**Policy Clarification**

**Cash Assistance – All**

**PCA-21581-131**

**Submitted: December 27, 2023 Agency: CAOs**

**Subject: Support Requirements and Responsibilities**

**Question:**  **The Temporary Assistance for Needy Families (TANF) applicant is not cooperating with support requirements and the TANF grant is reduced by 25 percent. How often should the County Assistance Office (CAO) review the Cooperation with Support Requirements?**

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| **Response By: Policy Clarification Unit** | **Date: December 27, 2023** |  |  |
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The CAO should review the Cooperation with Support Requirements at each redetermination. When a TANF household is receiving a 25 percent support reduction the CAO must:

* Include a discussion of support and the enforcement process.
* Review the individual’s responsibilities and the progress of support activities.
* Review the case for all required forms and previous actions completed.
* Review and discuss current circumstances with the individual to determine if there is a need for a waiver of cooperation due to good cause.
* When a household expresses they wish to comply, follow the below procedures even if your county has a waiver for the personal appearance requirement.
* The CAO should refer the client to the Domestic Relations Section (DRS) to see what the individual needs to do to become compliant.
* If the CAO needs additional assistance, they should reach out to their Division of Field Operations representative.
* The CAO should not remove the reduction until they receive confirmation that the individual has cooperated with DRS.
* Support Alert PACS 165 Compliant would be received once compliance is verified.
* When a household expresses they do not intend to comply, the CAO will leave the 25 percent reduction in place and narrate the individual willfully acknowledged they do not intend to comply.

For further guidance, the CAO should review CAH 131.61 and 131.81.

Once Support Requirements are met and support cooperation has been provided, the CAO should remove the 25 percent Cash Assistance reduction.

* To remove the 25 percent reduction when the individual regains compliance with support cooperation requirements, select "Yes" from the "Cooperating to seek support payment" drop down menu.
  + Select the correct code from the "Support Referral Code" drop down, make sure the Referral date is the current system date.
* Click "Next" and continue to run eligibility.
  + Narrate the change in case comments.