example, restraining orders, police reports, and so on). |

| STEP | ACTION |
|------|---|
| 3. | Obtain any additional information, including a "General Affidavit" (CSF 2) from the client, if necessary. |

24.5.8 Approval of Good Cause

If the SSPM determines that Good Cause exists, the following procedures are to be followed:

| STAGE | WHO | ACTION |
|-------|------|--|
| 1. | SSPM | Makes a final determination as to whether Good Cause exists and completes the "Claim Determination" section of the CW 51. |
| | | Returns the completed packet to the EW. |
| 2. | EW | Contacts the client and advises him/her of the decision. |
| | | <ul style="list-style-type: none"> • <u>Completes the [Claim Details] tab of the Collect Absent Parent Information.</u> • <u>Enters the date of the Good Cause approval in the <i>Final Determination Date</i> field and enter a 'Y' in the <i>Good Cause</i> field.</u> |
| | | Scans the following documents into the Benefits F-2 section of IDM: <ul style="list-style-type: none"> • CW 2.1 N&A, • CW 51, and • CW 371. |

24.5.9 Denial of Good Cause

If the SSPM determines that Good Cause does not exist, or if the client fails to complete the determination process, the SSPM must follow this process:

| STAGE | WHO | ACTION |
|-------|------|--|
| 1. | SSPM | Returns the Good Cause packet to the EW, noting the reason for the determination that Good Cause does not exist. If the client has failed to cooperate, make a notation to that affect on the CW 51. |

| STAGE | WHO | ACTION |
|-------|-----|---|
| 2. | EW | <ul style="list-style-type: none"> Contacts the client and advises him/her of the decision. <p>Note: The client still has the option to be penalized and receive a 25% reduction in the grant amount. The children's eligibility is NOT impacted for Medi-Cal.</p> |
| | | <ul style="list-style-type: none"> Includes a CW 2.1 N&A and CW 2.1Q for the client to complete and makes an appointment for the client to bring it in. |
| | | <ul style="list-style-type: none"> Applies penalty/sanction procedures if the client fails to cooperate in completing the CW 2.1Q. Denies or discontinues Medi-Cal for the custodial parent and makes a medical support referral to DCSS, on behalf of the children. |
| | | <ul style="list-style-type: none"> Completes DCSS referral process, following normal procedures. <p>• <u>Enters the date of the decision in the <i>Final Determination Date</i> field of the [Claim Details] tab and enters an 'N' in the <i>Good Cause</i> field.</u></p> |

24.6 Failure to Cooperate — Child or Medical Support

24.6.1 CalWORKs — Sanction/Penalty Procedures [EAS 82-510]

The parent/caretaker relative may be penalized or sanctioned for failure to cooperate in the various child and medical support enforcement activities. If the parent is sanctioned and removed from the AU, the child remains eligible. Aid for the child may be established or continue in the form of protective payments. [Refer to "Payment Schedule," page 43-2], of the CalWORKs handbook, for the protective payment procedures.]



Exception:

Sanction/Penalty procedures do not apply to Safety Net and Fleeing Felon cases, aid codes K1 and/or 3F. Applicants/recipients with aid codes K1/3F are no longer required to assign support rights or cooperate with child support requirements as a condition of eligibility for CalWORKs.

24.6.2 Failure to Assign Support Rights

When the parent or caretaker relative refuses to assign support rights to the county, that individual is sanctioned (ineligible for cash aid). This parent is considered a non-AU member. If the parent caretaker/relative complies with the assignment of support rights requirement, that person is added to the AU the month following the date that person complies with the requirements, or the date the person meets all eligibility conditions, whichever is later.

In order to assign support rights, the appropriate box on the CW 2.1 NA must be marked and the client must sign and date the form.

24.6.3 Failure to Cooperate

When the parent or aided caretaker relative fails or refuses to cooperate in the child support enforcement process, the AU is penalized by having a 25% reduction in the computed grant amount. Failure to cooperate procedures are used when the applicant/recipient:

- Refuses to complete any necessary forms.
- Fails to appear at the Department of Child Support Services (DCSS) office or meet with the co-located DCSS staff as requested.
- Fails to cooperate fully with DCSS.
- Fails to establish Good Cause and still refuses to cooperate.

A client cannot be penalized for failure to provide essential information to DCSS without first being offered the opportunity to establish cooperation by signing the Attestation Statement at DCSS. If the client completes and signs the statement, that individual is considered to have cooperated with DCSS in meeting the requirement to provide requested information on the absent parent. The EW does not need to do this. This is completed by DCSS.

Penalizing and/or sanctioning a client for not cooperating in the child and medical support enforcement process is completed on a prospective basis for intake and on the first of the future month for continuing cases, once an adequate and timely (10-day) NOA is issued. The EW must not go back and retroactively remove a person from an AU and declare an overpayment. [Refer to “Refusal,” page 32-3] for the penalty for not turning in direct support.]

24.6.4 DCSS Determines Non-Cooperation

As a requirement for aid, each applicant or recipient must cooperate with both the Social Services Agency and DCSS in:

- Establishing the paternity of a child of the applicant or recipient, and
- Establishing, modifying or enforcing a support order for the child for whom aid is requested or received, unless a Good Cause determination has been made.

If the applicant/recipient signs under penalty of perjury that the requested information cannot be provided, DCSS determines if the individual could reasonably be expected to provide the information. DCSS considers all of the following:

- The age of the child for whom support is sought.

- The circumstances surrounding the conception of the child.
- The age and/or mental capacity of the parent or caretaker.
- The time that has passed since the parent or caretaker had contact with the absent parent.

Cooperation includes the following:

- Providing the name of the absent parent, as well as other information if known, such as address, social security number, telephone number, place of employment or school, and the names and addresses of relatives,
- Appearing at interviews and legal proceedings, as long as reasonable advance notice is given and the client does not have good cause not to appear,
- Submitting to genetic tests, if paternity is at issue, and
- Providing any additional information about the absent parent that is reasonably obtainable by the applicant or recipient.

24.6.5 Child Support Sanction Alert

When DCSS determines that a CalWORKs client has failed to cooperate they will make the necessary entries in their system that will cause a “Child Support - Sanction Imposed” alert to generate in CalWIN.

When the EW receives a “Child Support - Sanction Imposed” alert on the case he/she must contact the assigned Child Support Officer (CSO) at DCSS to confirm that a penalty should be applied to the case.



Reminder:

A roster for DCSS CSO’s is available on the SSA Intranet in the CalWIN section, under Reference Materials. CSO’s are assigned to cases based on the absent parent’s last name.

| If the Client... | Then... |
|--|--|
| Failed to cooperate and there is time for a 10-day Notice of Action, | <ul style="list-style-type: none"> • Go to the Collect Individual Compliance Detail window to apply the 25% child support penalty. (Refer to CalWIN Announcement #231 for instructions). • IDM the alert under Fastener 4, for tracking purposes. |
| Failed to cooperate but there is NO time for a timely 10-day Notice of Action, | <ul style="list-style-type: none"> • Go to the Collect Individual Compliance Detail window and remove the child support penalty. (Refer to CalWIN Announcement #231 for instructions). • IDM the alert under Fastener 4, for tracking purposes. |

When the parent caretaker/relative fails to cooperate with DCSS, it is considered one instance of non-cooperation regardless of the number of children he/she has. The 25% penalty is only applied once to a given parent caretaker relative.

**Note:**

The 25% penalty is applied to the AU, even if the parent who fails to cooperate is not in the AU (e.g. undocumented alien parent, SSI/SSP parent, sanctioned parent). This also applies to aided caretaker relatives. The 25% penalty cannot be applied to non-needy caretaker cases.

24.6.6 Action if Client Agrees to Cooperate

If the client responds to the decrease notice and wishes to cooperate, the EW must take the following steps:

| STEP | ACTION |
|------|---|
| 1. | Make an appointment with the client to complete a new CW 2.1 NA and CW 2.1 Q. |
| 2. | Complete the CW 371 indicating that the client now wishes to cooperate in the child/medical support process. |
| 3. | Scan the CW 371 into IDM (Fastener 4). |
| 4. | Remove the 25% penalty when a “Child Support - Sanction Lifted” alert is received by CalWIN. This alert is to inform the EW that the individual in this case has cooperated with DCSS and that the penalty should be removed. (Refer to CalWIN Announcement #231 for instructions.) |

24.6.7 Good Cause Claim after Notice of Non-Cooperation

If the recipient responds to the notice and requests a Good Cause determination because there is the belief that the child or caretaker is in jeopardy if DCSS referral process is completed, the EW must follow these steps:

| STEP | ACTION |
|------|---|
| 1. | Have the recipient complete a CW 51. |
| 2. | Follow the Good Cause referral procedures [Refer to “Good Cause Determinations [EAS 82-512, 82-514, CCR 50175, 50771.5, 50185],” page 24-15.] |
| 3. | Remove the 25% penalty the first of the month following the month in which the Good Cause claim was requested. Restore Medi-Cal eligibility effective the month in which good cause claim is requested. If the SSPM determines that Good Cause does not exist, take appropriate action. |

24.6.8 Failure to Turn in Direct Support

If the recipient receives direct support and fails to turn it in to SSA, the EW must follow these steps:

| STEP | ACTION |
|------|---|
| 1. | Contact the client by phone or letter informing the individual of his/her responsibility. |

| STEP | ACTION |
|------|---|
| 2. | Send a timely Notice of Action. |
| 3. | Apply the 25% penalty to the AU. |
| 4. | Continue Medi-Cal for the individual until a determination can be made whether the applicant/recipient is willing to cooperate with the Medical Support requirements. The EW must contact the client and explain the need to cooperate and the consequences of non-cooperation. |

24.6.9 Action When Recipient Agrees to Turn in Direct Support

If the recipient is penalized for failing to turn in direct support, the EW must remove the 25% penalty when:

- The recipient begins turning direct support payments over to the State Disbursement Unit (SDU), or
- The absent parent begins making support payments to the SDU, or
- The recipient certifies on the QR 7 or on an SCD 101/CSF 2 that no child/medical/spousal support payments from the absent parent are being received.

The penalty is removed the first of the month following the month in which one of the above cooperation actions occurred. Medi-Cal for the individual must be restored effective the month of cooperation if it was terminated for non-cooperation.

24.6.10 Action for Failure to Assign Support Rights and Non-Cooperation

If the client is sanctioned for refusing to assign support rights and also fails/refuses to cooperate in the child support enforcement process, the parent or caretaker relative must be sanctioned (excluded from the AU) and a 25% penalty must also be applied to the AU's grant (for failure to cooperate).

Continue Medi-Cal for the individual until a determination can be made whether the applicant/recipient is willing to cooperate with the medical support requirements. The EW must contact the client and explain the need to cooperate and the consequences of non-cooperation.

24.6.11 Missed Appointment

When the EW receives notification from DCSS that the client has failed to cooperate and the EW knows that the client had a good reason for not keeping the appointment, the EW must:

- Contact DCSS using the SCD 1603,
- Provide the reason why the appointment was missed, and
- Ask DCSS to reschedule the client's appointment.

Good reasons for a missed appointment include the client or the client's family illness, hospitalization, or another acceptable reason.

24.6.12 Paternity

In establishing paternity when both parents are living in the home, the 25% penalty is applied only for the parent who fails or refuses to cooperate. If neither parent cooperates in this process, two 25% penalties must be applied. First, apply one 25% penalty and then reduce the remainder of the computed grant by another 25% for the second failure to cooperate.

24.6.13 Senior Parent/Minor Parent Case

If both the minor parent and the senior parent are aided and fail to cooperate in the child support enforcement process for their respective children, then two 25% penalties are applied. First apply one 25% penalty and then reduce the remainder of the computed grant by another 25% for the second failure to cooperate.

24.7 Medi-Cal — Failure to Cooperate [CCR 50157, 50175, 50379, 51771.5]

Failure to cooperate procedures for Medi-Cal are to be used when the client:

- Refuses to complete any necessary medical support/paternity forms.
- Fails to appear at the DCSS office as requested. DCSS will notify the EW after the client has missed two appointments (and has not contacted DCSS to reschedule).
- Refuses to assign medical support rights at initial application.
- Fails to cooperate fully with DCSS.
- Fails to establish Good Cause and still refuses to cooperate.

Clients cannot be sanctioned for failure to provide essential information to DCSS without first being offered the opportunity to establish cooperation by signing the Attestation Statement at the DCSS office. If the client completes and signs the statement, the individual is considered to have cooperated with DCSS in meeting the requirement to provide information requested on the absent parent. This is completed by DCSS, not the EW.

24.7.1 Non-Cooperation

Any applicant or recipient who does not want to assign medical support rights, or who does not want to cooperate with the EW or DCSS, must be given the opportunity to:

- Withdraw the Medi-Cal application, or
- Cooperate, or
- Request discontinuance.

Once eligibility has been established, ineligibility for Medi-Cal due to non-cooperation in the medical support enforcement process can only be applied to a future month with a 10-day notice of action. The EW MUST NOT go back and retroactively make a person ineligible, declare an overstated share of cost, or calculate overpayments for prior months.

Continued refusal to cooperate in medical support requirements makes the parent/caretaker relative ineligible for Medi-Cal. However, the child(ren) remain eligible for Medi-Cal benefits.



Example:

An undocumented mother does not cooperate with medical support enforcement for her CalWORKs cash-aided children. Although her children continue to be eligible for CalWORKs (with a 25% grant reduction), the mother is not eligible for restricted Medi-Cal benefits for herself as long as she remains the children's caretaker and refuses to cooperate.

24.7.2 EW Determines Non-cooperation

If the applicant/recipient indicates an unwillingness to complete the medical support requirements, the EW must take the following steps:

| STEP | ACTION |
|------|--|
| 1. | Deny or discontinue the parent/caretaker relative in the Medical Family Budget Unit (MFBU). The non-cooperating parent or caretaker relative in the MFBU becomes an ineligible member. [See the CalWIN OLUM "Sanction, Penalty, POI Table" for procedure to deny/discontinue Medi-Cal for an individual due to non-cooperation with the Medical Support Requirements.] [Refer to CalWIN Announcement # 93.] REMINDER: All income and resources of the ineligible member are included in the MFBU. |
| 2. | Send a timely Notice of Action. |
| 3. | Document on the Maintain Case Comments window the reason for the action. |
| 4. | Complete and send a CW 371 to DCSS, noting that the parent/caretaker relative refuses to cooperate and does not claim Good Cause. |
| 5. | Establish or continue Medi-Cal for the child(ren). |
| 6. | Note: Restore Medi-Cal benefits if the sanctioned person, who was previously Medi-Cal eligible, subsequently becomes pregnant and pregnancy is verified. Pregnancy Verification is not required for the 200% Income Disregard program (providing pregnancy related services only). |

24.7.3 DCSS Determines Noncooperation

If DCSS determines that a client has failed to cooperate with medical support and the client is not a requesting a Good Cause determination, follow these procedures:

| Stage | Who | Action |
|-------|------|--|
| 1. | DCSS | Child support will make the necessary entries in their system that will cause an alert to be sent to CalWIN. The alert will indicate the client/AU must be penalized for not cooperating with the child support agency. |
| 2. | EW | <p>Send a timely denial or discontinuance Notice of Action (NOA).</p> <p>Deny or discontinue the parent/caretaker relative in the MFBU. The non-cooperating parent or caretaker relative in the MFBU becomes an ineligible member. [See the CalWIN OLUM "Sanction, Penalty, POI Table" for procedures to deny/discontinue Medi-Cal for an individual due to non-cooperation with the Medical Support Requirements.] REMINDER: All income and resources of the ineligible member are included in the MFBU.</p> <p>Document on the Maintain Case Comments window the reason for the action.</p> <p>Establish or continue Medi-Cal for the child(ren).</p> <p>Note: Restore Medi-Cal benefits if the sanctioned person, who was previously Medi-Cal eligible, subsequently becomes pregnant and the pregnancy is verified. Pregnancy Verification is not required for the 200% Income Disregard program (providing pregnancy related services only).</p> |

24.7.4 Action if Client Agrees to Cooperate

When it is the first failure to cooperate and the client responds to the Medi-Cal notice of ineligibility and now wishes to cooperate, the EW must:

| STEP | ACTION |
|------|---|
| 1. | Make arrangements with the client to complete a new CW 2.1N&A and CW 2.1Q. |
| 2. | Complete the CW 371 indicating that the client now wishes to cooperate in the medical support process. |
| 3. | Send the CW 371 to DCSS. |
| 4. | Reinstate Medi-Cal for the parent/caretaker relative. The eligibility condition will be considered met when the client agrees to cooperate and completes the CA 2.1 N&A and CW 2.1Q. Medi-Cal eligibility resumes the first of the month in which the client cooperates and completes the CW 2.1 N&A and CW 2.1Q. No forms are required to add the client back to the MFBU if he/she is listed on a current statement of facts (SOF) and the SOF was completed within the last 12 months. |

24.7.5 Action After Second Non-cooperation

If this is the second or subsequent time a client fails to cooperate, the client is NOT eligible again until he/she actually cooperates with DCSS, or establishes Good Cause for not cooperating. The EW must follow the same process stated on the previous page to notify DCSS that the client will now cooperate. However, DO NOT REINSTATE Medi-Cal FOR THE SANCTIONED PERSON UNTIL NOTIFIED BY DCSS that cooperation is complete.

Important:

Medical support sanctions are suspended if the client becomes pregnant. Restore Medi-Cal for the parent/caretaker relative who is otherwise eligible for Medi-Cal and has reported a pregnancy.



Note:

Pregnancy verification is required only if the client is requesting full scope benefits. It is not required for pregnancy-related services only.

24.7.6 Good Cause Claim after Notice of Non-Cooperation

If the client responds to the notice and requests a Good Cause determination as there is the belief that the child or caretaker is in jeopardy if the DCSS referral process is completed, the EW must:

| STEP | ACTION |
|------|---|
| 1. | Have the client complete a CW 51. |
| 2. | Follow the Good Cause Determination procedures. [Refer to “Good Cause Determinations [EAS 82-512, 82-514, CCR 50175, 50771.5, 50185],” page 24-15]] |
| 3. | Reinstate Medi-Cal to the parent/caretaker relative. If the SSPM determines that Good Cause does not exist, take appropriate action. |

24.7.7 Failure to Turn in Direct Medical Support

It should be a rare situation when a client receives direct medical support payments which are specifically for medical care. However, if this occurs and the client fails to turn it in to the State Disbursement Unit (SDU), the EW must:

| STEP | ACTION |
|------|--|
| 1. | Send a letter informing the client of the responsibility to turn in direct medical support payments. |

| STEP | ACTION |
|------|---|
| 2. | Send a timely (10-day) Notice of Action and discontinue Medi-Cal for the parent/caretaker relative if he/she fails for a second consecutive month to turn in direct medical support payments. The sanctioned person is an ineligible member of the MFBU. [See the CalWIN OLUM "Sanction, Penalty, POI Table" for procedure to discontinue Medi-Cal for an individual due to non-cooperation with the Medical Support Requirements.] REMINDER: Continue to count all income and resources of the sanctioned person. |
| 3. | Continue Medi-Cal for the child(ren) in the MFBU. |
| 4. | Count the direct medical support payment as unearned income and allow the disregard. |

**Note:**

If Direct medical support is received for a health insurance premium, the health insurance premium remains an allowable deduction to the MFBU. [Refer to "Medi-Cal Only - Direct Medical Support [CCR 50175, 50185]," page 32-4].]

24.7.8 Action When Client Agrees To Turn in Direct Medical Support

If the client is sanctioned for failing to turn in direct medical support, the EW must reinstate the client's Medi-Cal when:

- The client begins turning direct medical support payments over to the SDU, or
- The absent parent begins making medical support payments to the SDU, or
- The client certifies on the MC 176S or on an SCD 101/CSF 2 that no medical support payments from the absent parent are received.

24.7.9 Missed Appointment

When the EW receives notification from DCSS that the client has failed to cooperate and the EW is aware that the client had a good reason for not keeping the appointment, the EW must:

- Contact DCSS using the SCD 1603,
- Provide the reason why the appointment was missed,
- Ask DCSS to reschedule the client's appointment.

Good reasons for a missed appointment include the client or client family's illness, hospitalization, or other acceptable reason.

24.7.10 Paternity

In establishing paternity when both parents are living in the home, both parents are ineligible for Medi-Cal if either one fails or refuses to cooperate in this process.

The mother must complete and sign the required medical support forms to establish paternity. If she does not cooperate, both she and the unmarried father in the home are ineligible for Medi-Cal.

**Note:**

The unmarried father in the home may assist the mother in completing the forms to provide paternity information about himself, but THE MOTHER must sign the forms.

