

# **Intake - Policies, Processes, and Procedures**

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Placeholder Page

Download a PDF  
of the Intake chapter

# Introduction to Intake

## Introduction to Intake

(Cases must be built within **20 calendar days** of the CSEU receiving a signed application or referral.)

### Definition of Intake

"Intake" refers to a group of activities associated with the opening of a child support case. At a minimum, these activities include:

1. processing applications and referrals;
2. establishing a case record on ASSETS as soon as possible, and within 20 calendar days of receiving an application or referral;
3. initiating system searches; and
4. routing the case for the next appropriate case action.

### Why is the Intake process important?

The Intake process establishes the baseline dataset for a case.

Also, the intake interview, whether conducted face-to-face or by telephone, may be the only time that the worker has any personal interaction with the applicant. (Note: Interviews are mandatory for referral cases.)

A clean and complete dataset will enable ASSETS to carry out many functions ***automatically*** -- that is, to recognize when action is needed, and then to either take action on its own or notify the human worker of a need to take action. But automated processes carried out by the ASSETS system depend upon specific pieces of data or information being found in specific data fields within the case record.

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If information is missing from the case or account record, or is inaccurate, automated processes may not proceed as they should -- or at all. This would cause adverse effects for the client; adverse effects on performance measures for New York State as a whole and for the individual district in question, and additional work for CSEU workers downstream in the process.

Therefore, it is important for a client to fill out the application form as completely and accurately as possible, and for the worker to provide ASSETS with as much information as possible when initially building the case. ***Doing so will help with all other aspects of managing that case, for the duration of the case.***

Crucial to accuracy of the performance measures reported to the federal government (including Congress) is proper classification of case types :

- [TA](#)
- IV-E Foster Care
- [Non-IV-E Foster Care](#)
- Safety Net
- Child Support Services Application (Non-TANF)

### Why are performance measures important?

Because they affect federal funding of the [NYS](#) child support program. States compete against each other for funding, which comes from a common funding pool at the federal level. States with better performance measures get a bigger slice of federal funding.

Also, within New York State, performance measures of local districts affect the funding they receive from New York State. Counties compete for funding from a common funding pool at the state level. Counties with better performance measures receive a bigger slice of NYS funding.

## Case Processing Timelines — a Quick Reference Guide

| CRITERION                                      | SECTION      | CASE PROCESSING TIMEFRAMES  |
|--|--------------|---|
| Establishment of Cases                         | §303.2(a)(2) | <ul style="list-style-type: none"> <li>Provide an application to the individual <b>on the day</b> the person makes a request in person</li> <li>Send an application to the requester <b>within five (5) business days</b> of a written or telephone request</li> </ul>  |
|  | §303.2(b)    | <b>Within 20 calendar days</b> of receipt of a <u>referral</u> or an application, open a case by establishing a case record and solicit additional relevant information from the custodial parent and initiate verification of employment, if appropriate, and if inadequate location, refer the case for further location attempts.  |
| Location of NCP's address, employer, or assets | §303.3(b)(3) | <b>Within no more than 75 calendar days</b> of determining that locate is necessary access all appropriate location sources and ensure that location information is sufficient to take next appropriate action.   |
|  | §303.3(b)(5) | <ul style="list-style-type: none"> <li><b>Either quarterly or upon receipt of new information</b>, whichever occurs first, repeat location attempts (if previous locate attempt have failed and adequate identifying and other information exists). Quarterly locates may be limited to automated sources, but must include State employment security files.</li> <li>If new information is received which may aid location, <b>within 75 calendar days</b> must access all appropriate location sources pursuant to §303.3(b)(3).</li> </ul> |

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|  |                     |   |
|--|---------------------|---|
| <b>Establishment of support (and paternity, if needed)</b> | <b>§303.4(d)</b>    | <b>Within 90 calendar days</b> of locating the <u>NCP</u> or alleged father, establish an order for support (and paternity if needed) or complete <u>service of process</u> necessary to commence proceedings to establish support and paternity, if necessary (or document unsuccessful attempts to serve process, in accordance with State's guidelines defining diligent efforts under §303.3(c).  |
| <b>Collection</b>  | <b>§303.6(c)(2)</b> | Initiate Income Withholding   |
| <b>Enforcement</b>   | <b>§303.6(c)(2)</b> | <p>Enforce the support obligation by:</p> <ul style="list-style-type: none"> <li>• Taking any appropriate enforcement action (except <u>income withholding</u>, Federal and State income <u>tax refund offset</u>, or DMV-related actions) unless service of process is necessary, <b>within no more than 30 days</b> of identifying a delinquency or other support-related noncompliance with the order or the location of NCP, whichever is later;</li> <li>• If service of process is necessary prior to taking a enforcement action, service must be completed (or unsuccessful attempts documented) and enforcement action taken <b>within no later than 60 calendar days</b> of identifying a delinquency, or location of the NCP, whichever occurs later.</li> </ul> |
|  | <b>§303.6(c)(3)</b> | Submit <b>once a year</b> all cases which meet the certification requirements for State and Federal Income tax refund offset.   |
| <b>Review and Adjustment</b>                               | <b>§303.8(b)(1)</b> | <b>Within 36 months</b> after establishing an order or the most recent review of the order for cases under assignment, or upon the request of either parent, the  |

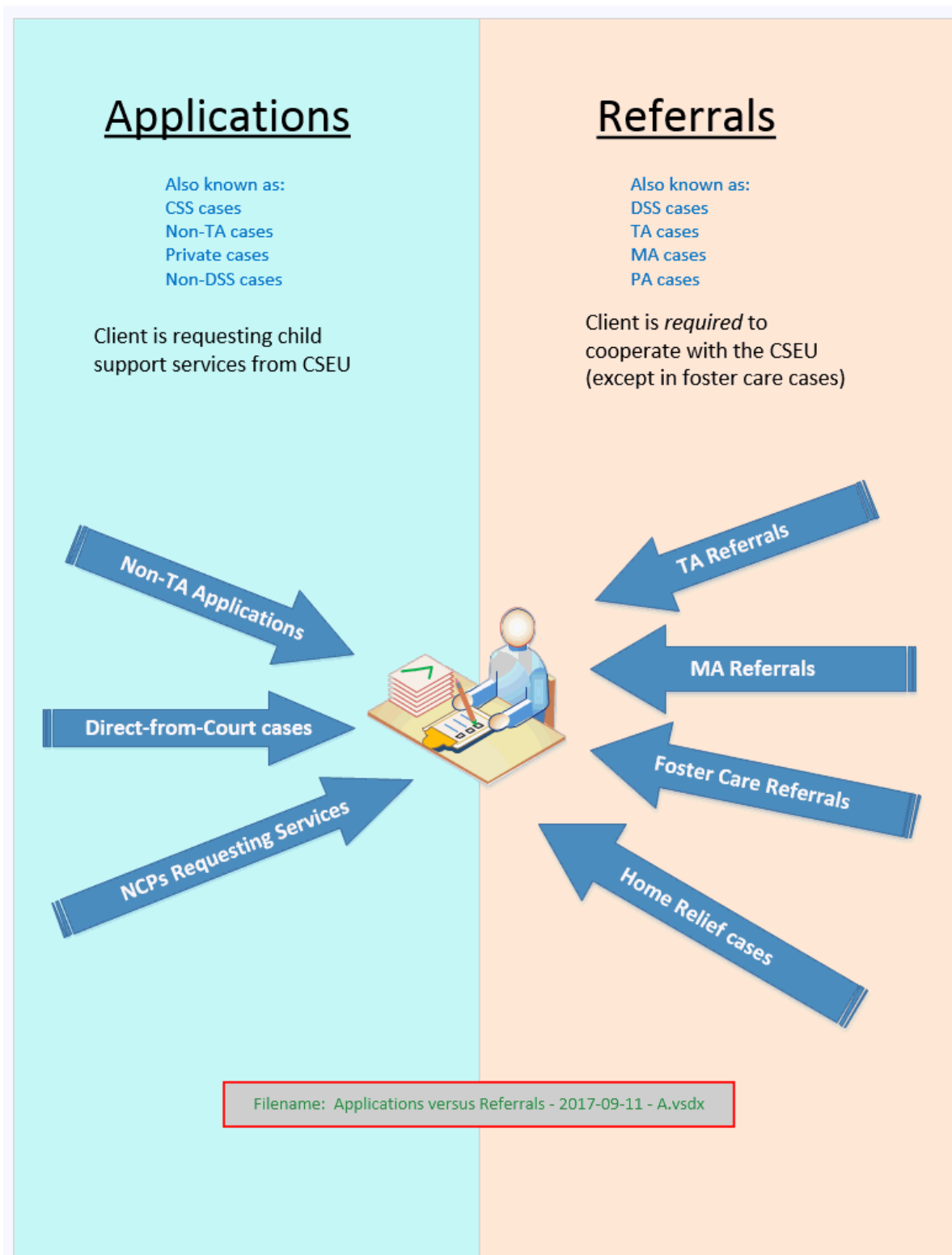
|                            |                          |   |
|----------------------------|--------------------------|---|
|                            |                          | <p>State must:</p> <ul style="list-style-type: none"> <li>• Review and, if appropriate, adjust the order in accordance with State's guidelines if the amount of the child <u>support order</u> differs from the amount that would be awarded per the guidelines;</li> <li>• Apply a cost-of-living adjustment to the order based on the State's formula;</li> <li>• Use automated methods to identify orders eligible for review, conduct the review, identify orders eligible for adjustment, and apply the adjustment.</li> </ul> |
| <b>Expedited Processes</b> | <b>§303.101(b)(2)(i)</b> | <p>Support orders must be established from date of service of process to the time of disposition within:</p> <ul style="list-style-type: none"> <li>• <b>Six (6) months for 75% of the cases;</b> and</li> <li>• <b>12 months for 90% of the cases.</b></li> </ul>  |

## Applications versus Referrals

Broadly speaking, the types of cases that workers build or manage can be put into one of two categories. They are:

- Those in which the customer is ***required to cooperate*** with the CSEU because they are receiving or applying to receive some form of temporary assistance from the state of New York ("**Referrals**"). For these cases, an intake interview may be necessary.
- Those in which the client is ***not required*** to cooperate with the CSEU ***as a condition of receiving temporary assistance or other social services***, but rather is seeking child support services of his or her own volition (i.e. "**Applications**") Note that this could include not only CPs, but, NCPs applying for services such as establishment of paternity. For these cases, an intake interview is not mandatory, but may be beneficial for purposes of location, paternity establishment, or case-building.

In all cases, lack of cooperation on the part of the customer can result in closure of the case, or in inability to locate the NCP, establish paternity, or establish a support order.



**Applications: The client is not required to cooperate with the CSEU**



## Intake - Policies, Processes, and Procedures

You may sometimes hear applications referred to (by various workers, or in various policy directives) as:

- Applications (as opposed to Referrals)
- Private cases
- Non-TA cases
- Non-PA cases
- Non-TANF cases
- Non-Public Assistance cases
- Non-SNA cases

### **Referrals: The Client is required to cooperate with the CSEU**

These cases are commonly called "referrals" or "TA cases."

Customers are required to cooperate with the CSEU if they are receiving or applying to receive temporary financial or medical assistance from the state.

You may sometimes hear referrals referred to (by various workers, or in various policy directives) as:

- Referrals (as opposed to Applications)
- TA Cases
- DSS cases
- PA cases
- TANF cases
- Public Assistance cases
- SNA cases

## **Do ALL customers need to fill out an LDSS-4882?**

No.

Customers in the following types of cases do not need to fill out an [LDSS-4882](#):

- Direct-from-court cases in which a court order is sent from court to the [CSEU](#), and is accompanied by a [petition](#), application, or [motion](#) for child support services signed by the applicant.
- Direct-from-court cases in which the customer has already applied for child support services in another [SSD](#) or state.

In some districts, applications are filled out online by the caseworker during the intake interview. In those instances, the required signature can be captured using an electronic signature pad, or the worker can print out the completed application and have the applicant sign it.

Regardless of how the signature is captured, the page bearing the signed request for services must be kept on file, and must be readily available at any time in the event of an audit.

## Linking Cases — Should You Do It?

### When should you link cases?

Please exercise caution when considering whether to link cases. **Once linked, cases can never be unlinked.**

**Cases should be linked when — and ONLY when — all parties in both cases are the same, and the worker is building a sub-account.**

#### Example:

A single account can contain a maximum of 18 ledgers. When an account has reached the maximum number of ledgers, but *more ledgers need to be added* to the account, the CSEU worker must build a whole new case to contain the new ledgers.

In this instance, all parties in the new case will be the same as on the older case, and the two cases can be linked. Implications? When information (like address of CP, for example) is updated in one case, the information will be automatically updated in any and all cases to which it is linked.

### Potential adverse effects of linking cases

When cases are linked, any case remarks entered in the Case Remarks or Respondent Remarks tab in one case record will appear in the case records of **all** cases linked to it. NCPs can be linked up to nine times; CPs can be linked almost infinitely.

This can make it difficult for a CSEU worker viewing these remarks to know which case (or party) the remarks are referring to.

#### Example:

If there are cases regarding multiple NCPs linked to a single CP, for example, remarks referring to "the NCP" will be confusing, since the worker would not know which NCP the remarks are referring to.

**Example:**

A CP has two different cases with two different NCPs.

One NCP has violence issues, and ***the other doesn't.***

If a worker client-links these cases, the **FVI** code will appear in the case records of **BOTH** NCPs. This will cause troubles for the (non-violent) NCP who has had an **FVI code** erroneously attached to him.

## Retention of Records

The following intake-related documents must be retained as a part of the case records, in accordance with record retention rules:

- a. **LDSS-4882** (**Information About Child Support Services and Application/Referral for Child Support Services**) or any petition, application or motion made to the court requesting child support services
- b. **LDSS-4882B** (**Information for an Additional NCP/PE**)
- c. **LDSS-4882C** (**Information for an Additional Child**)
- d. Any appropriate additional supporting documentation

Documents may be retained as paper files or by electronic means, according to SSD protocol.

Regardless of the means used to retain records, the **LDSS-4882** or the signed petition, application, or motion requesting child support services received from the court must be readily available to be retrieved if needed by OTDA for audit purposes.

For detailed information regarding record retention policy, see the "**Summary of Federal and State Requirements Regarding the Maintenance, Imaging, and Disposal of Records**" on ERS at:

[http://otda.state.ny.net/assets/pages/PDFs/Program\\_Information/Records\\_Maintenance - Summary.pdf](http://otda.state.ny.net/assets/pages/PDFs/Program_Information/Records_Maintenance_-_Summary.pdf)

## **General Safety Concerns: The Safety of the Applicant**

Upon receipt of an [LDSS-4882](#), the CSEU should review the form to determine if there is any indication that a safety concern exists (refer to Section A – Applicant/Recipient Information, Safety Concerns).

As you can see in the screenshot below, the question regarding safety is at the very top of the application form; it is the second question in the entire application.

If there is no indication of the existence of a safety concern, the CSEU should continue to process the [LDSS-4882](#).

### **If the applicant/recipient checked “Yes” to indicate the existence of a safety concern:**

The CSEU must discuss the safety concern with the applicant/recipient and determine whether the individual is applying for child support services pursuant to SSL § 111-g (refer to Section C – Application/Affirmation for Child Support Services of the [LDSS-4882](#)).

If the individual is not applying for child support services pursuant to **SSL § 111-g**, the next actions of the CSEU will depend on what services need to be provided and whether the applicant/recipient is being referred from TA, MA, or FC. The underlying presumption is that the safety concern has developed since the initiation of the referral to the CSEU.

Specifics regarding safety concerns for individual types of clients (e.g. TA, MA, or FC) can be found in the sections of this Intake chapter devoted to the type of client in question.

## Who is the Customer? Who is the Petitioner?

### Who is the Customer?

| Type of Case                | Customer                                 |
|-----------------------------|--|
| <b><u>TA</u></b>            | <b><u>CP</u></b> or NCP                  |
| <b>Non-TA</b>               | CP or NCP                                |
| <b>IV-E Foster Care</b>     | Commissioner <b><u>OBO</u></b> the child |
| <b>Non-IV-E Foster Care</b> | Commissioner OBO the child               |
| <b><u>SNA</u> Referrals</b> | CP or NCP                                |

### Who is the Petitioner?

| Type of Case                | Petitioner  |
|-----------------------------|---|
| <b>TA</b>                   | Commissioner or Designee of the <b><u>SSD</u></b>   |
| <b><u>Non-TA</u></b>        | CP, or the <b><u>CSEU</u></b> OBO the CP  |
| <b>IV-E Foster Care</b>     | Commissioner or Designee of the SSD or the Commissioner or Designee of the Office of Children and Family Services ( <b><u>OCFS</u></b> )  |
| <b>Non-IV-E Foster Care</b> | Commissioner or Designee of the SSD or the Commissioner or Designee of the Office of Children and Family Services ( <b><u>OCFS</u></b> ). |

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**SNA Referrals**

Commissioner or Designee of the SSD

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## Eligibility for Child Support Services

### Eligibility for Child Support Services

Services are available to persons needing help to establish paternity or secure support from another person who is legally responsible for that support. Cases entering the child support program are classified into these categories:

- TA (or "TANF") cases
- Non-TA cases
- Title IV-E Foster Care cases
- Non-Title IV-E Foster Care cases
- Home Relief cases in which the applicant or recipient is under 21 years of age

### TA Cases

The following types of cases, where appropriate, must be referred to the child support program: **[18NYCRR 347.3]**

- Cases in which the CP has applied for or is in receipt of TA or SNA;
- Cases in which the paternity of an FA applicant/recipient's dependent child has not been legally established.

### Non-TA Cases

The full range of child support services are available to any person making an application for such services, where the intended recipient of services has not yet attained the age of twenty-one (21).

An applicant may be a custodial parent, non-custodial parent (for paternity establishment, for example), caretaker relative, legal guardian, a child under the age of twenty-one (21), or representative of a private or public charitable institution.

### **Title IV-E (Foster Care) Cases**

Appropriate Title IV-E (Foster Care) cases must be referred to the CSEU.  
[18NYCRR 426.8] They are processed like TA cases.

The New York State Title IV-E Home Page can be found at:  
<http://ocfs.ny.gov/main/fostercare/titleiv-e/>

### **Non-IV-E Foster Care Cases**

Certain Foster Care cases which are not eligible for Title IV-E Foster Care payments (e.g. child welfare cases) are referred to the CSEU. [18NYCRR 422.2]  
They are processed like TA cases.

### **Home Relief Cases in Which the Applicant/Recipient is Under 21 Years of Age**

When a person applying for or receiving Home Relief payments is under 21 years of age, that person may be referred by the Home Relief unit to the CSEU so that child support from legally responsible relatives can be sought. [18NYCRR 370.2 (3)] These cases are processed as applications (i.e. the same as TA cases).

## Equal Access to Services

Non-TA cases are entitled to receive, on an equal basis, all child support services that are available for TA cases.

### Non-TA applicants are to be advised of:

- a. ☐ All services available to them (location, paternity establishment, support establishment, collection, and enforcement)
- b. ☐ The distribution policy
- c. ☐ The mandatory \$25 annual federal CP fee (this applies to "never assistance cases" only)
- d. ☐ Costs associated with any legal representation provided in Non-TA cases **[18NYCRR 347.17]**

# The Application Form

## The Application/Referral Form — LDSS-4882

---

The multi-purpose **LDSS-4882** form — **Information about Child Support Services and Application/Referral for Child Support Services** — is the primary information collection tool for all child support case types.

It mirrors — and serves as the data entry form for — the **ASSETS** case-building module.

### Who Should NOT Receive an LDSS-4882?

The LDSS-4882 ***should not be provided*** to the applicant or **TA referral** if:

- It has been determined that there is **good cause** for a refusal to cooperate based upon potential physical harm (refer to 99 ADM-05)

**OR**

- a full child support waiver has been granted by the **Domestic Violence Liaison**

### How or Where Can a Customer Obtain an Application Form?

- Download the application from the New York State Child Support Services website at: **childsupport.ny.gov**.
- Phone the **NYS** Child Support Customer Service HelpLine (**CSH**). A **CSR** will have an application mailed to the requestor.
- Phone the local **CSEU** and request an application.
- The LDSS-4882 may be provided to individuals attending court proceedings concerning the establishment of paternity and the

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establishment, [modification](#), and/or enforcement of an [order of support](#).

- The LDSS-4882 may also be made available to Head Start; Women, Infants, and Children; fatherhood programs and community-based organizations providing services to families.

An LDSS-4882 form must be sent to any individual within five (5) business days of receiving a written or telephone request for services.

## Sections of Form LDSS-4882A — "Information About Child Support Services"

| Section          | Contents  |
|------------------|---|
| <b>Section 1</b> | Eligibility, assignment of support rights and <a href="#">cooperation</a> , and the basic child support obligation, and provides a summary of child support services. |
| <b>Section 2</b> | Rights and consequences resulting from paternity establishment and the right to notice of legal proceedings.  |
| <b>Section 3</b> | Provides the State's child support policies   |
| <b>Section 4</b> | Legal services and cost recovery  |
| <b>Section 5</b> | Annual service fee  |
| <b>Section 6</b> | Payment and contact information   |

## Minimum Information Needed to Build a Case

| Information Needed  | Where You Can Find It<br>(Apart from form LDSS-4882)   |
|---|--|
| <p><u><b>Worker Code</b></u></p> <p>(Determined by local districts)</p> <p>Worker Codes are determined locally at the district level. (Technologically speaking, ASSETS will accept any four (4) alpha-numeric characters.)</p> |  |
| <p><b>CP Name</b></p> <p>2</p>  | <p>A. IVA-IVD Interface Report; or</p> <p>B. Electronic referral from WMS/WRTS</p> <p>C. Court Interface</p> |
| <p><b>CP mailing address</b></p> <p>3</p>   | <p>Electronic referral from WMS/WRTS</p>   |
| <p><b>NCP name</b></p> <p>4</p>   | <p>A. IVA-IVD Interface Report; or</p> <p>B. Electronic referral from WMS/WRTS</p> <p>C. Court Interface</p> |
| <p><b>NCP mailing address</b></p> <p>5</p>  | <p>A. IVA-IVD Interface Report; or</p> <p>B. Electronic referral from WMS/WRTS</p> <p>C. Court Interface</p> |

## Intake - Policies, Processes, and Procedures

|           |   |  |
|-----------|---|--|
|           | <b>NCP gender</b>                             | A. IVA-IVD Interface Report; or                            |
| <b>6</b>  |   | B. Electronic referral from WMS/WRTS<br>C. Court Interface |
| <b>7</b>  | <b>Child name</b>                             | Electronic referral from WMS/WRTS, Court Interface         |
| <b>8</b>  | <b>Child's parents' marital status</b>        |  |
| <b>9</b>  | <b>Child NCP/PF relationship</b>              |  |
| <b>10</b> | <b>CSS Application for Services Indicator</b> | This is a checkbox located in Section C of the LDSS-4882.  |

## Section C: Checking Box 1 or Box 2

Note: For an application or request (including petition, motion, etc.) for child support services to be actionable by the CSEU, it must be **signed** by the individual (CP or NCP) requesting services. Cases should not be built unless and until such a signed document is received and on file at the CSEU.

Signatures may be captured electronically, using an electronic signature pad. The document must be readily available in event of an audit.

### Box 1

Box 1 should be checked and signed by Non-TA applicants who are not *required* to cooperate with the child support program for to meet the requirements of an application for temporary assistance services, but rather are applying of their own accord.

### Box 2

Box 2 should be checked and signed by applicants for temporary assistance (TA or MA). They are required to cooperate with the child support program as a prerequisite for receiving TA or MA benefits.



| Section C – Application/Affirmation for Child Support Services  |   |
|---|---|
| <p>The Child Support Enforcement Unit (CSEU) will provide paternity establishment, support establishment, modification, review and adjustment, support collection and disbursement, and enforcement services, as appropriate.</p>   |   |
| <p>Check and sign <b>Box 1</b> if you are applying for child support services and you are <b>not</b> applying for or in receipt of Temporary Assistance or Medicaid. For S... the social...<br/> <u>services district as the applicant for child s</u><br/> <u>Box 1.</u></p>   |   |
| <p>Check and sign <b>Box 2</b> if you are applying for...<br/> <b>Box 1</b></p> <p><input type="checkbox"/> <b>I am applying for Child Support Services pursuant to New York State Social Services Law, Section 111-g.</b></p> <p>I hereby apply for child support enforcement services pursuant to New York State's Social Services Law Section 111-g and under Title IV-D of the federal Social Security Act. I hereby subscribe and affirm under penalty of perjury that the information I have provided in the application and any accompanying documents has been examined by me and to the best of my knowledge and belief is true and correct. I agree to tell the Child Support Enforcement Unit immediately of any new or changed information that relates to the information I have provided in this form.</p> <p><input type="checkbox"/> Check this box if you wish to request legal services. A <i>Right to Recovery Agreement for Legal Services</i> (LDSS-4920) will be provided to you for completion.</p> <p>Signature of applicant for Child Support _____</p> <p>Print Name _____</p> <p>Signature of Commissioner or Designee _____</p> <p>services district for a Safety Net Assista _____</p> <p>Print Name _____ Date _____</p> <p><b>Box 2</b></p> <p><input type="checkbox"/> <b>I am applying for or receiving Temporary Assistance or Medicaid.</b></p> <p>I hereby subscribe and affirm under penalty of perjury that the information I have provided in the referral and any accompanying documents has been examined by me and to the best of my knowledge and belief is true and correct. I agree to tell the Child Support Enforcement Unit immediately of any new or changed information that relates to the information I have provided in this form.</p> <p>Signature of applicant/recipient for Temporary Assistance or Medicaid _____</p> <p>Print Name _____ Date _____</p> | <div style="border: 2px solid red; padding: 10px; margin-bottom: 10px;"> <p style="text-align: center; margin: 0;"><b>Who should check this box?</b></p> <p style="text-align: center; margin: 0;"><b>Non-Referrals (i.e. Non-TA, "private cases")</b></p> </div> <div style="border: 2px solid red; padding: 10px;"> <p style="text-align: center; margin: 0;"><b>Who should check this box?</b></p> <p style="text-align: center; margin: 0;"><b>Customers applying for or in receipt of temporary assistance or MA.</b></p> </div> |
| Agency Use Only   |   |
| Child Support Enforcement Unit/Support Collection Unit Representative (Print name) _____  | Date _____ / _____ / _____  |
| New York Case Identifier _____  | Worker Code _____   |
| <p><input type="checkbox"/> SSD Referral Case Number _____ Worker Name _____</p> <p>Worker Location _____ Worker Phone Number _____</p> <p><input type="checkbox"/> TANF/MA <input type="checkbox"/> MA-Only <input type="checkbox"/> Safety Net <input type="checkbox"/> Child Support Services Application (Non-TA)</p> <p><input type="checkbox"/> Opening <input type="checkbox"/> Reopening <input type="checkbox"/> Changes or Updates _____ Date of Application/Referral _____ / _____ / _____</p>   |   |
|   |   |

## Forms — Intake Forms

### Quick Reference Guide: Required Forms

Which parts of which form must customers complete? See the table below.

| <b><u>LDSS-4882</u></b><br><u>Information about Child Support Services and Application/Referral for Child Support Services</u> | <b>Child Support Services Applicant</b> | <b>Temporary Assistance: Family Assistance Referral</b> | <b>Temporary Assistance: <u>Safety Net Assistance</u> Referral</b> | <b>Medicaid Referral</b> | <b>IV-E Foster Care Referral</b> | <b><u>Non-IV-E Foster Care</u> Referral</b> |
|--|---|---|--|--------------------------|----------------------------------|---|
|--|---|---|--|--------------------------|----------------------------------|---|

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| <b>Section A</b><br>Applicant/Recipient Information                                   | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| <b>Part I</b><br>Custodial Parent ( <u>CP</u> ) or Guardian Information               | ✓ | ✓ | ✓ | ✓ |   |   |
| <b>Part II</b><br>Noncustodial Parent (NCP)/Putative Father ( <u>PF</u> ) Information | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| <b>Part III</b><br>Child Information  | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| <b>Part IV</b><br>Foster Care Information   |   |   |   |   | ✓ | ✓ |

## Intake - Policies, Processes, and Procedures

|                   |  |  |  |  |  |  |
|-------------------|--|--|--|--|--|--|
| (Agency Use Only) |  |  |  |  |  |  |
|-------------------|--|--|--|--|--|--|

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| <b>Section B</b><br>Supporting<br>Documentation | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
|---|---|---|---|---|---|---|

|                  |                      |   |   |                      |   |  |
|------------------|----------------------|---|---|----------------------|---|--|
| <b>Section C</b> | Check Box 1 and sign | ✓ |   | ✓<br>(LDSS Official) |   |  |
|                  | Check Box 2 and sign |   | ✓ | ✓<br>(Individual)    | ✓ |  |

|   |   |  |  |  |   |   |
|---|---|--|--|--|---|---|
| <b>LDSS-4882A</b><br><a href="#">Information about Child Support Services</a> | ✓ |  |  |  | ✓ | ✓ |
|---|---|--|--|--|---|---|

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| <b>LDSS-4882B</b><br><a href="#">Information for an Additional NCP/PE</a> | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
|---|---|---|---|---|---|---|

|  |   |   |   |   |   |   |
|--|---|---|---|---|---|---|
| <b>LDSS-4882C</b><br><a href="#">Information for an Additional Child</a> | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
|--|---|---|---|---|---|---|

|                                     |        |  |  |  |  |  |
|-------------------------------------|--------|--|--|--|--|--|
| <b>Application<br/>Cover Letter</b> | ✓<br>✓ |  |  |  |  |  |
|-------------------------------------|--------|--|--|--|--|--|

## Cooperation Requirements

### Define "Cooperation" with the Child Support Program

The worker needs to evaluate the customer's **willingness** to provide information necessary for location of the NCP, paternity establishment, and support establishment.

***Unwillingness to cooperate is different from -- and should not be confused with -- lack of information on the part of the customer, or fear of harm, violence, or retaliation from the NCP.***

"Cooperation" means providing the following information about the customer, the child, and the NCP:

- ☐ Name
- ☐ SSN
- ☐ DOB
- ☐ Address
- ☐ Employer's name and address (for NCP)

In addition, the customer must:

- ☐ Attend scheduled appointments with the child support program.
- ☐ Appear in court when necessary.
- ☐ Allow for genetic testing to establish paternity, when appropriate.
- ☐ Relinquish to the LDSS any payments that are received from the NCP (i.e. "assignment of rights").

- ☐ Provide additional information as requested.

### **Customer attests to lack of information about respondent**

Every customer has the right to attest that he or she is unable to provide information required about the NCP.

A genuine lack of information should not be confused with willful non-cooperation.

When a client claims to have lack of information, he or she must complete and sign form LDSS-4281 -- or its Spanish equivalent, form LDSS-4281S.

## "Good Cause" versus Domestic Violence Waivers

### Differences between "Good Cause" and "Domestic Violence"

Good cause [for non-cooperation with the child support program] requires documentation to prove the situation, whereas a waiver is granted by a Domestic Violence Liaison (DVL) after a comprehensive assessment interview with the customer who answered "yes" to being a victim of domestic violence.

The domestic violence waiver does not require strict verification documentation, and is different from Good Cause.

*Please do not confuse the two.*

### Good Cause

Good Cause is determined by the TA Unit. The following are legitimate reasons for good cause:

- a. The customer feels that cooperation with child support will result in serious physical and/or emotional harm to themselves or to the child.
- b. The child was conceived as a result of rape or incest.
- c. A legal adoption is pending.
- d. The caregiver is receiving pre-adoption counseling for up to three (3) months after the birth of the child.

### Domestic Violence

Under the Family Violence Option in New York State, procedures are in place to screen TA applicants or recipients for domestic violence when applying for TA benefits. This option can provide service referrals and temporary waivers from complying with the child support program to the CP.



## Intake - Policies, Processes, and Procedures

This is determined by a specially trained Domestic Violence Liaison, and must be honored by the child support program.

### Referral Procedure for Domestic Violence Screening

Sometimes, a customer may not make a disclosure of domestic violence when initially screened during a TA eligibility interview, but later discloses domestic violence during a child support interview, when compliance with the TA program requirements are discussed in more detail.

If this happens, the CSEU worker must stop the interview and refer the customer to the DVL, following local protocols.

Child support workers cannot conduct a domestic violence screening.

**Local district procedures and protocols for referring clients to be screened must be followed.** (Some districts may refer the customer back to the TA Unit, which will do the screening and make a referral to the DVL. Other districts may refer the client directly to the DVL.)

Therefore, it is important to know and follow the procedures in your own particular local district.

|                                 | Good Cause  | Domestic Violence Waivers                              |
|---------------------------------|---|--|
| Who determines status?          | Granted by <u>TA</u> Unit.<br><br>Consultation with <u>CSE</u> Unit may be necessary in some complex cases. | Granted by the <u>DVL</u>                              |
| Are CSEU activities on the case | All activities are suspended during period of determination by TA   | All activities suspended when referral to DVL is made. |

|  |   |   |
|--|---|---|
| <b>suspended?</b>                                    | Unit.   |   |
| <b>Deadline to prove status or determine status?</b> | Client has 20 days to prove claim;<br>determination must be made within 30 days of client signing notice to claim good cause. | Determination is made by the DVL as soon as practicable.  |
| <b>CSEU worker actions?</b>                          | CSE can continue certain activities without the recipient's consent even after a good cause determination is approved.        | DVL informs CSE whether there is no waiver, a <u>full waiver</u> , or a <u>partial waiver</u> granted, and the timeframe for waivers.                                     |
| <b>Granted under what conditions?</b>                | Granted under four conditions stated above, two of which pertain to issues of family violence.                                | Granted when compliance with CSE requirements would make it more difficult for the victim and/or the victim's children to escape from DV or subject them to further risk. |
| <b>What evidence if required?</b>                    | Requires evidence provided by the client and further investigation by staff, if necessary                                     | Requires minimal documentation (e.g. sworn statement), according to the judgement of the DVL  |
| <b>How long does this status</b>                     | Timeframe indefinite, but must be reviewed at   | Granted on a temporary basis for at least four (4) months,  |

## Intake - Policies, Processes, and Procedures

|  |   |   |
|--|---|---|
| <b>remain valid?</b><br><b>Does it expire?</b> | recertification where<br>circumstances are<br>subject to change | and reassessed at least every<br>six months |
|--|---|---|

## Results of Non-Cooperation with the Child Support Program

When an applicant in a TA case does not meet requirements of cooperating with the CSEU, the CSEU notifies the TA Unit of this via form LDSS-2859.

The TA Unit may then sanction the client.

### Results of Non-Cooperation

TA clients and Medicaid clients are required to cooperate with the CSEU. Non-cooperation can result in:

- A. Sanctions to TA benefits
- B. Loss of pass-through payment
- C. Loss of Medicaid for the parent

Note that if the parent loses Medicaid due to non-cooperation with the child support program, **the child will continue to receive Medicaid** benefits.

### What does "sanction" mean?

It means that the TA benefits may be reduced by 25% until such time as CSEU notifies the TA Unit that the client is now in compliance with the requirement to cooperate with the CSEU.

## Define "Good Cause"

The following are circumstances that are acceptable as good cause for non-cooperation.

They are the only circumstances that are acceptable as good cause for non-cooperation.

---

"Good Cause" is valid if:

1. Cooperation in establishing paternity or securing support is reasonably anticipated to result in any of the following:
  - Physical harm to the child in the case
  - Emotional harm to the child in the case
  - Physical harm to the parent or caretaker relative with whom the child is living, of such nature or degree that it reduces that person's ability to care for the child

**OR**

2. The child was conceived as the result of a rape

**OR**

3. Legal proceedings for the adoption of the child are pending before a court

**OR**

4. The customer is being counseled on whether to give the child up for adoption, and the counseling has not gone on for more than three (3) months

## Safety Concerns -- Domestic Violence and Good Cause

### Suppression of Address and Employment Information

The CSEU must ensure that the customer's address and employment information does not appear on any documents, notices, summons, etc. that are created by the CSEU as part of providing a CSEU service. SSDs should follow local protocols with regard to listing a substitute address for the customer on ASSETS.

If the customer chooses to request address confidentiality from the Family Court, the CSEU should generate the Address Confidentiality Affidavit, which is available on ASSETS as a template in the State Folder of the *Local Correspondence tab* in the *Document Generation* module.

Alternatively, the customer may complete **Family Court General Form 21 (GF-21)**, Address Confidentiality Affidavit, which is available at [www.nycourts.gov](http://www.nycourts.gov).

The Address Confidentiality Affidavit must be filed with the Family Court.

If the request for confidentiality is accepted, the Family Court will issue **Family Court General Form 21a** (GF-21a), an Address Confidentiality Order. The order will contain information regarding the person designated as the agent for service of process and all papers in the case.

## **To the Customer in TA Cases Involving Domestic Violence:**

[03-ADM-05](#) provides an attachment addressed directly to the customer in **TA** cases who is considering requesting a domestic violence waiver.

It is located at: <http://otda.ny.gov/policy/directives/2006/INF/03-ADM-05-attach.pdf>, and can be printed out and given to the customer.

The document begins:

---

### **NOTICE REGARDING CHILD SUPPORT REQUIREMENTS FOR VICTIMS OF DOMESTIC VIOLENCE**

"If you are a Temporary Assistance (TA) client and a victim of domestic violence (**DV**), please carefully read the following information about Child Support Enforcement (**CSE**) services **before** you request a waiver from the child support requirement..."

## **Referral to Domestic Violence Liaison**

If a customer indicates a safety concern on the [LDSS-4882](#), the worker must stop the intake interview and refer the customer — following local protocols — to a [Domestic Violence Liaison](#) for screening and assessment.

In [TA](#) cases, the [CSEU](#) must notify the TA Unit of this action via the [LDSS-2859](#).

All CSEU activities must be suspended during the domestic violence screening and assessment process and until a waiver decision is made by the Domestic Violence Liaison.



## **Domestic Violence Liaison: What They Do**

NYS Law and Regulations require local districts to retain or employ trained Domestic Violence Liaisons who are primarily responsible for completing the following job tasks:

1. assess the credibility of the assertion of domestic violence;
2. assess the safety of the victim and the victim's dependents and their need for services and other supports;
3. provide information about domestic violence and the options for protection, services and other supports;
4. inform victim about their rights and responsibilities with respect to waivers of public assistance program requirements;
5. gather facts regarding the extent to which domestic violence is a barrier to meeting public assistance requirements, including employment requirements and the need for waivers of such requirements;
6. determine the need for waivers when compliance with public assistance requirements would place the victim and/or the victim's children at greater risk of harm or make it more difficult to escape from the abuse, and make recommendations for granting waivers or grant waivers;
7. periodically reassess the individual's domestic violence circumstances and modify, terminate or extend the waiver(s);
8. establish and maintain a list of, at a minimum, available domestic violence services and a relationship with the providers of the services;
9. coordinate activities with other case managers and examiners within the local SSD;

10. facilitate emergency safety planning with victims in a crisis situation,  
as necessary;

11. and collect and maintain data/record keeping.

---

For more information, see:

Office for the Prevention of Domestic Violence, at

<http://www.opdv.ny.gov/index.html>

## After a Determination by a DVL: Required Actions

If a Full Waiver is granted, the worker must:

1. Set the FVI indicator code to value "1."
2. Cease **all** case and enforcement activity.

If a Partial Waiver is granted, the worker must:

1. Set the *FVI indicator* code to "2."
2. Proceed with case-building, but with certain precautions

Setting these indicator codes also serves to provide notification of family violence on the FCR.

The CSEU, to the extent required by such waiver, must forego any enforcement actions or activities on the case with respect to the children of the NCP/PE while the waiver is in effect.

| Family Violence Indicator (FVI) Code | Meaning  |
|--------------------------------------|--|
| Blank                                | No Family Violence Indicator set on case at FCR. System set when prior value is <b>X</b> . Manually set when prior value is <b>Y</b> . |
| <b>V</b>                             | Family Violence Indicator sent to the FCR. System set when prior value is <b>Y</b> . Manually set when prior value is <b>X</b> .       |
| <b>X</b>                             | Request removal of <i>FVI code</i> that has been set on the case at the FCR. Manually set only when prior value is <b>V</b> .          |
| <b>Y</b>                             | Request notification of family violence to the FCR. Manually set only when prior value is blank.                                       |

For more information, refer to the **Dear Colleague letter dated August 10, 2007** regarding *Family Violence Waiver* indicator values.

## TA Cases (Intake) - Introduction

### Cooperation Requirements for TA Cases

TA applicants/recipients must cooperate with the CSEU to locate the NCP, establish paternity, and establish, modify, and enforce orders of support.

To satisfy this requirement, all TA applicants/recipients must complete the LDSS-4882 and provide any needed supporting documentation to the CSEU.

If deemed necessary by the CSEU, the customer must appear at the CSEU for an interview. Failure to do so will result in a CSEU referral to TA for non-cooperation unless there is a claim of good cause or domestic violence, or a completed and signed LDSS-4281, Attestation to Lack of Information. For additional information on the cooperation standard, refer to 99 ADM 05.

## If the TA Unit Denies a Temporary Assistance Application

If temporary assistance has been denied by the **TA** Unit **less than** 30 days prior and the customer wishes to apply for services as a **private case**, they do not need to fill out a new **LDSS-4882**. Instead, they may revise the previously submitted **LDSS-4882**.

To do this, the applicant must:

1. Check Box 1 in **Section C – Application/Affirmation for Child Support Services**.
2. Complete the associated signature area.
3. Initial the changes to mark the **LDSS-4882** as having been amended.

If temporary assistance has been denied by the TA Unit **more than** 30 days prior, the customer must complete a new **LDSS-4882** — this time applying as a private case.

## The IVA-IVD Interface Report

Referrals from the [IA](#) Unit appear on the IVA-IVD Interface Report. The Report is refreshed every day and should be reviewed every day.

It [can](#) be found on the [ASSETS](#) system by going to: **Home > Tasks > Worker Alerts > IVA Module > IVA - IVD tab**

### Best Practices for Using the IVA-IVD Interface Report:

1. Check the IVA-IVD Interface Report every day for new TA, MA, or [FC](#) cases.
2. Build new cases promptly.
3. If you cannot locate the hard copy [referral](#) ([LDSS-4882](#)) form, check to see whether the TA or MA Unit has cancelled the case/referral.
4. For cases that do not require child support services, reject the case.
5. For cases that do NOT require child support services, contact the TA or MA unit to have them change the [IV-D Indicator](#) so that you don't continue getting messages regarding this case.

### What Triggers a Case Appearing on the IVA-IVD Interface Report?

A case will appear on the IVA-IVD Interface Report if the [IV-D Indicator](#) field of the [WMS](#) case record has been set with a code of [Y](#), [X](#), or [D](#).

**Code "D"** = Medicaid case requiring only paternity establishment.

**Code "X"** = Eligible for child support services, and [pass-through payment](#) will not be automatically issued for this case.

**Code "Y"** = Case is eligible for child support services.

## Intake - Policies, Processes, and Procedures

It is important that the TA worker enters the correct *IV-D Indicator* into the WMS case record, since that's how the child support program becomes aware of those cases.

A case with a **Code "D"**, **Code "X"**, or **Code "Y"** in the *IV-D Ind* field in the WMS case record (see screenshot above) will appear on the IVA-IVD Interface Report in ASSETS (see screenshot below).

Home Tasks Modules Utilities Print Help Exit

**Worker Alerts**

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

IVA-IVD Overage CANs

**IVA - IVD Interface**

Count Only ☐

District  Worker Code  Comment

Case ID

CAN  CIN  Alert Status

| Worker Code | Case Ind. | ID       | CAN | Suffix | CIN | Name | Comment                        | New CIN | IO/  |
|-------------|-----------|----------|-----|--------|-----|------|--------------------------------|---------|------|
| WAV1        | A         | BS       | P0  | 7 47   | FR  | HA   | IND CIN IN WMS NOT IN CSMS     |         | B 1: |
| WAV1        | A         | BS       | P0  | 7 47   | EA  | DO   | IND CIN IN WMS NOT IN CSMS     |         | B 1: |
| ZER         | A         | BU       | P0  | 6 47   | DC  | ALI  | CHD CSE CLSD 12/01/16-05/12/17 |         | S 1: |
| ZER         | A         | BU       | P0  | 6 47   | DC  | ALI  | CLI CSE CLSD 12/01/16-05/12/17 |         | S 1: |
| ZER         | A         | BP       | P0  | 4 47   | FG  | RO   | IND CIN IN WMS NOT IN CSMS     |         | B 1: |
|             | A         | NEW-CASE | P0  | 2 47   | DC  | AL   | NEW FA CASE OPENED             | NO AR   | B 1: |
|             | A         | NEW-CASE | M0  | 0 47   | DF  | ME   | NEW MA CASE OPENED             | NO AR   | S 2: |
|             | A         | NEW-CASE | M0  | 4 47   | FC  | CR   | NEW MA CASE OPENED             | NO AR   | S 2: |
|             | A         | NEW-CASE | M0  | 6 47   | EZ  | MI   | NEW MA CASE OPENED             | NO AR   | S 2: |
|             | A         | NEW-CASE | M0  | 7 47   | FL  | MI   | NEW MA CASE OPENED             | NO AR   | R 2: |
|             | A         | NEW-CASE | M0  | 4 47   | FT  | CO   | NEW MA CASE OPENED             | NO AR   | S 2: |
|             | A         | NEW-CASE | M0  | 4 47   | EN  | LU   | NEW MA CASE OPENED             | NO AR   | S 2: |
|             | A         | NEW-CASE | P0  | 5 47   | DF  | WI   | NEW SN-FNP CASE OPENED         | NO AR   | C 1: |


186 items found, displaying 1 to 186

Export options: [Excel](#)

When cases new cases appear on the IVA-IVD Interface Report, child support workers should expect a hard copy of an [LDSS-4882](#) to arrive soon.

## TA Process (Intake)

### Roadmap: TA Cases — Intake Process

Nodes in this process diagram that have a plus sign inside a green circle  on them are linked to drill-down content. Click on those nodes to get more details about that step.

To download the diagram below, simply right click on the diagram, and select "Save image as..."





## **CP applies for temporary assistance at TA Unit**

The CP applies for TA at the TA Unit.

(This is done using form [LDSS-2921, "New York State Application for Certain Benefits and Services."](#))

TA worker asks customer whether there are any safety concerns.

If there are no safety concerns, the TA Worker gives the customer an LDSS-4882.

The TA worker, before handing the LDSS-4882 to the customer, should:

1. Put a check mark in *Box 2* in Section C of the LDSS-4882.
2. Fill out relevant parts of the *"Agency Use Only" box at the bottom of Section C* of the LDSS-4882 -- in particular, the *"Date of Application"* field.

| Section C – Application/Affirmation for Child Support Services  |                            |  |                            |                          |             |   |  |   |  |  |  |  |  |
|---|----------------------------|--|----------------------------|--------------------------|-------------|---|--|---|--|--|--|--|--|
| <p>The Child Support Enforcement Unit (CSEU) will provide paternity establishment, support establishment, modification, review and adjustment, support collection and disbursement, and enforcement services, as appropriate.</p> <p>Check and sign <b>Box 1</b> if you are applying for child support services and you are <b>not</b> applying for or in receipt of Temporary Assistance or Medicaid. <u>For Safety Net Assistance referrals, the Commissioner or Designee of the social services district as the applicant for child support services must sign and print his or her name and enter the date under Box 1.</u></p> <p>Check and sign <b>Box 2</b> if you are applying for or in receipt of Temporary Assistance or Medicaid.</p> <p><b>Box 1</b></p> <p><input type="checkbox"/> I am applying for Child Support Services pursuant to New York State Social Services Law, Section 111-g.</p> <p>I hereby apply for child support enforcement services pursuant to New York State's Social Services Law Section 111-g and under Title IV-D of the federal Social Security Act. I hereby subscribe and affirm under penalty of perjury that the information I have provided in the application and any accompanying documents has been examined by me and to the best of my knowledge and belief is true and correct. I agree to tell the Child Support Enforcement Unit immediately of any new or changed information that relates to the information I have provided in this form.</p> <p><input type="checkbox"/> Check this box if you wish to request legal services. A <i>Right to Recovery Agreement for Legal Services</i> (LDSS-4920) will be provided to you for completion.</p> <p>Signature of applicant for Child Support Services _____</p> <p>Print Name _____ Date _____</p> <p>Signature of Commissioner or Designee of the social services district for a Safety Net Assistance referral _____</p> <p>Print Name _____ Date _____</p> <p><b>Box 2</b></p> <p><input type="checkbox"/> I am applying for or receiving Temporary Assistance or Medicaid.</p> <p>I hereby subscribe and affirm under penalty of perjury that the information I have provided in the referral and any accompanying documents has been examined by me and to the best of my knowledge and belief is true and correct. I agree to tell the Child Support Enforcement Unit immediately of any new or changed information that relates to the information I have provided in this form.</p> <p>Signature of applicant/recipient for Temporary Assistance or Medicaid _____</p> <p>Print Name _____ Date _____</p> <p><b>Agency Use Only</b></p> <table border="1"> <tr> <td>Child Support Enforcement Unit/Support Collection Unit Representative (Print name)</td> <td>Date _____ / _____ / _____</td> </tr> <tr> <td>New York Case Identifier</td> <td>Worker Code</td> </tr> <tr> <td colspan="2"> <input type="checkbox"/> SSD Referral Case Number _____ Worker Name _____ </td> </tr> <tr> <td colspan="2">Worker Location _____ Worker Phone Number _____</td> </tr> <tr> <td colspan="2"> <input type="checkbox"/> TANF/MA <input type="checkbox"/> MA-Only <input type="checkbox"/> Safety Net <input type="checkbox"/> Child Support Services Application (Non-TA) </td> </tr> <tr> <td colspan="2"> <input type="checkbox"/> Opening <input type="checkbox"/> Reopening <input type="checkbox"/> Changes or Updates Date of Application/Referral _____ / _____ / _____ </td> </tr> </table> |                            | Child Support Enforcement Unit/Support Collection Unit Representative (Print name) | Date _____ / _____ / _____ | New York Case Identifier | Worker Code | <input type="checkbox"/> SSD Referral Case Number _____ Worker Name _____ |  | Worker Location _____ Worker Phone Number _____ |  | <input type="checkbox"/> TANF/MA <input type="checkbox"/> MA-Only <input type="checkbox"/> Safety Net <input type="checkbox"/> Child Support Services Application (Non-TA) |  | <input type="checkbox"/> Opening <input type="checkbox"/> Reopening <input type="checkbox"/> Changes or Updates Date of Application/Referral _____ / _____ / _____ |  |
| Child Support Enforcement Unit/Support Collection Unit Representative (Print name)  | Date _____ / _____ / _____ |  |                            |                          |             |   |  |   |  |  |  |  |  |
| New York Case Identifier  | Worker Code                |  |                            |                          |             |   |  |   |  |  |  |  |  |
| <input type="checkbox"/> SSD Referral Case Number _____ Worker Name _____   |                            |  |                            |                          |             |   |  |   |  |  |  |  |  |
| Worker Location _____ Worker Phone Number _____   |                            |  |                            |                          |             |   |  |   |  |  |  |  |  |
| <input type="checkbox"/> TANF/MA <input type="checkbox"/> MA-Only <input type="checkbox"/> Safety Net <input type="checkbox"/> Child Support Services Application (Non-TA)  |                            |  |                            |                          |             |   |  |   |  |  |  |  |  |
| <input type="checkbox"/> Opening <input type="checkbox"/> Reopening <input type="checkbox"/> Changes or Updates Date of Application/Referral _____ / _____ / _____  |                            |  |                            |                          |             |   |  |   |  |  |  |  |  |

W A-8 childsupport.ny.gov

If there are safety concerns, TA Unit does not give customer a [LDSS-4882](#).

Instead, they send customer to [DVL](#).

Once a DVL makes a determination about a [full waiver](#), [partial waiver](#), or no waiver, they (the TA Unit) need(s) to communicate the decision to the [CSEU](#), because even though the case may never actually make it to the CSEU (because a waiver

## Intake - Policies, Processes, and Procedures

negates the cooperation requirement), the case may still show up on the Interface Report.

If this is a case of Good Cause, the TA Unit notifies the CSEU via LDSS-2859, the Information Transmittal form.

When a customer is referred to a DVL, there are several possible outcomes:

- Full Waiver
- Partial Waiver
- No Waiver
- Good Cause (rather than Domestic Violence)

## TA Worker provides LDSS-4882 to customer

Prior to providing the [LDSS-4882](#) to the customer, the [TA](#) worker must perform the following actions:

**On page A-5**, enter the CIN and [WMS](#) Line Number of the child named in the [referral](#).

| Part III – Child Information  |       |                 |      |  |
|---|-------|-----------------|------|--|
| <i>If the Custodial Parent (CP), Guardian, or Other Noncustodial Parent (NCP) for foster care (FC) cases has more than one child with this NCP/Putative Father (PF), an LDSS-4882C form or a copy of this Part III must be completed for each additional child. Forms can be downloaded from <a href="http://childsupport.ny.gov">childsupport.ny.gov</a>, requested by calling the New York State Child Support Customer Service Helpline at 888-208-4485, or obtained by visiting the local Child Support Enforcement Unit.</i> |       |                 |      |  |
| CIN   |       | WMS Line Number |      | <input type="checkbox"/> Copy of Part III or LDSS-4882C for each additional child attached |
| Name of Child   | First | Middle          | Last | Suffix   |

If the customer must complete form [LDSS-4882C](#), the worker must enter the CIN and WMS Line Number for each additional child on the [LDSS-4882C](#).

**On page A-8,, under Agency Use Only:**

1. Check the [SSD](#) Referral box and enter the TA case number.
2. Enter the TA worker name, location, and phone number.
3. Check the appropriate box to identify the TA case type and to indicate whether the case is opening or re-opening, and whether changes or updates are being provided.
4. Provide the date of the application/referral.

## Intake - Policies, Processes, and Procedures

| Section C – Application/Affirmation for Child Support Services   |                            |
|--|----------------------------|
| <p>The Child Support Enforcement Unit (CSEU) will provide paternity establishment, support establishment, modification, review and adjustment, support collection and disbursement, and enforcement services, as appropriate.</p> <p>Check and sign <b>Box 1</b> if you are applying for child support services and you are <b>not</b> applying for or in receipt of Temporary Assistance or Medicaid. For Safety Net Assistance referrals, the Commissioner or Designee of the social services district as the applicant for child support services must sign and print his or her name and enter the date under <b>Box 1</b>.</p> <p>Check and sign <b>Box 2</b> if you are applying for or in receipt of Temporary Assistance or Medicaid.</p> <p><b>Box 1</b></p> <p><input type="checkbox"/> I am applying for Child Support Services pursuant to New York State Social Services Law, Section 111-g.</p> <p>I hereby apply for child support enforcement services pursuant to New York State's Social Services Law Section 111-g and under Title IV-D of the federal Social Security Act, hereby subscribe and affirm that:</p> <p>and consent to allow the Child Support Enforcement Unit immediately to any and all agencies and institutions that relates to the information I have provided in this form.</p> <p>Signature of applicant/recipient for Temporary Assistance or Medicaid _____</p> <p>Print Name _____ Date _____</p> |                            |
| Agency Use Only  |                            |
| Child Support Enforcement Unit/Support Collection Unit Representative (Print name)   | Date<br>____ / ____ / ____ |
| New York Case Identifier   | Worker Code                |
| <p><input type="checkbox"/> SSD Referral Case Number _____ Worker Name _____</p> <p>Worker Location _____ Worker Phone Number _____</p> <p><input type="checkbox"/> TANF/MA <input type="checkbox"/> MA-Only <input type="checkbox"/> Safety Net <input type="checkbox"/> Child Support Services Application (Non-TA)</p> <p><input type="checkbox"/> Opening <input type="checkbox"/> Reopening <input type="checkbox"/> Changes or Updates Date of Application/Referral ____ / ____ / ____</p>   |                            |
|  |                            |

## CP or NCP completes & returns LDSS-4882

All customers requesting child support services must complete and sign an [LDSS-4882](#).

\* **The exception to this** is direct-from-court cases in which a court order for child support is accompanied by a request for child support services in the form of a [petition](#), motion, or other court document signed by the customer/petitioner.

The Child Support Application/[Referral](#) form ([LDSS-4882](#)) has space for only one [NCP/PF](#) and one child.

### When There's More Than One NCP or PF — LDSS-4882B

If support for the child is sought from more than one NCP, or the customer provides several possible PFs for the child:

- For each additional NCP/PF, the customer must complete one form [LDSS-4882B, Information for an Additional Noncustodial Parent \(NCP\) / Putative Father \(PF\)](#).
- Alternatively: Copies of a blank Part II – **Noncustodial Parent (NCP) / Putative Father (PF) Information** (page A-3 and page A-4 of the [LDSS-4882](#)) may be made, completed, and kept on file in lieu of the [LDSS-4882B](#).

The [LDSS-4882B](#) is available on [ERS](#) and on the New York State child support website at [childsupport.ny.gov](http://childsupport.ny.gov).

If an [LDSS-4882B](#) or a completed copy of Part II – **Noncustodial Parent (NCP) / Putative Father (PF) Information** is attached to the [LDSS-4882](#), the customer must check the box under Part II – **Noncustodial Parent (NCP) / Putative Father (PF) Information** at the top of page A-3 of the [LDSS-4882](#) to indicate that information about additional NCP(s)/PF(s) is being attached to the [LDSS-4882](#).

## Intake - Policies, Processes, and Procedures

| Part II – Noncustodial Parent (NCP)/Putative Father (PF) Information   |                           |        |             |        |
|--|---------------------------|--------|-------------|--------|
| <i>If support for the child is sought from more than one NCP/PF at this time, an LDSS-4882B or a copy of this Part II must be completed for each additional NCP/PF. See Part III for information on how to obtain an LDSS-4882B.</i> |                           |        |             |        |
| <input type="checkbox"/> Copy of Part II or LDSS-4882B for additional NCP(s)/PF(s) attached  |                           |        |             |        |
| NCP/PF Name  | First                     | Middle | Last        | Suffix |
|  | Alias or Other Known Name |        | Maiden Name |        |

If the [LDSS-4882B](#) is used, the customer must indicate the number of [LDSS-4882B](#) forms attached to the [LDSS-4882](#) by entering the page information at the top of page 1 of each [LDSS-4882B](#).

LDSS-4882B (7/12)

| Information for an Additional Noncustodial Parent (NCP)/Putative Father (PF)  |                           |        |             | Page ____ of ____ |
|---|---------------------------|--------|-------------|-------------------|
| <i>If support for the child is sought from more than one NCP/PF at this time, an LDSS-4882B or a copy of Part II of the LDSS-4882 must be completed for each additional NCP/PF.</i> |                           |        |             |                   |
| NCP/PF Name   | First                     | Middle | Last        | Suffix            |
|   | Alias or Other Known Name |        | Maiden Name |                   |

### When There's More Than One Child — LDSS-4882C

The [LDSS-4882](#) has space to accommodate information for only one child. If the application is for a case involving more than one child, the applicant must provide information about each additional child.

- The customer must complete and sign an [LDSS-4882C, Information for an Additional Child](#) form for each additional child..
- Alternatively, a copy of a blank Part III - Child Information (page A-5 of the [LDSS-4882](#)) may be used.

The [LDSS-4882C](#) is available on [ERS](#) and on the New York State child support website at [childsupport.ny.gov](http://childsupport.ny.gov).

If an [LDSS-4882C](#) or a completed copy of Part III – Child Information is attached to the [LDSS-4882](#), the applicant must check the box under Part III – Child Information at the top of page A-5 of the [LDSS-4882](#) to indicate that information for additional children is being provided.

| Part III – Child Information  |                 |        |  |                |  |
|---|-----------------|--------|--|----------------|--|
| <i>If the Custodial Parent (CP), Guardian, or Other Noncustodial Parent (NCP) for foster care (FC) cases has more than one child with this NCP/Putative Father (PF), an LDSS-4882C form or a copy of this Part III must be completed for each additional child. Forms can be downloaded from <a href="http://childsupport.ny.gov">childsupport.ny.gov</a>, requested by calling the New York State Child Support Customer Service Helpline at 888-208-4485, or obtained by visiting the local Child Support Enforcement Unit.</i> |                 |        |  |                |  |
| CIN   | WMS Line Number |        | <input type="checkbox"/> Copy of Part III or LDSS-4882C for each additional child attached |                |  |
| Name of Child   | First           | Middle | Last   | Suffix         |  |
| SSN   | ITIN            |        | Date of Birth  | Month/Day/Year |  |

If the [LDSS-4882C](#) is used, the applicant must indicate the number of [LDSS-4882C](#) forms attached to the [LDSS-4882](#) by entering the page information at the top of page 1 of each [LDSS-4882C](#).

LDSS-4882C (7/12)

| Information for an Additional Child   |                 |        |      |        | Page ____ of ____ |
|---|-----------------|--------|------|--------|-------------------|
| <i>If the Custodial Parent (CP), Guardian, or Other Noncustodial Parent (NCP) for foster care (FC) cases has more than one child with this NCP/Putative Father (PF), an LDSS-4882C form or a copy of Part III of the LDSS-4882 must be completed for each additional child.</i> |                 |        |      |        |                   |
| CIN   | WMS Line Number |        |      |        |                   |
| Name of Child   | First           | Middle | Last | Suffix |                   |

### [Supporting Documentation](#) Also Is Required

In addition, documentation must be provided to verify information on the [LDSS-4882](#) and to support the CSEU's efforts to establish paternity and to establish, modify or enforce an order of support.

The [LDSS-4882](#) and any available supporting documentation must be returned to the [CSEU](#).



## Intake - Policies, Processes, and Procedures

## Worker records receipt of the LDSS-4882, and reviews it for completeness

After reviewing the [LDSS-4882](#) and supporting documentation, the worker completes the *Child Support Enforcement Unit/Support Collection Unit Representative* and *Date* areas on page A-8 of the [LDSS-4882](#), under **Agency Use Only**, to record receipt of the [LDSS-4882](#).

The date entered in this space by the worker begins the 20-day deadline to build a child support case.

| Section C – Application/Affirmation for Child Support Services   |                            |
|--|----------------------------|
| The Child Support Enforcement Unit (CSEU) will provide paternity establishment, support establishment, modification, review and adjustment, support collection and disbursement, and enforcement services, as appropriate.   |                            |
| Check and sign <b>Box 1</b> if you are applying for child support services and you are <b>not</b> applying for or in receipt of Temporary Assistance or Medicaid. For Safety Net Assistance referrals, the Commissioner or Designee of the social services district as the applicant for child support services must sign and print his or her name and enter the date under <b>Box 1</b> .  |                            |
| Check and sign <b>Box 2</b> if you are applying for or in receipt of Temporary Assistance or Medicaid.   |                            |
| <b>Box 1</b>   |                            |
| <input type="checkbox"/> I am applying for Child Support Services pursuant to New York State Social Services Law, Section 111-g.<br>I hereby apply for child support enforcement services pursuant to New York State's Social Services Law Section 111-g and under Title IV-D of the federal Social Security Act, hereby subscribe and affirm to the following:  |                            |
| I agree to remain in the Child Support Enforcement Unit immediately if any child support case is opened that relates to the information I have provided in this form.  |                            |
| Signature of applicant/recipient for Temporary Assistance or Medicaid _____  |                            |
| Print Name _____   | Date _____                 |
| Agency Use Only  |                            |
| Child Support Enforcement Unit/Support Collection Unit Representative (Print name)   | Date _____ / _____ / _____ |
| New York Case Identifier   | Worker Code                |
| <input type="checkbox"/> SSD Referral Case Number _____ Worker Name _____<br>Worker Location _____ Worker Phone Number _____<br><input type="checkbox"/> TANF/MA <input type="checkbox"/> MA-Only <input type="checkbox"/> Safety Net <input type="checkbox"/> Child Support Services Application (Non-TA)<br><input type="checkbox"/> Opening <input type="checkbox"/> Reopening <input type="checkbox"/> Changes or Updates Date of Application/Referral _____ / _____ / _____ |                            |
|  |                            |

### Worker reviews LDSS-4882 form for completeness

If still attached upon receipt, detach the Application/Referral for Child Support Services and return the Information about Child Support Services section of the [LDSS-4882](#) to the customer. Review the [LDSS-4882](#) for completeness and confirm that the customer signed the [LDSS-4882](#) in the appropriate area.

Determine if the information provided is sufficient to identify and locate the [NCP/PF](#).

### Minimum Required Information

For [TA](#) referrals, the applicant/recipient must provide the following information on the [LDSS-4882](#) to help the [CSEU](#) identify and locate the NCP/PF:

- The full name and [SSN](#) of the NCP/PF

**OR**

- The full name of the NCP/PF and at least **two (2)** of the following concerning such parent or father:

1. ☐ Date of birth
- ☐ Residential address (and mailing address, if different)
- ☐ Telephone number
- ☐ Name and address of employer

**OR**

- The full name of the NCP/PF and any additional information equivalent to above that leads to the establishment of the NCP/PF's identity and location.

If the applicant/recipient is unable to provide the required information, the applicant/recipient must attest, under penalty of perjury, to the lack of information by completing and signing the [LDSS-4281](#).

**Incomplete or Insufficient Information Provided:**

If the information provided in the [LDSS-4882](#) and supporting documentation is incomplete or insufficient to identify and locate the NCP/PF, contact the applicant/recipient to determine if such information may be provided.

**Worker must provide notice of cooperation or non-cooperation to the TA Unit:**

To meet the cooperation standard for TA and MA cases, the customer must provide the information noted in the section above entitled "Minimum Required Information," complete and sign the [LDSS-4281](#). The CSEU must notify the TA Unit of cooperation or non-cooperation via form [LDSS-2859](#).

## Does customer claim personal safety concerns?

The question regarding safety is at the very top of the application form; it is the second question in the entire application.

| APPLICATION/REFERRAL FOR CHILD SUPPORT SERVICES  |   |
|--|---|
| Retain Page 1 through Page 7 for your records. Separate the <i>Application/Referral for Child Support Services</i> , Page A-1 through Page A-8, to complete and provide to the Child Support Enforcement Unit (CSEU).<br>If you need language assistance to complete this form, please visit the local CSEU so that translation and/or interpretation services can be provided. If you have any disabilities that prevent you from completing this form and/or waiting to be interviewed, please notify the CSEU. The agency will make appropriate efforts to provide reasonable accommodations for you. |   |
| Section A – Applicant/Recipient Information  |   |
| Primary Language   | What is your primary language?<br><input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other (specify) _____  |
| Safety Concerns  | Do you have reason to believe that by seeking an order for paternity or child support your safety or the safety of the child will be put at risk, or believe you have good cause not to cooperate with the CSEU?<br><input type="checkbox"/> Yes <input type="checkbox"/> No      If "Yes," <b>STOP</b> here and discuss your concerns with the CSEU. |

If there is no indication of a safety concern, the worker should continue to process the [LDSS-4882](#).

If the customer has checked "Yes" to indicate safety concerns, the worker must immediately stop the interview and refer the customer to the [DVL](#), using local protocols.

There is a document concerning domestic violence waivers on [ERS](#) that the worker can print out and give to the customer. It is an attachment to [03-ADM-05](#), entitled [Notice Regarding Child Support Requirements for Victims of Domestic Violence](#), and can be found at: <http://otda.ny.gov/policy/directives/2006/INF/03-ADM-05-attach.pdf>

If the application is received by mail, and the customer has indicated safety concerns, the worker must contact the customer and explain the process for a [referral](#) to the DVL.

## **Worker sends customer to DVL**

CSEU worker sends customer to DVL, using locally-developed protocols.

If a customer indicates a safety concern on the LDSS-4882, the worker must stop the intake interview and refer the customer — using locally developed procedures — to a Domestic Violence Liaison for screening and assessment.

The CSEU must notify the TA Unit of this action via the **Information Transmittal form**, LDSS-2859.

All CSEU activities must be suspended during the domestic violence screening and assessment process and until a waiver decision is made by the Domestic Violence Liaison.

## Worker examines the supporting documentation

1. Examine the supporting documentation:

- a. **Compare** information listed on the [LDSS-4882](#) to information in the supporting documentation.

For example, verify that each party's name *as listed on the [LDSS-4882](#)* reflects the exact first name, middle name or initial, last name, and any applicable suffix *as recorded on the provided **supporting documentation***.

- b. **Verify** the listed information regarding each party's:

- ☐ Date of birth.
- ☐ Employer information.
- ☐ Mailing and residential addresses, including floor, apartment or suite numbers.
- ☐ Social Security number ([SSN](#)) or Individual Taxpayer Identification Number ([ITIN](#)), or other identification.

- c. **Reconcile** any discrepancies by contacting the applicant to determine the correct information.

2. Identify information to be referenced when building the case.

3. Determine which documents have evidentiary value for court proceedings.

The [CSEU](#) should retain documents such as:

- ☐ Award letters

- ☐ Benefit notices or letters
- ☐ Educational and unreimbursed health care expenses
- ☐ Most recently filed federal tax returns and all schedules
- ☐ Pay stubs
- ☐ Proof of child care
- ☐ W-2 forms



## **CP signs Attestation to Lack of Information form**

[Attestation to Lack of Information form LDSS-4281](#)

[Attestation to Lack of Information -- Spanish-language version -- form LDSS-4281S](#)

(Atestiguacion de Falta de Informacion)

## Worker interviews the customer

No case should be built without a signed request for services (in the form of a signed [LDSS-4882](#), a signed [petition](#) from court, or other document.)

If the worker reviews the completed [LDSS-4882](#) and supporting documentation, but does not yet have enough information to build a case, the worker will interview the customer, either by phone or in person. (Local protocols vary among districts.)

During an interview, the worker should ask the customer to provide specific information needed to locate the [NCP](#) and proceed with other actions (e.g. paternity establishment, support establishment, enforcement).

In some districts, [CSEU](#) workers fill out the online equivalent of the [LDSS-4882](#) during the interview. Some of these districts also use electronic signature pads to capture the customer's signature.

Note: **All** applications and referrals must include a **SIGNED** request for child support service from the customer. Regardless of how the signature of the customer is captured, the signed (paper or electronic) document must be kept on file with the case record, and must be readily available in case of an audit.

## Intake - Policies, Processes, and Procedures

## Worker begins building the case

Use the completed [LDSS-4882](#) to enter information into the [ASSETS](#) case building module **within twenty (20) calendar days** of receiving an application/[referral](#) for child support services (18 § NYCRR 347.18[a]).

For information on how to access the ASSETS case building module, refer to the [ASSETS User Guide](#) on [ERS](#).

If the applicant provides an [ITIN](#) instead of a [SSN](#), enter the nine-digit number in the designated field.

| Part II – Noncustodial Parent (NCP)/Putative Father (PF) Information   |  |  |           |               |  |
|--|--|--|-----------|---------------|--|
| <i>If support for the child is sought from more than one NCP/PF at this time, an LDSS-4882B or a copy of this Part II must be completed for each additional NCP/PF. See Part III for information on how to obtain an LDSS-4882B.</i> |  |  |           |               |  |
| <input type="checkbox"/> Copy of Part II or LDSS-4882B for additional NCP(s)/PF(s) attached  |  |  |           |               |  |
| NCP/PF Name  | First  | Middle   | Last      | Suffix        |  |
|  | Alias or Other Known Name  |  |           | Maiden Name   |  |
| SSN  | - -  | ITIN   | - -       | Date of Birth | Month/Day/Year<br>____/____/____   |
| Gender   | <input type="checkbox"/> Female<br><input type="checkbox"/> Male   | <b>Race/Ethnic Affiliation</b><br><input type="checkbox"/> Asian <input type="checkbox"/> Black or African-American <input type="checkbox"/> Hispanic or Latina(o)<br><input type="checkbox"/> Native American or Alaskan Native <input type="checkbox"/> Native Hawaiian or Pacific Islander<br><input type="checkbox"/> White, non-Hispanic <input type="checkbox"/> Other |           |               |  |
| Primary Language   | What is the NCP/PF's primary language?<br><input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other (specify) _____ |  |           |               |  |
|  | Height   | Weight   | Eve Color | Hair Color    | <input type="checkbox"/> Marks <input type="checkbox"/> Scars <input type="checkbox"/> Tattoos |

The ITIN is a tax processing number issued by the Internal Revenue Service (IRS) that must begin with the number 9. For more information on the ITIN, refer to the [Dear Colleague letter dated April 12, 2005](#) regarding the entering of ITINs on [CSMS](#).

When a case has successfully been built, the worker is [notified of this by a message at the top of the online application form](#).

## Intake - Policies, Processes, and Procedures

ASSETS - Intake Application Information - 11/08/2011: - Internet Explorer

Home Systems Tasks Modules Utilities Print Help Exit

District 01 ALBANY

Disposition: Complete

Sequence No. 2962 I6 Date Received 10/30/2017 NCP Info MC J SSN DOB 12/11/19 ADD NOTES

CAN P1 23 Suffix 01 IV-A Application Date 02/23/2016 CP Info JO HA INTAKE SEARCH

Worker Code E04 IV-A Case Type 17 Safety Net FNP Non-Cash Assistance (SN-FNP) IV-D Case ID Number BY65

Applicant/Custodial Parent Noncustodial Parent Child Information Affirmation

Informational: Application Record No.2962270446 has been saved with Complete Disposition

Informational: Case BY65304R1 has been built successfully in district 01

Informational: Case Type set to 1 (Client and respondent in local jurisdiction)

Case Type \* ☐ TANF/MA ☐ MA-Only ☐ IV-E Foster Care ☐ Non-IV-E Foster Care

☒ Safety Net ☐ Child Support Services Application (Non-TANF)

SECTION A - APPLICANT/RECIPIENT INFORMATION

Applicant Safety Concerns

ASSETS - Intake Application Information - 11/08/2011: - Internet Explorer

Home Systems Tasks Modules Utilities Print Help Exit

District 01 ALBANY

Disposition: Complete

Sequence No. 2962 I6 Date Received 10/30/2017 NCP Info MC J SSN DOB 12/11/19 ADD NOTES

CAN P1 23 Suffix 01 IV-A Application Date 02/23/2016 CP Info JO HA INTAKE SEARCH

Worker Code E04 IV-A Case Type 17 Safety Net FNP Non-Cash Assistance (SN-FNP) IV-D Case ID Number BY65

Applicant/Custodial Parent Noncustodial Parent Child Information Affirmation

Informational: Application Record No.2962270446 has been saved with Complete Disposition

Informational: Case BY65304R1 has been built successfully in district 01

Informational: Case Type set to 1 (Client and respondent in local jurisdiction)

Case Type \* ☐ TANF/MA ☐ MA-Only ☐ IV-E Foster Care ☐ Non-IV-E Foster Care

☒ Safety Net ☐ Child Support Services Application (Non-TANF)

SECTION A - APPLICANT/RECIPIENT INFORMATION

Applicant Safety Concerns

The worker should fill in the *New York Case Identifier* and *Worker Code* on page A-8 of the [LDSS-4882](#) under **Agency Use Only**.

The [LDSS-4882](#) must be kept on file as part of the case record.

## Non-TA Cases (Intake) - Introduction

### \$25 Annual Service Fee — More Information

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To see a six-minute video about the \$25 Annual Service Fee, [click here](#).

To read a transcript of that six-minute video, [click here](#).

To read Frequently Asked Questions (FAQs) regarding the \$25 Annual Service Fee, [click here](#).

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#### What is the \$25 Annual Service Fee?

Federal law requires each state to charge an annual fee of \$25 for child support services to custodial parents who have never received **TANF** benefits. This fee is charged by the Support Collection Unit to the custodial parent in exchange for receiving child support services.

The client is informed of the fee in Section 5 of the Child Support Application/Referral form. Information is also provided on the [DCSE website](#), which includes answers to frequently asked questions concerning the fee.

#### Who Must Pay the Fee?

The fee must be paid by any child support applicant who is not receiving and never has received temporary assistance in any state, and has had \$500 or more collected on their behalf during the federal fiscal year (October 1 through September 30).

You **can** see whether a client is eligible by looking at the case mode/case tab of **ASSETS**, in the **IV-A Case Status** field. The value for this case indicates that the

## Intake - Policies, Processes, and Procedures

client has been on assistance in the past, so she would not be required to pay the fee.

### How to Identify Whether the Fee Has Been Paid

To identify whether the fee has been withheld, look at the *Money tab* in the Account mode:

- *Trans Code*: **80**
- *Trans Type*: **DISF**
- *Batch Number*: **7**

### To Prevent the \$25 Fee From Being Withheld

If ASSETS indicates that the client has never been on assistance and then you find out that they have, you need to update the case so that they will not be charged the \$25 Annual Service Fee.

#### To do this

1. Verify that the family is or has been on TANF by going to case mode/client tab of ASSETS
2. Click "Update"
3. In the *Client Fee Indicator* field, use the dropdown box to select "Ineligible"
4. Click "Submit"
5. The case is now updated, and the fee will not be charged

### Refunding the \$25 Annual Service Fee

If the fee was withheld, and the CSEU subsequently discovers that it should not have been withheld, the CSEU must refund the fee to the customer.

If you verify that the fee needs to be refunded to the client, you need to do an 80 batch type. To do batches, you need to have the appropriate financial transaction role.

If you do, you will be able to do batches by going to the financial transaction module. Once on the ASSETS *Financial Transactions* screen, enter the *account number*, *transaction amount* and the ledger type. The screen should look like this:

Then you save and submit, and the next day you can review the Money tab. The Money tab will show the fee that was previously withheld being disbursed to the client.



## **\$25 Annual Service Fee — More Information**

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To read a transcript of that six-minute video, [click here](#).

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## Intake - Policies, Processes, and Procedures

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Then you save and submit, and the next day you can review the Money tab. The Money tab will show the fee that was previously withheld being disbursed to the client.

## Family Violence Indicator (FVI) in Non-TA Cases

An [FVI](#) code cannot be entered into a case record until that case has been built and issued a case number. (Case numbers are generated and assigned automatically by [ASSETS](#).)

**If a Non-TA customer indicates safety concerns, but wishes to apply for services, the worker must:**

1. Build the case.
2. Set the *Family Violence Indicator* code to **Code "Y"** to request notification of family violence to the *Federal Case Registry* ([FCR](#)).  
Note: After the worker sets the *FVI code* to "Y," the [CSEU](#) cannot re-open the case until the *FVI code* has "[cleared the FCR](#)." Cases that have cleared the FCR can be viewed on ASSETS at **Home > Tasks > Worker Alerts > FCR tab**.

**What does "cleared the FCR" mean?**

1. ASSETS sends data files regarding FVI indicators to the FCR every Saturday.
2. Upon receiving the files, the FCR flags cases with Code Y so that no information regarding the customer will be shared with another data match — including the [National Directory of New Hires](#).)
3. The FCR sends data files to ASSETS every Tuesday night.
4. ASSETS receives the response file from the FCR, and changes the FVI code from **Code Y** (set by the CSEU worker) to **Code V** (set by ASSETS).
5. The case has now cleared the FCR, and the CSEU worker can work with the case.

## Intake - Policies, Processes, and Procedures

2. Review provided [supporting documentation](#) and determine whether the customer has provided a copy of an [Order of Protection](#) or [Temporary Order of Protection](#).
3. If the customer provides a copy of an [Order of Protection](#), retain the copy in the case records.
4. Document the existence of the [Order of Protection](#) in the remarks of the case records.
5. Suppress the customer's address and employment information.

(See section of manual:: [Intake > Safety Concerns > Suppression of Address and Employment Information](#))

### If the DVL notifies the CSEU that the DV waiver is terminated:

CSEU worker must enter **Code X** in the *FVI* field.

Note: This may not be an option if the case is client-linked.

See also: [Linking cases — Should You Do It?](#)

### Family Violence Indicator codes

| Family Violence Indicator (FVI) Code | Meaning   |
|--------------------------------------|---|
| Blank                                | No <i>Family Violence Indicator</i> set on case at FCR.<br>System set when the prior value is <b>X</b> .                    |
| 1                                    | Request notification of family violence to the <a href="#">Federal Case Registry</a> ; full family violence waiver granted. |
| 2                                    | Request notification of family violence to the Federal Case Registry; partial family violence waiver granted.               |

|          |  |
|----------|--|
| <b>F</b> | Family violence indicator sent to the Federal Case Registry;<br>Full waiver.   |
| <b>P</b> | Family violence indicator sent to the Federal Case Registry;<br>Partial waiver   |
| <b>V</b> | Family Violence Indicator sent to the FCR.<br><br>System set when prior value is <b>Y</b> . Manually set when prior value is <b>X</b> .  |
| <b>X</b> | Request removal of <i>Family Violence Indicator</i> that has been set on the case at the FCR.<br><br>Manually set only when prior value is <b>V</b> , <b>P</b> , or <b>F</b> . |
| <b>Y</b> | Request notification of family violence to the FCR.<br><br>Manually set only when prior value is blank.  |


For more information, refer to the **[Dear Colleague letter dated August 10, 2007](#)** regarding *Family Violence Waiver* indicator values.

Additional information about domestic violence can be found in the following documents:

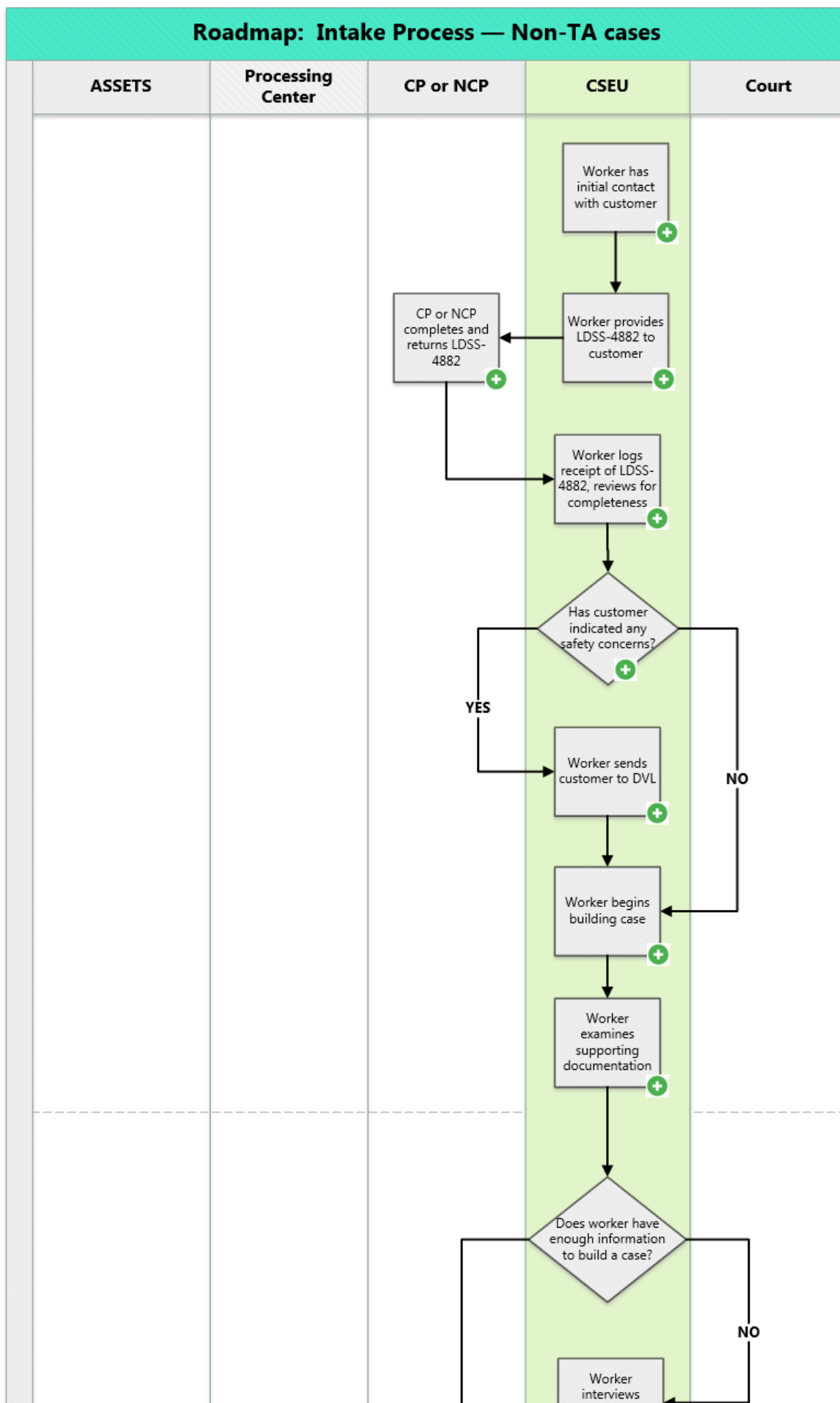
- [99 ADM 05](#)
- [98 ADM 03](#)
- [03 ADM 05](#)
- [02 INF 36](#)

## Non-TA Process (Intake)

### Roadmap: Non-TA Process — Intake

Nodes in this process diagram that have a plus sign inside a green circle  on them are linked to drill-down content. Click on those nodes to get more details about that step.

To download the diagram below, simply right click on the diagram, and select "Save image as..."





## Intake - Policies, Processes, and Procedures

## Worker has initial contact with customer

The worker must explain to the Non-TA applicant the full range of child support services, including:

- Which services are non-optional when a customer applies for child support services.
- Which services are optional.
- What services are *not provided* by the CSEU.

### Basic (Non-Optional) Services, provided for all cases:

The following are services provided to **all** Non-TA customers applying for child support services:

([click here to see a six-minute video explaining the fee](#)):

a. Collection of child support payments through the Support Collection Unit.

(All payments must go through the SCU.)

b. Enforcement of support obligations through all available means.

(Customers cannot choose which enforcement actions will be pursued and which won't.)

All of the above services are provided for a single [\\$25 annual fee](#).

The worker should ask the customer to provide specific information needed to carry out actions necessary for her/his case (e.g. paternity establishment, support establishment, enforcement).

Also, the worker should explain to the customer how collection and distribution work.

## Optional Services

Legal services are optional for Non-TA customers.

If a Non-TA customer is provided legal services, the CSEU is entitled to recover the costs for these services. Therefore, the customer must complete and sign the "[Right to Recovery Agreement for Legal Services](#)" -- form [LDSS-4920](#).

The CSEU worker must explain to the customer that:

- a. The customer's signature on this document gives the local Department of Social Services the right to recover the money it spends to provide legal services for her/his case.
- b. "Legal representation" means representation that cannot be provided by regular CSEU staff. It will be provided only to the extent that the customer's interests are similar to, and do not conflict with, those of the CSEU.
- c. The CSEU will, as authorized, recover the cost of these services by retaining up to 25% of the current support obligation amount in the case, until the total cost has been recovered. [learn more](#)

Based upon distribution rules, the [CP](#) will be paid first, and payments will be applied to the CP's [ledger](#) until the net due is satisfied.

## Services Not Available Through the CSEU

The worker should explain to the customer that the CSEU does not provide assistance in:

- Seeking [custody](#) of children.
- Seeking visitation rights.

- Seeking spousal support.

## **Worker provides LDSS-4882 to customer**

The CSEU must provide the LDSS-4882 to all individuals requesting one.

**If the request is made in person**, the CSEU must provide the LDSS-4882 to the customer on the day of the request.

**If the request is made by telephone or in writing**, the CSEU must send the LDSS-4882 to the customer within five (5) business days of the request.

The CSEU should keep a log of dates when LDSS-4882 forms were provided to customers, and also enter such dates into the case records once the cases are built. This is important, as it relates to federal (ASSETS) system certification.

**Note:** Customer Service Representatives (CSRs) at the New York State Child Support Customer Service Helpline (CSH) (at the Processing Center) will send the LDSS-4882 to customers who request one, as well as inform them of the availability of the LDSS-4882 for print or download on the New York State child support website, at childsupport.ny.gov.

## CP or NCP completes & returns LDSS-4882

All customers requesting child support services must complete and sign an [LDSS-4882](#).

\* **The exception to this** is direct-from-court cases in which a court order for child support is accompanied by a request for child support services in the form of a [petition](#), [motion](#), or other court document signed by the customer/petitioner.

The Child Support Application/[Referral](#) form ([LDSS-4882](#)) has space for only one [NCP/PF](#) and one child.

### When There's More Than One NCP or PF — LDSS-4882B

If support for the child is sought from more than one NCP, or the customer provides several possible PFs for the child:

- For each additional NCP/PF, the customer must complete one form LDSS-4882B, [Information for an Additional Noncustodial Parent \(NCP\) / Putative Father \(PF\)](#).
- Alternatively: Copies of a blank Part II – **Noncustodial Parent (NCP) / Putative Father (PF) Information** (page A-3 and page A-4 of the [LDSS-4882](#)) may be made, completed, and kept on file in lieu of the LDSS-4882B.

The LDSS-4882B is available on [ERS](#) and on the New York State child support website at [childsupport.ny.gov](http://childsupport.ny.gov).

If an [LDSS-4882B](#) or a completed copy of Part II – **Noncustodial Parent (NCP) / Putative Father (PF) Information** is attached to the [LDSS-4882](#), the customer must check the box under Part II – **Noncustodial Parent (NCP) / Putative Father (PF) Information** at the top of page A-3 of the [LDSS-4882](#) to indicate that information about additional NCP(s)/PF(s) is being attached to the [LDSS-4882](#).

## Intake - Policies, Processes, and Procedures

| Part II – Noncustodial Parent (NCP)/Putative Father (PF) Information   |                           |        |             |        |
|--|---------------------------|--------|-------------|--------|
| <i>If support for the child is sought from more than one NCP/PF at this time, an LDSS-4882B or a copy of this Part II must be completed for each additional NCP/PF. See Part III for information on how to obtain an LDSS-4882B.</i> |                           |        |             |        |
| <input type="checkbox"/> Copy of Part II or LDSS-4882B for additional NCP(s)/PF(s) attached  |                           |        |             |        |
| NCP/PF Name  | First                     | Middle | Last        | Suffix |
|  | Alias or Other Known Name |        | Maiden Name |        |

If the [LDSS-4882B](#) is used, the customer must indicate the number of [LDSS-4882B](#) forms attached to the [LDSS-4882](#) by entering the page information at the top of page 1 of each [LDSS-4882B](#).

LDSS-4882B (7/12)

| Information for an Additional Noncustodial Parent (NCP)/Putative Father (PF)  |                           |        |             | Page ____ of ____ |
|---|---------------------------|--------|-------------|-------------------|
| <i>If support for the child is sought from more than one NCP/PF at this time, an LDSS-4882B or a copy of Part II of the LDSS-4882 must be completed for each additional NCP/PF.</i> |                           |        |             |                   |
| NCP/PF Name   | First                     | Middle | Last        | Suffix            |
|   | Alias or Other Known Name |        | Maiden Name |                   |

### When There's More Than One Child — LDSS-4882C

The [LDSS-4882](#) has space to accommodate information for only one child. If the application is for a case involving more than one child, the applicant must provide information about each additional child.

- The customer must complete and sign an [LDSS-4882C, Information for an Additional Child](#) form for each additional child..
- Alternatively, a copy of a blank Part III - Child Information (page A-5 of the [LDSS-4882](#)) may be used.

The [LDSS-4882C](#) is available on [ERS](#) and on the New York State child support website at [childsupport.ny.gov](http://childsupport.ny.gov).

If an [LDSS-4882C](#) or a completed copy of Part III – Child Information is attached to the [LDSS-4882](#), the applicant must check the box under Part III – Child Information

at the top of page A-5 of the [LDSS-4882](#) to indicate that information for additional children is being provided.

| Part III – Child Information  |       |                       |      |  |                |
|---|-------|-----------------------|------|--|----------------|
| <i>If the Custodial Parent (CP), Guardian, or Other Noncustodial Parent (NCP) for foster care (FC) cases has more than one child with this NCP/Putative Father (PF), an LDSS-4882C form or a copy of this Part III must be completed for each additional child. Forms can be downloaded from <a href="http://childsupport.ny.gov">childsupport.ny.gov</a>, requested by calling the New York State Child Support Customer Service Helpline at 888-208-4485, or obtained by visiting the local Child Support Enforcement Unit.</i> |       |                       |      |  |                |
| CIN _____   |       | WMS Line Number _____ |      | <input type="checkbox"/> Copy of Part III or LDSS-4882C for each additional child attached |                |
| Name of Child   | First | Middle                | Last | Suffix   |                |
| SSN   |       | ITIN                  |      | Date of Birth  | Month/Day/Year |

If the [LDSS-4882C](#) is used, the applicant must indicate the number of [LDSS-4882C](#) forms attached to the [LDSS-4882](#) by entering the page information at the top of page 1 of each [LDSS-4882C](#).

LDSS-4882C (7/12)

| Information for an Additional Child   |       |                       |      |        | Page ____ of ____ |
|---|-------|-----------------------|------|--------|-------------------|
| <i>If the Custodial Parent (CP), Guardian, or Other Noncustodial Parent (NCP) for foster care (FC) cases has more than one child with this NCP/Putative Father (PF), an LDSS-4882C form or a copy of Part III of the LDSS-4882 must be completed for each additional child.</i> |       |                       |      |        |                   |
| CIN _____   |       | WMS Line Number _____ |      |        |                   |
| Name of Child   | First | Middle                | Last | Suffix |                   |

### Supporting Documentation Also Is Required

In addition, documentation must be provided to verify information on the [LDSS-4882](#) and to support the CSEU's efforts to establish paternity and to establish, modify or enforce an order of support.

The [LDSS-4882](#) and any available supporting documentation must be returned to the CSEU.



## Worker records receipt of the LDSS-4882, and reviews it for completeness

After reviewing the [LDSS-4882](#) and supporting documentation, the worker completes the [Child Support Enforcement Unit/Support Collection Unit Representative](#) and [Date](#) areas on page A-8 of the [LDSS-4882](#), under **Agency Use Only**, to record receipt of the [LDSS-4882](#).

The date entered in this space by the worker begins the 20-day deadline to build a child support case.

| Section C – Application/Affirmation for Child Support Services   |                        |
|--|------------------------|
| <p>The Child Support Enforcement Unit (CSEU) will provide paternity establishment, support establishment, modification, review and adjustment, support collection and disbursement, and enforcement services, as appropriate.</p> <p>Check and sign <b>Box 1</b> if you are applying for child support services and you are <b>not</b> applying for or in receipt of Temporary Assistance or Medicaid. For Safety Net Assistance referrals, the Commissioner or Designee of the social services district as the applicant for child support services must sign and print his or her name and enter the date under <b>Box 1</b>.</p> <p>Check and sign <b>Box 2</b> if you are applying for or in receipt of Temporary Assistance or Medicaid.</p> <p><b>Box 1</b></p> <p><input type="checkbox"/> I am applying for Child Support Services pursuant to New York State Social Services Law, Section 111-g.</p> <p>I hereby apply for child support enforcement services pursuant to New York State's Social Services Law Section 111-g and under Title IV-D of the federal Social Security Act, hereby subscribe and affirm that:</p> <p>I am not a convicted felon, and I agree to remain under the supervision of the Child Support Enforcement Unit immediately upon release from any institution or supervision that relates to the information I have provided in this form.</p> <p>Signature of applicant/recipient for Temporary Assistance or Medicaid _____</p> <p>Print Name _____ Date _____</p> |                        |
| Agency Use Only  |                        |
| Child Support Enforcement Unit/Support Collection Unit Representative (Print name)   | Date<br>____/____/____ |
| New York Case Identifier   | Worker Code            |
| <p><input type="checkbox"/> SSD Referral Case Number _____ Worker Name _____</p> <p>Worker Location _____ Worker Phone Number _____</p> <p><input type="checkbox"/> TANF/MA <input type="checkbox"/> MA-Only <input type="checkbox"/> Safety Net <input type="checkbox"/> Child Support Services Application (Non-TA)</p> <p><input type="checkbox"/> Opening <input type="checkbox"/> Reopening <input type="checkbox"/> Changes or Updates Date of Application/Referral ____/____/____</p>   |                        |

**Worker reviews LDSS-4882 form for completeness**

If still attached upon receipt, detach the Application/Referral for Child Support Services and return the Information about Child Support Services section of the [LDSS-4882](#) to the applicant/recipient. Review the [LDSS-4882](#) for completeness and confirm that the applicant/recipient signed the [LDSS-4882](#) in the appropriate area. Determine if the information provided is sufficient to identify and locate the [NCP/PF](#).

**Minimum Required Information**

For [TA](#) referrals, the applicant/recipient must provide the following information on the [LDSS-4882](#) to help the [CSEU](#) identify and locate the NCP/PF:

- The full name and [SSN](#) of the NCP/PF

**OR**

- The full name of the NCP/PF and at least **two (2)** of the following concerning such parent or father:

1. ☐ Date of birth
- ☐ Residential address (and mailing address, if different)
- ☐ Telephone number
- ☐ Name and address of employer

**OR**

- The full name of the NCP/PF and any additional information equivalent to above that leads to the establishment of the NCP/PF's identity and location.

If the applicant/recipient is unable to provide the required information, the applicant/recipient must attest, under penalty of perjury, to the lack of information by completing and signing the [LDSS-4281](#).

**Incomplete or Insufficient Information Provided:**

If the information provided in the LDSS-4882 and supporting documentation is incomplete or insufficient to identify and locate the NCP/PF, contact the applicant/recipient to determine if such information may be provided.

**Worker must provide notice of cooperation or non-cooperation to the TA Unit:**

To meet the cooperation standard for TA and MA cases, the customer must provide the information noted in the section above entitled "Minimum Required Information," complete and sign the LDSS-4281. The CSEU must notify the TA Unit of cooperation or non-cooperation via form LDSS-2859.

## Does customer claim personal safety concerns?

The question regarding safety is at the very top of the application form; it is the second question in the entire application.

| APPLICATION/REFERRAL FOR CHILD SUPPORT SERVICES  |   |
|--|---|
| <p>Retain Page 1 through Page 7 for your records. Separate the <i>Application/Referral for Child Support Services</i>, Page A-1 through Page A-8, to complete and provide to the Child Support Enforcement Unit (CSEU).</p> <p>If you need language assistance to complete this form, please visit the local CSEU so that translation and/or interpretation services can be provided. If you have any disabilities that prevent you from completing this form and/or waiting to be interviewed, please notify the CSEU. The agency will make appropriate efforts to provide reasonable accommodations for you.</p> |   |
| Section A – Applicant/Recipient Information  |   |
| Primary Language   | What is your primary language?<br><input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other (specify) _____  |
| Safety Concerns  | Do you have reason to believe that by seeking an order for paternity or child support your safety or the safety of the child will be put at risk, or believe you have good cause not to cooperate with the CSEU?<br><input type="checkbox"/> Yes <input type="checkbox"/> No      If "Yes," <b>STOP</b> here and discuss your concerns with the CSEU. |

If there is no indication of a safety concern, the worker should continue to process the [LDSS-4882](#).

If the customer has checked "Yes" to indicate safety concerns, the worker must immediately stop the interview and refer the customer to the [DVL](#), using local protocols.

There is a document concerning domestic violence waivers on [ERS](#) that the worker can print out and give to the customer. It is an attachment to [03-ADM-05](#), entitled [Notice Regarding Child Support Requirements for Victims of Domestic Violence](#), and can be found at: <http://otda.ny.gov/policy/directives/2006/INF/03-ADM-05-attach.pdf>

If the application is received by mail, and the customer has indicated safety concerns, the worker must contact the customer and explain the process for a [referral](#) to the DVL.

## Intake - Policies, Processes, and Procedures

## **Worker sends customer to DVL**

CSEU worker sends customer to DVL, using locally-developed protocols.

If a customer indicates a safety concern on the LDSS-4882, the worker must stop the intake interview and refer the customer — using locally developed procedures — to a Domestic Violence Liaison for screening and assessment.

The CSEU must notify the TA Unit of this action via the **Information Transmittal form, LDSS-2859**.

All CSEU activities must be suspended during the domestic violence screening and assessment process and until a waiver decision is made by the Domestic Violence Liaison.

## Worker begins building the case

Use the completed [LDSS-4882](#) to enter information into the [ASSETS](#) case building module **within twenty (20) calendar days** of receiving an application/[referral](#) for child support services (18 § NYCRR 347.18[a]).

For information on how to access the ASSETS case building module, refer to the [ASSETS User Guide](#) on [ERS](#).

If the applicant provides an [ITIN](#) instead of a [SSN](#), enter the nine-digit number in the designated field.

| Part II – Noncustodial Parent (NCP)/Putative Father (PF) Information   |  |  |               |                                  |  |
|--|--|--|---------------|----------------------------------|--|
| <i>If support for the child is sought from more than one NCP/PF at this time, an LDSS-4882B or a copy of this Part II must be completed for each additional NCP/PF. See Part III for information on how to obtain an LDSS-4882B.</i> |  |  |               |                                  |  |
| <input type="checkbox"/> Copy of Part II or LDSS-4882B for additional NCP(s)/PF(s) attached  |  |  |               |                                  |  |
| NCP/PF Name  | First  | Middle   | Last          | Suffix                           |  |
|  | Alias or Other Known Name  |  |               | Maiden Name                      |  |
| SSN  | -  | -  | ITIN          | -                                | -  |
|  |  |  | Date of Birth | Month/Day/Year<br>____/____/____ |  |
| Gender   | <input type="checkbox"/> Female<br><input type="checkbox"/> Male   | <b>Race/Ethnic Affiliation</b><br><input type="checkbox"/> Asian <input type="checkbox"/> Black or African-American <input type="checkbox"/> Hispanic or Latina(o)<br><input type="checkbox"/> Native American or Alaskan Native <input type="checkbox"/> Native Hawaiian or Pacific Islander<br><input type="checkbox"/> White, non-Hispanic <input type="checkbox"/> Other |               |                                  |  |
| Primary Language   | What is the NCP/PF's primary language?<br><input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other (specify) _____ |  |               |                                  |  |
|  | Height   | Weight   | Eve Color     | Hair Color                       | <input type="checkbox"/> Marks <input type="checkbox"/> Scars <input type="checkbox"/> Tattoos |

The ITIN is a tax processing number issued by the Internal Revenue Service (IRS) that must begin with the number 9. For more information on the ITIN, refer to the [Dear Colleague letter dated April 12, 2005](#) regarding the entering of ITINs on [CSMS](#).

When a case has successfully been built, the worker is [notified of this by a message at the top of the online application form](#).

ASSETS - Intake Application Information - 11/08/2011: - Internet Explorer

Home Systems Tasks Modules Utilities Print Help Exit

District 01 ALBANY

Disposition: Complete

Sequence No. 2962 I6 Date Received 10/30/2017 NCP Info MC J SSN 12/11/19 ADD NOTES

CAN P1 23 Suffix 01 IV-A Application Date 02/23/2016 CP Info JO HA 03/19/19 INTAKE SEARCH

Worker Code E04 IV- A Case Type 17 Safety Net FNP Non-Cash Assistance (SN-FNP) IV-D Case ID Number BY65

Applicant/Custodial Parent Noncustodial Parent Child Information Affirmation

Informational: Application Record No.2962270446 has been saved with Complete Disposition  
 Informational: Case BY65304R1 has been built successfully in district 01  
 Informational: Case Type set to 1 (Client and respondent in local jurisdiction)

Case Type \* ☐ TANF/MA ☐ MA-Only ☐ IV-E Foster Care ☐ Non-IV-E Foster Care  
☒ Safety Net ☐ Child Support Services Application (Non-TANF)

SECTION A - APPLICANT/RECIPIENT INFORMATION

Applicant Safety Concerns

ASSETS - Intake Application Information - 11/08/2011: - Internet Explorer

Home Systems Tasks Modules Utilities Print Help Exit

District 01 ALBANY

Disposition: Complete

Sequence No. 2962 I6 Date Received 10/30/2017 NCP Info MC J SSN 12/11/19 ADD NOTES

CAN P1 23 Suffix 01 IV-A Application Date 02/23/2016 CP Info JO HA 03/19/19 INTAKE SEARCH

Worker Code E04 IV- A Case Type 17 Safety Net FNP Non-Cash Assistance (SN-FNP) IV-D Case ID Number BY65

Applicant/Custodial Parent Noncustodial Parent Child Information Affirmation

Informational: Application Record No.2962270446 has been saved with Complete Disposition  
 Informational: Case BY65304R1 has been built successfully in district 01  
 Informational: Case Type set to 1 (Client and respondent in local jurisdiction)

The worker should fill in the *New York Case Identifier* and *Worker Code* on page A-8 of the [LDSS-4882](#) under **Agency Use Only**.

The [LDSS-4882](#) must be kept on file as part of the case record.



## Worker examines the supporting documentation

1. Examine the supporting documentation:

- a. **Compare** information listed on the [LDSS-4882](#) to information in the supporting documentation.

For example, verify that each party's name *as listed on the [LDSS-4882](#)* reflects the exact first name, middle name or initial, last name, and any applicable suffix *as recorded on the provided **supporting documentation***.

- b. **Verify** the listed information regarding each party's:

- ☐ Date of birth.
- ☐ Employer information.
- ☐ Mailing and residential addresses, including floor, apartment or suite numbers.
- ☐ Social Security number ([SSN](#)) or Individual Taxpayer Identification Number ([ITIN](#)), or other identification.

- c. **Reconcile** any discrepancies by contacting the applicant to determine the correct information.

2. Identify information to be referenced when building the case.

3. Determine which documents have evidentiary value for court proceedings.

The [CSEU](#) should retain documents such as:

- ☐ Award letters
- ☐ Benefit notices or letters
- ☐ Educational and unreimbursed health care expenses
- ☐ Most recently filed federal tax returns and all schedules
- ☐ Pay stubs
- ☐ Proof of child care
- ☐ W-2 forms

## Worker interviews the customer

No case should be built without a signed request for services (in the form of a signed [LDSS-4882](#), a signed [petition](#) from court, or other document.)

If the worker reviews the completed [LDSS-4882](#) and supporting documentation, but does not yet have enough information to build a case, the worker will interview the customer, either by phone or in person. (Local protocols vary among districts.)

During an interview, the worker should ask the customer to provide specific information needed to locate the [NCP](#) and proceed with other actions (e.g. paternity establishment, support establishment, enforcement).

In some districts, [CSEU](#) workers fill out the online equivalent of the [LDSS-4882](#) during the interview. Some of these districts also use electronic signature pads to capture the customer's signature.

Note: **All** applications and referrals must include a **SIGNED** request for child support service from the customer. Regardless of how the signature of the customer is captured, the signed (paper or electronic) document must be kept on file with the case record, and must be readily available in case of an audit.



## CP or NCP requests legal services

If the Non-TA customer is the CP, and wishes to apply for legal services, he or she must indicate this by checking Box 1 in **Section C – Application/Affirmation for Child Support Services** on the LDSS-4882.

Either the CP or NCP can request legal services at any time that there is an open child support case.

(Note: Customers in foster care, TA, or Medicaid cases are not given this form, since the DSS does not seek cost recovery for legal services provided to these customers.)

| Section C – Application/Affirmation for Child Support Services   |
|--|
| The Child Support Enforcement Unit (CSEU) will provide paternity establishment, support establishment, modification, review and adjustment, support collection and disbursement, and enforcement services, as appropriate.   |
| Check and sign <b>Box 1</b> if you are applying for child support services and you are <b>not</b> applying for or in receipt of Temporary Assistance or Medicaid. <u>For Safety Net Assistance referrals, the Commissioner or Designee of the social services district as the applicant for child support services must sign and print his or her name and enter the date under Box 1.</u>   |
| Check and sign <b>Box 2</b> if you are applying for or in receipt of Temporary Assistance or Medicaid.   |
| <b>Box 1</b>   |
| <input type="checkbox"/> I am applying for Child Support Services pursuant to New York State Social Services Law, Section 111-g.<br>I hereby apply for child support enforcement services pursuant to New York State's Social Services Law Section 111-g and under Title IV-D of the federal Social Security Act. I hereby subscribe and affirm under penalty of perjury that the information I have provided in the application and any accompanying documents has been examined by me and to the best of my knowledge and belief is true and correct. I agree to tell the Child Support Enforcement Unit immediately of any new or changed information that relates to the information I have provided in this form. |
| <input type="checkbox"/> Check this box if you wish to request legal services. A <i>Right to Recovery Agreement for Legal Services</i> (LDSS-4920) will be provided to you for completion.   |
| Signature of applicant for Child Support Services _____  |
| Print Name _____ Date _____  |
| Signature of Commissioner or Designee of the social services district for a Safety Net Assistance referral _____   |

## Worker provides customer with legal rates

The worker provides the customer with form [LDSS-4920](#), the [Right to Recovery Agreement for Legal Services](#).

The [LDSS-4920](#) has a blank field where the legal rate should appear.

The [CSEU](#) worker must:

1. *[Fill in the rate for legal services](#).*

LDSS-4920 (12/09) New York Case Identifier: \_\_\_\_\_

| RIGHT TO RECOVERY AGREEMENT<br>FOR LEGAL SERVICES  |                           |   |
|--|---------------------------|---|
| <p><b>IMPORTANT:</b> Please read the "Legal Services Disclaimer" carefully before signing this Right to Recovery Agreement for Legal Services. If you wish that the Child Support Enforcement Unit (CSEU) be represented by an attorney, you must sign the Right to Recovery Agreement for Legal Services in the presence of a Notary Public. The CSEU can provide a Notary Public for this purpose. You may not sign this Agreement if your child is in receipt of Temporary Assistance, Medicaid, or Foster Care as there is no cost recovery for legal services.</p>  |                           |   |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #d3d3d3;"> <th style="text-align: center; padding: 2px;">Legal Services Disclaimer</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;"> <p>Pursuant to Social Services Law (SSL) section 111-g, the CSEU provides services to: establish paternity, obtain or modify child support obligations in accordance with the child support standards act, adjust obligations, and enforce child support orders. It may be helpful for the CSEU to be represented by an attorney in fulfilling its duties, but the appearance of counsel creates an additional expense for the CSEU. You have the option to request that legal services be provided to you in your case by a CSEU attorney, but you must repay the CSEU for the additional expense. The CSEU attorney does not represent you individually but is helping the CSEU provide you with an additional service. Because the CSEU attorney does not represent you, any information you give to the attorney is not privileged and confidential (SSL section 111-c). If at any time your interests are different from the CSEU's, the CSEU attorney will represent the CSEU. You do have the right to secure the services of a private attorney to represent you at your own expense. If you choose to do so, you must notify the CSEU of your intention. You must also notify the CSEU of any change of circumstance that may affect your child support case. This includes entering into any agreement, waiver, or stipulation that may change your status.</p> </td> </tr> </tbody> </table> | Legal Services Disclaimer | <p>Pursuant to Social Services Law (SSL) section 111-g, the CSEU provides services to: establish paternity, obtain or modify child support obligations in accordance with the child support standards act, adjust obligations, and enforce child support orders. It may be helpful for the CSEU to be represented by an attorney in fulfilling its duties, but the appearance of counsel creates an additional expense for the CSEU. You have the option to request that legal services be provided to you in your case by a CSEU attorney, but you must repay the CSEU for the additional expense. The CSEU attorney does not represent you individually but is helping the CSEU provide you with an additional service. Because the CSEU attorney does not represent you, any information you give to the attorney is not privileged and confidential (SSL section 111-c). If at any time your interests are different from the CSEU's, the CSEU attorney will represent the CSEU. You do have the right to secure the services of a private attorney to represent you at your own expense. If you choose to do so, you must notify the CSEU of your intention. You must also notify the CSEU of any change of circumstance that may affect your child support case. This includes entering into any agreement, waiver, or stipulation that may change your status.</p> |
| Legal Services Disclaimer  |                           |   |
| <p>Pursuant to Social Services Law (SSL) section 111-g, the CSEU provides services to: establish paternity, obtain or modify child support obligations in accordance with the child support standards act, adjust obligations, and enforce child support orders. It may be helpful for the CSEU to be represented by an attorney in fulfilling its duties, but the appearance of counsel creates an additional expense for the CSEU. You have the option to request that legal services be provided to you in your case by a CSEU attorney, but you must repay the CSEU for the additional expense. The CSEU attorney does not represent you individually but is helping the CSEU provide you with an additional service. Because the CSEU attorney does not represent you, any information you give to the attorney is not privileged and confidential (SSL section 111-c). If at any time your interests are different from the CSEU's, the CSEU attorney will represent the CSEU. You do have the right to secure the services of a private attorney to represent you at your own expense. If you choose to do so, you must notify the CSEU of your intention. You must also notify the CSEU of any change of circumstance that may affect your child support case. This includes entering into any agreement, waiver, or stipulation that may change your status.</p>  |                           |   |
| <p>I have read the "Legal Services Disclaimer" above. I request legal services by a CSEU attorney in my case, pursuant to subsection 347.17 of Title 18 of New York Codes, Rules and Regulations and SSL section 111-g. The cost of these legal services will be determined at the rate of \$ _____ per _____. I understand that I will be notified under separate cover of the total cost of legal services incurred.</p>   |                           |   |
| <p>Check the appropriate box:</p> <p><input type="checkbox"/> <u>CUSTODIAL PARENT:</u></p>   |                           |   |

2. Explain the legal rates to the customer.
3. Give the form to the customer.

Additionally, the worker must explain to the customer that:

1. The attorney is the legal representative of the Commission of the social services district, and does not represent the customer personally.

## Intake - Policies, Processes, and Procedures

2. There is no attorney-client privilege between the customer and the attorney.
3. Attorney services are limited to establishment of paternity and the establishment, modification, adjustment, and enforcement of support obligations.

Form LDSS-4920 is available in Spanish, as well: [LDSS-4920SP](#) ([Acuerdo Sobre Derechos de Recuperacion de Pagos por Servicios Legales](#)).

See also: [10-ADM-02](#), issued March 23, 2010, entitled [Legal Services and Cost Recovery for Recipients of Child Support Services](#).

## Worker begins building the case

Use the completed [LDSS-4882](#) to enter information into the [ASSETS](#) case building module **within twenty (20) calendar days** of receiving an application/[referral](#) for child support services (18 § NYCRR 347.18[a]).

For information on how to access the ASSETS case building module, refer to the [ASSETS User Guide](#) on [ERS](#).

If the applicant provides an [ITIN](#) instead of a [SSN](#), enter the nine-digit number in the designated field.

| Part II – Noncustodial Parent (NCP)/Putative Father (PF) Information   |  |  |               |                                  |  |
|--|--|--|---------------|----------------------------------|--|
| <i>If support for the child is sought from more than one NCP/PF at this time, an LDSS-4882B or a copy of this Part II must be completed for each additional NCP/PF. See Part III for information on how to obtain an LDSS-4882B.</i> |  |  |               |                                  |  |
| <input type="checkbox"/> Copy of Part II or LDSS-4882B for additional NCP(s)/PF(s) attached  |  |  |               |                                  |  |
| NCP/PF Name  | First  | Middle   | Last          | Suffix                           |  |
|  | Alias or Other Known Name  |  |               | Maiden Name                      |  |
| SSN  | -  | -  | ITIN          | -                                | -  |
|  |  |  | Date of Birth | Month/Day/Year<br>____/____/____ |  |
| Gender   | <input type="checkbox"/> Female<br><input type="checkbox"/> Male   | <b>Race/Ethnic Affiliation</b><br><input type="checkbox"/> Asian <input type="checkbox"/> Black or African-American <input type="checkbox"/> Hispanic or Latina(o)<br><input type="checkbox"/> Native American or Alaskan Native <input type="checkbox"/> Native Hawaiian or Pacific Islander<br><input type="checkbox"/> White, non-Hispanic <input type="checkbox"/> Other |               |                                  |  |
| Primary Language   | What is the NCP/PF's primary language?<br><input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other (specify) _____ |  |               |                                  |  |
|  | Height   | Weight   | Eve Color     | Hair Color                       | <input type="checkbox"/> Marks <input type="checkbox"/> Scars <input type="checkbox"/> Tattoos |

The ITIN is a tax processing number issued by the Internal Revenue Service (IRS) that must begin with the number 9. For more information on the ITIN, refer to the [Dear Colleague letter dated April 12, 2005](#) regarding the entering of ITINs on [CSMS](#).

When a case has successfully been built, the worker is [notified of this by a message at the top of the online application form](#).



## Intake - Policies, Processes, and Procedures

ASSETS - Intake Application Information - 11/08/2011: - Internet Explorer

Home Systems Tasks Modules Utilities Print Help Exit

District 01 ALBANY

Disposition: Complete

Sequence No. 2962 I6 Date Received 10/30/2017 NCP Info MC J SSN DOB 12/11/19 ADD NOTES

CAN P1 23 Suffix 01 IV-A Application Date 02/23/2016 CP Info JO HA INTAKE SEARCH

Worker Code E04 IV-A Case Type 17 Safety Net FNP Non-Cash Assistance (SN-FNP) IV-D Case ID Number BY65

Applicant/Custodial Parent Noncustodial Parent Child Information Affirmation

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Informational: Case Type set to 1 (Client and respondent in local jurisdiction)

Case Type \* ☐ TANF/MA ☐ MA-Only ☐ IV-E Foster Care ☐ Non-IV-E Foster Care  
☒ Safety Net ☐ Child Support Services Application (Non-TANF)

SECTION A - APPLICANT/RECIPIENT INFORMATION

Applicant Safety Concerns

ASSETS - Intake Application Information - 11/08/2011: - Internet Explorer

Home Systems Tasks Modules Utilities Print Help Exit

District 01 ALBANY

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Case Type \* ☐ TANF/MA ☐ MA-Only ☐ IV-E Foster Care ☐ Non-IV-E Foster Care  
☒ Safety Net ☐ Child Support Services Application (Non-TANF)

SECTION A - APPLICANT/RECIPIENT INFORMATION

Applicant Safety Concerns

The worker should fill in the *New York Case Identifier* and *Worker Code* on page A-8 of the [LDSS-4882](#) under **Agency Use Only**.

The [LDSS-4882](#) must be kept on file as part of the case record.

## Foster Care Cases

### Foster Care Cases

What is the difference between Title IV-E Foster Care and Non-Title IV-E Foster Care?

#### IV-E Foster Care

Title IV-E Foster Care expenditures are reimbursable by up to 66% by the federal government.

To build a IV-E Foster Care case, the worker must select the *IV-E Foster Care* radio button.



The screenshot shows a web-based form with three tabs at the top: 'Noncustodial Parent', 'Child Information', and 'Affirmation'. Below the tabs, there is a section for 'Case Type \*' with five radio buttons: 'TANF/MA', 'MA-Only', 'IV-E Foster Care', 'Non-IV-E Foster Care', and 'Safety Net'. The 'IV-E Foster Care' radio button is highlighted with a red rectangular box. Below the radio buttons, there is a checked radio button for 'Child Support Services Application (Non-TANF)'. At the bottom of the form, there is a section header: 'SECTION A - APPLICANT/RECIPIENT INFORMATION'.

In order to select that radio button, the following conditions must be met:

- The *Child Service Code* must be set to "E."

**AND**

- Case Type* must be "40" for upstate, or "13" for NYC.

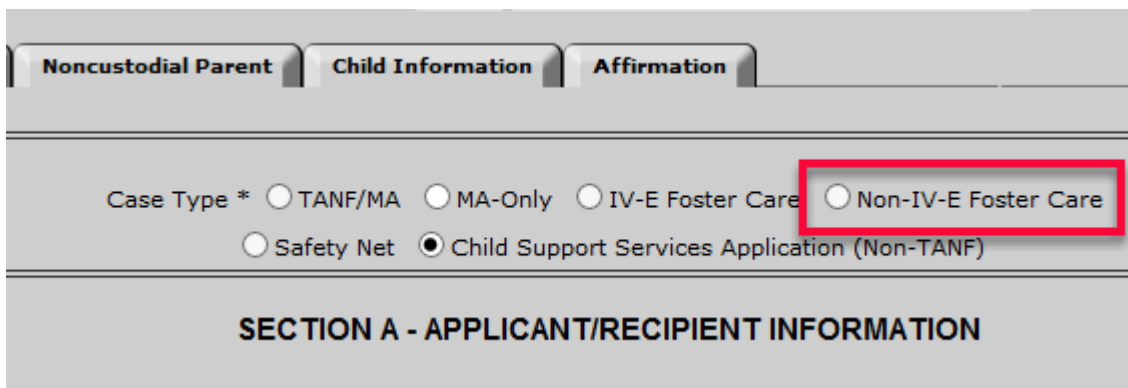
ASSETS will open a "C" Status group, specific to Title IV-E Foster Care cases, to ensure proper federal reporting.

#### Non-IV-E Foster Care

## Intake - Policies, Processes, and Procedures

Non-Title IV-E Foster Care cases receive no funding from the federal government. They are funded entirely through non-federal sources, such as state or county funding.

To build a IV-E Foster Care case, the worker must select the *IV-E Foster Care* radio button.



The screenshot shows a web-based form with three tabs at the top: "Noncustodial Parent", "Child Information", and "Affirmation". Below the tabs, the "Case Type \*" section contains five radio buttons: "TANF/MA", "MA-Only", "IV-E Foster Care", "Non-IV-E Foster Care", and "Safety Net". The "Non-IV-E Foster Care" radio button is highlighted with a red rectangular box. Below the radio buttons, the text "Child Support Services Application (Non-TANF)" is visible. At the bottom of the form, the section header "SECTION A - APPLICANT/RECIPIENT INFORMATION" is displayed.

When the worker builds a Non-IV-E Foster Care case, ASSETS will open a "Y" Status group, ensuring that these cases are not reported as eligible for federal reimbursement.

## Safety Net Cases

### Safety Net Cases

Noncustodial Parent Child Information Affirmation

Case Type \* ☐ TANF/MA ☐ MA-Only ☐ IV-E Foster Care ☐ Non-IV-E Foster Care

☐ Safety Net ☒ Child Support Services Application (Non-TANF)

**SECTION A - APPLICANT/RECIPIENT INFORMATION**

Safety Net is similar to TANF, but is not the same as TANF.

When a Safety Net case is built, ASSETS automatically opens a **Y Group**.

Regarding *Date of Referral*: This is the date that the CAN is added to the database.

Home Tasks Modules Utilities Print Help Exit

**Welfare Reporting Tracking System (WRTS) Applicant Search**

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

District 60 DCSE

Enter CAN, or Applicant SSN, to search PA Cases

☒ CAN ☐ SSN

**Search Results**

| CAN                      | Suffix | Application Date | CAN Date | Applicant Name (First MI Last) | Applicant SSN | Birth Date |
|--------------------------|--------|------------------|----------|--------------------------------|---------------|------------|
| No data found to display |        |                  |          |                                |               |            |

No items found.

??MT - Sarah is double-checking the Date of Referral question.

## Case-Building

### Case-Building — Overview

#### IMPORTANT:

**Workers should check the IVA-IVD Interface Report daily.**

**All cases must be built within 20 days of receipt of an application or referral.**

---

#### TA Referral appears on IVA-IVD Interface Report

**Bottom Line:** Wait until the **CSEU** receives the paper **LDSS-4882**, then build the case through Referral Search.

**See:** Home > Intake > Case-Building > [Referral Search - Building a Case from a Referral Search](#)

[learn more](#)

#### If the Paper LDSS-4882 Has Not Arrived at the CSEU

- If the CSEU has not yet received a paper **LDSS-4882** when the referral appears on the IVA-IVD Interface Report, the CSEU should notify the **TA** Unit of this via an **LDSS-2859**.
- If the CSEU still has not received an **LDSS-4882** ten (10) days after the referral appears on the IVA-IVD Interface Report, the worker should:
  - a. Notify the TA Unit, via an **LDSS-2859**, that the CSEU still has not received an **LDSS-4882**.
  - b. Reach out to the customer and try to schedule an interview.

## Using Referral Search to Build the Case

Why should you build the case through [Referral Search](#)?

Because in doing that, a link between [WMS](#) and [ASSETS](#) will be created for the case, and information about the [CP](#) and Child(ren) will be automatically imported from WMS into ASSETS.

Importing the data from WMS is better than keying (typing) the information into the Application form in ASSETS for the following reasons:

- It saves a lot of time.
- It preserves data integrity and reduces the chance of human error.

When a case is built through [Referral Search](#), the customer must still submit a paper [LDSS-4882](#), and the CSEU must keep the [LDSS-4882](#) on file in the case records.

See also: [Cooperation Requirements for TA Cases](#)

See also: [Roadmap: TA Cases — Intake Process](#)

## TA Referral Walk-Ins (TA referral customer walks in with a paper LDSS-4882)

**Bottom Line:** Build it as a [Non-TA](#) case, and convert it to a TA case later (by adding the [CAN](#) and CINs to the client record), when the temporary assistance goes active.

\* Note: When ASSETS opens an **X Group** ([visible on the Status Info screen](#)), you will know that you've successfully converted the case from Non-TA to TA.

## Intake - Policies, Processes, and Procedures

The screenshot shows the LDSS-4882 intake system interface. At the top, there are navigation tabs: Home, Tasks, Modules, Utilities, Print, Help, and Exit. Below these are input fields for Case ID, District, County, Respondent, ID, SSN, and DOB. A warning message states: "Warning: Confidential child support & Federal data-Authorized users only-No Redisclosure." Below the warning are tabs for Case, Status, Status Change, Resp Info, Resp Emp, Location, Financial, Remarks, Client, Cli Addr, Cli Emp, Child, and CSSA. The Status Information section is highlighted with a red box. It contains a table with columns: Status No, Group No, Action Ind, Status Cd, Reason Cd, Effective Date, Date Added, Worker Cd, Status Description, Aging Parameter, Misc, and Delete. The table shows one item found with Status No 001, Group No 001, Action Ind O, Status Cd X001, Reason Cd 00, Effective Date 07/08/1994, Date Added 07/08/1994, Worker Cd PCB, Status Description IV-D ADC CASE OPENED, Aging Parameter 00, Misc A, and Delete 1. Below the table are buttons for BUILD and DELETE.

| Status No | Group No | Action Ind | Status Cd | Reason Cd | Effective Date | Date Added | Worker Cd | Status Description   | Aging Parameter | Misc | Delete |
|-----------|----------|------------|-----------|-----------|----------------|------------|-----------|----------------------|-----------------|------|--------|
| 001       | 001      | O          | X001      | 00        | 07/08/1994     | 07/08/1994 | PCB       | IV-D ADC CASE OPENED | 00              | A    | 1      |

[learn more](#)

If the customer carries the [LDSS-4882](#) directly from the TA Unit to the CSEU, it is unlikely that the TA Unit has built a temporary assistance case yet – and therefore unlikely that the case will appear on the IVA-IVD Interface Report yet.

However, if the customer applied for temporary assistance at the TA Unit several days prior, and the CSEU only just now receives the [LDSS-4882](#), the referral may be on the IVA-IVD Interface Report already.

The CSEU worker should check the IVA-IVD Interface Report to see whether a temporary assistance case for this customer is already active. The worker can also check this status by conducting a Referral Search using the CP's [SSN](#).

**If the temporary assistance case is already active**, the worker should [build the child support case through a Referral Search](#).

**If the temporary assistance case is not yet active**, the worker should build the case initially as a Non-TA case, and then convert it to a TA child support referral case when the TA Unit's case goes active.

To do that, follow the following steps:

1. Build the case initially as a Non-TA case (This is in the interest of expediting case-building.)
2. When the TA Unit's case goes active, convert the Non-TA child support case to a TA child support referral case by doing the following:

- a. Enter the CP's CAN (found on the IVA-IVD Interface Report) into the client record.
- b. Enter the child(ren)'s CIN(s) into the client record.
- c. Enter the NCP's CAN and CIN into the client record, if these are available. (This will ensure that if the NCP is on any sort of assistance, that will be taken into account when it comes to enforcement mechanisms.)

Entering the CAN into the case record will create a link between ASSETS and WMS for this case.

3. Refresh the screen.

Any demographic information regarding the CP and Child(ren) that is available on WMS will now automatically be imported into the client record.

Also, going forward on this case, when information such as CP address is updated in WMS, the WMS system will subsequently, automatically update the information in ASSETS, as well.

See also: ***Home > Intake > Troubleshooting > [ASSETS Changes CP or NCP Address On Its Own](#)***

**Non-TA customer submits an LDSS-4882 (in person or by mail)**



## Intake - Policies, Processes, and Procedures

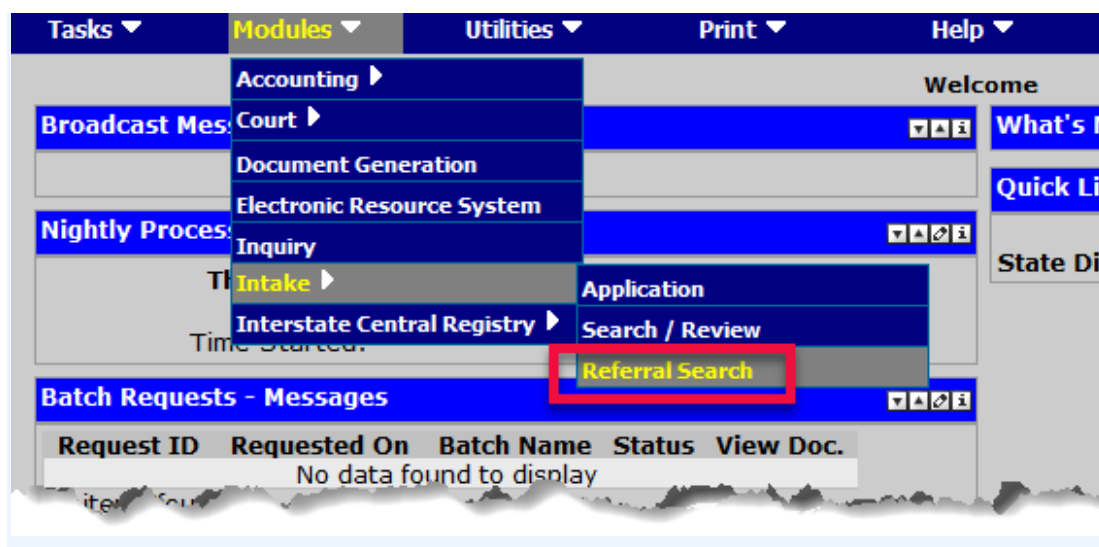
**Bottom Line: Build the case in the Application Form within the Intake module, using information gathered from the paper [LDSS-4882](#).**

## Referral Search — Building a Case from a Referral Search

Cases appearing on the IVA-IVD Interface Report screen are active TA cases that have been referred to the CSEU. The IVA-IVD Interface Report displays the CAN for each case.

To build a case from a Referral Search:

1. Go to *Home > Modules > Intake > Referral Search*



The *Welfare Reporting Tracking System (WRTS) Applicant Search screen appears*.

The screenshot shows the Welfare Reporting Tracking System (WRTS) Applicant Search screen. The screen has a blue header with navigation links: Home, Tasks, Modules, Utilities, Print, Help, and Exit. Below the header, the title 'Welfare Reporting Tracking System (WRTS) Applicant Search' is displayed. A warning message reads: 'Warning: Confidential child support & Federal data-Authorized users only-No Redisclosure.' Below the warning, there is a 'District' dropdown menu with '60' selected and 'DCSE' as the selected option. A text input field is labeled 'Enter CAN, or Applicant SSN, to search PA Cases'. Below this, there are two radio buttons: 'CAN' (selected) and 'SSN'. To the right of the radio buttons are 'SEARCH' and 'CLEAR' buttons. Below the search area, the 'Search Results' section is shown with a table header: 'CAN', 'Suffix', 'Application Date', 'CAN Date', 'Applicant Name (First MI Last)', and 'Applicant'. The table body contains the text 'No data found to display'.

2. Enter the CAN or **SSN** in the appropriate field, and click the Search button.

- You can find the CAN on the [IVA - IVD Interface Report](#) screen.
- If you search by SSN to determine whether or not an **NCP** is on **TA**, this utility will tell you only whether or not NCP is on TA in **New York State**.

The [Select Participants for Child Support Applications](#) screen will display all participants associated with that **CAN** or **SSN**.

??MT - I need a better screenshot below. At resolution 300 dpi (dots per inch), no border, no shadow).

Home Tasks Modules Utilities Print Help Exit

Select Participants for Child Support Applications

District 01 ALBANY BACK

Select Participants and Child Support Case Roles to draft one or more Child Support Applications based on Public Assistance Case CCTLT1A-01

Participants

| Select                   | CS Role     | Line # | SSN | Name (First MI Last) | Gender | Individual Status Code | Birth Date | Age | PA Relationship                      |
|--------------------------|-------------|--------|-----|----------------------|--------|------------------------|------------|-----|--------------------------------------|
| <input type="checkbox"/> | CP/Guardian | 1      |     | ANDY CHILDCAREA      | M      | 07                     | 01/01/1970 | 47  | Applicant/Payee/MA ID Card Recipient |
| <input type="checkbox"/> | NCP         | 2      |     | AMY CHILDCAREA       | F      | 10                     | 01/01/1970 | 47  | Legal Spouse                         |
| <input type="checkbox"/> | CP/Guardian | 3      |     | AUDRA CHILDCAREA     | F      | 07                     | 01/01/2009 | 8   | Daughter                             |
| <input type="checkbox"/> | CP/Guardian | 4      |     | ABBY CHILDCAREA      | F      | 07                     | 01/01/2009 | 8   | Daughter                             |

DRAFT APPLICATION

Drafted Applications

| CP/Guardian              | Noncustodial Parent | Children | Delete |
|--------------------------|---------------------|----------|--------|
| No data found to display |                     |          |        |

BUILD APPLICATIONS

3. Select the participants for the case you are building, and assign their roles.

4. Click on the [Draft Application](#) button.

ASSETS drafts an application.

If the draft application is not accepted, ASSETS will display an error message telling the worker how to resolve the issue.

If the draft application is accepted, the *Build Application* button — which previously had been "grayed out" and not actionable — becomes actionable.

(Note: The *Build Application* button will become active only if ASSETS accepts the draft application first.

**5. Click on the *Build Application* button.**

The Application form within the Intake module appears.

When ASSETS builds the application, it will import from WMS all available child support-related data about the CP and Child(ren), and use it to pre-populate the Application/Referral Form.

??MT - Linda Ward is looking into getting us a list of all data elements imported from WMS to ASSETS during this operation.

**6. Select the radio button corresponding to the type of case you are building.**



The screenshot shows a form titled "SECTION A - APPLICANT/RECIPIENT INFORMATION". Inside the form, there is a section labeled "Case Type \*" with five radio button options: "TANF/MA", "MA-Only", "IV-E Foster Care", "Non-IV-E Foster Care", "Safety Net", and "Child Support Services Application (Non-TANF)". The "Child Support Services Application (Non-TANF)" option is selected.

**7. Proceed with building the case.**

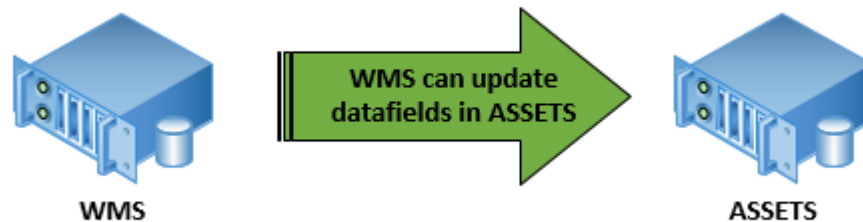
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## Troubleshooting - Intake

### **ASSETS Changes CP or NCP Address On Its Own**

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Data entered into ASSETS by CSEU workers will not modify any data in the WMS system — but some changes made in the WMS system can modify or update data in the ASSETS system automatically.



### **How and when does WMS change a CP address in ASSETS?**

When ASSETS receives from WMS a file containing a mailing address for a CP, ASSETS reads the file and compares it to the address that ASSETS already has.

If the CP mailing address in ASSETS is more than 60 days old and the CP mailing address from WMS is different from the one that ASSETS already has, ASSETS updates the CP mailing address to match the mailing address as reflected in the WMS system.

## **TA Applicant or Referral Never Arrived from TA or MA**

---

The customer and/or a hard copy of the [LDSS-4882](#) should arrive at the [CSEU](#) within 2-3 business days of a [referral](#) appearing on the IVA-IVD Interface Report.)

If the applicant or application in a TA referral case never ever arrives, the worker should investigate why.

### **Possible reasons for "no-show" of TA referral :**

- The TA or MA Unit mistakenly set the *IV-D Indicator* with **Code "D"**, **Code "X"**, or **Code "Y"**, but child support services are/were not actually necessary.
- The referral got lost or misplaced (after arriving at the CSEU).
- The TA or MA Unit referred the case to the CSEU, but never built the case (i.e. after referral to the CSEU, the customer was denied temporary assistance).

In this instance, after confirming such with the referring agency, the CSEU worker must reject the case via the IVA-IVD Interface Report.

### **Required actions if TA customer or referral form never arrives at CSEU:**

If the applicant or application never arrives, the CSEU worker needs to:

1. Contact the referring agency.
2. Find out why the application or applicant never arrived at the CSEU.
3. Take appropriate actions.

## Worker cannot select IV-E Foster Care radio button



The screenshot shows a web form with three tabs: 'Noncustodial Parent', 'Child Information', and 'Affirmation'. The 'Child Information' tab is active. Below the tabs, there is a section for 'Case Type \*' with five radio buttons: 'TANF/MA', 'MA-Only', 'IV-E Foster Care', 'Non-IV-E Foster Care', and 'Safety Net'. The 'IV-E Foster Care' radio button is highlighted with a red rectangular box. Below the radio buttons, there is a section for 'Child Support Services Application (Non-TANF)' with a radio button that is currently selected. Below this section, there is a heading 'SECTION A - APPLICANT/RECIPIENT INFORMATION'.

In order to select the *IV-E Foster Care* radio button, the following conditions must be met:

- The *Child Service Code* must be set to "E."

**AND**

- *Case Type* must be "40" for upstate, or "13" for NYC.

## Worker is kicked out of online Application Form

If the worker hits the **"Backspace"** key while entering information into the online version of the application/[referral](#) form, the [ASSETS](#) system will kick the worker out of the application form.

Therefore, workers should:

- Refrain from hitting the "backspace" key while filling in an online application.
- Save their work after completing each section of the form.

Note: If a worker is kicked out of the application form, they will arrive at this screen:

ASSETS - Intake Search/Review Application Information - 06/28/2017 1:35 PM - Internet Explorer

Home Systems Tasks Modules Utilities Print Help Exit

**Application Search**

**Warning: 500 or more records found.**

Count ☐ District  Save Defaults Delete Defaults

Name (First)  (Middle)  (Last)  SSN  User Id

Tracking ID (Sequence No.)  Date Received (From)  (To)

CAN  Suffix

Disposition:

☐ Open ☐ Complete ☐ Withdrawn ☐ No contact ☐ Uncooperative

☐ Assistance not opened ☐ Inappropriate ☐ Erroneous

SEARCH CLEAR

**Applications/Referrals**

| Sequence No. | CAN    | Suffix | Date Received | Disposition | Case Name | Scheduled End Date | Notes | User ID |
|--------------|--------|--------|---------------|-------------|-----------|--------------------|-------|---------|
| 29 14        | P83285 | 01     | 06/28/2017    | Complete    | AS        | 07/18/2017         | No    | 54A458  |
| 29 37        |        |        | 06/28/2017    | Complete    | K         | 07/18/2017         | No    | 54A458  |
| 29 03        |        |        | 06/28/2017    | Complete    | A         | 07/18/2017         | No    | 54A458  |
| 29 58        |        |        | 06/27/2017    | Complete    | T         | 07/17/2017         | No    | 54a636  |
| 29 86        |        |        | 06/27/2017    | Complete    | W         | 07/17/2017         | No    | 54A562  |
| 29 33        |        |        | 06/26/2017    | Complete    | J         | 07/16/2017         | No    | 54A433  |
| 29 75        |        |        | 06/26/2017    | Complete    | KI        | 07/16/2017         | No    | 54a652  |
| 29 81        |        |        | 06/26/2017    | Complete    | MI        | 07/16/2017         | No    | 54a636  |
| 29 22        |        |        | 06/22/2017    | Complete    | ME        | 07/12/2017         | No    | 54a636  |
| 29 47        |        |        | 06/22/2017    | Complete    | NYSTAXF   | 07/12/2017         | No    | 54a678  |
| 29 21        |        |        | 06/22/2017    | Complete    | NYSTAXF   | 07/12/2017         | No    | 54a678  |
| 29 61        |        |        | 06/21/2017    | Complete    | BRAI      | 07/11/2017         | No    | 54A562  |
| 29 94        |        |        | 06/21/2017    | Complete    | F         | 07/11/2017         | No    | 54a636  |
| 29 22        |        |        | 06/20/2017    | Complete    | NIC       | 07/10/2017         | No    | 54A458  |
| 29 34        | P58500 | 01     | 06/16/2017    | Open        | JEN       | 07/06/2017         | No    | 54A562  |
| 29 67        | P58500 | 01     | 06/16/2017    | Complete    | JEN       | 07/06/2017         | No    | 54A433  |
| 29 18        | P58500 | 01     | 06/16/2017    | Complete    | JEN       | 07/06/2017         | No    | 54A562  |
| 29 14        |        |        | 06/15/2017    | Complete    | B         | 07/05/2017         | No    | 54a652  |
| 29 19        |        |        | 06/13/2017    | Complete    | CHRISTIN  | 07/03/2017         | No    | 54A433  |



# Glossary

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## 0

**03 ADM 05:** Notice Regarding Child Support Requirements for Victims of Domestic Violence.

## 1

**10-ADM-02:** ADM entitled "Legal Services and Cost Recovery for Recipients of Child Support Services." The ADM was issued on March 23, 2010,

**17 ADM 05:** ADM with subject line "Background Investigations of Employees with Access to Federal Tax Information," dated September 26, 2017.

## 4

**4-3b:** Family Court Form 4-3b , Addendum to Support Petition -- Request for Child Support (IV-D) Services. This form was described in a DCL dated March 7, 2016 -- though it was actually released by the OCA on 12-10-2015. The form is for courtroom use only.

**43B:** Form 43B is a court form. (?MT-- NEED CLARIFICATION. FORM MAY BE A PETITION OR AN ADDENDUM. NEED A COPY??

## 9

**98 ADM-14:** Administrative Directive 98-ADM-14. This directive outlined procedures for COLA.

## A

**ACA:** Affordable Care Act.

**ACF:** Administration for Children and Families

**Acknowledgement of Paternity:** This is a written instrument authorized by the social services Law and Public Health Law whereby a person admits that he is the biological father of a particular child born out of wedlock.

**ACS:** Account Creation Summary. The ACS is an ASSETS-generated Family Court report. It can provide info including the parties' and children's names, addresses, SSNs, DOBs, employment statuses, name of NCP's employer, custodian data, TA status, medical insurance, and support orders payable through the CSEU. The ACS can be retrieved via the UCMS (Universal Case Management System), or through ASSETS Summary mode, Court Information tab.

**Acuerdo Sobre Derechos de Recuperacion de Pagos por Servicios Legales:** LDSS-4920SP. Spanish-language version of Right to Recovery Agreement for Legal Services"

**addendum:** An addendum is a court document. It reflects changes to an order made on-the-fly during a hearing. A request for child support services may be contained in an addendum, a petition, or a motion, but must be signed by the requesting party.

**Addendum to Support Petition:** Form 4-3b. This signed addendum serves as an official request for child support services.

**additional amount:** A system-calculated administrative amount added to the current obligation amount in an Income Withholding Order (IWO) to reduce past-due support.

**Address Confidentiality Affidavit:** Family Court General Form 21 (GF-21).  
<http://www.nycourts.gov/forms/familycourt/pdfs/gf-21.pdf>

**Address Information Request form:** Formerly known as a "Postal Clearance Letter."  
See a sample at:  
[http://otda.state.nyen.net/assets/pages/PDFs/Location/Address\\_Information\\_Request.pdf](http://otda.state.nyen.net/assets/pages/PDFs/Location/Address_Information_Request.pdf)

**adjusted annual income:** An individual's annual gross income minus specific deductions.

**administrative enforcement:** Methods to enforce a support order without a court's involvement. Administrative enforcement methods include driver license suspension, tax refund intercept, passport denial, and others.

**affidavit:** A written statement, usually notarized, that is signed under oath or by affirmation.

**Affidavit of Service:** A sworn statement that certifies the delivery of a summons, notice, or order to a person by stating the time and manner in which the paperwork was given to the party.

**AOP:** Acknowledgement of Paternity. A legal process through which paternity -- or legal fatherhood -- can be established. A paternity acknowledgment involves the legal establishment of fatherhood for a child through a voluntary acknowledgment signed by both parents as part of an in-hospital or other acknowledgement service.

**AP:** Absent Parent. This term is used in some districts to denote the NCP.

**appeal:** A formal legal process requesting that a higher court review a lower court's decision.

**APRRS:** Absent Parent Resource Reporting System

**ASCU:** Automated Support Collection Unit.

**ASSETS:** Automated State Support Enforcement and Tracking System (ASSETS).

**Assignment of Support Rights:** The legal procedure by which a person receiving public assistance agrees to turn over to the state or tribe any right to child support, including arrearages, paid by the noncustodial parent in exchange for receipt of a cash assistance grant and other benefits. States and tribes can then use a portion of said child support to defray or recoup the public assistance expenditure.

**Atestiguación de Falta de Información.:** Form LDSS-4281S -- Spanish-language version of "Attestation to Lack of Information"

**Attestation to Lack of Information:** LDSS-4281. A form used to affirm that a Temporary Assistance applicant or recipient has tried to find out but does not know the putative father's name, address, Social Security number, telephone number, date of birth, employer's name and location, or other information that might help locate the putative father. The Spanish-language version of it is LDSS-4281S. They are both available on ERS.

## B

**batch:** A list of financial transactions to be entered or processed. Transactions may move money from one ledger to another within a single account or from one account to another account. All financial transactions are identified and recorded through batch type.

**batch type:** A two-digit system code (e.g., 54, 61, 75) used in ASSETS to identify and record financial transactions.

**BEDS:** Back End Detection System.

**BICS:**

**Birth Certificate:** Having the father's name on the birth certificate does not constitute proof of paternity and is not a legal indicator of paternity for a child born out of wedlock. It is a legal indicator of paternity for a child born during a marriage.

## C

**CAN:** 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 can span several services under the umbrella of social services. (See glossary entry for CIN number.)

**CANs Without CINs Report:**

**CCPA:** Consumer Credit Protection Act. Federal law that limits the amount that may be withheld from earnings to satisfy child support obligations and other

## Intake - Policies, Processes, and Procedures

garnishments. In New York, the maximum ranges from 50% to 65%, depending on whether the obligor is single and owes arrears for more than 12 weeks.

**CEJ:** Continuing Exclusive Jurisdiction.

**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.

**change in circumstances:** A change, usually substantial, in the emotional, financial, or physical condition of one or both parents justifying a modification of a child custody or child support order.

<http://www.nycourts.gov/courts/7jd/courts/family/Definitions.pdf>

**Child Support Recovery Act:** (CSRA) This Act makes it a federal crime to willfully fail to pay a past-due child support obligation for a child living in another state. The past-due obligation must be either greater than \$5,000 or must have remained unpaid for more than one year.

**Child Support Standards Act:** (CSSA) Family Court Act 413 and Domestic Relations Law 240 Section 1-b, the law that governs child support in New York. Known as the CSSA or simply "the guidelines," it defines a basic child support obligation by percentages of income, i.e., 17% of combined parental income for one child, 25% for two children, 29% for three children, 31% for four children, and no less than 35% for five or more children. The law that determines the amount of child support to be paid.

**CHIP:** Children's Health Insurance Program.

**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.

**CJS:**

**Client-in-Court letter:**

**CMU:** Case Management Unit.

**COLA:** Cost-of-Living Adjustment, sometimes called a Cost-of-Living Allowance.

**COLA Notice:** A notice informing CP and NCP that their support order is eligible to request a COLA and that if they wish to pursue a COLA, they must request one. A request form is enclosed with the COLA Notice.

**COLD:** Computer Output to Laser Disc.

**collection on arrears:** Collections on Arrears. This is one of five important performance measures (or KPIs -- Key Performance Indicators). The five are: 1) PEP (Paternity Establishment Percentage); 2) SEP (Support Establishment Percentage); 3) Collections on Current; 4) Collections on Arrears; and 5) Cost Effectiveness.

**collections on current:** Collections on Current. This is one of five important performance measures (or KPIs -- Key Performance Indicators). The five are: 1) PEP (Paternity Establishment Percentage); 2) SEP (Support Establishment Percentage); 3) Collections on Current; 4) Collections on Arrears; and 5) Cost Effectiveness.

**combined parental income amount:**

**Conduent:**

**Consumer Credit Protection Act:** (CCPA) Federal law that limits the amount that may be withheld from earnings to satisfy child support obligations and other garnishments. In New York, the maximum ranges from 50% to 65%, depending on whether the obligor is single and owes arrears for more than 12 weeks.

**Consumer Credit Protection Act (CCPA):** Federal law that limits the amount that may be withheld from earnings to satisfy child support obligations and other

garnishments. State or tribal law may further limit the amount that can be withheld from a person's paycheck.

**Continuation of Services letter:** In a TA case, when the client is no longer active on TA, the CSEU (Processing Center?) sends a letter to the CP (and NCP?) indicating that child support services will continue unabated unless the CP requests otherwise.

**controlling order:** The one order that must be used by all states and tribes for enforcement and modification actions going forward. In cases involving multiple orders issued prior to the enactment of UIFSA, UIFSA provides rules for determining the controlling order, the one order to be prospectively enforced. UIFSA does not apply to tribes.

**cooperation:** The custodial parent's willingness to provide information sufficient to identify and locate the absent parent or putative father. May also include willingness to appear in court or at other hearings....Willingness is different from, and should not be confused with, lack of information or fear of harm, violence, or retaliation from the noncustodial parent.

**cost effectiveness:** Cost Effectiveness of the SCU. This is one of five important performance measures (or KPIs -- Key Performance Indicators). The five are: 1) PEP (Paternity Establishment Percentage); 2) SEP (Support Establishment Percentage); 3) Collections on Current; 4) Collections on Arrears; and 5) Cost Effectiveness.

**court-based enforcement:** Methods to enforce a support order that require a court's involvement. Professional and recreational license suspension require a court hearing.

**CP:** Custodial Parent or Custodial Party. 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:** The Consumer Price Index for All Urban Consumers (CPI-U) is a measure of the average change over time in the prices paid by urban consumers for a market basket of consumer goods and services. The figure is released by the U.S. Bureau of Labor Statistics.

**CPPA:**

**CPS:** Child Protective Services. <http://ocfs.ny.gov/main/cps/>

**credit reporting agency process:** The process of reporting to credit agencies the name of the parent who owes past-due child support, and the amount of the delinquency.

**CSE:** Child Support Enforcement

**CSENET:** Child Support Enforcement Network. CSENET is a data exchange among states for purposes of location and case establishment.

**CSEU:** Child Support Enforcement Unit

**CSH:** Customer Service HelpLine

**CSMS:** Child Support Management System (CSMS). An automated case management system. The CSMS system is accessed through the interface known as ASSETS.

**CSR:** Customer Service Representative.

**CSRA:** Child Support Recovery Act (1992). This Act makes it a federal crime to willfully fail to pay a past-due child support obligation for a child living in another state. The past-due obligation must be either greater than \$5,000 or must have remained unpaid for more than one year.

**CSS:** Child Support Services.

**CSSA:** Child Support Standards Act, enacted 15 September 1989. Family Court Act 413 and Domestic Relations Law 240 Section 1-b, the law that governs child support in New York. Known as the CSSA, or simply "the guidelines," it defines a basic child support obligation by percentages of income, i.e., 17% of combined parental income for one child, 25% for two children, 29% for three children, 31%



## Intake - Policies, Processes, and Procedures

for four children, and no less than 35% for five or more children The law that determines the amount of child support to be paid.

**Current Assistance IV-D Case:** A case where the children are: (1) recipients of Temporary Assistance for Needy Families (TANF) under Title IV-A of the Social Security Act or (2) entitled to Foster Care maintenance payments under Title IV-E of the Social Security Act. In addition, the children's support rights have been assigned by a caretaker relative to a state or tribe, and a referral to the state or tribal child support agency has been made.

**custody:** A court's determination of which parent or other appropriate party should have physical and/or legal control and responsibility for a minor child.

## D

**DCL:** Dear Colleague Letter. A letter sent out to those in the child support community and interested partners that conveys information on child support program activities.

**DCSE:**

**de novo:** "de novo" is a Latin expression meaning "afresh", "anew", "beginning again," hence the literal meaning "new hearing," as if the matter had not been previously heard or decided. A de novo hearing is functionally equivalent to an original support establishment hearing. "De novo" is used to refer to a hearing or trial which starts over, which wipes the slate clean and begins all over again, as if any previous partial or complete hearing had not occurred.

**Deadbeat Parents Punishment Act of 1998:** DPPA. A federal law that imposes criminal penalties on parents who repeatedly fail to support children living in another state or who flee across state lines to avoid supporting them; the Deadbeat Parents Punishment Act established felony violations for the willful failure to pay legal child support obligations in interstate cases.

**Delinquency Switch 09:** Delinquency Switch "09" indicates that an IWO has been sent out to an employer for a case, but no payments have been received from that employer in the past 45 days.

**Delinquency Switch 11:** This code signifies that the CSEU has received only partial payments as of the previous month.

**delinquency switch codes:** Delinquency switch codes track IWOs and the status of the payments attached to them. Delinquency switch codes are two-digit codes.

**distribution:** The allocation of child support collected to the various types of debt (e.g., monthly support obligations, arrears, ordered arrears) within a child support case as specified in 45 CFR 302.51 (45 CFR 309.115 for procedures governing tribal child support programs); the process of how the total child support payment amount is divided between all those owed under the support orders, including reimbursement for public assistance.

**DNA:** DNA or deoxyribonucleic acid.

**DOB:** Date of Birth.

**DOD:** Department of Defense.

**Domestic Violence Liaison:** (DVL) An employee specially trained in assessing client claims of domestic violence, granting waivers from Temporary Assistance requirements, and referring clients to needed services.

**DPPA:** Deadbeat Parents Punishment Act of 1998. A federal law that imposes criminal penalties on parents who repeatedly fail to support children living in another state or who flee across state lines to avoid supporting them; the Deadbeat Parents Punishment Act established felony violations for the willful failure to pay legal child support obligations in interstate cases.

**driver's privilege suspension:** The enforcement process by which an NCP who fails to pay child support as ordered may have his or her driver's license suspended.

**DRL:** Domestic Relations Law (DRL). New York State laws used for divorce and other marriage-related actions and proceedings.

**DSS:** Department of Social Services

**DSS-2860:** Form DSS-2860 is obsolete. It was replaced by the LDSS-4882 form.

**DSS-2860 (form):** Child Support Enforcement Referral

**DSS-3570 (form):** WMS Certification Guide

**DSS-Net:** NEED DEFINITION

**DUCC:** Dynamic User-Centric Content

**due process:** The principle of fairness in legal proceedings so that a person has a right to know what action is being taken and has an opportunity to be heard.

**DV:** Domestic Violence.

**DVL:** Domestic Violence Liaison.

## E

**E-IWO:** Electronic Income Withholding Order.

**ECS:** Electronic Communications System, used for communications between the Processing Center and local SCUs.

**EDE:** Electronic Document Exchange. Documents from other states come through the EDE. As of Aug 2017, only about 20 states use this system.

**EDI:** Electronic Data Interchange

**EFT:** Electronic Funds Transfer.

**ERD:** Earliest Release Date (from incarceration).

**ERS:** Electronic Resource System (ERS). ERS is an intranet website maintained by NYS Child Support Services specifically for the use of local and state staff of NY's child support program. The site provides access to online policy and program information to assist staff with their responsibilities.

**ex-parte communication:** A motion, application, request, submission, etc., made by one party without including notice to the other party.

(<http://www.nycourts.gov/courts/7jd/courts/family/Definitions.pdf>)

**exclusive jurisdiction:** The provision, made in the U.S. Constitution, in legislation, or in a contract, that a particular court is the only forum in which a certain type of case may be brought.

**F**

**FA:** Family Assistance

**family court:** Family Court hears cases involving adoption, child abuse and neglect, foster care approval and review, guardianship, PINS (Persons in Need of Supervision), juvenile delinquency, child support, custody, visitation, spousal support and family offenses (Orders of Protection). Divorce actions are heard in Supreme Court.

**Family Court Interface:** When reported by the Family Court, information about the parties in a Family Court case can be accessed through the Family Court Interface, an ASSETS module that displays information from the Office of Court Administration's Universal Case Management System (UCMS).

**FAOP:** Federal Administrative Offset Program. A program that intercepts certain federal payments in order to collect past-due child support.

**FBI:** Federal Bureau of Investigations.

**FC:** Foster Care

**FCA:** Family Court Act (FCA).

**FCI:** Family Court Interface.

**FCR:** Federal Case Registry [of Child Support]. A national database of information on all people with IV-D cases and people with Non-IV-D orders that were entered or changed on or after October 1, 1998. The FCR receives this case information on a daily basis from the State Case Registry located in each state, and proactively matches it with previous submissions to the FCR and with employment information contained in the National Directory of New Hires (NDNH). Any successful matches are returned to the appropriate state(s) for processing. The FCR and the NDNH are both part of the Federal Parent Locator Service maintained by OCSE.

**Federal Administrative Offset Program:** (FAOP) A program that intercepts certain federal payments in order to collect past-due child support.

**Federal Case Registry:** Federal Case Registry [of Child Support]. A national database of information on all people with IV-D cases and people with Non-IV-D orders that were entered or changed on or after October 1, 1998. The FCR receives this case information on a daily basis from the State Case Registry located in each state, and proactively matches it with previous submissions to the FCR and with employment information contained in the National Directory of New Hires (NDNH). Any successful matches are returned to the appropriate state(s) for processing. The FCR and the NDNH are both part of the Federal Parent Locator Service maintained by OCSE.

**Federal Financial Participation:** FFP. The portion of a state's child support expenditures that are paid by a federal government match. Most child support costs are matched two to one. In other words, the federal share of most child support costs is 66 percent.

**Federal Offset Program:** FOP. The program that provides several enforcement tools to collect past-due child support from NCPs, including federal income tax refund and administrative offset, Passport Denial Program, MSFIDM, and Debt Check.

**Federal Parent Locator Service:** FPLS. A computerized, national location network operated by OCSE. The FPLS obtains address, employer information, and data on child support cases in every state, then compares the data and returns matches to the appropriate states. This helps state and local child support agencies locate NCPs and PFs for the purposes of establishing custody and visitation rights, establishing and enforcing child support obligations, investigating parental kidnapping, and processing adoption or foster care cases. The expanded FPLS includes the Federal Case Registry (FCR) and the National Directory of New Hires (NDNH).

**Federal Tax Refund Offset Program:** This program/process collects past-due child support amounts from NCPs through interception of their federal income tax refunds.

**FEIN:** Federal Employer Identification Number. This is a nine-digit number given to all employers by the Internal Revenue Service (IRS). It is used for collecting child support from a parent's paycheck.

**FFCCSOA:** Full Faith and Credit for Child Support Act.

**FFP:** Federal Financial Participation. The portion of a state's child support expenditures that are paid by a federal government match. Most child support costs are matched two to one. In other words, the federal share of most child support costs is 66 percent.

**FIDM:** Financial Institution Data Match.

**file run:** File Run, also known as a "job run."

**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. A FIPS code tells you who is enforcing the order. (The case may be from another state, for example.) The FIPS code also routes payments for intergovernmental cases and is used to determine eligibility for enforcement.

**FOP:** Federal Offset Program. This program provides several enforcement tools to collect past-due child support from NCPs -- including federal income tax refund and administrative offset, Passport Denial Program, MSFIDM, and Debt Check.

**Form OCSE-34:** Child Support Enforcement Program Quarterly Collection Report.

**Former Assistance IV-D Case:** A case where the children formerly received Title IV-A (AFDC or TANF) or Title IV-E foster care.

## Intake - Policies, Processes, and Procedures

**FPLS:** Federal Parent Locator Service (database). A computerized, national location network operated by OCSE. The FPLS obtains address, employer information, and data on child support cases in every state, then compares the data and returns matches to the appropriate states. This helps state and local child support agencies locate NCPs and PFs for the purposes of establishing custody and visitation rights, establishing and enforcing child support obligations, investigating parental kidnapping, and processing adoption or foster care cases. The expanded FPLS includes the Federal Case Registry (FCR) and the National Directory of New Hires (NDNH).

**FRC:** Foreign Reciprocating Country.

**FSA:** Family Support Act.

**full waiver:** If a DVL grants a TA applicant/recipient a "full waiver" of the requirement to cooperate with the child support program, all case and enforcement activity in child support must stop. A full waiver can be granted only by a Domestic Violence Liaison. The DVL will notify the CSEU of this status. (Compare to: "partial waiver.")

**FVI:** Family Violence Indicator. The FVI is a designation in the Federal Case Registry. It is placed on a participant in a case or order, and indicates that the participant is at risk of child abuse or domestic violence. The FVI is used to prevent disclosure of the location of a party or a child believed by the state or tribe to be at risk of family violence. The Federal Case Registry (FCR) uses this term to identify a person involved in a family violence case or order in another state.

**FVO:** Family Violence Option.

## G

**genetic testing:** Analysis of inherited factors to determine legal fatherhood or paternity.

**GF-21 (form):** Family Court form GF-21 is the Address Confidentiality Affidavit.

<http://www.nycourts.gov/forms/familycourt/pdfs/gf-21.pdf>

**GF-21a (form):** Address Confidentiality Order. This is a NYS Family Court document.

**good cause:** A legal reason for which a Temporary Assistance for Needy Families (TANF) recipient is excused from cooperating with the child support enforcement process, such as past physical harm by the child's noncustodial parent. It also includes situations where rape or incest resulted in the conception of the child and situations where the mother is considering placing the child for adoption.

**gross income:** The amount of money earned before taxes or other required deductions.

**GSA:** General Services Administration.

**guardian:** A person who is legally responsible for the care and management of the person or property of a minor or incompetent person.  
(<http://www.nycourts.gov/courts/7jd/courts/family/Definitions.pdf>)

**guardianship:** Being appointed by a court to manage the affairs of a person incapable of acting for himself, as a minor or person of unsound mind.

**Guidelines - Child Support:** A standard method for setting child support obligations, using a mathematical formula and based on the income of one or both parent(s) and other factors determined by state or tribal law. The Family Support Act of 1988 requires states to use guidelines to determine the amount of support for each family, unless they are rebutted by a written finding that applying the guidelines would be inappropriate to the case.

## H

**HHS:** Dept. of Health and Human Services.

**HRA:** Human Resources Administration.

## I

**I/EDR:** Imaging Electronic Document Retrieval system? Imaging Enterprise Document Repository?

**ICR:** Interstate Case Registry.



**iDHS:** NEED DEFINITION

**IEX:** Income Execution Order. Also known as an Incoming Withholding Order (IWO).

**IM:** Informational Memorandum. A document that provides state and tribal child support enforcement agencies with information on program practices that can be useful to program improvement.

**imputed income:** Income that may be attributed to an individual who refuses to obtain employment, chooses not to work for personal reasons, or chooses to earn less than is typical for someone with the individual's training, education and skill. An individual cannot be forced to work, but the court or decision-maker can attribute certain income levels to a person based on the person's education or training, skill, and work history. Some states consider assets, for example, if the obligor is self-employed or owns real estate. This also may be the amount of income the court or administrator determines that an obligor is capable of earning if he or she does not appear at a hearing after proper service. Some will also attribute income to a custodial parent who chooses to remain unemployed.

**income withholding:** A process by which part of a person's wages or assets are allocated for payment of a child support obligation.

**Informational Memorandum:** (IM) A document that provides state and tribal child support enforcement agencies with information on program practices that can be useful to program improvement.

**initiating jurisdiction:** The state, tribal or county court, or administrative agency that sends a request for action to another court or agency that can exercise legal authority against a party to an action. In cases where a state is trying to establish an initial child support order on behalf of a resident custodial parent and does not have Long-Arm Jurisdiction (cannot legally claim personal jurisdiction over a person who is not a resident), it must file a Two-State Action under the Uniform Interstate Family Support Act (UIFSA) guidelines. (Tribes are not subject to UIFSA.)

**IRS:** Internal Revenue Service.

**ITIN:** Individual Taxpayer Identification Number. The ITIN is a tax processing number issued by the Internal Revenue Service (IRS) that must begin with the number 9. For more information on the ITIN, refer to the "Dear Colleague" letter dated April 12, 2005 regarding the entering of ITINs

**IV-A:** Title IV-A of the Social Security Act pertains to Temporary Assistance for Needy Families (TANF); Temporary Assistance (TA), and Safety Net Assistance (SNA).

**IV-A case:** A case in which the state provides public assistance under the state's IV-A program (which is funded under Title IV-A of the Social Security Act) where the child(ren) have been determined to be eligible for Temporary Assistance for Needy Families (TANF). The children's support rights have been assigned to the state or tribe, and a referral to the child support agency has been made.

**IV-D case:** A case in which a state provides child support services as directed by the state or tribal child support program.

**IV-D TANF:** (Foster Care and Adoption Assistance) A case in which a state currently provides benefits or services for foster care maintenance to children entitled to foster care maintenance under the state's IV-E Program authorized under Title IV-E of the Social Security Act. These cases are also eligible for IV-D services.

#### **IV-E Unit:**

**IWO:** Income Withholding Order. Also known as "income execution" (IEX). A notice issued to an employer or income payor directing that child support be deducted from a noncustodial parent's wages or other income and sent to the Support Collection Unit (SCU) to satisfy the noncustodial parent's support obligation.

## **J**

#### **judgement:**

**judgment:** A determination of the rights of the parties in an action or special proceeding. A judgment shall refer to and state the result of a verdict or decision, or recite the circumstances upon which it is based.

## K

**KPIs:** Key Performance Indicators, also called "Performance Measures." There are five key KPIs in Child Support. They are are: 1) PEP (Paternity Establishment Percentage); 2) SEP (Support Establishment Percentage); 3) Collections on Current; 4) Collections on Arrears; and 5) Cost Effectiveness.

## L

### **L Group:**

**LCM:** Local Commissioners Memorandum. This is a type of policy document issued by the OTDA.

**LD:** Local district.

### **LDMIP:**

**LDSS-2521:** This form no longer exists. It was replaced by form LDSS-4882 on May 1, 2012. This was announced in 12-ADM-03. (The LDSS-2521 was the "Application for Child Support Services.")

**LDSS-2521S:** This form no longer exists. It was replaced by form LDSS-4882 on May 1, 2012. This was announced in 12-ADM-03. (The LDSS-2521 was the Spanish language version of the "Application for Child Support Services.")

**LDSS-2859:** Information Transmittal Form. (See Mary Hans first packet for photocopy of this form). This form is by child support, temporary assistance (TA), foster care (FC) and other programs to transmit case information. It is also used by Medicaid (MA) to receive child support information.

**LDSS-2860:** This form no longer exists. It was replaced by form LDSS-4882 on May 1, 2012. This was announced in 12-ADM-03. (The LDSS-2860 was a "Child Support Referral" form.)

**LDSS-2921:** "New York State Application for Certain Benefits and Services." This is the application form used by the TA Unit when people apply for TA services. You can view this form at: <https://otda.ny.gov/programs/applications/2921.pdf>

- LDSS-3908:** This form no longer exists. It was replaced by form LDSS-4882 on May 1, 2012. This was announced in 12-ADM-03. (The LDSS-3908 was the "Important Notice Regarding Child Support to Persons Applying for or Receiving Temporary Assistance or Foster Care Maintenance Payments under Title IV-E.")
- LDSS-3908 SP:** This form no longer exists. It was replaced by form LDSS-4882 on May 1, 2012. This was announced in 12-ADM-03. (The LDSS-3908 was the Spanish language version of the "Important Notice Regarding Child Support to Persons Applying for or Receiving Temporary Assistance or Foster Care Maintenance Payments under Title IV-E.")
- LDSS-4281:** Attestation to Lack of Information. This form is available on ERS.
- LDSS-4281S:** Atestiguación de Falta de Información. This is the Spanish version of the Attestation to Lack of Information. This form is available on ERS.
- LDSS-4418:** Acknowledgement of Paternity (form) For a Child born to an Unmarried Woman. <https://otda.ny.gov/policy/directives/2014/INF/14-INF-01-Attachment-1.pdf>
- LDSS-4873:** Domestic Violence Reassessment Checklist.  
[http://otda.state.ny.net/ldss\\_eforms/eforms/4873.pdf](http://otda.state.ny.net/ldss_eforms/eforms/4873.pdf)
- LDSS-4882:** "Information about Child Support Services and "Application/Referral for Child Support Services" intake form. (Form LDSS-4882)
- LDSS-4882A:** "Information About Child Support Services" intake form.
- LDSS-4882B:** "Information for an Additional Noncustodial Parent (NCP)/Putative Father (PF)" intake form
- LDSS-4882C:** "Information for an Additional Child" intake form.
- LDSS-4920:** Form LDSS-4920 is the "Right to Recovery Agreement for Legal Services." This must be completed by Non-TA applicants who are requesting legal assistance services. The form is available in Spanish, as well, as Form LDSS-4920SP.

## Intake - Policies, Processes, and Procedures

**LDSS-4920SP:** Form LDSS-4920SP is the Spanish language version of form LDSS-4920, the "Right to Recovery Agreement for Legal Services." This must be completed by Non-TA applicants who are requesting legal assistance services. The form is available in English as form LDSS-4920.

**LDSS-5088:** IV-D Payment (Pass-Through) Mass Reauthorization (MRB/A) form.

**LDSS-5108:** Form: "Request to Change Name Pursuant to 18 NYCRR § 347.3" -- This form was introduced in 17-ADM-07 on September 13, 2017.

**ledger:** An ASSETS subaccount that identifies a support obligation, including the payee (client, DSS, or other party) and the type of support obligation (e.g., current child support, past-due support, confinement costs, child-care expenses). May also refer to the alphanumeric code that identifies the ledger, e.g., 11BV.

**LEP:** Limited English Proficiency.

**Long-Arm Jurisdiction:** Legal provision that permits one state or tribe to claim personal jurisdiction over someone who lives in another state or tribe. There must be some meaningful connection between the person and the state, tribe or district that is asserting jurisdiction in order for a court or agency to reach beyond its normal jurisdictional border. Also called Extended Personal Jurisdiction.

**lottery prize intercept:** The process through which an NCP's lottery prize winnings (if over \$600) are applied to satisfy past-due child support obligations.

**low income obligation:** When the NCP's income is determined by the court to be at or below the federal poverty level for a single person, the presumptive support amount is \$25 per month. When income is at or below the self-support reserve (135% of the federal poverty level), but above the federal poverty level, the presumptive support amount is \$50 per month.

## M

**MAMI:** Multicultural Association of Medical Interpreters. (area code??) 214-5003

**MAO:** Medical Assistance Only.

**MDO:** Modified Downward Order.

**medical support:** Any medical, dental, optical, prescription drug, health care services, or other health care benefits made available to a child. Medical coverage provided for a child or children pursuant to an order. This includes: (1) private health insurance, (2) publicly-funded health coverage if a parent is ordered by a court or administrative process to provide cash medical support payments to help pay the cost of Medicaid or Children's Health Insurance Program (CHIP), (3) cash medical support, including payment of health insurance premiums, and (4) payment of medical bills (including dental or eye care). Medical support may be provided by the custodial parent, noncustodial parent or another person, such as a stepparent.

**modification:** A formal written application to a court requesting a change in an existing child support order. 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)

**motion:** A formal request made to a judge for an order or judgment. Motions are made in court all the time for many purposes: to continue (postpone) a trial to a later date, to get a modification of an order, for temporary child support, for a judgment, for dismissal of the opposing party's case, for a rehearing, for sanctions (payment of the moving party's costs or attorney's fees), or for dozens of other purposes. Most motions require a written petition, a written brief of legal reasons for granting the motion (often called "points and authorities"), written notice to the attorney for the opposing party and a hearing before a judge. However, during a trial or a hearing, an oral motion may be permitted.  
(<http://www.nycourts.gov/courts/7jd/courts/family/Definitions.pdf>)

**MSFI:** Multi-State Financial Institution. A financial institution that conducts business in more than one state.

**MSFIDM:** Multi-State Financial Institution Data Match. A program that allows child support agencies a means of locating financial assets of individuals owing child support.

**MSO:** Monthly Support Obligation.

**multistate employer:** An employer that conducts business in two or more states. As with single-state employers, multistate employers are required by law to report all new hires to the State Directory of New Hires (SDNH) operated by their state government. However, unlike single-state employers, a multistate employer may report all of their new hires to the SDNH of only one state in which they do business rather than to each of them.

## N

**NACHA:** National Automated Clearing House Association. The association that establishes the standards, rules, and procedures that enable financial institutions to exchange payments on a national basis. The Electronic Funds Transfer and the child support Electronic Data Interchange formats are established by NACHA.

**National Directory of New Hires:** (NDNH) A national database containing new hire and quarterly wage data from every State Directory of New Hires and federal agency, and Unemployment Insurance data from State Workforce Agencies. OCSE maintains the NDNH as part of the expanded Federal Parent Locator Service. (Tribes can choose to obtain access to the NDNH by agreements with a state.) The NDHH was established by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA).

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

**NCSL:** National Conference of State Legislatures.

**NDNH:** National Directory of New Hires. A national database containing new hire and quarterly wage data from every State Directory of New Hires and federal agency, and Unemployment Insurance data from State Workforce Agencies. OCSE

maintains the NDNH as part of the expanded Federal Parent Locator Service.  
(Tribes can choose to obtain access to the NDNH by agreements with a state.)

**never assistance case:** A case in which the customer has never been a receipt of temporary assistance.

**Never Assistance IV-D Case:** A case where the children are receiving services under the Title IV-D program, but are not currently determined to be eligible for and have not previously received assistance under Titles IV-A or IV-E of the Social Security Act. This classification includes cases where the family is receiving child support services as a result of a written application for IV-D services, including cases where the children are receiving state (not Title IV-E) foster care services, or a case in which they are Medicaid recipients not receiving additional assistance. Tribal and international cases are considered never assistance cases if the case status is unknown.

**new hire reporting:** Program under which employers submit data on a new employee within 20 days of hire to the State Directory of New Hires in the state where they do business. Minimum data required includes the employee's name, address, and Social Security number, and the employer's name, address, and Federal Employer Identification Number. Some states request additional data. A multistate employer has the option of reporting all new hires to a single state in which they do business. The data is then submitted to the National Directory of New Hires (NDNH) and compared against child support order information contained in the Federal Case Registry for possible enforcement of child support obligations by wage garnishment. New hire data may also be used at the state level by other agencies to detect fraud; for example, to find new hires that have been receiving unemployment insurance or other public benefits for which they may no longer be eligible. Federal agencies report new hire data directly to the NDNH. (Tribal programs can have access to NDNH data by agreement with a state.)



**New York Civil Practice Law and Rules:** The bound book containing the "New York Civil Practice Law and Rules" is often referred to simply as "the red book" or "the Redbook" (the cover is red).

**New York Family Law Statutes:** The bound book of "New York Family Law Statutes" is often referred to as "the yellow book" (the cover is yellow).

**New York State Application for Certain Benefits and Services:** LDSS-2921. This is the application form for TA services. The form is used by the TA Unit.

**New York State Unified Court System:** Family Court forms pertaining to child support are available at <http://www.nycourts.gov/forms/familycourt/childsupport.shtml>

**NHR:** New Hire Reporting (database), used for locating an NCP.

**NMSN:** National Medical Support Notice.

**Non-IV-D case:** A case where the order is entered into privately and the CSEU is not providing location, enforcement, or collection services. These cases are often entered into during divorce proceedings. Non-IV-D cases are for payment processing only. A Non-IV-D Order is one in which the state is not currently providing services under the state's Title IV-A, Title IV-D, Title IV-E, or Title XIX program.

**Non-IV-E Foster Care:** In IV-E Foster Care cases are reimbursed by federal funding by up to 60%. Conversely, Non-IV-E Foster Care cases receive no federal funding, and are funded at the local level.

**Non-TA:** Non-Temporary Assistance

**normalized:** Normalizing ledgers of different frequencies means breaking the various payment frequency cycles into their lowest common denominator to arrive at a common payment frequency. This is for purposes of applying percentage increases and making other calculations across disparate ledgers. It is a mechanism for "comparing apples to apples" when talking about disparate frequencies of payment.

**Notice of Motion:** A documentat telling the court and the opposing party when a motion will be heard. It will detail what is being asked for, and why.

**Notice of Petition:** This is a document telling the opposition party when and where the court will hear a case. It is served along with the petition.

**Notification of Order of Filiation:**

**NPA:** Non-Public Assistance.

**NPRC:** National Personnel Records Center.

**NPRM:** Notice of Proposed Rule-Making.

**NQW:**

**NYS:** New York State.

## O

**objection:** A written request that a Judge review a decision of a Support Magistrate.

**obligation frequency:** How often the child support is to be paid: usually weekly, bi-weekly, semimonthly, or monthly.

**Obligee:** The person, state, tribal agency or other entity to which child support is owed.

**obligor:** The person obligated to pay chid support (also referred to as the NCP).

**OBO:** "on behalf of" - For example, in a Non-TA case, the petitioner may be the CP, or it may be the CSEU on behalf of the customer.

**OCA:** Office of Court Administration (OCA).

**OCFS:** Office of Children and Family Services.

**OCSE:** [Federal] Office of Child Support Enforcement

**ongoing order:** A TA client can file for an "ongoing order" -- which means that they still want to pursue a child support order even if or when they are no longer receiving TA or MA (and therefore are no longer required to cooperate with the child support program).

**OOF:** Order of Filiation.

**OOS:** Out of State.

**OPDV:** (NYS) Office for the Prevention of Domestic Violence.

<http://www.opdv.ny.gov/index.html>

**OPM:** Office of Personnel Management.

**oral/written notice:** New York State law requires that you provide both parties with oral and written notice regarding the rights, responsibilities, consequences, and alternatives to signing the New York State Acknowledgment of Paternity form (LDSS-4418). Oral notice can be provided through an audio or video presentation (including the CSS Signing the Acknowledgment of Paternity Form video); the AOP document itself can satisfy the written notice requirement.

**Order of Filiation:** An Order of Filiation. An order establishing the paternity of a child or unborn child born out of wedlock issued by a court. This order establishes the child's legal right to support and inheritance from the biological father, as well as the father's right to seek custody and visitation.  
(<http://www.nycourts.gov/courts/7jd/courts/family/Definitions.pdf>)

**order of support:** An order directing payments of child support, spousal (husband or wife) support, or both.

**OSC:** FCR

**OTDA:** Office of Temporary and Disability Assistance.

**overage status tab:** A tab found in ASSETS Worker Alerts Management mode that lists all status and reason codes that have exceeded their "aging parameter" (or timeframe for the activity, in months). This tab can be used to review and take action on cases with open statuses that have reached or are about to reach the end of their aging parameter. This information appears on the COLD Weekly Aging Report. ASSETS updates this tab weekly.

## P

**PA:** Public Assistance. This is an old term for what is now called "Temporary Assistance."

**padre sin custodia:** NCP. Absent Parent.

**Parent Locator Service:** (PLS)

**partial waiver:** If a DVL grants a TA applicant/recipient a "partial waiver" of the requirement to cooperate with the child support program, the CSEU may proceed with a child support case, but with certain precautions (such as suppressing the CP's address on petitions). A partial waiver can be granted only by a Domestic Violence Liaison. The DVL will notify the CSEU of this status. (Compare to: "partial waiver.")

**pass-through payment:** In TA or MA cases, the first UP TO \$100 (for one child) or UP TO \$200 (for two children) collected each month is sent directly to the CP. This is called a "pass-through" payment.

**PCL:** Postal Clearance Letter. The Postal Clearance is now called the "Address Information Request" form. Sample:  
[http://otda.state.ny.net/assets/pages/PDFs/Location/Address\\_Information\\_Request.pdf](http://otda.state.ny.net/assets/pages/PDFs/Location/Address_Information_Request.pdf)

**PCL file:** Processing Center File -- a file sent from the Processing Center to ASSETS.

**PDCL:**

**PEP:** Paternity Establishment Percentage. Calculated by number of paternitys established divided by the number of children born out-of-wedlock. This is one of five important performance measures (or KPIs -- Key Performance Indicators). The five performance measures are: 1) PEP (Paternity Establishment Percentage); 2) SEP (Support Establishment Percentage); 3) Collections on Current; 4) Collections on Arrears; and 5) Cost Effectiveness.

**Personal Information Letter:** Is this the same as the Personal Information Form? (NYS Family Court tab, in the Document Generation utility.

## Intake - Policies, Processes, and Procedures

**personal values:** Concepts or beliefs about what is correct, fair, important, or admirable. Honesty, compassion, friendliness, and privacy may all be personal values. "A person's principles or standards of behavior" Oxford Dictionaries: <https://en.oxforddictionaries.com/definition/value>

**petition:** A petition is a court document reflecting a request made prior to a hearing. A petition may be attached to a court order.

### **Petition for Paternity Establishment:**

**petitioner:** The person or agency that initiates a case by filing a petition. Known as the "plaintiff" in courts other than Family Court.

**PEX:** Property Execution, i.e. the seizure of property.

**PF:** Putative Father. This is a person who is presumed to be the father of a child, though there may not yet be hard evidence to support that presumption.

**PFR:** Putative Father Registry.

**physical residence:** The place where a person lives.

**PINS:** Persons In Need of Supervision.

**PIQ:** Policy Interpretation Question. An official reply from the federal Office of Child Support Enforcement to an inquiry submitted by a state or tribal child support agency concerning application of policy.

**plaintiff:** The person, state, or tribal agency initiating a petition or motion.

**PLS:** Parent Locator Service.

**POFR:**

**Postal Clearance Letter:** The Postal Clearance Letter is now called the "Address Information Request" form. See a sample:  
[http://otda.state.ny.net/assets/pages/PDFs/Location/Address\\_Information\\_Request.pdf](http://otda.state.ny.net/assets/pages/PDFs/Location/Address_Information_Request.pdf)

**PPD:** Passport Denial Program. A program that works with the Secretary of State in denying passports to any person certified as owing a child support debt greater than \$2,500.

**private case:** Among child support workers, a "private case" is understood to mean a Non-TA case. In a private case, the customer is not mandated or required to cooperate with the child support program, but rather is applying for services of their own accord.

**pro se:** When a party represents himself in a legal matter, rather than being represented by a lawyer.

**Proc. Ctr.:** Processing Center

**process server:** A process server is a person authorized by law or by a court to formally deliver process such as summonses, complaints, subpoenas, writs and other court to a defendant or respondent.

**Processing Center:** Centralized location where payment processing, notice generation, the Child Support Helpline (call center) and other important functions of the child support program are completed.

**professional behaviors:** Actions or practices appropriate for or expected in the workplace.

**property execution:** (PEX) Procedure through which a noncustodial parent's financial assets may be frozen and seized in order to satisfy child support arrears.

**PRWORA:** The Personal Responsibility and Work Opportunity and Reconciliation Act of 1996, also known as "welfare reform." It had many important implications for child support services. See section in manual regarding "1996: The Personal Responsibility and Work Opportunity and Reconciliation Act of 1996 (PRWORA)"

**putative father:** The person alleged to be the father of the child, but who has not yet been medically or legally declared to be the father.

**Putative Father Registry:**

## Q

**quarterly wage data:** (QW Data) Data on all employees that must be submitted by employers on a quarterly basis to the State Workforce Agency in the state in which they operate. The data is then submitted to the National Directory of New Hires (NDNH). Minimum information must include the employee's name, address, Social Security number, wage amount, and the reporting period, and the employer's name, address, and Federal Employer Identification Number (FEIN). The data is then compared against child support order information contained in the Federal Case Registry (FCR) for possible enforcement of child support obligations by wage garnishment. Federal agencies report the data directly to the NDNH.

**QUICK:** QUery Interstate Cases for Kids (QUICK) is a tool that can provide information on many of the child support cases in the country.

**QW:** Quarterly Wage.

**QW data:** Quarterly Wage (QW) Data. Data on all employees that must be submitted by employers on a quarterly basis to the State Workforce Agency in the state in which they operate. The data is then submitted to the National Directory of New Hires (NDNH). Minimum information must include the employee's name, address, Social Security number, wage amount, and the reporting period, and the employer's name, address, and Federal Employer Identification Number (FEIN). The data are then compared against child support order information contained in the Federal Case Registry (FCR) for possible enforcement of child support obligations by wage garnishment. Federal agencies report the data directly to the NDNH.

## R

**Reason Code:** Reason Codes are district-specific, and set by supervisors within each district. Reason Codes are attached to Ticklers, and provide a reason for the tickler itself. When the reason for the tickler is not or cannot be stated sufficiently

by a Reason Code, the worker should instead (or supplementally) enter remarks to state the reason for the tickler.

**Reciprocity:** The process by which one jurisdiction grants certain privileges to another jurisdiction on the condition that it receives the same privileges.

**Redbook:** Often referred to simply as "the red book," this is the bound book of "New York Civil Practice Law and Rules."

**referral:** A request sent to a CSEU from another jurisdiction or a non-IV-D agent or agency asking that a child support order be established.

**referral clients:** The following types of cases are commonly called "referrals": TA, MA, IV-E Foster Care, Non-IV-E Foster Care

**referred collection:** A collection applied to an account built for a custodial parent's new county (or state) of residence. When a custodial parent moves from the New York county where the order was first established, a referred account is built.

**rescind:** Revoke, cancel, or repeal (a law, order, or agreement).

**residence:** A place in which a person lives with or without an intention to make it a permanent home.

**Respondent:** The person or agency against whom a petition is filed, and who responds to the petition. (The respondent is known as the "defendant" in other types of courts.) (<http://www.nycourts.gov/courts/7jd/courts/family/Definitions.pdf>)

**retained collection:** A collection applied to an account in the county where the child support order was originally issued.

**ROS:** Recipient of Services. This may be a CP receiving child support services, or it may be an NCP receiving paternity establishment services or other services. In some cases, both CP and NCP may be receiving services.

## S



**Safety Net Assistance:** In a TA referral case, if a customer does not meet the requirement to cooperate with the CSEU, the TA may issue the TA benefits, but with sanctions -- meaning, with a 25% reduction in TA benefits.

**sanctions (imposed on TA assistance):**

**SCR:** State Case Registry (of Child Support Orders). A database maintained by each state that contains information on individuals in child support cases. Information submitted to the SCR is transmitted to the Federal Case Registry (FCR), where it is compared to cases submitted to the FCR by other states, as well as to employment data in the National Directory of New Hires (NDNH). Matches found are returned to the appropriate states for processing.

**SCU:** Support Collection Unit.

**SDNH:** State Directory of New Hires. The SDHR (State Directory of New Hires) provides the name and employer of all recently hired workers in New York State. Each state has a SDNH. Information from the SDNH is then transmitted to the NDNH (National Directory of New Hires), which is then compared against child support order information in the Federal Case Registry (FCR).

**SDU:** State Disbursement Unit, i.e. the "Processing Center." The facility in each state where all child support payments are sent for processing.

**Section 111-b (17) of the Social Services Law:**

**self-support reserve:** In New York State, the self-support reserve is defined as 135% of the federal poverty guideline for a single person, as reported by the federal department of health and human services.

**SEP:** Support Establishment Percentage. Calculated by: Number of IV-D cases with support orders divided by total number of IV-D cases. This is one of five important performance measures. The five are: 1) PEP (Paternity Establishment Percentage); 2) SEP (Support Establishment Percentage); 3) Collections on Current; 4) Collections on Arrears; and 5) Cost Effectiveness.

**service of process:** The actual delivery of legal paperwork that requires a person to respond or appear to that person or his/her agent.

**Siebel:** Seibel is a computer program produced by Oracle and used by workers at the Processing Center. Data fields in Seibel are mapped to data fields in ASSETS. Data captured at the Processing Center and entered into Siebel is communicated to ASSETS in routine data exchanges, and vice versa.

**SNA:** Safety Net Assistance (SNA) falls under the umbrella of "Temporary Assistance).

**SNAP:** Supplemental Nutrition Assistance Program (SNAP).

**SPLS:** State Parent Locator Service (database), used for locating an NCP. This information is accessible to tribes through agreements made with states.

**spousal support:** Court-ordered support of a spouse or ex-spouse; also referred to as maintenance or alimony.

**SSA:** Social Security Administration.

**SSD:** Social Service District

**SSDI:** Social Security Disability Income (SSDI, also referred to as "SSD." SSDI pays monthly benefits to workers who are no longer able to work due to a significant illness or impairment that is expected to last at least a year or to result in death within a year. Benefits are based on the disabled worker's past earnings and are paid to the disabled worker and to his or her dependent family members. To be eligible, a disabled worker must have worked in jobs covered by Social Security.

**SSI:** Supplemental Security Income. Supplemental Security Income is a program that is strictly need-based, according to income and assets. SSI disability benefits are available to low-income individuals who have either never worked or who haven't earned enough work credits to qualify for SSD.

**SSL:** Social Services Law

**SSL § 111-g:**

**SSN:** Social Security Number.

**State Case Registry:** (SCR) A database maintained by each state that contains information on individuals in child support cases. Information submitted to the SCR is transmitted to the Federal Case Registry (FCR), where it is compared to

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cases submitted to the FCR by other states, as well as to employment data in the National Directory of New Hires (NDNH). Matches found are returned to the appropriate states for processing.

**State Parent Locator Service:** (SPLS) This database is used for locating an NCP. This information is also accessible to tribes through agreements made with states.

**State Workforce Agencies:** (SWA) Agencies in each state that process unemployment insurance claims and maintain databases of employment information and quarterly wage data submitted by employers. Formerly called State Employment Security Agencies (SESAs).

**subpoena:** A process issued by a court compelling a witness to appear at a judicial proceeding. Sometimes the process will also direct the witness to bring documentary evidence to the court.

**summons:** A notice to a defendant or respondent that an action against him or her has been commenced in court and that a judgment will be issued against him or her if the complaint is not answered within a certain time.

**Support Magistrate:** A Family Court Judge who has the authority to decide legal matters in court and to issue arrest warrants.

**support order:** A court order that decides the how much money should be paid for the support of a child or spouse (husband or wife). A support order can include money; health care; payment of debts; or repayment of court costs and attorney fees, interest, and penalties; and other kinds of support.

**support order date:** This is the date the order was signed.

**support petition:** A formal written application to a court requesting judicial action on a matter of child support. A request to the court to say who is legally responsible for the support of a child, a spouse or a relative, and how much support should be paid.

**Supporting Affidavit:**

**SVES:** State Verification Enumeration Service.

**SWA:** State Workforce Agency. Agencies in each state process unemployment insurance claims and maintain databases of employment information and quarterly wage data submitted by employers. Formerly called State Employment Security Agencies (SESAs).

## T

**TA:** Temporary Assistance. "Temporary Assistance" includes Family Assistance (FA) and Safety Net Assistance (SNA).

**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.

**TA Application Form:** The application form for TA services is LDSS-2921.  
<https://otda.ny.gov/programs/applications/2921.pdf>

**TA Cases:** The term "TA cases" is used as an umbrella term to describe clients receiving any of the following types of temporary assistance: SNA; SNAP; MA; Family Assistance; and Safety Net.

**TAMA:** Training and Management Analysis.

**TANF:** Temporary Assistance to Needy Families. Time-limited public assistance payments made to financially-challenged families, based on Title IV-A of the Social Security Act. TANF replaced Aid to Families with Dependent Children when the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) was signed into law in 1996. The program provides parents with job preparation, work, and support services to help them become self-sufficient. Applicants for TANF benefits are automatically referred to their state or tribal child support agency in order to establish paternity and child support for their children from the noncustodial parent. This allows the state or tribe to recoup or defray some of its public assistance expenditures with funds from the noncustodial parent.

**tax and finance referral:** Referral of a case to the New York State Department of Taxation and Finance for “collection action.” A collection action may include filing a lien against real or personal property and then seizure and sale of the property. The collecting officer may levy upon any personal property in the county belonging to or in the possession of such person and, unless the taxes are paid prior thereto, cause the same to be sold at public auction for the purpose of paying the taxes due and the expense of levy and sale.  
(<http://codes.findlaw.com/ny/real-property-tax-law/rpt-sect-926.html>)

**tax refund offset:** The process by which a respondent’s federal or state income tax refund is directed to NYS CSS to satisfy past-due child support obligations.

**TCSE:** Tribal Child Support Enforcement.

**Temporary Assistance to Needy Families:** (TANF) Time-limited public assistance payments made to financially-challenged families, based on Title IV-A of the Social Security Act. TANF replaced Aid to Families with Dependent Children when the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) was signed into law in 1996. The program provides parents with job preparation, work, and support services to help them become self-sufficient. Applicants for TANF benefits are automatically referred to their state or tribal child support agency in order to establish paternity and child support for their children from the noncustodial parent. This allows the state or tribe to recoup or defray some of its public assistance expenditures with funds from the noncustodial parent.

**testimony:** Evidence that a competent witness gives under oath at trial or in an affidavit or deposition.

**Title 6A of Social Services Law:**

**Title IV-E:**

**TPHI:** CSMS gives health insurance information to TPHI systems.

**TROP:** Tax Refund Offset Process.

**U**

**UCMS:** Universal Court Management System. This system pertains to Family Court only. Through the UCMS, workers can retrieve an ACS (Account Creation Summary) containing names, SSNs, DOBs, and much more.

**UDC:** Undistributed Collections (as opposed to undisbursed collections).

**UIB:** Unemployment Insurance Benefits.

**UIFSA:** Uniform Interstate Family Support Act (UIFSA). Law enacted by all states that provides mechanisms for establishing and enforcing child support obligations in interstate cases (when a noncustodial parent lives in a different state from the child and the custodial party). Among the law's provisions is ability of state child support agencies to send withholding orders to employers across state lines. (UIFSA does not apply to tribes.) See also: Long Arm Jurisdiction, CEJ,

**Universal Case Management System:** UCMS.

**UPA:** Uniform Parentage Act.

**URA:** Unreimbursed Public Assistance.

**URESА:** Uniform Reciprocal Enforcement of Support Act.

**USPS:** United States Postal Service.

**V**

**VineLink:** VINELink can be used to locate Respondents in states other than New York. VineLink is an online portal to VINE, a victim notification network that provides information regarding incarceration status changes and criminal case information. <https://vinelink.com/#/home>

**violation:** Failure to comply with a Family Court order.

**violation petition:** A formal written application to a court requesting judicial action on the matter of nonpayment of court-ordered child support.

## W

**Wage and Health Benefits Report:** A form sent to an employer to confirm a noncustodial parent's employment, compensation and benefits, especially health insurance benefits.

**Wedlock Indicator:** A single-character, alphanumeric code used in ASSETS to show whether paternity has been established, where paternity was established, and how paternity was established.

**WHBR:** Wage and Health Benefits Report. This is sent to employers to obtain information about an NCP.  
[http://otda.state.ny.net/assets/pages/PDFs/Support\\_Establishment/WHBR.pdf](http://otda.state.ny.net/assets/pages/PDFs/Support_Establishment/WHBR.pdf)

**WMS:** Welfare Management System. The WMS system used by the TA units supplies referrals and other information to the ASSETS system used by Child Support units.. The relationship is one-way only: WMS can update some information in the ASSETS system (CP residential addresses, for example), but the ASSETS system cannot update any datafields in the WMS system.

**WRATS:** Waiting Room Appointment Tracking System (WRATS). This is a system to track clients applying for various social services within a county.

**WRS:** [State] Wage Reporting System. The WRS contains wage data and employer identification for all persons for whom New York State income tax is withheld by their employer.

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

## Y

**Yellowbook:** Often referred to as "the yellow book" (the cover is yellow), this is the bound book of "New York Family Law Statutes."

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