

## Adding Child Support Income Job Aid

**From the Guided Interview this is the order to create a successful Absent Parent Child Support:**

1. Absent Parent
2. Child Support Enforcement
3. Absenteeism record to link the Absent Parent and the Child Support Enforcement
4. Absent Parent Child Support (under Income) record is populated with the child's name

On the Guided Interview, there are 2 pages that must be filled out in order to get Child Support income evidence:

- The Absent Parent Details page of the Claimant's Home section
  - Absent Parent Details must have absent parent details, the absent parent's child and the household responsible party of the child.
- The Child Support Payments page of the Income Section
  - Child Support Payments must have the absent parent, the child and the payment details.

Upon submission of the application, there are three evidences created with the info entered on the application:

- Absent Parent
- Child Support Enforcement
- Absenteeism to link the Absent Parent and Child Support Enforcement. Absent Parent Child Support is populated with the child's name

Unless exempt, if the application is applying for Cash Assistance for the child or Medical Assistance for the parent/caretaker, complete IV-D Referral evidence and complete the steps to send an IV-D Referral after activation. If the child is receiving medical support then a IV-D Referral is not necessary. If the caretaker requests help with Child Support, then you will have to complete the IV-D Referral.

**From the Evidence Dashboard this is the order to create a successful Absent Parent Child Support:**

1. Absent Parent
2. Child Support Enforcement
3. Absenteeism record to link the Absent Parent and the Child Support Enforcement
4. Absent Parent Child Support (under Income) record is populated with the child's name
5. IV-D Referral
6. Send IV-D Referral (after case activation)

### **Adding Absent Parent Evidence:**

Select Absent Parent evidence on dashboard. From "Actions" menu select new. Pop-up displays, search for Absent Parent, select if found, register as prospect if not found (This has to be done via Shortcuts panel outside the pop-up), then search and select. Reason for absence must be selected. Click Save.

**Note:** Do not use more than 5 characters when entering height into the Absent Parent Evidence. For example, the Absent Parent Height should be entered X'XX" (5'05").

**Adding Child Support Enforcement Evidence:**

Please reference the *Child Support Enforcement Job Aid*.

**Adding Absenteeism Evidence:**

Select Absenteeism evidence on dashboard. From "Actions" menu select new. Pop-up displays. Select Absent Parent from list. Select Child Support Enforcement from list. Click Next. Enter Start Date (defaults to current date) and any other applicable evidence. Click Finish.

**Adding Absent Parent Child Support Evidence:**

Select Absent Parent Child Support evidence (under Income) on dashboard. From "Actions" menu select new. Pop-up displays. Select Absent Parent from list. Click Next. Select Child Name, Select Household Member. Enter Payment Amount and Select Frequency. Enter Start Date. Click Finish. Add Verifications for this evidence.

**IV-D Referral Evidence:**

Select IV-D Referral evidence (under Household) on dashboard. From "Actions" menu select new. Pop-up displays. Select the name of the Absent Parent. Click Next. Fill in the known information. Click Save. Add Verifications for this evidence.

**Send IV-D Referral:**

After the case is activated, navigate to the Income Support page. From the "Actions" menu select Send IV-D Referral. Pop-up displays. Select the name of the child. Click Send.