



Job Aid: Child Support Enforcement Job Aid

Overview:

If there is an absent parent, the case worker will complete child support enforcement evidence. This job aid will go through the evidence entry process and touch on what to do if clients wish to not comply with child support due to good cause.

Step-by-Step Instructions

1. Add Child Support Enforcement Evidence

A New Evidence pop-up appears, enter or complete the following information:

- **Received Date:** date of receipt
- **Household Member:** parent/guardian of the child
- **Child Name:** child with an absent parent who support should be paid on, or medical support is provided for
- **Non Compliance Reason:** the reason the client does not wish to comply with child support
- **NC DSS Custody/Placement Responsibility:** check this box if it is the responsibility of NC DSS to facilitate the placement of a child. An example of this is foster care.
- **Assign Support Rights:** this is used to indicate that a person has assigned their rights to child support to ACTS
- **Cooperate with Child Support Enforcement Division:** Do not check this box if the person indicates they are not willing to cooperate with child support and –claims good cause.
- **Good Cause Status:** Select Pending if information to determine if good cause exists is still outstanding. Select Approved or Denied once a decision is made on whether good cause exists. Remember to update the good cause status if Pending was previously selected.