

**County of San Diego, Health and Human Services Agency (HHS)**  
**Policy and Procedures Guide**

**Child Support Noncooperation Penalties for Quality & Eligibility Support Department (QESD) staff Policy and Procedures**

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**Issue Date:**

10/16/2017

**Purpose:**

The purpose of this document is to establish the policy and procedures for imposing and lifting Child Support penalties and restrictions of Medi-Cal benefits for failure to cooperate with the Local Child Support Agency (LCSA).

**Background:**

The CalWORKs program mandates that, unless exempted, a customer must cooperate with the LCSA in establishing paternity to secure child/spousal support and identify any third parties who may be liable for medical care or services. After a customer has assigned support rights to the County, Child Support noncooperation is determined by the LCSA. Management Reporting (MR) provides a report from CalWIN for all Child Support alerts generated by the LCSA. All Child Support penalties were processed by one QESD unit. Moving forward the work will be assigned equally to all staff.

**Policy:**

QESD Human Services Specialists (HSSs) will review the Child Support Noncooperation Alert (023) and impose penalties and restrict Medi-Cal benefits as outlined in CalWORKs Program Guide (CPG) 43-200.C. Application of child support penalties will be processed within 10 business days of receipt of the "023" Alert.

The HSS will review the Child Support Cooperation Alert (024) and remove noncooperation penalties and remove the restrictions of Medi-Cal benefits as outlined in CPG 43-200.C. Removal of Child Support penalties will be processed within 20 business days of receipt of the "024" Alert.

**Procedures:**

Staff must process the alerts received, as outlined in How To 262 and Imposing and Lifting Child Support Penalties Processing Guide located in the Eligibility Operations section of the Eligibility Essentials SharePoint site:

[https://cwc.sdcounty.ca.gov/sites/Eligibility/\\_layouts/15/WopiFrame.aspx?sourcedoc=/sites/Eligibility/eoip/Imposing\\_and\\_Lifting\\_Child\\_Support\\_Penalties.doc&action=default](https://cwc.sdcounty.ca.gov/sites/Eligibility/_layouts/15/WopiFrame.aspx?sourcedoc=/sites/Eligibility/eoip/Imposing_and_Lifting_Child_Support_Penalties.doc&action=default)

After completion of the child support penalty process, staff will update the tracking system.

**References:**

CPG 43-200.C

CPG 44-260.A.5 Example 5

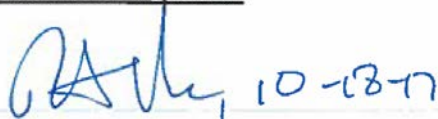
Imposing and Lifting Child Support Penalties Processing Guide

How To 262

**Sunset Date:**

This policy will be reviewed for continuance by 10/31/2020

**Approval for Release:**



Rick Wanne, Director  
Eligibility Operations