



TEXAS

**Department of Family
and Protective Services**

Child Protective Services

**Child Support and Foster
Care Eligibility Specialists
Resource Guide**

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Resource Guides

The purpose of Resource Guides is to provide information that helps you do your job better. This information includes reference material, procedures, and guidelines that help you complete the tasks you are required to do by policy.

It's important to remember that the information in Resource Guides **does not substitute for policy**. We may sometimes include policy statements, but only to show you the policy to which the information is related. We will highlight any policy that actually appears in the Resource Guide, and will almost always include a link to the actual policy. For example:

Per [4222.2 Re-Allowing Placement](#):

If the caseworker learns of a detailed justification for changing the status of and considering placements in a foster family that is on Disallowed Placement status, the caseworker must elevate this consideration through the regional chain of command to the regional director.

The policy in the handbook always takes precedence over what is in the Resource Guide. We try to keep policy and Resource Guides synchronized, but sometimes there is a delay. **If you have questions, always follow the policy in the Policy Handbook.**

Resource Guides provide important information on a range of topics, for the purpose of assisting and guiding staff to:

- make essential decisions
- develop strategies to address various issues
- perform essential procedures
- understand important processes
- identify and apply best practices

The information in the Resource Guides is not policy (except where noted), and the actions and approaches described here are not mandates. You should adapt the way you perform critical tasks to the individual needs and circumstances of the children and families with whom you work.

State office and field staff are working together to identify Resource Guide topics, define the content, and develop the appropriate guides. CPS will regularly post Resource Guides as they are developed, and update them as needed. Check the Resource Guides page, in the CPS Handbook, to see new or revised Guides.

We hope these Guides provide useful information to guide and assist CPS staff in effectively performing their job tasks. These Guides, combined with clear and concise policy in the Handbook, should help staff provide a high level of service to children in Texas.

CHILD SUPPORT: INSTRUCTIONS AND TROUBLESHOOTING FOR FOSTER CARE ELIGIBILITY SPECIALISTS

See:

- [5341](#) Requesting Child Support From the Parents of Children in DFPS Conservatorship
- [5341.2](#) DFPS's Right to Review Child Support Payments
- [5342](#) Ongoing DFPS Responsibilities in a Child Support Case
- [5342.2](#) When Relatives or Caretakers Are Not Receiving Court-Ordered Child Support
- [5344](#) Closing the Child Support Case in the OAG System

HOW TO MAKE AN AUTOMATED REFERRAL TO THE OAG

The foster care eligibility specialist initiates a DFPS child support case with the Office of the Attorney General (OAG) by sending the OAG an automated referral through IMPACT and a copy of the order requiring child support to be paid to DFPS. The foster care eligibility specialist also sends an automated referral through IMPACT and a copy of the child support order to the OAG if child support is ordered to be paid to a caregiver while DFPS remains the child's managing conservator.

After the initial referral is sent to the OAG, IMPACT continues to update the case automatically as changes are recorded to the child's *SUB REG* stage. For example, if a change is recorded in IMPACT (such as a denial or transfer of eligibility, a change in the child's billing service level, or a change in legal status indicating the termination of parental rights), IMPACT sends the updated information to the OAG's automated system.

INITIATING AN AUTOMATED REFERRAL

When the eligibility specialist receives a court order requiring child support, the specialist:

1. completes the following steps in IMPACT:
 - records a new Eligibility Summary segment for each child for whom child support is ordered, making the Eligibility start date on the segment effective the start date of the child support obligation specified in the court order;
 - changes the default review date, so that the original review date is retained;
 - checks the box *Child Support Is Court Ordered* on the new *Eligibility Summary* page;
 - records in the comments section: *Received court order requiring child support*;
2. prepares a copy of the court order that requires child support:
 - writes on the court order the IMPACT *Person ID* of each child listed on the order for whom child support was ordered. This allows the automated system used by the Office of the OAG to open a case that is linked to the child's Person ID;
 - emails the child support court order to the OAG's child support orders mailbox (fcorders@oag.texas.gov) or sends by fax to (512) 514-7009. The subject line on the email or fax cover should state: [Title of Order] – [Last Name of Child(ren)] – [Name of county on the court order] – New Referral.

MAKING A MANUAL REFERRAL TO THE OAG

If the OAG requests that DFPS submit Form 1702 Foster Care Case Referral to the Office of the Attorney General to initiate the child support case or to make case updates, the eligibility specialist:

1. Asks the CPS worker to complete the first five sections of Form 1702;
2. Reviews the form to ensure that the *Foster Care Eligibility Type/Program Types* in section V. reflects the children’s eligibility type for foster care; and
3. Enters in section VI. *Special Notes and Comments About the Case* the child’s eligibility history from the effective date of the child support obligation to the current date.
4. emails Form 1702 and the child support court order to the OAG’s child support orders mailbox (forders@oag.texas.gov) or sends by fax to (512) 514-7009. The subject line on the email or fax cover should state: [Title of Order] – [Last Name of Child(ren)] – [Name of county on the court order] – New Referral.

MONITORING FOR ERRORS THAT PREVENT AUTOMATIC REFERRAL

IMPACT generates a daily report called the *Texas Attorney General Interface Exception Report*. The report identifies referrals that are not being transmitted to the OAG because of a discrepancy on the child’s case.

CPS foster care eligibility staff monitor the exception report and correct the errors.

All foster care eligibility specialists and their supervisors access the report through the *Reports* tab in IMPACT, under the *AG/CSUP Exception Report* Link. Specialists and supervisors who do not have access to the report through the *Reports* tab in IMPACT must call the DFPS Help Desk at (877) 642-4777 and ask to be added to the report’s distribution list.

For every referral made through IMPACT, the foster care eligibility specialist:

- reviews the exception report the day after making an automated referral, to ensure that the child’s referral record does not appear on the exception report;
- corrects errors according to the instructions below, under *Clearing Errors on the Exception Report*, if the referral record appears on the exception report; and
- reviews the exception report the day after the error is corrected to ensure that the child’s referral record has dropped off the exception report meaning the referral has been transmitted to the OAG’s automated child support system.

CLEARING ERRORS ON THE EXCEPTION REPORT

The daily exception report includes:

- the child’s name, person ID number, legal status, county, and region;
- the IMPACT *Person ID* number of the eligibility specialist who made the referral; and
- a message that describes what caused the child’s case to appear on the exception report.

To correct a specific error, the foster care eligibility specialist completes the related *Action Required* item in the child’s *SUB REG* stage, as described in the following table:

Exception Message	Exception Description	Action Required
NO BILLING SERVICE LEVEL FOUND FOR IV-E CHILD	There is no billing service level (BSL) for the child, who is Title IV-E eligible.	Add a BSL for the child. If the child is not in a paid foster care placement change the <i>Selected</i> eligibility to Medical Assistance Only (MAO).

<p>NO AUTHORIZED SERVICE LEVEL FOR IV-E OR STATE-PAID CHILD</p>	<p>There is no authorized service level (ASL) for the child, who is eligible for either Title IV-E or state-paid assistance.</p>	<p>Add an ASL for the child. If the child is not in a paid foster care placement change the <i>Selected</i> eligibility to MAO.</p>
<p>NO SERVICE LEVELS FOR CHILD</p>	<p>There is no service level (ASL, BSL, or RSL) for the child.</p>	<p>Add an ASL and BSL for the child. If the child is not in a paid foster care placement add a Requested Service Level (RSL).</p>
<p>NEW ELIGIBILITY NEEDED TO SEND REFERRAL</p>	<p>A new eligibility assessment must be created to send the referral.</p>	<p>Add a new eligibility assessment in the child's <i>SUB REG</i> stage and check the box <i>Child Support has been court-ordered for the child</i>.</p>
<p>MEMBER HAS NO PERSONAL DETAIL</p>	<p>There is no detailed information on this person or the conditions for entering a name are not being met.</p>	<p>Add information for the parent or child on the <i>Person List</i> in the child's <i>SUB REG</i> stage, including the person's name, date of birth (DOB), gender, ethnicity, language, relationship, and person identification number (PID). Ensure that the parent's or child's name meets the following conditions:</p> <ul style="list-style-type: none"> • The name is the primary name • The name cannot be marked as invalid • The name does not have an end date
<p>NO PARENT IS ASSOCIATED WITH THE CASE</p>	<p>There has to be at least one parent associated with this child.</p>	<p>Ensure that persons ordered to pay child support are included in the <i>Person List</i> in the child's <i>SUB REG</i> stage and have the <i>Rel/Int</i> types listed below in that stage.</p> <ul style="list-style-type: none"> • <i>PB – Birth Mother, PA - Mother, PD - Mother (legal only), AP – Adoptive Mother.</i> • <i>AB - Absent Father, PB - Birth Father, PA – Father ,PD – Father (legal only), AP - Adoptive Father, or AB - Absent Father</i> <p>If none of these <i>Rel/Int</i> types are applicable to the person ordered to pay child support, contact the CPS</p>

	Federal and State Support Division in the DFPS state office for guidance.
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Correcting the error may require assistance from the caseworker assigned as the primary worker on the child's *SUB REG* stage.

MAKING THE OAG AWARE OF CHANGES AFFECTING THE CHILD SUPPORT OBLIGATION

Within seven to 10 days of receiving a copy of an order affecting the child support obligation, the eligibility specialist sends the order to the OAG so they can update the case on their automated system. The specialist:

- ensures the *Child Support Is Court Ordered* box is checked on the child's *Eligibility Summary* page,
- writes on the court order the IMPACT *Person ID* of each child listed on the order whose child support obligation was affected by the court order, and
- emails the child support court order to the OAG's child support orders mailbox (fcorders@oag.texas.gov) or sends by fax to (512) 514-7009. The subject line on the email or fax cover should state: [Title of Order] – [Last Name of Child(ren)] – [Name of county on the court order].

TROUBLESHOOTING WHEN SUPPORT IS NOT RECEIVED

In most cases, court-ordered child support payments are not received by DFPS accounting because:

- the program type for the child support case is incorrect in the OAG's system; or
- the case has not been opened on the OAG's system.

Wrong Program Type

Sometimes child support is not received by DFPS accounting because the OAG system shows the child's placement as a Type Program 08 (Title IV-E-paid) or Type Program 10 (state-paid) placement, rather than as a Type Program 09 (MAO). If the case does not appear as Type Program 09 (MAO), the child support is not forwarded to the relative or caretaker until it is corrected in IMPACT which sends an update referral to correct the program type in the OAG's system.

To correct a child's program type, the eligibility specialist:

1. ensures that the placement and the address are entered in IMPACT, so that DFPS accounting staff can forward the child support to the correct address, and;
2. records a new Foster Care Eligibility type in the child's *SUB REG* stage for the Type Program 09 (MAO), code it as effective on the date that the child was placed with the relative or caretaker, and check the box *Child Support Is Court Ordered* for that eligibility type.

Case Is Not Open

If a DFPS child support case has never been opened since the date that the child support was ordered the eligibility specialist initiates an automated referral as described in the ***Initiating an Automated Referral*** section above.

If more than one Foster Care Type Program has been recorded for the child since the effective date of the child support obligation, the eligibility specialist:

1. Asks the CPS worker to complete the first five sections of Form 1702;
2. Reviews the form to ensure that the *Foster Care Eligibility Type/Program Types* in section V. reflects the children's eligibility type for foster care; and
3. Enters in section VI. *Special Notes and Comments About the Case* the child's eligibility history from the effective date of the child support obligation to the current date.
4. emails Form 1702 and the child support court order to the OAG's child support orders mailbox (fcorders@oag.texas.gov) or sends by fax to (512) 514-7009. The subject line on the email or fax cover should state: [Title of Order] – [Last Name of Child(ren)] – [Name of county on the court order] – New Referral.
5. records a new Foster Care Eligibility type in the child's *SUB REG* stage, effective the date that Form 1702 was sent to the OAG and checks the box *Child Support is Court Ordered* for that new eligibility type.

HOW TO CLOSE A CASE RELATED TO CONSERVATORSHIP OR PARENTAL RIGHTS

Within seven to 10 days of receiving a copy of an order affecting the child support obligation, the eligibility specialist sends the order to the OAG so they can update the case on their automated system. The specialist:

- ensures the *Child Support Is Court Ordered* box is checked on the *Eligibility Summary* page for each child for whom child support was court ordered,
- writes on the court order the IMPACT *Person ID* of each child listed on the order for whom child support was ordered,
- emails the child support court order to the OAG's child support orders mailbox (fcorders@oag.texas.gov) or sends by fax to (512) 514-7009. The subject line on the email or fax cover should state: [Title of Order] – [Last Name of Child(ren)] – [Name of county on the court order].