NEW YORK STATE | Office of Temporary and Disability Assistance

Income Withholding Process: Quick-Reference Charts

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For Training Purposes Only

Chart	Page
Basic Steps in the Income Withholding Process	3
Location Key for System Fields Used in the Income Withholding Process	6
How the Total Amount on the IWO is Determined	7
How the System Calculates the IWO Additional Amount	8
SCU Actions for Request for Review of Additional Amount Based on Self-Support Reserve	9
SCU Actions for Request for Review of Additional Amount Based on Custody	10
Impact of Setting an Alternate Additional Amount	11
Follow-up to Setting an Alternate Additional Amount	11

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Basic Steps in the Income Withholding Process

This chart shows:

- Standard sequence of events in the process.
- Responsibilities of those involved.
- Points at which calculations are carried out.
- Points at which specific documents are implemented.

1. Family court support magistrate issues child support order

   or

   supreme court judge issues divorce decree that sets child support obligation.

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2. If order was issued by support magistrate, family court clerk generates order using UCMS (Universal Court Management System).

↓

3. If family court clerk generated order using UCMS, UCMS interfaces with child support system to generate ACS (Account Creation Summary).

↓

4. SCU (support collection unit) staff uses ACS or divorce decree to build account on child support system.

↓

5. Child support system calculates amounts to appear on IWO (Income Withholding Order / Notice for Support), including "additional amount" to reduce arrears, based on ledger info.

↓

(chart continues on next page)

6 Child support system interface provides prompt to processing center to generate IWO.

↓

7 Processing center staff generates and mails:

to employer:
- cover letter
- IWO

to noncustodial parent:
- cover letter
- copy of IWO that was sent to employer

↓

8 Employer receives IWO and cover letter.

↓

9 Processing center staff receives and responds to any telephone inquiries from employer, noncustodial parent, and custodial parent.

(This can also occur at any subsequent point in the process.)

↓

10 When necessary, processing center staff uses ECS (Electronic Communication System) to refer inquiries from employer, noncustodial parent, or custodial parent to SCU for action.

↓

11 Employer uses online calculator on New York Child Support website to determine amount to withhold per limits set by federal CCPA (Consumer Credit Protection Act).

↓

(chart continues on next page)

12 Employer withholds amount per employer's calculation and remits that amount to SCU (via processing center).

↓

13 SCU (through processing center) receives, records, and disburses payments as appropriate.

↓

14 SCU staff monitors ASSETS Worker Alerts messages and ECS referrals to identify problems that prevent preceding steps from being completed.

↓

15 SCU staff takes action prompted by ASSETS Worker Alerts messages and ECS referrals to allow preceding steps to be completed.

↓

16 SCU staff responds to any request for review of the additional amount submitted by noncustodial parent.

↓

17 When necessary, SCU staff adjusts account to generate amended IWO to employer.

↓

18 When necessary, SCU staff adjusts account to generate terminated IWO to employer.

Location Key for System Fields Used in the Income Withholding Process

This chart lists:

- CSMS fields used in the income withholding process, in alphabetical order.
- CSMS screen where the field appears.
- Location of the corresponding field in the ASSETS Inquiry module.

Some fields appear on more than one screen or tab; this table lists only one of the commonly-viewed locations where the fields appear.

CSMS			ASSETS		
field	**screen**		**mode**	**tab**	**field**
IEX-ADD-AMT	IVDQFS	→	Enforcement	IWO/UIB	IWO Additional Amount
IEX-ALT-AMT	IVDQFS	→	Enforcement	IWO/UIB	IWO Alternate Amount
IEX-ALT-FRQ	IVDQFS	→	Enforcement	IWO/UIB	IWO Alternate Frequency
IEX-OBLIG-AMT	IVDQFS	→	Enforcement	IWO/UIB	IWO Amount
LDGR TYPE	IVDQFS	→	Summary	Obligation	Type (column in Ledgers table)
NET-DUE	IVDQFS	→	Summary	Obligation	Net Due Amt (column in Ledgers table)
OBLIG AMT	IVDQFS	→	Summary	Obligation	Obligation Amt (column in Ledgers table)
OBLIG FREQ	IVDQFS	→	Summary	Obligation	Freq (column in Ledgers table)
ST	IVDQFS	→	Summary	Obligation	Status (column in Ledgers table)

How the Total Amount on the IWO is Determined

The “Total Amount to Withhold” on the IWO (Income Withholding Order / Notice for Support) is the amount the employer is being directed to withhold and remit. The Total Amount is determined by, and matches, the amount in the IWO Amount field of the account.

The amount in the IWO Amount field is calculated by the system as:

1 **Current obligation:**

the sum of all amounts in the Obligation Amt column for all ledgers with 1 in the second position of the Type field and simultaneously 01 in the Status field

+

2 **Additional amount:**

amount that appears in IWO Additional Amount field

+

3 **Court-ordered arrears for which the court set a repayment schedule:**

the sum of all amounts in the Obligation Amt column for all ledgers with 2 in the second position of the Type field and simultaneously 01 in the Status field

How the System Calculates the IWO Additional Amount

If an account is in arrears, the SCU is required by law to collect those arrears by adding an additional amount to the court-ordered support obligation [CPLR 5241(b)(1)]. The additional amount appears in the IWO Additional Amount field on the system and in the ORDER INFORMATION section of the IWO (Income Withholding Order / Notice for Support).

The additional amount for each account is automatically calculated by the system according to a formula in state regulation [18 NYCRR 347.9(e)]. To perform the calculation, the system examines specific combinations of two primary factors:

1. Status of the current obligation: A current obligation is indicated by a ledger with: 1 in the second position of the Type field, 01 in the Status field, and an amount other than $0.00 in the Obligation Amt field.
2. Amount of arrears: The amount of arrears is the sum of the amounts in the Net Due Amt column for all ledgers with 01 in the Status field.

This chart indicates the additional amount that will result from the combinations of those factors:

If	and	then the system-calculated IWO additional amount, until arrears are paid in full, is
there is a current obligation amount	there are arrears	half of the current obligation amount, payable at the same frequency as the current obligation.
there was a current obligation amount but there no longer is one	arrears are greater than $300	the most recent current obligation amount that was greater than zero, times 1.5, payable at the same frequency as that most-recent current obligation. (150% of the most recent current obligation amount that was greater than zero.)
there never has been a current obligation amount	arrears are greater than $300	the total amount of arrears divided by twelve, payable monthly.
there is no current obligation amount	arrears are $100 to $300	$25 per month.
there is no current obligation amount	arrears are less than $100	$0 – the case will not be included in the income withholding process and no IWO will be generated.

SCU Actions for Request for Review of Additional Amount Based on Self-Support Reserve

❑ 1 Receive from noncustodial parent:
- ❑ *Request for Review of the Additional Amount on the Income Withholding for Support*
- ❑ documentation that supports request

Complete these actions within 30 calendar days of receiving request:

❑ 2 In account record (Case mode > Status tab), set status and reason code H001-06.

❑ 3 Review:
- ❑ *Request for Review of the Additional Amount on the Income Withholding for Support*
- ❑ documentation submitted by noncustodial parent to support request
- ❑ account record, to check for:
  - ❑ income from multiple employers
  - ❑ income from self-employment
  - ❑ court-imputed income

❑ 4 If noncustodial parent listed multiple case IDs for multiple counties, use ASSETS to get obligation info for accounts in other counties.

❑ 5 Using obligation and income info, complete worksheet Alternate Additional Amount Calculation for Self-Support Reserve Issues (on ERS at Resource Index > Income Withholding).

❑ 6A If worksheet result shows that additional amount **needs** to be changed:
- ❑ In account record (Enforcement mode > IWO/UIB tab), update IWO Alternate Amount & Frequency fields using alternate additional amount calculated per worksheet.
- ❑ Complete SCU Determination Letter (on ERS at Resource Index > Income Withholding), indicating request has been granted.
- ❑ Send determination letter to noncustodial parent.
- ❑ In account record (Case mode > Status tab), set status and reason code H901-06.
- ❑ Set tickler date for no later than one year, and when tickler date is reached, review account to see if additional amount can be increased.

OR

❑ 6B If worksheet result shows that additional amount **does not need** to be changed:
- ❑ Complete SCU Determination Letter (on ERS at Resource Index > Income Withholding), indicating request has been denied.
- ❑ Send determination letter to noncustodial parent.
- ❑ In account record (Case mode > Status tab), set status and reason code H801-06.

SCU Actions for Request for Review of Additional Amount Based on Custody

❑ 1 Receive from noncustodial parent:
- ❑ *Request for Review of the Additional Amount on the Income Withholding for Support*
- ❑ *Statement of Income and Expenses*
- ❑ documentation that supports request

Complete these actions within 30 calendar days of receiving request:

❑ 2 In account record (Case mode > Status tab), set status and reason code H001-07.

❑ 3 Review:
- ❑ *Request for Review of the Additional Amount on the Income Withholding for Support*
- ❑ *Statement of Income and Expenses*
- ❑ documentation submitted by noncustodial parent to support request
- ❑ account record, to check for:
  - ❑ income from multiple employers
  - ❑ income from self-employment
  - ❑ court-imputed income

❑ 4 If noncustodial parent listed multiple case IDs for multiple counties, use ASSETS to get obligation info for accounts in other counties.

❑ 5 Using obligation and income info, complete worksheet Alternate Additional Amount Calculation for Custody Issues (on ERS at Resource Index > Income Withholding).

❑ 6 Compare result of worksheet calculation with additional amount in place at present.

❑ 7A If worksheet result is **lower** than additional amount in place at present:
- ❑ In account record (Enforcement mode > IWO/UIB tab), update IWO Alternate Amount & Frequency fields using alternate additional amount calculated per worksheet.
- ❑ Complete SCU Determination Letter (on ERS at Resource Index > Income Withholding), indicating request has been granted.
- ❑ Send determination letter to noncustodial parent.
- ❑ In account record (Case mode > Status tab), set status and reason code H901-07.
- ❑ Set tickler date for no later than one year, and when tickler date is reached, review account to see if additional amount can be increased.

OR

❑ 7B If worksheet result is **equal to or higher** than additional amount in place at present:
- ❑ Complete SCU Determination Letter (on ERS at Resource Index > Income Withholding), indicating request has been denied.
- ❑ Send determination letter to noncustodial parent.
- ❑ In account record (Case mode > Status tab), set status and reason code H801-07.

Impact of Setting an Alternate Additional Amount

If an alternate additional amount is set:

- An amended IWO will be generated (there's no need to change a delinquency switch or other code – setting an alternate additional amount and frequency will initiate the amended IWO).
- On the amended IWO, the manually-set alternate additional amount will be used in the calculation of the Total Amount to Withhold that appears on the IWO and in the IWO Amount field.
- After the amended IWO has been generated, the value set in the IWO Alternate Amount field will also appear in the IWO Additional Amount field. (In other words, in the account record, the manually-set dollar amount will replace the system-calculated dollar amount that *had been* in the field for the IWO Additional Amount.)

Follow-up to Setting an Alternate Additional Amount

After an alternate additional amount has been manually set:

- If a New Hire or Workers' Comp lead results in a new employer record being automatically built, any alternate additional amount will be *automatically* cleared and a system-calculated additional amount will be used in the IWO generated for that record.
- If the order is modified through court or adjusted by COLA, any alternate additional amount must be *manually* cleared in the account record (Enforcement mode > IWO/UIB tab), by updating the IWO Alternate Amount & Frequency fields with blank values.

  Using blank values for both fields causes the alternate additional amount to be cleared completely and prompts the system to calculate the additional amount per the factors in the chart on page 8. An amended IWO will then be generated, which will include the system-calculated additional amount.