

Printed Documentation

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Instructions for Reviewers of This Document

Instructions for SME Reviewers of This Document

Dear Reviewers of this Document:

What we're looking for:

Accuracy. Is the information CORRECT?

We're not looking for wording, word choices, style, etc. -- just looking for Is this information correct?

Please pay particular attention to the following distinctions:

- 1) “Can” versus “Should” versus “Must” do something – The distinction must be clear, and standardized. There must be no confusion on the part of the reader as to when they “should” do something versus when they “must” do something. – I

also want to include explanation of what will (or won't) happen when something that "must" be done is NOT done...

- 2) Requirements versus suggestions (same as above)
- 3) Best practice? Please flag it as such.
- 4) Impact on KPIs and customer service. Clear pathways to quality improvement and preventing or attacking backlogs, bottlenecks, impasses.
- 5) Deadlines and timeframes – correct?
- 6) Where you think that a graphic, diagram, chart, or picture might clarify the content, please say so.
- 7) Where a step is either mission critical or is a common point of confusion, please flag it.

Instructions for first SME Review of content:

In reviewing the content, we are currently interested in only two matters:

- 1) Accuracy of content
- 2) Completeness of content

At this time, we are not concerned with preferences regarding wording (unless the wording is *inaccurate*) or niceties of expression, formatting, design, line spacing, links, or the interface itself -- only with accuracy and completeness of the content.

Thanks!

Mark

File: SMEs_--_Instructions_for_First_Review_of_Content.htm

Intro - Child Support Operations Manual

Introduction - Child Support Operations Manual

How to use this manual

The Navigation Pane:

Resizing the Navigation Pane

Showing or Hiding the Navigation Pane

Contents of the Navigation Pane:

- Table of Contents
- Index
- Glossary -- as well as inline glossary definitions
- Filter
- Search

Resizing the entire window

Printing out an individual topic

Downloading the entire chapter as a PDF (printing it, if you like)

[Click here to download a copy of the COLA Chapter in PDF format.](#)

Filtering Your Content, Customizing Your View:

How to use the filter

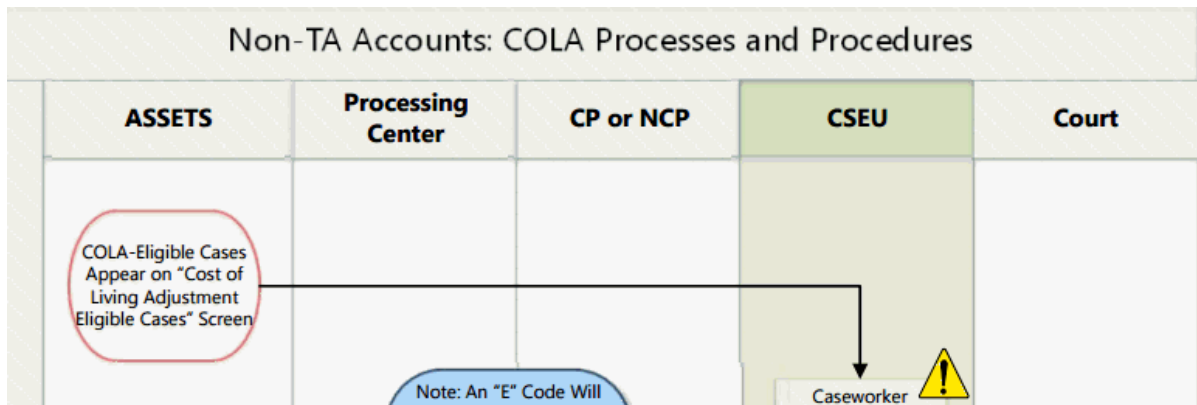
I will include here a page about how end-users can filter their content according to their own needs and preferences.

In the process diagrams, end-users see process diagrams with lanes differentiating actions taken by various actors, as follows:

- ASSETS
- Processing Center

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- CP or NCP
- CSEU (or Caseworker)
- Court




End-users will be able to filter the content they see on the website, in the table of contents, according to these same actors. The actors they can filter the content (and the TOC) by on the website mirror the actors named in the process diagrams.

In other words, the end-user can choose to see only Caseworker actions, or Court actions, or actions taken by the ASSETS system itself, as they wish..

Or, they can apply multiple criteria, by selecting *combinations* of checkboxes. (See examples below.)



What content would you like to see? 

TA Process? Non-TA Process? Both?

☐ TA Process

☒ NON-TA Process

Who Completes This Action?






☐ ASSETS


☐ PROCESSING CENTER

☐ CP or NCP

☒ CASEWORKER

☒ COURT



What content would you like to see? 

TA Process? Non-TA Process? Both?

☒ TA Process

☒ NON-TA Process

Who Completes This Action?

☒ ASSETS

☐ PROCESSING CENTER

☐ CP or NCP

☒ CASEWORKER

☐ COURT

By checking off **NO boxes** in the Filter utility, they would see **unfiltered content**, i.e. they would see all content -- all actions by all actors, and all processes (including TA, Non-TA, etc.).

Some categories of content will have no filter applied to them. The Eligibility content, for example, or the Objection process content, would have no filter criteria assigned. As such, it would be "unconditional" content -- always included.

Two-Minute Video Explaining "How to Filter Your Content"

We could have on this page a (very short) video explaining how the end-user can filter content:

(This is a very rough prototype for purposes of demo only. Video can have sound, be highly produced, etc.)

Introduction to Child Support

1989: Child Support Standards Act ("CSSA")

(Legislation)

1989



On September 15, 1989, Domestic Relations Law, s. 240(1-b) and Family Court Act s. 413(1)(b), known as the Child Support Standards Act ("CSSA") established a guideline in NYS for determining support amounts. As a rebuttable presumption, the guideline created equity for all parties in support proceedings. However, the use of the guidelines did not ensure that orders would remain equitable over time.

The CSSA provides that the court shall calculate the "basic child support obligation" and the NCP's pro rata share of the "basic child support obligation."

Unless the court finds that the NCP's pro rata share of the "basic child support obligation" is unjust or inappropriate, it must order the NCP to pay his or her pro rata share of the "basic child support obligation."

Combined gross income of both parents is multiplied by "**child support percentage**" to arrive at "**basic child support obligation.**"

The "child support percentage" is:

- 17% of the combined gross parental income for one child;
- 25% of the combined gross parental income for two children;
- 29% of the combined gross parental income for three children;
- 31% of the combined parental income for four children; and
- no less than 35% of the combined gross parental income for five or more children.

The NCP then pays his or her pro-rata share of the “**basic child support obligation.**”

Note: There are other factors that come into play when ultimately determining the amount the NCP must pay in child support.

For example:

- The self-support reserve (which is 135% of the [federal?] poverty level in any given year)
- Combined parental income of over \$80,000 (court has discretion)
- And other factors

Demo - Examples of Pages

Caseworker Step in a Process

(Caseworker)

Caseworker does the following:



- Blah blah
- blah blah
- blah

CP or NCP Step in a Process

(CP or NCP)

CP or NCP Mails "Request for COLA" form to Processing Center.



(The CP is provided a self-addressed (to the Processing Center) envelope for this purpose.)

Embedded Video

Filtering Your Content:

Teaser re Go Live of Product

Below is a tonque-in-cheek promotional video I made for a client (Millard) in 2013 to tease the Go-Live of its HighJump product, and the user manual (680 pages) that I wrote for that product. You definitely want to watch it with SOUND.

COLA

Intro to COLA

What is a COLA?

A "COLA" – or *Cost of Living Adjustment* – is a modification of the obligation amount of a child support order in response to an increase over time in the cost of living in the United States (as measured by the U.S. Bureau of Labor Statistics).

Child Support Services has the authority to apply COLAs to child support orders administratively (i.e., without having to go to court) provided that:

- all eligibility criteria are met

AND

- neither the CP nor the NCP (nor the SCU itself) objects to the increase.

The matter would go to court only if the CP, NCP, or SCU *objects* to the proposed COLA.

The ASSETS system identifies identifies ledgers eligible for a COLA, and then:

**If the
CP is
on TA**

- ASSETS generates a notice to the CP and NCP that a COLA ***will automatically be applied*** to their order unless one of them objects.
- If either party objects to the proposed COLA, a court hearing is held to determine the correct guidelines order.

If the

- ASSETS generates a notice to the CP and NCP that they **have**

CP is
NOT
on TA

the ***right to request*** a COLA.

- If neither party requests a COLA, no action is taken.
- If a request is made by either party, either party (even the one who made the request) has the right to object to the proposed COLA.
- If the CP, NCP, or the SCU objects, a court hearing is held to determine the correct guidelines order.

If the
NCP is
on TA

- The case is not eligible for a COLA.

Note: ASSETS will know whether an NCP is on TA in New York State if the NCP's CAN and CIN numbers are both in ASSETS..

[learn more](#)

ASSETS will know whether the NCP is on TA in the state of New York ***only*** if his/her CAN and CIN numbers are ***both*** in ASSETS.

If the NCP's CAN and CIN numbers are not in ASSETS (for example, if the NCP is on TA in a *state other than New York*), the NCP still could be on TA, but in a state other than New York. ASSETS would not know that the NCP is on TA in a different state unless the Delinquency Switch is a 19 – which the caseworker would have had to set manually.

If ASSETS is unaware that the NCP is on TA, a COLA notice will be sent to both parties.

If an NCP who is on TA receives a ***Notice of Your Right to***

Request, s/he should contact the help desk or his/her local CSEU.

If an NCP who is on TA receives an **Adjusted Order of Support**, it would be up to the NCP to object to the COLA based upon the fact that s/he is on TA.

TA Accounts versus Non-TA Accounts: Different COLA Processes

COLA eligibility criteria for TA and Non-TA accounts are the same -- but processes are different.

TA Cases	Non-TA Cases
<p>Unless either party <i>objects</i> to a proposed COLA, the entire process is automatic.</p> <p>Neither the CP nor the NCP has to submit a request for a COLA – ASSETS (i.e., the SCU) does this for them.</p> <ul style="list-style-type: none">• ASSETS automatically	<p>CP and NCP are informed when their order is eligible for a COLA, and are provided with a request form.</p> <p>CP or NCP <i>must request</i> a COLA for the process to move forward.</p> <ul style="list-style-type: none">• ASSETS identifies orders that become eligible for a COLA• The COLA Notice informs the CP and NCP that they have

<p>recognizes when an order becomes eligible for a COLA.</p> <ul style="list-style-type: none"> • An Adjusted Order of Support is sent to both parties, with a notice telling them that their order is eligible for a COLA • Unless the CP, NCP, or the SCU files an objection to the proposed COLA, the COLA will automatically take effect 60 days from the mailing of the Adjusted Order of Support. 	<p>the right to request a COLA.</p> <ul style="list-style-type: none"> • Either party can request a COLA by mailing in the request form. • If neither the CP nor NCP mails in a request for a COLA, no further action is taken, and no COLA is processed. • If a request for a COLA is received by the Processing Center, when ASSETS next runs its COLA monthly process, an Adjusted Order of Support will be sent to all parties. (The Caseworker does not need to take any action. learn more) • When a CP or NCP mails a COLA Request Form to the Processing Center, workers at the Processing Center
---	---

	<p>enter the appropriate request code into the <i>COLA Request Indicator</i> field. (Code "2" if the CP has made the request, or Code "3" if the NCP has made the request.). <i>In this instance, the Caseworker does not need to take any action.</i></p> <ul style="list-style-type: none">• When ASSETS next runs its COLA monthly process (on the third full weekend of each month), it picks up that request code and causes the Processing Center to send an <i>Adjusted Order of Support</i> to all parties --
--	---

	<p>the CP, NCP, and the Court.</p> <ul style="list-style-type: none"> • Upon receipt of the Adjusted Order of Support, both parties have 35 days from the date of mailing to file an objection with the court. • If neither party (nor the SCU) files an objection, the COLA will automatically take effect 60 days from the mailing of the Adjusted Order of Support. • If the CP, NCP, or the SCU files an objection to the COLA, the matter goes to court to determine the correct guidelines order.
--	--

In both TA and Non-TA cases, the ASSETS system automatically identifies orders eligible for COLAs.

TA and Non-TA accounts are processed on the same schedule -- on the third full weekend of each month.

Monthly COLA notices are mailed out in the month of the year corresponding to the month in which the order was first issued or most recently modified or adjusted.

[learn more](#)

Exceptions:

All COLA-eligible accounts with January and February order dates are processed during the third full weekend in February.

(No orders are processed in the month of January each year, as the CPI-U average annual percentage change is not available until the very end of January.)

Thereafter, COLA eligible accounts with March order dates are processed the third full weekend of March, cases with April order dates are processed the third full weekend in April...and so forth throughout the rest of the year.

(Note that cases will first appear on the [Cost of Living Adjustment Eligible Cases](#) screen two months *prior* to notices being mailed out to CPs and NCPs. This is in order to inform caseworkers in advance of cases becoming eligible for a COLA, ***and to allow them to resolve any error codes or other issues that might prevent the COLA notices from going out on time.***)

How Is a COLA Calculated?

In child support, a COLA is the sum of the percentage changes in CPI-U's for the years:

- since 1994,

OR

- since the original support order,

OR

- since the last year in which the order amount was adjusted or modified

-- *whichever is latest* – if and when that sum becomes equal to or greater than 10%.

Adding up CPI-U percentages to determine COLA eligibility

Below is an example of how CPI-U percentages add up to a sum equal to or greater than 10%, making an account eligible for a COLA.

In the example, the support order was originally established in 2010.

In 2016, the order obligation amount was still the same as it was in 2010 – but the cost of living had risen 10.1% since then. (That is, *the sum of* the CPI-U's of each year from 2010 through 2015 *adds up to* 10.1%.)

Therefore, in 2016, this support order was eligible for a COLA increase (of 10.1%).

Year	CPI-U Percentage		
2015	0.1%	Eligible: Sum of CPI-U's from 2010 through 2015 equals 10.1%	Criteria met: Order established in 1994 is more than two years old, and sum of CPI-U's from 1994 (year of order) is 10% or above.
2014	1.6%		
2013	1.5%		
2012	2.1%		
2011	3.2%		
2010	1.6		
2009	-0.4%		
2008	3.8%		
2007	2.8%		
2006	3.2%		
2005	3.4%		
2004	2.7%		
2003	2.3%		

The same example, in dollars and cents:

A child support order for **\$100** per month was established in 2010.

Sum of CPI-U's from 2010 (year of order) through 2015 = **10.1%**

10.1% X 100 = \$10.10 (This is the amount of the COLA increase.)

$\$10.10 + 100.00 = \110 per month (This is the amount of the new, COLA-adjusted support order.)

Therefore, the new support order, including the COLA increase, would be \$110 per month.

Note: The adjusted order amount is rounded to the nearest dollar, as required by law.

Negative CPI-U Years

In the table above, you can see that in 2009, there actually was a *negative* CPI-U. (i.e. According to the Bureau of Labor Statistics, the cost of living in 2009 was actually 0.4% *lower* than in 2008.) That is an unusual situation.

When adding up the CPI-U's for a range of years to determine whether their sum reaches the equal-to-or-greater-than-10% threshold required for a COLA, any *negative* CPI-U's must be *subtracted* from the sum.

For example, although CPI-U's from 2010 through 2015 add up to 10.1%, CPI-U's from 2009 through 2015 would add up to only 9.7%.

Factoring in of years with negative CPI-U's may affect the year in which an account becomes eligible for a COLA increase.

Ledgers Affected

Not all ledgers in an account will be affected by a COLA. See sections on:

- [Eligible Ledgers](#)
- Ineligible Ledgers

Eligibility

Legal Compliance: Orders Subject to COLA

Except as otherwise noted, the COLA is applicable to all orders enforced pursuant to Title 6-A of the Social Services Law on behalf of persons in receipt of temporary assistance (TA), and which include family assistance and safety net assistance and which meet the eligibility criteria. (See “[Eligibility](#)” section of this document.)

The COLA is applicable to all other orders receiving services under Title 6-A, including orders for [Title IV-E foster care](#) (https://www.ssa.gov/OP_Home/ssact/title04/0470.htm) and Medicaid-only cases, and orders enforced on behalf of persons not in receipt of public assistance (Non-TA) under [Section 111-g of the Social Services Law](#) (<http://public.leginfo.state.ny.us/lawssrch.cgi?NVLWO>), upon request.

For purposes of [Title IV-E Foster Care](#) cases where there is an assignment of support rights, each social services district shall be deemed to have requested the COLA review unless the Department is notified otherwise.

Where to find more info:

Title 6-A of the Social Services Law can be read at the site of the New York Legislature, at: <http://public.leginfo.state.ny.us/lawssrch.cgi?NVLWO>:

Section 111-G of the Social Services Law can be read at: <http://public.leginfo.state.ny.us/lawssrch.cgi?NVLWO>:

Title IV-E Foster Care information can be found at the NYS Office of Children and Family Services at: <http://ocfs.ny.gov/main/fostercare/titleiv-e/>.

General Eligibility Criteria for a COLA

Child Support Services can increase the amount of a child support order administratively (i.e. without court involvement) by applying a COLA if:

- 1) It has been at least two years since the support order was established, **or** since the obligation amount has been adjusted or modified, **and**
- 2) the sum of the percentage changes in CPI-U's for the years since 1994, **or** since the original support order, **or** since the last year in which the order amount was adjusted or modified -- **whichever is latest** -- is equal to or greater than 10%.

When these two criteria are met, the case will appear on the [Cost of Living Adjustment Eligible Cases](#) screen.

You can use the [Child Support Standards Act \(CSSA\) Data and Consumer Price Index utility](#) in ASSETS to view Child Support Standards Act data and Consumer price Index information.

This information helps the Caseworker determine whether or not a case is eligible for a cost of living adjustment.

Other criteria for determining eligibility or non-eligibility for a COLA are detailed later in this manual. (See sections on Eligibility and [Ineligibility](#))

Decision Tree: Is This Case Eligible for a COLA?

Decision Tree - Is this case eligible for a COLA?			
Step #	Question	Where to Find the Answer	According the Answer Move to the Next Step
Step 1	Is the order less than two years old?	Check date in Review Adjustment Date field on Cost of Living Adjustment Eligible Cases screen.	If Yes , it is not eligible for a COLA.
	Has order been modified or adjusted in the past two years?		If No , continue with Step #2.
Step 2	Is the sum of the percentage changes in CPI-U s for the years preceding the review (beginning with 1994 or the year the order was issued or most recently modified or adjusted, whichever is later) equal to or greater than 10% ?	Check chart of CPI-U on Child Support Standards Act (CSSA) Data and Consumer Price Index utility screen of ASSETS.	If Yes , continue with Step #3.
			If No , it is not eligible for a COLA.

Step 3	Is current order a \$0.00 amount order?	Check obligation amount on Cost of Living Adjustment Eligible Cases screen and SA-Ind field on Child Support Standards Act (CSSA) Information tab .	If Yes , it is not elig for a COLA.
			If No , continue with Step #4.
Step 4	Is NCP receiving temporary assistance (TA)?	Use Name and SSN to search WRTS(Welfare Reporting and Tracking System) and SSN on the Summary Tab screen .	If Yes , case is not eligible for a COLA
			If No , case appear to be eligible for a COLA.

Eligible Ledgers

Any given account may contain some ledgers that are subject to COLA increases and some ledgers that are not.

ASSETS displays on the [Cost of Living Adjustment Eligible Cases](#) screen all accounts that contain COLA-eligible ledgers, even if an account contains a mix of eligible and ineligible ledgers.

There are a total of 11 types of ledgers that are eligible for COLA increases. They are:

Ledger Eligibility

11B_	Except for 11BM Eligible if there is another
21A_	eligible ledger which is not 1_CB
21BC	Eligible if it has a status of 01
21BE	Eligible if it has a status of 01
21BF	Eligible if it has a status of 01
21BK	Eligible if it has a status of 01
21BP	Eligible if it has a status of 01
21BR	Eligible if it has a status of 01
21BT	Eligible if it has a status of 01
24CZ	24CZ is eligible only if there is also an eligible 11B_ ledger

Ineligible Ledgers

Ineligible ledgers do not render the entirety of an account ineligible for a COLA increase, but the ineligible ledgers will not be factored in to calculations of the COLA for the account in question.

Ledgers Codes: Meaning and Syntax

Ledger Types	
1 st Position = Beneficiary	Description
1	Custodial Parent
2	DSS
3	3 rd Party
4	4 th Party
2nd Position = Type of Obligation	Description
1	Court Ordered current
2	Court Ordered Arrears
3	Voluntary Agreement current
4	Voluntary Agreement arrears
3rd Position = Type of Collection	Description
A	IV-D TANF
B	IV-D Non-TANF
C	Non-IV-D
4 th Position = Type of Collection	Description

A	Alimony
B	Child Care expenses
C	Foster Care
D	Administrative expense (i.e. genetic test)
E	Title IV-D foster care
F	Food stamps
G	Refugees
H	Hospitals
I	American Indian
J	Judgment
K	Correctional Schools
L	Mental hygiene release
M	Medical assistance
N	Nursing homes
O	Educational expenses
P	Pre-determination grant for Family Assistance
Q	Cuban-Haitian entrants
R	Home Relief
S	Supplemental Security Income
T	Training schools
U	Future reasonable medical expenses

V	Child Support out-of-wedlock
W	Child Support in wedlock
X	Administrative collection of arrears amount
TY	State charges
Z	Fee for service
5th position = Interest or Judgment	Description
I	Interest
J	Judgment
6th Position = Judgment number	Description
1-9	Same number as the ledger type

Multiple Ledgers, Different Payment Frequencies

Normalizing Ledgers with Different Payment Frequencies



Various eligible ledgers under any given account may have both different payment amounts and different payment frequencies. Some ledgers are weekly, some are every two weeks, some are twice a month, some are monthly, and so on.

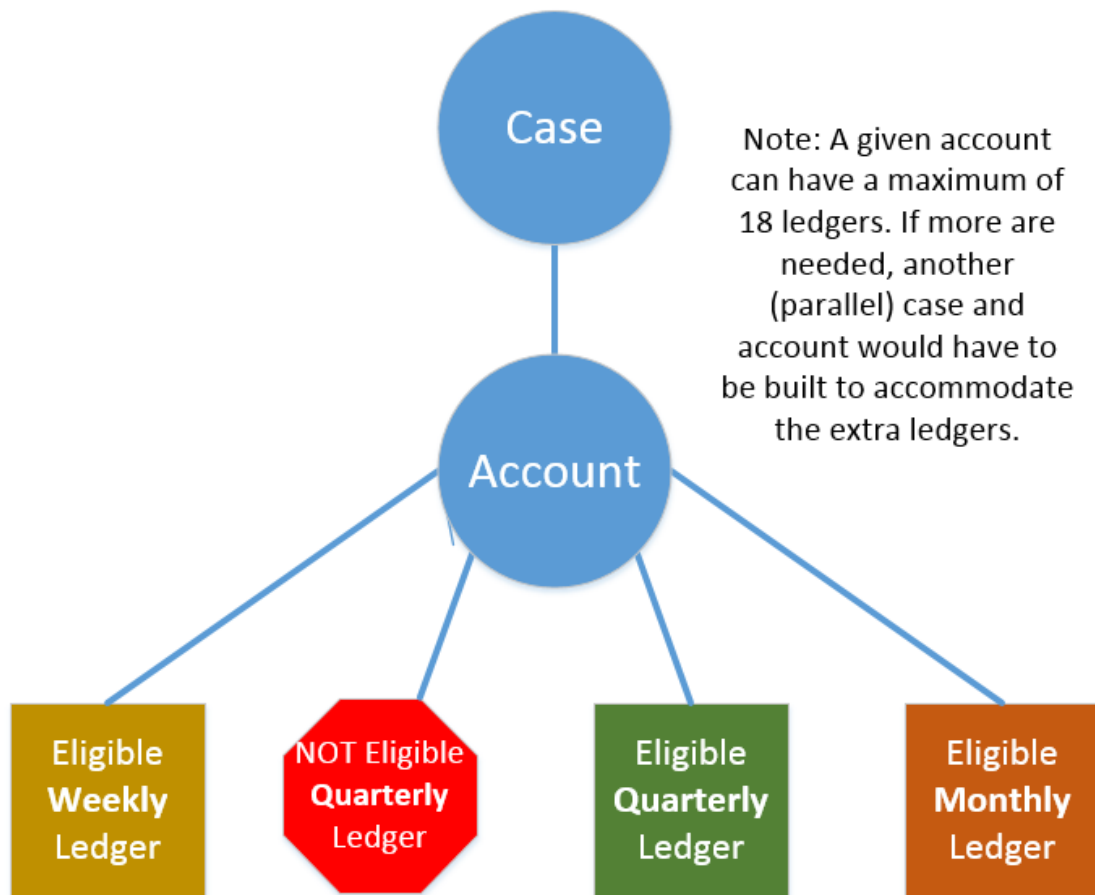
For the purposes of calculating a COLA, the payment frequencies of all eligible ledgers are normalized to the frequency of the ledger with the shortest cycle.

For example, if an account has some ledgers that are annual, some that are monthly, and some that are weekly, all ledgers will be normalized to weekly rates for all eligible ledgers involved. The rates

are then figured into a total [weekly] sum eligible for a COLA increase.

The total weekly sum is multiplied by the COLA percentage to arrive at a dollar amount for the COLA increase per week.

Then, all ledgers are recalculated back to their actual frequencies, and the COLA increase percentage is applied to each eligible ledger proportionately.



Ineligible ledgers do not render the entirety of an account ineligible for a COLA, but will not be figured into COLA calculations for that account.

To View the CPI-U Data From Any Page In ASSETS:

Go to: Home screen > [main menu item] Utilities > [dropdown menu item] CSSA/CPI.

The CSSA data and Consumer Price Index information page appears:

ASSETS - Utilities - CSSA / CPI - 08/30/2016 4:19 PM - Internet Explorer

Child Support Standards Act (CSSA) and Consumer Price Index Tables

CSSA Statistics Table

Year	Poverty Level	Self Support Reserve
2016	\$11,880.00	\$16,038.00
2015	\$11,770.00	\$15,890.00
2014	\$11,670.00	\$15,755.00

Poverty Level and Self Support Reserve can be used in estimating obligation amount, alternate additional arrears, poverty level review and determination of enforcement activities.

Consumer Price Index

Change in Percent from Previous year

Year	Percentage
2015	0.1
2014	1.6
2013	1.5

The table was prepared in accordance with the statutory requirements for conducting Cost of Living Adjustment (COLA) reviews.

CSSA Combined Parental Income Cap

Effective date of cap is January 31 of that year

Year	Cap
2016	\$143,000.00
2014	\$141,000.00
2012	\$136,000.00

Combined Parental Income is the sum of the income of both parents. When the income of both parents exceeds the cap, the law permits, but does not require, the use of the child support percentages in calculating the child support obligation on the income above the cap.

PRINT **CLOSE**

Tables of the CPI-U are also available at the website of the Bureau of Labor Statistics.

You can see them by going to: <http://www.bls.gov/cpi/tables.htm>

Ineligibility

Ineligibility

The following types of orders are NOT ELIGIBLE for a COLA:

- a) \$0 order amount orders
- b) Two-state orders in which New York does not have continuing exclusive jurisdiction (CEJ).
- c) Orders which have been suspended by the court (**current ledgers with Status 02 on ASSETS**) or administratively closed (**current ledgers with Status 05 on ASSETS**).

Also ineligible are orders in which:

- a) The NCP is active on temporary assistance (TA) at the time of case selection for the year's COLA review.
- b) Neither party has a valid New York State address in the ASSETS system.
- c) The support order predates the CSSA (9-15-1989) and the child is in receipt of TA and you determine that a COLA is not in the best interests of the child or the CP.
- d) Orders issued by another state in force pursuant to Title 6A of Social Services Law, i.e. the order has been registered in NYS only for purposes of enforcement.

(Note:

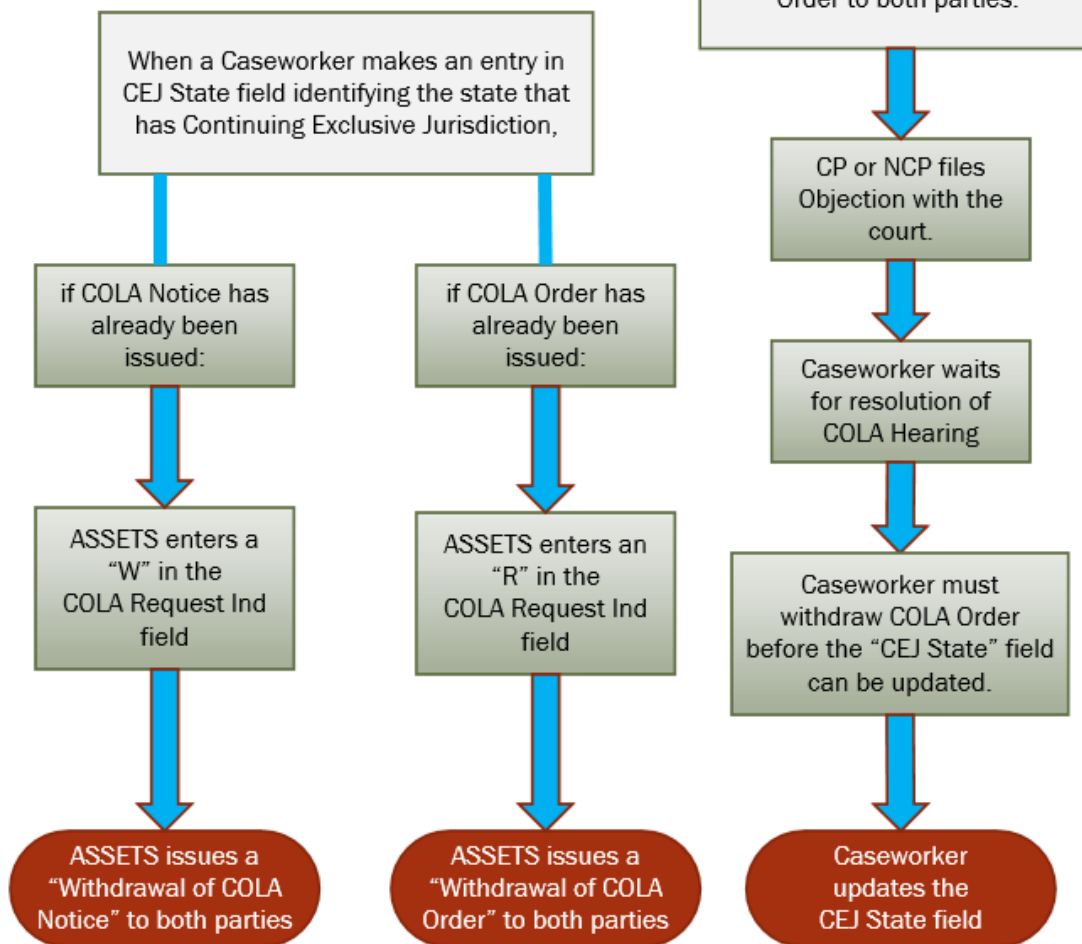
In these cases, the state with continuing exclusive jurisdiction over the order must be entered in the *CEJ State* field -- which will prevent ASSETS from selecting the case for the COLA process. (If there is *anything* entered in the *CEJ State* field on the *Cost of Living Adjustment (COLA) Information Edit* screen [?MT - Insert Popup], the case is not eligible for a COLA.)

If a COLA Notice or COLA Order has already been mailed out by the Processing Center at the time that the Caseworker enters data in the *CEJ State* field, ASSETS will systematically take action to withdraw the notice (of eligibility) or rescind the COLA order.

(See the graphic below for details.)

If a different state (not NY) has Continuing Exclusive Jurisdiction (CJE), the case is not eligible for a COLA.

Entering a state code in the "CEJ State" field will properly prevent ASSETS from selecting it for the COLA Process.



TA Process

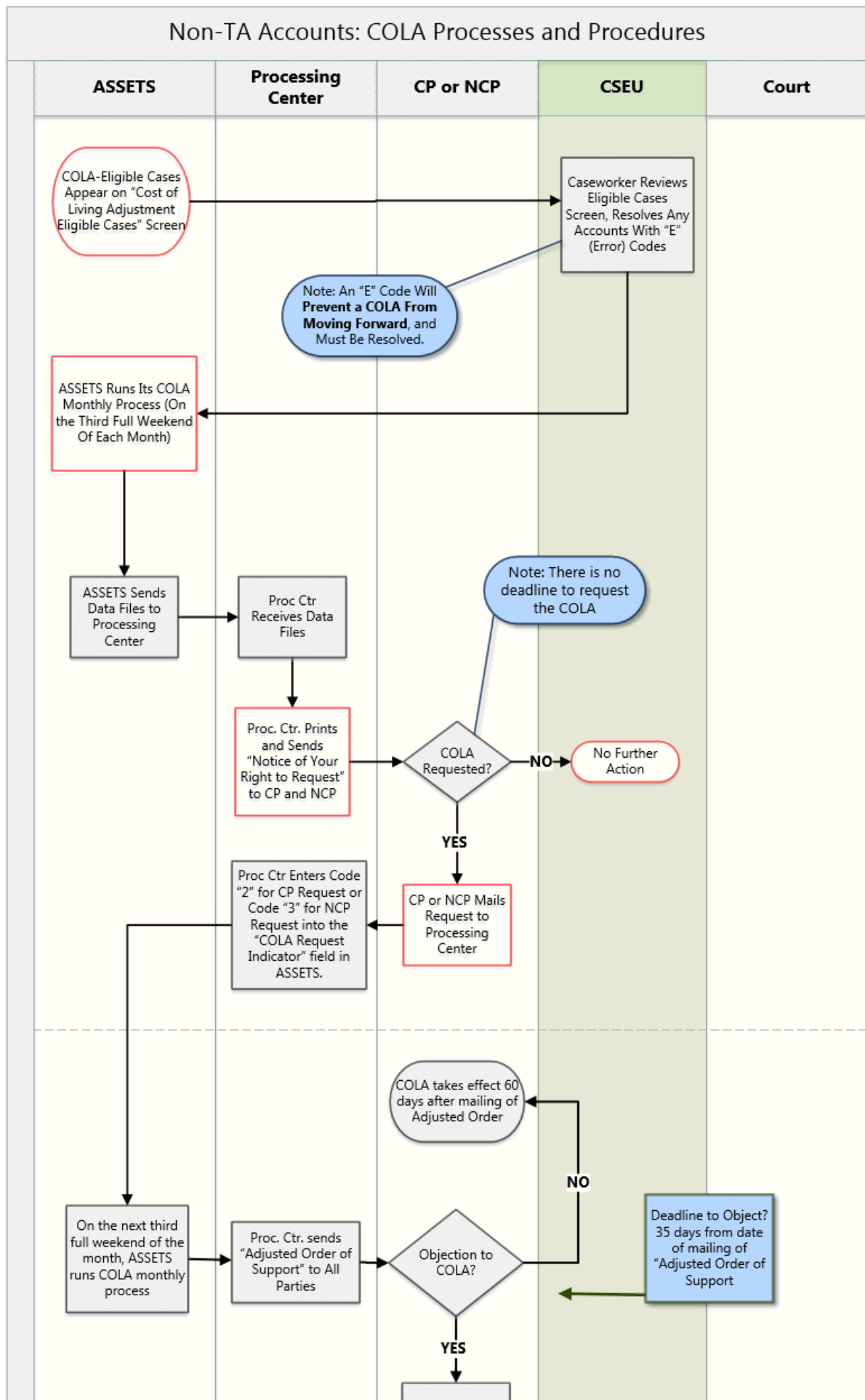
TA - First Topic

Blah blah blah.

Non-TA Process

Roadmap: Non-TA Process Diagram

Nodes outlined in red below are clickable links that will give you more details about those steps in the process.



Cases Eligible for COLA Appear on "Cost of Living Adjustment Eligible Cases" screen

(ASSETS) On the last weekend of each month, the [Cost of Living Adjustment Eligible Cases](#) screen is refreshed.



The screen is an eligible cases report under Worker Alerts.

It lists TA and Non-TA cases for which notices should go out two months later.

For example:

On the last weekend in August, cases appear for which COLA notices should be generated on the third full weekend in October.

That means that in October:

- CPs and NCPs in TA cases **should** be sent an **Adjusted Order of Support**
- CPs and NCPs in Non-TA cases **should** be sent a **Notice of Your Right to Request**

Workers wishing to see the eligible cases report for the previous month can

access it by selecting “Previous Month” in the dropdown menu pictured below:

The screenshot shows a web application window titled "Worker Alerts" with a subtitle "ed users only-No Redislosure.". The main section is "Cost of Living Adjustment Eligible Cases". It features a search area with fields for "ID", "Investigator Code", "Report Month" (a dropdown menu with "Current Month" and "Previous Month" options, highlighted by a red circle), and "Alert Status" (a dropdown menu with "Open & In Process" selected). There are buttons for "Save Defaults", "Delete Defaults", "SEARCH", and "CLEAR". Below the search area is a table with the following columns: "Inv.Code", "Respondent Name", "Review Adjustment Date", "Ledger Type", "Obligation Amount", "Obligation Frequency", and "Alert Status".

Why do cases appear on the [Cost of Living Adjustment Eligible Cases](#) screen two months in advance?

Because it gives the Caseworker a heads-up regarding any cases that have hit a snag, allowing them time to resolve any error codes so that COLA notices can go out on time.

Potential Problem:

If any cases appearing on the [Cost of Living Adjustment Eligible Cases](#) screen have an “E” (Error) Code in the [Review Adjustment Ind](#) field, the notice that ***should*** be sent out ***will not*** be sent out.

Solution:

The Caseworker must resolve those cases containing an “E” code, so that the COLA process can move forward.

Caseworker reviews Eligible Cases screen, resolves any cases with Error codes

(Caseworker) The Caseworker reviews the [Cost of Living Adjustment Eligible Cases](#) screen.



If the Review Adjustment Indicator field contains Code "E" (Error):

A **Code “E”** (Error) in the [Review Adjustment Ind](#) field will stall the COLA for this case.

It prevents the COLA process from moving forward.

ASSETS - Worker Alerts - COLA - Adjustments - 09/06/2016 10:57 AM - Internet Explorer

Home Tasks Modules Utilities Print Help

Worker Alerts

Warning: Confidential child support & Federal data-Authorized users only-No Redisclosure.

COLA

Cost of Living Adjustment Eligible Cases

Count Only ☐

District: 01 ALBANY Case ID: Investigator Code:

Review: Ledger Type: Alert Status: Open & In f

Case ID	Review Adjustment Ind	Me	Inv.Code	Respondent Name	Review Adjustment Date
BN8		No previous			
BN9		No previous			
BP23754N1		No previous	A	E03 GIUSTO, NICOLE	10/18/2007
		No previous	A	E03 HER	10/31/2007
		No previous	A	E02 CHI	10/2/2007
BP670001		No previous	A	E02 DAVI	10/23/2007
BQ1	1	No previous	A	E05 PAUL	10/25/2007
BQ1	1	E Error	A	E05 STAN	10/02/2008
BQ1	1	No previous	A	E02 DIN	10/21/2008
BR5	1	No previous	A	E04 NEL	10/15/2007
BY10404U1		No previous	A	E05	

Management Collections COLA

Enforcement IVA

The “E” code indicates that two or more COLA-eligible ledgers on this account have conflicting dates in the [Court Order Date](#) fields (on the [Obligation Tab](#) screen).

The court order dates on all COLA-eligible ledgers must be identical, **and** they must match the date shown in the [Review & Adjustment Date](#) field.

ASSETS runs its COLA monthly process (on the third full weekend of each month):

(ASSETS)



On the third full weekend of each month, ASSETS runs its COLA monthly process.

During this process, ASSETS:

1. Identifies all cases for which CPs and NCPs will be sent monthly COLA-related notices this month. Specifically, the ASSETS system:
 - Identifies TA cases that will be sent an **Adjusted Order of Support** this month
 - Identifies Non-TA cases that will be sent a **Notice of Your Right to Request** this month
 - Identifies Non-TA cases for which the CP or NCP has requested a COLA, and which therefore will be sent an **Adjusted Order of Support** this month.

For each of those cases, ASSETS:

2. Identifies and normalizes all COLA-eligible ledgers
3. Calculates COLA percentage, dollar amount, and adjusted support order amount
4. Generates data files regarding those cases. (These data files will be sent to the Processing Center for further action.)

[ASSETS_runs_its_COLA_monthly_process_\(on_the_third_full_weekend_of_each_month\).htm](#)

ASSETS sends data files to the Processing Center:

(ASSETS)

ASSETS sends data files to the Processing Center.



These files contain all the information needed for the Processing Center to generate COLA-related monthly notices and mail them to CPs and NCPs.

[ASSETS_sends_data_files_to_Processing_Center.htm](#)

Processing Center prints and mails "Notice of Your Right to Request..." to CP & NCP:

(Processing
Center)

The Processing Center sends to the CP and NCP via U.S. mail the:



"[Notice of Your Right To Request a Cost of Living Adjustment to Your Child Support Order](#)"



"[Request for a Cost of Living Adjustment \(COLA\)](#)"
(Note: There is no deadline to submit a request for a COLA.)



A pre- addressed (to the Processing Center), postage-paid envelope (provided only to the CP)

The notices and orders of adjustment are system-generated and sent by first class mail from the Processing Center to the party's last known address on ASSETS.

If there is no address on ASSETS for the Respondent, a location status will be opened on ASSETS.

If there is no address on ASSETS for either party, no ***Notice of Your Right to Request*** or ***Adjusted Order of Support*** will be issued.

No COLA requested. No further action.

In a Non-TA case, if neither the CP nor the NCP requests a COLA, the *COLA Request Ind* (Indicator) field will remain blank, and no further action will be taken.

Two years later, if the case is still eligible for a COLA, both parties will again be sent notice that it is eligible.

CP or NCP mails request to Processing Center

(CP or NCP)



Either party can request a COLA by filling out the *Request for a Cost of Living Adjustment (COLA)* form and mailing it back to the Processing Center. (The CP is provided a self-addressed, postpaid envelope for this purpose.)

There is no deadline for mailing in the form.

Processing Center enters request for COLA into computer system:

(Processing
Center)



When the Processing Center receives a *Request for a Cost of Living Adjustment (COLA)* form from the CP or NCP, workers at the Processing Center enter a request code into the computer system.

In the next data exchange between the Processing Center and ASSETS, that code causes the value of the *COLA Request Indicator* field in ASSETS to be changed from a [blank field], (which is the system default value), to one of the following values:

- **Code “2”** = If the CP has requested a COLA.
- **Code “3”** = If the NCP has requested a COLA.

If both the CP *and* the NCP mail in a request, the request code will be set according to whichever request (CP or NCP) was received first.

Then, the *next time (no action will be taken on the request until the next time that ASSETS runs its COLA monthly process -- on the third full weekend of the month)* that ASSETS runs its COLA monthly process (on the third full weekend of each month), ASSETS will recognize this request for a COLA, and will generate an Adjusted Order of Support for this case.

At that time, the Code “2” or Code “3” in the <COLA Request Indicator> field will cause ASSETS to send by first class mail (via the Processing Center) an *Adjusted Order of Support* to both parties,

the CSEU, and the court.

Processing_Center_enters_request_code_into_system.htm

ASSETS runs its COLA monthly process (on the next third full weekend of the month)

(ASSETS)



On the next third full weekend of the month, ASSETS runs its COLA monthly process.

ASSETS identifies the cases for which the CP or NCP has requested a COLA (i.e., those cases which now have a **Code "2"** or **Code "3"** in the *COLA Request Indicator* field).

Those cases will be sent an **Adjusted Order of Support** this month.

For each of those cases, ASSETS generates data files and sends them to the Processing Center, along with all other files involved in

the COLA monthly process.

On_the_next_third_weekend_of_the_month,_ASSETS_runs_COLA_monthly_pro
cess..htm

Objections

Intro to Objections in COLA

Intro to Objections in COLA Process

As noted in the "***Adjusted Order of Support***", either party or the SCU has 35 days from the date of mailing of the adjusted order to file a written objection with the court and to serve a copy upon the other party and the SCU.

If either party objects to a COLA, the COLA will not take effect.

Instead, a court hearing will be held -- specifically, a ***de novo* hearing** – to determine a right-sized support obligation amount. There is no requirement for proof or showing of a change in circumstances, as there would otherwise be with a standard modification petition.

What is a De Novo Hearing?

What is a *de novo* hearing?

A *de novo* hearing, in child support terms, is equivalent to an original support establishment hearing. It's like starting anew ("de nuevo") from a clean slate, from fresh data, or with a fresh argument.

At a *de novo* hearing, a right-sized order will be arrived at through 1) reviewing financial resources and information pertaining to both parties and then 2) applying the CSSA standards to the case.

As such, in preparation for a *de novo* hearing, the caseworker should conduct a fresh financial investigation just as if it were a fresh case.

A *de novo* hearing can have unforeseen consequences for the CP

At the end of a *de novo* hearing, the amount of the resulting child support order could be higher, lower, or the same as it was before the *de novo* hearing – even if the NCP is making more money than he was when the original order was established.

How could the hearing result in the CP receiving less, even if the NCP is making more?

Here's how:

Let's say that NCP John Doe has five children and pays child support to four different CPs.

Name of CP	Court Order Dates of Support Orders
Ann	2000
Barbara	2003
Cathy – 2 kids	2006
Diane	2010

In 2000, Ann was the first CP to seek child support from NCP John Doe.

NCP John Doe had no other active (?MT or arrears?) child support orders at that time. Therefore, his entire gross salary was factored into calculations of the support amount when Ann applied for support.

In 2010, Diane was the fourth CP to seek child support from NCP John Doe.

By that time, NCP John Doe was already paying child support for four other kids. This greatly diminished the amount of John Doe's available income when the court calculated the support order for Diane's case in 2010.

Why? Because in calculating NCP John Doe's obligation amount for Diane's case in 2010, the court had to start with John Doe's gross income, then subtract the dollar amounts that he pays for child support for any support orders already in effect – namely, Ann's case established in 2000, Barbara's case established 2003, and Cathy's case established in 2006. This, in effect, made Doe's available income dramatically lower, resulting in determination of a much lower support order amount in Diane's case.

When multiple CPs seek child support from the same NCP, the sequence of when each CP obtains a child support order greatly affects calculations of the NCP's income in each case and, as a result, the amount of child support to which each individual CP or child will be entitled.

Therefore, in cases where multiple CPs are seeking child support from a single NCP, it behooves a CP to try to be the first one to obtain a support order, rather than the last (or, perhaps, the most recent).

Now let's say that in 2015, Ann requests a COLA.

John Doe files an objection with the court, and a de novo hearing is held.

Ann obtains a new court order in 2015 as a result of a de novo hearing.

Whereas the court dates for the various CPs previously looked like this:

Before the 2015 de novo hearing:	
Name of CP	Court Order Dates of Support Orders
Ann	2000
Barbara	2003
Cathy – 2 kids	2006
Diane	2010

the court dates now look like this:

After the 2015 de novo hearing:	
Name of CP	Court Order Dates of Support Orders
Barbara	2003
Cathy – 2 kids	2006
Diane	2010
Ann	2015

When the court calculates NCP John Doe's support obligation amount for Ann's 2015 case, they will start with his gross income, and then *deduct* from that amount all the child support that he is obligated to pay for all child support orders with earlier court order dates (2003, 2006, 2010) – to arrive at a (greatly reduced) adjusted gross income upon which to base calculations for the 2015 de novo order.

Summary -- In our example above:

In 2000, Ann (being the first CP to petition for child support) had access to the *biggest* slice of the pie in terms of NCP John Doe's gross income. She now, in 2015, (because she is, in effect, the ***most recent petitioner***) has access to the *smallest* slice.

When Should the DSS Object to a COLA?

When districts receive the "***Adjusted Order of Support***" in TA and Title IV-E foster care cases for which support rights have been assigned, districts should review ASSETS and other documentation and assess whether or not the COLA order would bring the current support amount to a CSSA level.

If it does not, the district should complete and file an objection and affidavit of service. This document must be generated from the ASSETS Document Generation utility.

(A sample of the Objection and Affidavit of Service can be seen at:

<http://www.courts.state.ny.us/forms/familycourt/pdfs/4-19.pdf>

* Note that this sample pertains to Family Court)

An objection will cause the court to conduct a *de novo hearing* on the order. A *de novo* hearing does not require proof or showing of a change in circumstances. It is, therefore, equivalent to an original petition for support establishment.

The district must take the following action upon filing an objection or receiving an objection or notice of the objection from the court within the allowable time permitted for filing an objection.

Note: If an Objection to a COLA has been filed with the court and the CSEU becomes aware that a state other than New York has continuing exclusive jurisdiction over the case, the caseworker will not be able to enter the code for the state holding continuing exclusive jurisdiction into the *CEJ State* field until the COLA order is withdrawn (via entering a code "W" in the *COLA Request Indicator* field). See section "[CEJ State field Is locked](#)")

Objection Process

Procedures for Objections

Text here.

So this is normal body paragraph

Court sends copy of new court order to all parties

Has the "Adjusted Order Effective Date" already passed?

Yes, it has passed.

Caseworker must contact NYS child support services to get the "Adjusted Order Objection Date" field cleared.

No, it has not passed.

COLA Notices - Sent from Processing Center

COLA Notices - Sent from Processing Center

Adjusted Order of Support

http://otda.state.nyenet/assets/pages/PDFs/COLA/Adjusted_Order_of_Support.pdf

Cover Letter for Adjusted Order of Support

http://otda.state.nyenet/assets/pages/PDFs/COLA/Cover_letter_for_Adjusted_Order_of_Support.pdf

Notice of a Cost of Living Adjustment

http://otda.state.nyenet/assets/pages/PDFs/COLA/Notice_of_a_Cost_of_Living_Adjustment.pdf

Important Notice Regarding Right to Request Review and Adjustment

http://otda.state.nyenet/assets/pages/PDFs/COLA/Important_Notice_Regarding_Right_to_Request_Review_and_Adjustment.pdf

Notice of Your Right to Request a Cost of Living Adjustment

http://otda.state.nyenet/assets/pages/PDFs/COLA/Notice_of_Your_Right_to_Request_a_Cost_of_Living_Adjustment.pdf

Notice to Withdraw Adjusted Order of Support

http://otda.state.ny.net/assets/pages/PDFs/COLA/Notice_to_Withdraw_Adjusted_Order_of_Support.pdf

Request for a Cost of Living Adjustment

http://otda.state.ny.net/assets/pages/PDFs/COLA/Request_for_a_Cost_of_Living_Adjustment.pdf

Troubleshooting

***Objection Date* field is locked**

If *Adj. Order Effective Date* passes while the *Objection Date* field is populated, Caseworker will be unable to clear the *Objection Date* field – meaning she can't edit *CEJ State* field, and can't adjust ledgers.

Caseworker will need to contact New York State Child Support Services to get *Objection Date* field cleared and, consequently, ledgers and *CEJ State* field unlocked.

CEJ State Field is Locked

The *CEJ State* field is locked if either one of these is true:

- 1) *Objection Date* field is populated, or
- 2) *COLA Request Indicator* field contains Code "R"

When the *Objection Date* field is populated:

- ASSETS locks the affected ledgers so that they cannot be adjusted, and
- ASSETS locks the *CEJ State* field.

If Adj. Order Effective Date passes while the *Objection Date* field is populated, Caseworker will be unable to clear the *Objection Date* field – meaning she can't edit *CEJ State* field, and can't adjust ledgers. Caseworker will need to contact NYS Child Support Services to get the *Objection Date* field cleared and, consequently, ledgers and *CEJ State* field unlocked.

Code "E" (Error) Appears in Review Adjustment Ind field

If the Review Adjustment Indicator field contains Code "E" (Error):

A **Code "E"** (Error) in the *Review Adjustment Ind* field will stall the COLA for this case.

It prevents the COLA process from moving forward.

ASSETS - Worker Alerts - COLA - Adjustments - 09/06/2016 10:57 AM - Internet Explorer

Home Tasks Modules Utilities Print Help

Worker Alerts

Warning: Confidential child support & Federal data-Authorized users only-No Redisclosure.

COLA

Count Only ☐

District 01 ALBANY Case ID Investigator Code

Review Ledger Type Alert Status Open & In

Case ID	Review Adjustment Ind	Me	Inv.Code	Respondent Name	Review Adjustment Date
BN8	No previous				
BN9	No previous				
BP23754N1	No previous				
BP670001	No previous				
BQ1	E				
BQ1	Error				
BQ1	No previous				
BR5	No previous				
BM2404U1	No previous				

Management Collections COLA

Enforcement IVA

The “E” code indicates that two or more COLA-eligible ledgers on this account have conflicting dates in the [Court Order Date](#) fields (on the [Obligation Tab](#) screen).

The court order dates on all COLA-eligible ledgers must be identical, **and** they must match the date shown in the [Review & Adjustment Date](#) field.

Screens You Will Encounter - COLA

Obligation Tab screen

In ASSETS, go to: **Home > Module > Inquiry > [enter search criteria] > Name Search Results screen > [double click on: name of client/case] > Parties to Action tab > [click on:] Obligation Tab**

ASSETS - Inquiry/Update - Summary Obligation - 01/09/2017 3:46 PM - Internet Explorer

Home Tasks Modules Utilities Print Help Exit

Case ID: A1 District: COUNTY Respondent: SM ID: A SSN: 1 DOB: 06 CLEAR
Case Ind: A Purged FIPS: 1 Client: SI BI: 1 PICK LIST

Warning: Confidential child support & Federal data-Authorized users only-No Redisclosure.

Parties to Action Case Status & Events Resp Addr Resp Emp **Obligation** Enforcement Court Information Documents Case History

Summary

Total Past Due Current Support \$0.00 Paid to Date \$4,560.00 Applied to Date \$4,560.00 Net Due \$0.00
Last Payment Date 03/04/2015 Due to Date \$4,560.00 Disbursed to Date \$4,560.00

Ledgers

#	Type	Status	Dist SW	Freq	Obligation Amt	Last Charge Date	Court Order Date	coll Ind	Petition Docket #	ASAB Amt	Net Due Amt
1	11BW	03		M05		01/	/2010		F	\$	\$
2	21AW	03		M05		04/	/2010		F	\$	\$
3	22AW	03		M05			/2010	R	F	\$	\$

3 items found, displaying 1 to 3
Export options: [Excel](#)

IWO to Employer/UIB

IWO Amount: \$0.00 UIB Obligation Amount: \$0.00
IWO Frequency: UIB Frequency:
IWO Additional Amount: \$0.00 UIB Additional Amount: \$0.00

COLA

Review & Adjustment Indicator: No review done on order (syste COLA Notice Date: Adj Order Amount: \$0.00
Review & Adjustment Date: COLA Request Date: Adj Order Frequency:
COLA Request Indicator: No Review Requested SA Indicator: S25 Adj Order Date:
COLA Amount: \$0.00 Supreme Court Indicator: Blank/Own Family Co Adj Order Effective Date:
COLA Percent: 00.00% Court County Number: Adj Order Objection Date:
[UPDATE COLA](#)

Summary Case Account Enforcement

Screens You'll Encounter in COLA

There are five main screens on ASSETS that a Caseworker will encounter when working with COLA. They are the:

- *Cost of Living Adjustment Eligible Cases* screen
- *Cost of Living Adjustment (COLA) Information Edit* screen
- *Child Support Standards Act (CSPA) Information Tab* screen
- *Obligation Tab* screen
- *Child Support Standards Act (CSPA) and Consumer Price Index Tables* screen

Cost of Living Adjustment (COLA) Eligible Cases Screen

[?MT - Insert path within ASSETS]

ASSETS - Worker Alerts - COLA - Adjustments - 08/15/2016 1:59 PM - Internet Explorer

Home Tasks Modules Utilities Print Help Exit

Worker Alerts
Warning: Confidential child support & Federal data-Authorized users only-No Redisclosure.

COLA

Cost of Living Adjustment Eligible Cases

Count Only ☐

District Case ID Investigator Code Report Month

Review Adjustment Ind Ledger Type Alert Status

Case ID	Review Adjustment Ind	Message	Inv.Code	Respondent Name	Review Adjustment Date	Ledger Type	Obligation Amount	Obligation Frequency	Alert Status
AS	2	Previous COLA completed	EN	BAI	08/09/16	11B	\$0.00	D07	OPEN
AS	E	Error	EN	JEN	08/09/16	11B	\$0.00	D07	OPEN
AS	E	Error	EN	HE	08/09/16	11B	\$0.00	D07	OPEN
AS	2	Previous COLA completed	EN	HO	08/09/16	11BV	\$0.00	M28	OPEN
AS	E	Error	EN	HO	08/09/16	21A	\$0.00	M01	OPEN
AS	E	Error	EN	TRU	08/09/16	11B	\$0.00	D07	OPEN
AS	2	Previous COLA completed	EN	AU	08/09/16	11B	\$0.00	M15	OPEN
AS	E	Error	EN	KRI	08/09/16	21AV	\$0.00	D07	OPEN
AS		No previous COLA	EN	BUI	08/09/16	11BW	\$0.00	D07	OPEN
AS	2	Previous COLA completed	EN	LOI	08/09/16	11B	\$0.00	M15	OPEN
ATI		No previous COLA	EN	CAI	08/09/16	11BW	\$0.00	M01	OPEN
ATI	2	Previous COLA completed	EN	STE	08/09/16	21BR	\$0.00	D07	OPEN
ATI	2	Previous COLA completed	EN	ME	08/09/16	21AV	\$0.00	M16	OPEN
ATI	E	Error	EN	RIZ	08/09/16	11B	\$0.00	D07	OPEN
ATI	E	Error	EN	SC	08/09/16	11BV	\$0.00	D07	OPEN
ATI	E	Error	EN	GU	08/09/16	11B	\$0.00	D07	OPEN
ATI	2	Previous COLA completed	EN	SAL	08/09/16	11B	\$0.00	D07	OPEN
ATI	E	Error	EN	EV	08/09/16	11B	\$0.00	M19	OPEN
ATI		No previous COLA	EN	OW	08/09/16	11B	\$0.00	D14	OPEN
ATI	2	Previous COLA completed	EN	RI	08/09/16	11BV	\$0.00	D07	OPEN

Enforcement IVA Management Collections COLA

100%

Summary Tab screen

In ASSETS, go to: **Home > Modules > Inquiry > Advanced Search > Summary Tab screen.**

Child Support Standards Act (CSSA) Data and Consumer Price Index utility screen

ASSETS - Utilities - CSSA / CPI - 08/30/2016 4:19 PM - Internet Explorer

Child Support Standards Act (CSSA) and Consumer Price Index Tables

CSSA Statistics Table

Year	Poverty Level	Self Support Reserve
2016	\$11,880.00	\$16,038.00
2015	\$11,770.00	\$15,890.00
2014	\$11,670.00	\$15,755.00

Poverty Level and Self Support Reserve can be used in estimating obligation amount, alternate additional arrears, poverty level review and determination of enforcement activities.

Consumer Price Index

Change in Percent from Previous year

Year	Percentage
2015	0.1
2014	1.6
2013	1.5

The table was prepared in accordance with the statutory requirements for conducting Cost of Living Adjustment (COLA) reviews.

CSSA Combined Parental Income Cap

Effective date of cap is January 31 of that year

Year	Cap
2016	\$143,000.00
2014	\$141,000.00
2012	\$136,000.00

Combined Parental Income is the sum of the income of both parents. When the income of both parents exceeds the cap, the law permits, but does not require, the use of the child support percentages in calculating the child support obligation on the income above the cap.

[PRINT](#) [CLOSE](#)

Tables of the CPI-U are also available at the website of the Bureau of Labor Statistics.

You can see those tables at: <http://www.bls.gov/cpi/tables.htm>.

Child Support Standards Act (CSSA) Information Tab

Printed Documentation

In ASSETS, go to: **Home > Modules > Inquiry > open a case > CASE Mode > CSSA tab > SA Ind field**

ASSETS - Inquiry/Update - CSSA Information - 01/05/2017 12:32 PM - Internet Explorer

Home Tasks Modules Utilities Print Help Exit

Case ID: B
District: 31 ONONDAGA COUNTY
Case Ind.: A Purged
FIPS: 23
Respondent: SM
Client: M
ID: B
SSN: 0
DOB: 0
CLEAR
PICK LIST

Warning: Confidential child support & Federal data-Authorized users only-No Redisclosure.

Case Status Status Change Resp Info Resp Emp Location Financial Remarks Client Cli Addr Cli Emp Child CSSA

Child Support Standards Act (CSSA) Information

Support Record				Court Order									
Support Rec. No.	Type	Stored Date	Calculated Support Amt.	Court Order Date	Court Ordered Obliq. Amt.	Freq.	Deviation Reason Ind.	Med. Ins. Ordered	Med. Ins. Adjstd. Amt.	Med. Dev. Reason Ind.	Combined Obliq. Amt.	Court Order Type	SA Ind.
1	P	10	\$25.00	01	\$50.00	M06	00	N	\$0.00	00	\$0.00		U08

1 item found.

ADD RECORD

Summary Case Account Enforcement

100%

Obligation Tab screen

In ASSETS, go to: **Home > Module > Inquiry > [enter search criteria] > Name Search Results screen > [double click on: name of client/case] > Parties to Action tab > [click on:] Obligation Tab**

ASSETS - Inquiry/Update - Summary Obligation - 01/09/2017 3:46 PM - Internet Explorer

Home Tasks Modules Utilities Print Help Exit

Case ID A1 District COUNTY Respondent SM ID A SSN 1 DOB 06 CLEAR
Case Ind. A Purged FIPS 1 Client SI BI 1 PICK LIST

Warning: Confidential child support & Federal data-Authorized users only-No Redislosure.

Parties to Action Case Status & Events Resp Addr Resp Emp **Obligation** Enforcement Court Information Documents Case History

Summary

Total Past Due Current Support \$0.00 Paid to Date \$4,560.00 Applied to Date \$4,560.00 Net Due \$0.00
Last Payment Date 03/04/2015 Due to Date \$4,560.00 Disbursed to Date \$4,560.00

Ledgers

#	Type	Status	Dist SW	Freq	Obligation Amt	Last Charge Date	Court Order Date	coll Ind	Petition Docket #	ASAB Amt	Net Due Amt
1	11BW	03		M05		01/	/2010	F		\$	\$
2	21AW	03		M05		04/	/2010	F		\$	\$
3	22AW	03		M05			/2010	R		\$	\$

3 items found, displaying 1 to 3
Export options: [Excel](#)

IWO to Employer/UIB

IWO Amount IWO Frequency IWO Additional Amount \$0.00
UIB Obligation Amount \$0.00
UIB Frequency
UIB Additional Amount \$0.00

COLA

Review & Adjustment Indicator No review done on order (syste COLA Notice Date Adj Order Amount \$0.00
Review & Adjustment Date 1 COLA Request Date Adj Order Frequency
COLA Request Indicator No Review Requested SA Indicator S25 Adj Order Date
COLA Amount \$0.00 Supreme Court Indicator Blank/Own Family Coi Adj Order Effective Date
COLA Percent 00.00% Court County Number Adj Order Objection Date
UPDATE COLA

Summary Case Account Enforcement

100%

Legislation

Legal - General Information & Resources

[New York State Law - Laws of New York](#)

[New York State Regulations - Title 18, Chapter II, Subchapter A, Article 5](#)

[Federal Law - Social Security Act, Part D, Child Support and Establishment of Paternity](#)

[Federal Regulations - Title 45 Public Welfare](#)

1989: Child Support Standards Act ("CSSA")

(Legislation)

On September 15, 1989, Domestic Relations Law, s. 240(1-b) and Family Court Act s. 413(1)(b), known as the Child

1989



Support Standards Act ("CSSA") established a guideline in NYS for determining support amounts. As a rebuttable presumption, the guideline created equity for all parties in

support proceedings. However, the use of the guidelines did not ensure that orders would remain equitable over time.

The **CSSA** provides that the court shall calculate the "basic child support obligation" and the NCP's pro rata share of the "basic child support obligation."

Unless the court finds that the NCP's pro rata share of the "basic child support obligation" is unjust or inappropriate, it must order the NCP to pay his or her pro rata share of the "basic child support obligation."

Combined gross income of both parents is multiplied by "**child support percentage**" to arrive at "**basic child support obligation.**"

The "child support percentage" is:

- 17% of the combined gross parental income for one child;
- 25% of the combined gross parental income for two children;
- 29% of the combined gross parental income for three children;

- 31% of the combined parental income for four children; and
- no less than 35% of the combined gross parental income for five or more children.

The NCP then pays his or her pro-rata share of the “**basic child support obligation.**”

Note: There are other factors that come into play when ultimately determining the amount the NCP must pay in child support.

For example:

- The self-support reserve (which is 135% of the [federal?] poverty level in any given year)
- Combined parental income of over \$80,000 (court has discretion)
- And other factors

GENERIC Content - Master Page

(Generic
Content Page) This is a page of generic content in the Child Support
Operations Manual.

GENERIC Content - Master Page

(Generic
Content Page) This is a page of generic content in the Child Support
Operations Manual.

GENERIC Content - Master Page

(Generic
Content Page) This is a page of generic content in the Child Support
Operations Manual.

Additional Resources

Recommended Reading

[Next Gen Child Support](#) (The Deloitte Report)

Intro to Child Support

Intro to Child Support (as opposed to intro to the child support MANUAL)

Core Concepts

1. In New York State, in terms of child support, there's no such thing as joint custody (even if child lives 50% of the time with one parent and 50% with the other) -- custody and child support are separate, even though we talk about "CP"
2. In New York State, in terms of child support, a child can have only two parents. (Note that per Deloitte Report, a few states now recognize more than two.)
3. Two women get married. The new wife legally adopts the child. Core concept: A child (for purposes of child support) cannot have three parents. Later, the two women get divorced. The biological father is out of the picture. The mother (which one? both? either/or?) can pursue child support payments from the other mother. Let's say that the child then stays NOT with the biological mother, but with her other mother. Implications for child support? Or the other way around:

implications for child support? Child with two mothers, who grew up with two mothers from age of two years old, doesn't distinguish between "biological mother" and "mother." What about grandparents on non-biological mother's side?

4. What is a CP? Guardian, foster home, etc.
5. "lack of access." Paternity. Two people are married, but separated ten years ago and haven't seen each other since. Woman now has a child with another man. Who is legally, financially obligated to pay child support? The man she is still married to.

Appendices

Codes - Code Tables

COLA Request Indicator codes

COLA Request Indicator codes

**Codes can be written in this field either systematically by ASSETS
or manually by Caseworker**

[blank] No review (no COLA) requested

1 COLA requested for TA case (Entered automatically by ASSETS when it
finds a TA case eligible for a COLA)

2 COLA requested by CP (*Custodial Parent*) for Non-TA case

3 COLA requested by NCP (*Non-Custodial Parent*) for Non-TA case

N COLA Notice is Requested

R Rescind Adjusted Order

W COLA Notice is Withdrawn -- Issue New Notice

X Order not appropriate for COLA at this time

THIEL ONLY

Browse Sequences	A browse sequence is a path that a user can follow through help. For example, if a user must read several related topics to understand a feature completely, you can link them in a browse sequence.

Style Sheet - Mark Thiel

(This will not be included in deliverable product.)



Click here to see some pop-up text *Text pops up when you click the trigger..*

Click here to see some drop-down text.

This would be drop-down text. Type your drop-down text here.

Paragraph Style: Step Title

On the third full weekend of each month, ASSETS runs its *COLA* monthly process

Table Style:

(Automated) ASSETS does the following:



- Identifies and normalizes all COLA-eligible ledgers
- Calculates COLA percentage, COLA dollar amount, and adjusted support order obligation amount
- Generates data files regarding all cases

(Caseworker) ASSETS does the following:



- Identifies and normalizes all COLA-eligible ledgers
- Calculates COLA percentage, COLA dollar amount, and adjusted support order obligation amount
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(Attachments. For example:) Adjusted Order of Support

(Caseworker)

ASSETS does the following:

- Identifies and normalizes all COLA-eligible ledgers
- Calculates COLA percentage, COLA dollar amount, and adjusted support order obligation amount
- Generates data files regarding all cases

(CP or NCP)

CP does the following:



- Identifies and normalizes all COLA-eligible ledgers
- Calculates COLA percentage, COLA dollar amount, and adjusted support order obligation amount
- Generates data files regarding all cases

(Legislation)

ASSETS does the following:



- |

Variables:

De Novo Hearing

Snippets:

Undeliverable Mail

Redacted Screenshots

Screenshots are edited in SnagIt Editor. Blur is at 11%

Work List

1. Prepare Eligibility Content for review
2. Revised Non-TA Diagram for final
3. Populate Non-TA html topic pages with content
4. Build links in Non-TA Diagram -- Map the links to HTML topics -- **QUESTION:**

Should diagram be static graphic internal to RoboHelp, with links built on a layer???

5. For duplicate steps in Non-TA versus TA, should I duplicate the topic, or create a snippet?
6. Create and embed reusable content -- for example, steps that are identical in TA and NON-TA processes need to be built from and updated from a single source file
7. Workflow: Haul desktop computer back and forth, or edit content (text) in Word?
8. Set up different single-source output scenarios/publishing templates for different audiences
9. Decide on numbering or not of topics/steps that are mapped to nodes in Diagram. -- Implement
10. Search Results: Create friendly descriptions in returned hits
11. Header/Banner: Colors, graphics
12. Design Master Pages -- include breadcrumbs, headers, footers, copyright, legal disclaimer,
13. Review audio of meetings: re revisions to diagrams, steps
14. Redesign diagrams -- implement
15. Build links in diagrams, mapped to html content.
16. Set up HTML forms -- feedback loops
17. Streamlined TOC: popup or drilldown content doesn't necessarily have to appear in TOC
18. Create Index content

19. Create Glossary content
20. Make sure all content has appropriate filters
21. Set up publishing destinations and mechanisms
22. Create Variables
23. Create browse sequences?

Web Building Tools

9 Useful Chrome Extensions for Web Designers

<https://webdesignledger.com/9-useful-google-chrome-extensions-for-web-designers/>






HTML Box Model - Graphics



https://www.google.com/search?q=html+box+model&safe=active&espv=2&biw=1920&bih=990&source=lnms&tbm=isch&sa=X&ved=0ahUKEwiawOzdn6bRAhXCSiYKHS6hDIQQ_AUIBigB

HTML Box Model - Text

<https://www.google.com/webhp?sourceid=chrome-instant&ion=1&espv=2&ie=UTF-8#q=html%20box%20model>

GENERIC Content - Master Page

Actor	Icon
ASSETS	
Processing Center	
CP or NCP	
Caseworker	
Court	
Attachments	
Learn More	
Informational	

	
Scheduled Process	

Caseworker Action:

(Caseworker) This is what the Caseworker does:

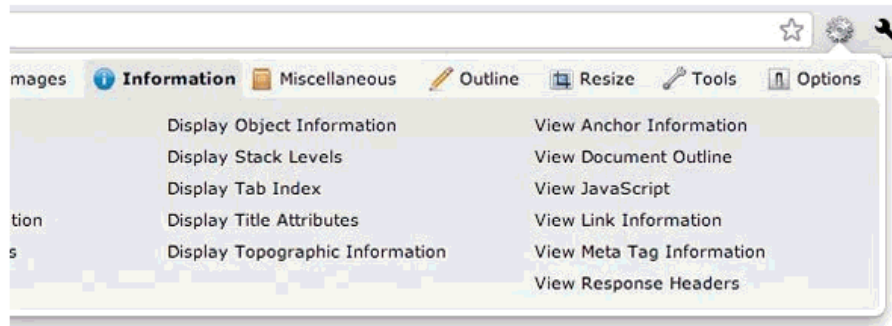


blah blah blah

Printed Documentation

most of you are web designers or in a related field, we thought it would be a good idea to show you some examples you might find useful.

Web Developer



ASSETS (Enter Topic Title Here):

TEST_NEW_DESIGN.htm

Still No Answers -- Unresolved Questions

GENERIC Content - Master Page

Does a hearing result in a NEW order?

After a hearing, a court order is issued.

Still no answer to the question: Is that a new order? Is it a modified order? Is it an adjusted order? Is there no way to know this?

What is the unique identifier of an order? Is it a docket number?

If so, the question is this:

After a de novo hearing, does the resulting order have a new docket number, or is it the same old docket number?

When I ask this question, I get no answer, and I'm told that it doesn't matter, and that I don't need to concern myself with that.

Is the hearing a De Novo hearing?

Still no answer to the question:

When an objection to a COLA is filed, is the resulting court hearing a de novo hearing?

It's now been called (every meeting, a different term) a guidelines hearing, modification hearing, CSSA hearing.

When I ask this question, I get no answer, and I'm told that it doesn't matter, and that I don't need to concern myself with that.

Wording versus Meaning

Asking limited (ideally yes/no) questions, and getting back unhelpful answers

Wording versus Meaning: I have a question about meaning, I get an answer about wording. Example: I show a long phrase from an ADM. I believe that a sentence is missing the word "not" – which changes the meaning of the sentence to its exact opposite. I ask "Is this missing the word 'not'?" I get back an answer saying that this is confusing (when, in fact, it's not that confusing – it's just missing the one word that would make it make sense), and that "I would throw out that language and say "blah blah blah." She gives me a four or five word sentence that a) makes no sense.

I then repeat it back to confirm. No confirmation. She tells me that I don't have to concern myself with that.

Active voice versus passive voice – why active is better.

Example:

Active: The Caseworker enters Code **01** into the *COLA Request Ind* field.

Passive: Code **01** is entered into the *COLA Request Ind* field by the Caseworker.

Active voice is better for several reasons:

1. It's clearer.
2. It clarifies need for *action*, responsibility, and accountability.
3. It helps the actor (i.e., in this instance, the Caseworker) understand exactly what s/he needs to actually **DO**.

4. It's more dynamic.
5. It makes clear from the very ***first words of the sentence*** who the actor is.
("Actors" include ASSETS, Processing Center, CP or NCP, Caseworker, and Court.)

Page Templates

1989: Child Support Standards Act ("CSSA")

(Legislation)

1989



On September 15, 1989, Domestic Relations Law, s. 240(1-b) and Family Court Act s. 413(1)(b), known as the Child Support Standards Act ("CSSA") established a guideline in NYS for determining support amounts. As a rebuttable presumption, the guideline created equity for all parties in support proceedings. However, the use of the guidelines did not ensure that orders would remain equitable over time.

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PROJECT NOTES

Features Already Implemented into Design

1. Resizable overall window (When window is resized, both text and graphics re-flow to conform to whatever screen or device end-user is using)
2. Resizable sidebar (which includes TOC, Index, Glossary, Filter, Search by word or phrase)
3. Interactive Table of Contents
4. User-Filtered Content (End-user chooses what content she wishes to see)
5. Interactive glossary
6. In-line glossary (definitions of terms supplied by clicking -- toggling -- right on the page, without leaving the page)
7. Interactive Index
8. Links to view, download, or print docs (like Notices sent from Processing Ctr, etc) directly from ERS ([Example](#))
9. Pop-Up screenshots

Features To Be Implemented

1. Feedback Loops

- Contact us: OperationsManual@otda.ny.gov
- Bottom of Page: Was this page helpful? (Radio buttons: Yes/No), **OR**
- Bottom of Page: Rate the level of detail: (Radio buttons: Not enough/Just right/Too much)
- Embedded form for submitting comments, suggestions, bugs, broken links, etc.

2. Margins: Text will not run the entire width of your wide screen, like a runaway train. (That's unreadable) ([Example](#))

3. Official colors, logo on top banner

4. Breadcrumbs at top of page (Example)

5. Copyright and Legal disclaimer at bottom of page...or somewhere?

6. Footer: Last revised/updated on 00/00/20XX

7. Steps within a process numbered in TOC?

8. Nodes in process diagrams will be mapped to drilldown content (individual topics)

9. Intro to Manual - How to Use This Manual, How to filter your content
10. Links to other resources -- trainings, COLA page on ERS, Videos, etc.
11. Chapter, when complete, will have a link to download it on PDF (print)
12. Hits that result from keyword (or text) search will have friendly descriptions
- 13.

Caseworker Action:

(Caseworker) This is what the Caseworker does:



blah blah blah

ie X On the third fu...monthly process X ASSETS_Action_-_Master Page X Caseworker revie...E" (Error) code X CASEWORKER - Master Page *

Design HTML


Document Placeholder Table Row Cell Paragraph Bold Span Span

Home > Topic 1

body

Caseworker Action:

(Caseworker)



This is what the Caseworker does:

blah blah blah

File: CASEWORKER - Master Page.htm

DRAFT - Thiel, Mark (PDP/OTDA)

Paragraph

General

General

Alignment: Center ☐ Page break before

Language: None

Indentation

Left: 0pt Right: 0pt

Special: (none) By:

Spacing

Before: 12pt After: 9pt

Line spacing: 1.5 Lines At:

Preview

(Caseworker)

OK Cancel Apply Help

Glossary

C

CAN number: A CAN number is a CASE NUMBER pertaining to a specific child support CASE. An individual person may have multiple CAN numbers. This is different from a CIN number, which identifies an individual PERSON and spans several services under the umbrella of social services. (See glossary entry for CIN number.)

CEJ State: CEJ = Continuing Exclusive Jurisdiction. The CEJ State is the state that has continuing exclusive jurisdiction over this case. If this field in ASSETS is populated, it means that this is an out-of-state case. In other words, it is in our ASSETS system -- and the New York State system -- only for purposes of enforcement.

CIN number: Client Identification Number. A CIN number identifies an individual person and spans various services under the umbrella of social services. For example, if a person is receiving TA (temporary assistance), SNAP (food assistance), and Child Support, all of these fall under a single CIN number identifying the person receiving these services. * An individual CIN (person) may have multiple CAN numbers pertaining to individual services.

COLA: Cost of Living Allowance, also known as Cost of Living Adjustment

CP: Custodial Parent. This is the parent with whom the child is living. However, the "Custodial Parent" could be a guardian such as a grandparent, foster home, or

other person or entity with whom the child is living, and who is taking care of the child.

CPI-U: INSERT DEFINITION FOR CPI-U

CSEU: Child Support Enforcement Unit

CSSA: Child Support Standards Act (enacted 15 September 1989)

D

DSS: Department of Social Services

DUCC: Dynamic User-Centric Content

F

FIPS Code: Federal Information Processing Standard (FIPS) code. It uniquely identifies counties and county equivalents in the United States, certain U.S. territories or possessions, and certain freely associated states. In the ASSETS system, the code contains six digits. The first digit is either a "1" (meaning that funds collected are retained within the county in which they are collected) or a "2" (meaning that funds collected are disbursed in a county other than the one in which they are collected). The second and third digits denote the state, U.S. territory or possession. The last three digits denote the county within the state, U.S. territory, or possession.

I

IV-D:

M

Modification: For a court to grant a modification in the amount of a child support order, the petitioner for the modification must prove a significant and unforeseen change in circumstances (e.g. laid off from job, child has developed an unforeseen medical condition, etc)

N

NCP: Non-Custodial Parent. Sometimes called the "absent parent."

Non-TA: Non-Temporary Assistance

Normalized:

P

Proc. Ctr.: Processing Center

S

self-support reserve: The Self-Support Reserve is 135% of the federal poverty level in any given year.

SSN:

T

TA: Temporary Assistance

TA Account: Temporary Assistance Account. In the past, this was known as a "Public Assistance" account. It pertains to a client who is receiving temporary monetary assistance from the State of New York.

Title 6A of Social Services Law:

W

WMS: Welfare Management System. ?MT - Medicaid and TA cases are in the WMS System? Need explanation.

WRTS: Welfare Reporting and Tracking System. This is accessed through the Summary Tab.

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