



Noncustodial Parent and Good Cause

The Noncustodial Parent Detail page is used to send referrals to Child Support Services (CSS). CSS only receives referrals when an EES program is approved.

Noncustodial Parent Detail

* - Indicates required fields

Case Head
Applicant Name :
KIM L CULL

Child Name	Gender	SSN	DOB	Paternity Status	Referral
CULL TY	Male	687372727	12/12/2014	Known	Referral

NONCUSTODIAL PARENT

Parent Name:*
Other
Living in the Home Status (Does this parent live with you?):
Permanently Out of the Home

A. Potential Noncustodial Parent Personal Information

First Name:	Middle Name/Initial:	Last Name:*	Suffix:
Josh		Cull	

Gender:	Social Security Number:	Date of Birth:	Birth Place:
Male	896-23-5823	08/05/1969	TX

Received referrals are in *View Only* meaning they cannot be edited by CSS workers.

EES staff can add or update information on the Noncustodial parent page. Any changes result in an updated referral being sent to CSS.

In rare situations, CSS receives referrals even when one is not required by policy. The Comment section on the **Noncustodial Parent Detail** page displays the reason. For example: *Single Adoptive Parent—No Referral Needed.*

GOOD CAUSE

The **Good Cause Detail** page displays if Good Cause for not cooperating was granted per policy. EES workers complete the Claim Reason and the Claim Date which display in *View Only* for CSS users.

Case Number
Request ID

Good Cause Detail

Noncustodial Parent:
Josh Cull

Claim Reason:*
Good Cause Denied
Good Cause Granted
Good Cause Requested

Claim Date:*
[Date Picker]

Assigned To:*
DE45026100
Requested By:
1014383

Good Cause Status	Start Date	End Date
Granted	[Date]	[Date]

* - Indicates required fields.

Save and Return Cancel

If Good Cause is not supported, CSS users complete and send the Memorandum to the Purple Inbox to alert EES workers a penalty needs to be applied.

When a consumer's cooperation status is updated in the CSS System, the information is sent to EES staff through KEES.



Prior to penalizing a consumer for non-cooperation, CSS users need to check with PPS to ensure no PPS activity exists that might support Good Cause for failing to cooperate.



User Manual Navigation

As of 6/1/2017

Non-Financial Data Collection - Non-Medical
Contact Summary - Non-Medical
Child Demographics - Non-Medical
Living Arrangements - Non-Medical
Noncustodial Parents - Non-Medical
Adding a Noncustodial Parent Record
Editing a Noncustodial Parent Record
CSS Referral for Single Adoptive/Severed Rights Parents
Single Adoptive Parent
Child Removed from Single Adoptive Parent
Child Rights Severed from both Biological Parents
Child Rights Severed from one Biological Parent - Lives with other Biological Parent
Child Rights Severed from one Biological Parent - Removed from parent with rights
Good Cause
Adding a Good Cause Record
Editing a Good Cause Record