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Instructions for Reviewers of This Document

Instructions for SME Reviewers of This Document

Dear Reviewers of this Document:

What we're looking for:

Accuracy. Is the information CORRECT?

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

Please pay particular attention to the following distinctions:

- 1) “Can” versus “Should” versus “Must” do something – The distinction must be clear, and standardized. There must be no confusion on the part of the reader as to when they “should” do something versus when they “must” do something. – I also want to include explanation of what will (or won’t) happen when something that “must” be done is NOT done...
- 2) Requirements versus suggestions (same as above)
- 3) Best practice? Please flag it as such.
- 4) Impact on KPIs and customer service. Clear pathways to quality improvement and preventing or attacking backlogs, bottlenecks, impasses.

Instructions for Reviewers of This Document

- 5) Deadlines and timeframes – correct?
- 6) Where you think that a graphic, diagram, chart, or picture might clarify the content, please say so.
- 7) Where a step is either mission critical or is a common point of confusion, please flag it.

Dear Reviewers:

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

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

At this time, we are concerned with *meaning* rather than *wording*.

Therefore, please don't worry about specific wording unless the wording is ***inaccurate***.

Likewise, issues of formatting, design, line spacing, links, or the interface itself can be addressed at a later time.

Thanks!

Mark

Intro - Child Support Operations Manual

Introduction to the Child Support Services Operations Manual

Lots of ways to navigate and search for info.

Clickable diagrams that take you to drill-down content. Interactive Table of Contents. Full-text, *any* or *all* search box. Interactive index.

Breadcrumbs. "Back to top" button. Hyperlinked cross-references.

Lots of ways to get additional info without leaving the page that you're on.

"Learn more" buttons. In-Line glossary definitions. Glossary and index in the left pane, without leaving your content page. Pop-Up screenshots.

Live links to forms and notices on [ERS](#).

Roadmaps (Clickable Diagrams)

([Example](#)) The process diagrams are clickable roadmaps that show all steps in a given process, and the actors carrying out each step.

Using the Filter function, end users can filter content according to these same actors, so that they see only the content that they want to see.

Search Box

Search for pages/topics containing **ANY** or **ALL** of your search terms.

This is a full text search, non-case-sensitive.

Enter as many search terms as you like.

Any or All: For example, if you enter "**CEJ**" and "eligible," the search will return hits of **ALL** pages that contain "CEJ" **OR** "eligible."

If you wish to narrow your search results to only those pages that contain **BOTH** "CEJ" **AND** "Eligible," check the checkbox that says "Display results with all search words."

Breadcrumbs

Hit the "Home" button from any screen to return to the top-level menu. (Also, you can hit the "Return to Top of Page" button at any page to get back to the top without scrolling.)

From any page, return to an earlier point in your path just by clicking at location in the breadcrumbs..

Table of Contents

The Table of Contents is found in the left sidebar, which can be toggled on and off (i.e. in and out of view).

Nodes in roadmap process diagrams are mapped to individual topics in the table of contents. A single click on any step in a process diagram will take you directly to drilldown content providing you with more information about that step.

Index

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The index is located in the left sidebar. The index has its own search box, with auto-complete.

All index entries are live hyperlinks. Clicking on the index entry take you to the page of content containing that index entry..

Also, you can search WITHIN the index -- you don't have to scroll down looking through the alphabet looking for "delinquency switch 19," for example. Just enter "delinquency" into the search bar at the top of the Index and, baddabing baddaboom, you're there. (You're welcome.)

Glossary

The glossary is in the left sidebar.

The glossary has a search bar with auto-complete. Just begin typing the word or phrase you're looking for.

You can have multiple glossary terms/entries open or expanded at the same time.

In-line Glossary Definitions

([Example](#))

Filter

Filter the content you see according to your needs and preferences.

"Learn More" Buttons

([Example](#)) On some pages, you'll see buttons you can click on to "learn more."

This is generally content that is nice to know, but is not necessarily critical to performing day-to-day job functions given everyday circumstances.

Pop-Up Screenshots

([Example](#)) When screens are mentioned on a given page, there will usually be live hyperlinks to those screens. These will pop-up right on the page that you're looking at -- it won't take you away from what you're reading. To close the pop-up window, just click outside the pop-up itself, and it will go away.

Moreover, each screenshot will tell you the path to that screen in [ASSETS](#).

Links Directly to Forms and Notices on ERS -- for viewing or download

([Example](#)) When notices or mailings are mentioned on any given page, they will usually contain a hyperlink to take you directly to a copy of the form or notice or mailing in question, on ERS. From there, you can view it, download it, or just admire it.

Don't worry -- it will open in a new window...so again, it won't take you AWAY from the page you're looking at in the manual.

Print Any Topic Directly from Your Browser

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Note also that in the future, end users will be able to download an entire chapter (i.e. a chapter on [COLA](#), or Intake Procedures, or DMV) as a single PDF with interactive table of contents bookmarks.

Viewable On Any Screen, Any Device

This manual is built to be viewed on any screen of any device.

It may look different depending upon what device you're using -- or whether you're using a standard monitor, a widescreen monitor, etc.

In fact, you can even resize the window on your screen, and the content willl resize and reflow to suit your style.

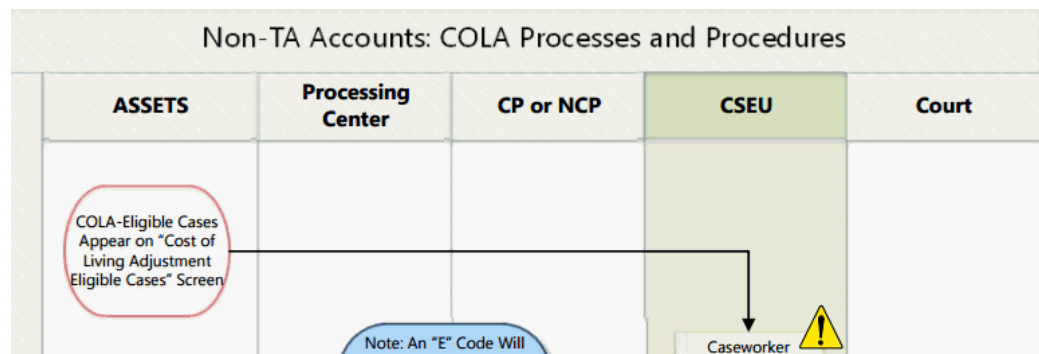
Filtering Your Content, Customizing Your View:

How to use the filter

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

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

- ASSETS
- Processing Center
- CP or NCP
- CSEU (or Worker)
- Court



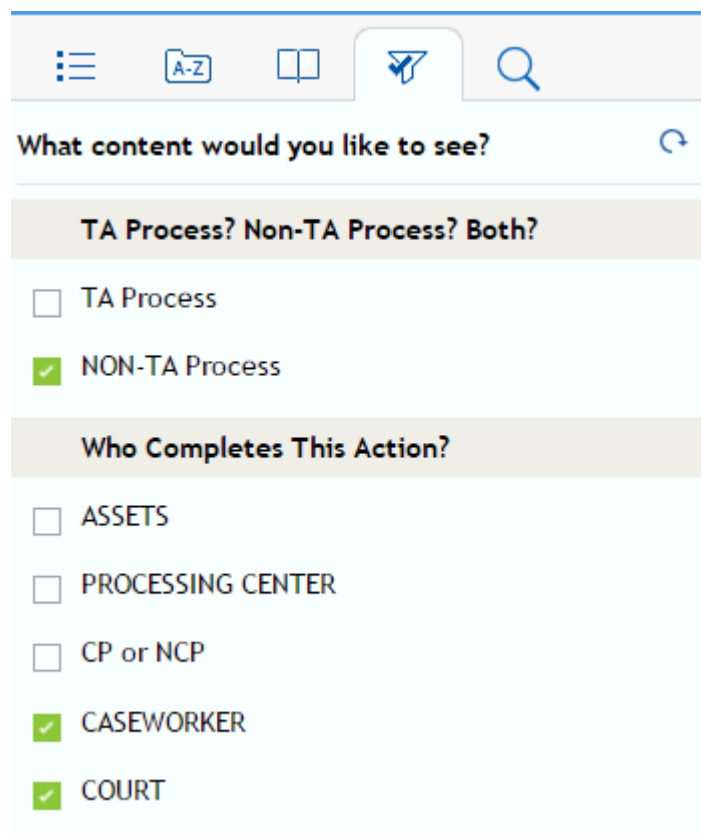
End-users will be able to filter the content they see on the website, in the table of contents, according to these same actors. The actors

Printed Documentation

they can filter the content (and the TOC) by on the website mirror the actors named in the process diagrams.


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

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



The screenshot shows a web interface with a filter menu. At the top, there is a navigation bar with icons for a list, A-Z, a book, a filter, and a search. Below the navigation bar is a header that says "What content would you like to see?" with a refresh icon. The filter menu is divided into two sections. The first section is titled "TA Process? Non-TA Process? Both?" and contains two checkboxes: "TA Process" (unchecked) and "NON-TA Process" (checked). The second section is titled "Who Completes This Action?" and contains five checkboxes: "ASSETS" (unchecked), "PROCESSING CENTER" (unchecked), "CP or NCP" (unchecked), "CASEWORKER" (checked), and "COURT" (checked).

What content would you like to see?	
TA Process? Non-TA Process? Both?	
<input type="checkbox"/>	TA Process
<input checked="" type="checkbox"/>	NON-TA Process
Who Completes This Action?	
<input type="checkbox"/>	ASSETS
<input type="checkbox"/>	PROCESSING CENTER
<input type="checkbox"/>	CP or NCP
<input checked="" type="checkbox"/>	CASEWORKER
<input checked="" type="checkbox"/>	COURT

What content would you like to see? 

TA Process? Non-TA Process? Both?

☒ TA Process

☒ NON-TA Process

Who Completes This Action?

☒ ASSETS

☐ PROCESSING CENTER

☐ CP or NCP

☒ CASEWORKER

☐ COURT

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

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

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

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

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

Demo - Examples of Pages

Embedded Video

Filtering Your Content:

Teaser re Go Live of Product

Below is a tonque-in-cheek promotional video I made for a client (Millard) in 2013 to tease the Go-Live of its HighJump product, and the user manual that I wrote for. (Best viewed with SOUND.) We can make a similar promo piece for the [CSS](#) Ops Manual, if you you like.

COLA

Intro to COLA

What is a COLA?

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

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

1. All eligibility criteria are met

AND

2. Neither the CP nor the NCP (nor the SCU itself) objects to the increase.

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

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

If the CP is on TA

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

If the CP is *NOT* on TA

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

If the NCP is on TA

- The case is not eligible for a COLA.

Note:

TA status of the NCP is indicated by the NCP's CAN and CIN numbers on ASSETS.

[learn more](#)

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

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

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

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If an NCP who is on TA receives a ***Notice of Your Right to Request***, s/he should contact the help desk or his/her local [CSEU](#).

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

TA Accounts versus Non-TA Accounts: Different COLA Processes

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

TA Cases	Non-TA Cases
<p>Unless either party <i>objects</i> to a proposed COLA, the entire process is automatic.</p> <p>Neither the <u>CP</u> nor the <u>NCP</u> has to submit a request for a COLA – <u>ASSETS</u> (i.e. the <u>SCU</u>) does this for them.</p> <ul style="list-style-type: none"> • ASSETS automatically recognizes when an order becomes eligible for a COLA. • ASSETS automatically requests a COLA on behalf of the CP • ASSETS sends an <u>Adjusted Order of Support</u> to both parties, with a notice telling them that their support order is eligible for a COLA. • Unless the CP, NCP, or the SCU files an objection to the proposed COLA, the COLA will automatically take effect 60 	<p>ASSETS informs the CP and NCP by mail when their order is eligible for a COLA, and provides them with a request form.</p> <p>CP or NCP <i>must request</i> a COLA for the process to move forward.</p> <ul style="list-style-type: none"> • ASSETS automatically recognizes when an order becomes eligible for a COLA. • The COLA Notice informs the CP and NCP that they have the right to request a COLA. • Either party can request a COLA by mailing in the request form. • If neither the CP nor NCP mails in a request for a COLA, no further action is taken, and no COLA is processed. • If a request for a COLA is received by the Processing Center, when ASSETS next

<p>days from the mailing of the <u>Adjusted Order of Support</u>.</p>	<p>runs its COLA monthly process, an <u>Adjusted Order of Support</u> will be sent to all parties. (The <u>worker</u> does not need to take any action.</p> <p>learn more</p> <ul style="list-style-type: none">• When a CP or NCP mails a COLA Request Form to the Processing Center, workers at the Processing Center enter the appropriate request code into the COLA Request Indicator field. (Code "2" if the CP has made the request, or Code "3" if the NCP has made the request.). <i>In this instance, the Caseworker does not need to take any action.</i>• When ASSETS next runs its COLA monthly process (on the third full weekend
---	---

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

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

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

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

[learn more](#)

Exceptions:

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

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

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

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

How Is a COLA Calculated?

In child support, a COLA is determined based upon the sum of the percentage changes in CPI-Us for the years:

- since 1994,

OR

- since the original support order,

OR

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

-- *whichever is latest* --

if that sum is equal to or greater than 10%.

The support obligation is multiplied by such percentage. The product is the COLA.

-

For a full description, see New York SSL III-n (I) (c)

-

Adding up CPI-U percentages to determine COLA eligibility

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

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

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

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

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

The same example, in dollars and cents:

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

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

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

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

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

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

Negative CPI-U Years

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

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

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

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

Ledgers Affected

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

- [Eligible Ledgers](#)
- Ineligible Ledgers

Eligibility

Orders Subject to COLA

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

The COLA is applicable to all other orders receiving services under **Title 6-A**, including orders for Title IV-E Foster Care and Medicaid-only cases. Orders enforced on behalf of persons not in receipt of public assistance (Non-TA) are subject to COLA under Section 111-g of the Social Services Law, upon request of the CP or NCP.

In Title IV-E Foster Care cases where there is an assignment of support rights, the SSD shall be deemed to have requested the COLA review.

General Eligibility Criteria for a COLA

The child support program can increase the amount of a child support order administratively (i.e. without court involvement) by applying a [COLA](#) if:

1) It has been at least two years since the support order was established, **or** since the obligation amount has been adjusted or modified,

AND

2) the sum of the percentage changes in the [CPI-U](#) for the years since 1994, **or** since the original support order, **or** since the last year in which the order amount was adjusted or modified — **whichever is latest** — is equal to or greater than 10%.

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

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

This information helps the worker determine whether or not a case is eligible for a COLA.

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

Decision Tree: Is This Order Eligible for a COLA?

Step #	Question	Where to Find the Answer	According the Answer Move to the Next Step
Step 1	Has it been less than two years since the order was established or modified?	Check date in Review Adjustment Date field on Obligation Tab screen.	If Yes , it is not eligible for a COLA .
			If No , continue with Step #2.
Step 2	Is the sum of the percentage changes in CPI-U for the years preceding the review (beginning with 1994 or the year the order was issued or most recently modified or adjusted, whichever is later) equal to or greater than 10% ?	Check chart of CPI-U on Child Support Standards Act (CSSA) Data and Consumer Price Index utility of ASSETS .	If Yes , continue with Step #3.
			If No , it is not eligible for a COLA.
Step 3	Is the current child support obligation amount \$0.00 ?	Check obligation amount on Obligation Tab screen and SA-Ind field on Child Support Standards Act (CSSA) Information tab.	If Yes , it is not eligible for a COLA.
			If No , continue with Step #4.
Step 4	Is the NCP receiving temporary assistance	Use Name and SSN to search WRTS , and SSN	If Yes , case is not eligible for a COLA.

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	(<u>TA</u>)?	to search on the <u>Advanced Search</u> screen .	If No , case appears to be eligible for a COLA.
--	----------------	---	---

Eligible Ledgers

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

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

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

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

Ineligible Ledgers

When an account contains some eligible and some ineligible ledgers, the ineligible ledgers do not render the entirety of the account ineligible for a COLA increase. However, only the eligible ledgers will be factored in to the calculations of the COLA.

Ledgers Codes: Meaning and Syntax

Ledger Types	
1 st Position = Beneficiary	Description
1	Custodial Parent
2	<u>DSS</u>
3	3 rd Party
4	4 th Party
2 nd Position = Type of Obligation	Description
1	Court-Ordered Current
2	Court-Ordered Arrears
3	Voluntary Agreement - Current
4	Voluntary Agreement - Arrears
3 rd Position = Type of Collection	Description
A	IV-D <u>TANF</u>
B	IV-D Non-TANF
C	Non-IV-D
4 th Position = Type of Collection	Description
A	Alimony
B	Child Care expenses
C	Foster Care
D	Administrative expense (i.e. genetic test)
E	Title IV-D foster care
F	Emergency Assistance to Families (EAF) Foster Care
G	Refugees
H	Hospitals
I	American Indian
J	Judgment

K	Correctional Schools
L	Mental hygiene release
M	Medical assistance
N	Nursing homes
O	Educational expenses
P	Pre-determination grant for Family Assistance
Q	Cuban-Haitian entrants
R	Home Relief
S	Supplemental Security Income
T	Training schools
U	Future reasonable medical expenses
V	Child Support out-of-wedlock
W	Child Support in wedlock
X	Administrative collection of arrears amount
TY	State charges
Z	Fee for service
5th position = Interest or Judgment	Description
I	Interest
J	Judgment
6th Position = Judgment number	Description
1-9	Same number as the ledger type

Multiple Ledgers, Different Payment Frequencies

Normalizing Ledgers with Different Payment Frequencies

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

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

For example, if an account has some ledgers that are annual, some that are monthly, and some that are weekly, all ledgers will be normalized to weekly rates for all eligible ledgers involved. The rates are then figured into a total [weekly] sum eligible for a COLA increase.

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

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

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

Look on the *Child Support Standards Act (CSSA) and Consumer Price Index Tables* screen.

In **ASSETS**, go to: Home screen > Utilities > CSSA/CPI

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

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

CSSA Statistics Table

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

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

Consumer Price Index

Change in Percent from Previous year

Year	Percentage
2015	0.1
2014	1.6
2013	1.5

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

CSSA Combined Parental Income Cap

Effective date of cap is January 31 of that year

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

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

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

Tables of the CPI-U are also available at the website of the Bureau of Labor Statistics (<http://www.bls.gov/cpi/tables.htm>).

Ineligibility

Ineligibility

The following types of orders are not eligible for a COLA:

- a. \$0 obligation amount orders.
- b. Two-state orders in which New York does not have continuing exclusive jurisdiction ([CEJ](#)).
- c. Orders with a Status 02, 03, 04, or 05.

Also ineligible are accounts in which:

- d. The [NCP](#) is active on [TA](#) at the time of case selection for the year's [COLA](#) review.
- e. Neither party has a valid New York State address in the [ASSETS](#) system.
- f. The support order predates the [CSSA](#) (9-15-1989) and the child is in receipt of TA and the [Worker](#) determines that a COLA is not in the best interests of the child or the [CP](#).
- g. Orders issued by another state and registered in NYS only for enforcement.

Note:

In these cases, the worker must enter the value for the state with CEJ in the [CEJ State](#) field.

If there is **anything** entered in the [CEJ State](#) field on the [Cost of Living Adjustment \(COLA\) Information Edit](#) screen, the order will not be selected by ASSETS for the COLA process.

If a COLA Notice or COLA Order has already been mailed out by the Processing Center at the time that the worker enters data in the [CEJ State](#) field, ASSETS will

systematically take action to withdraw the notice of eligibility or rescind the COLA order.

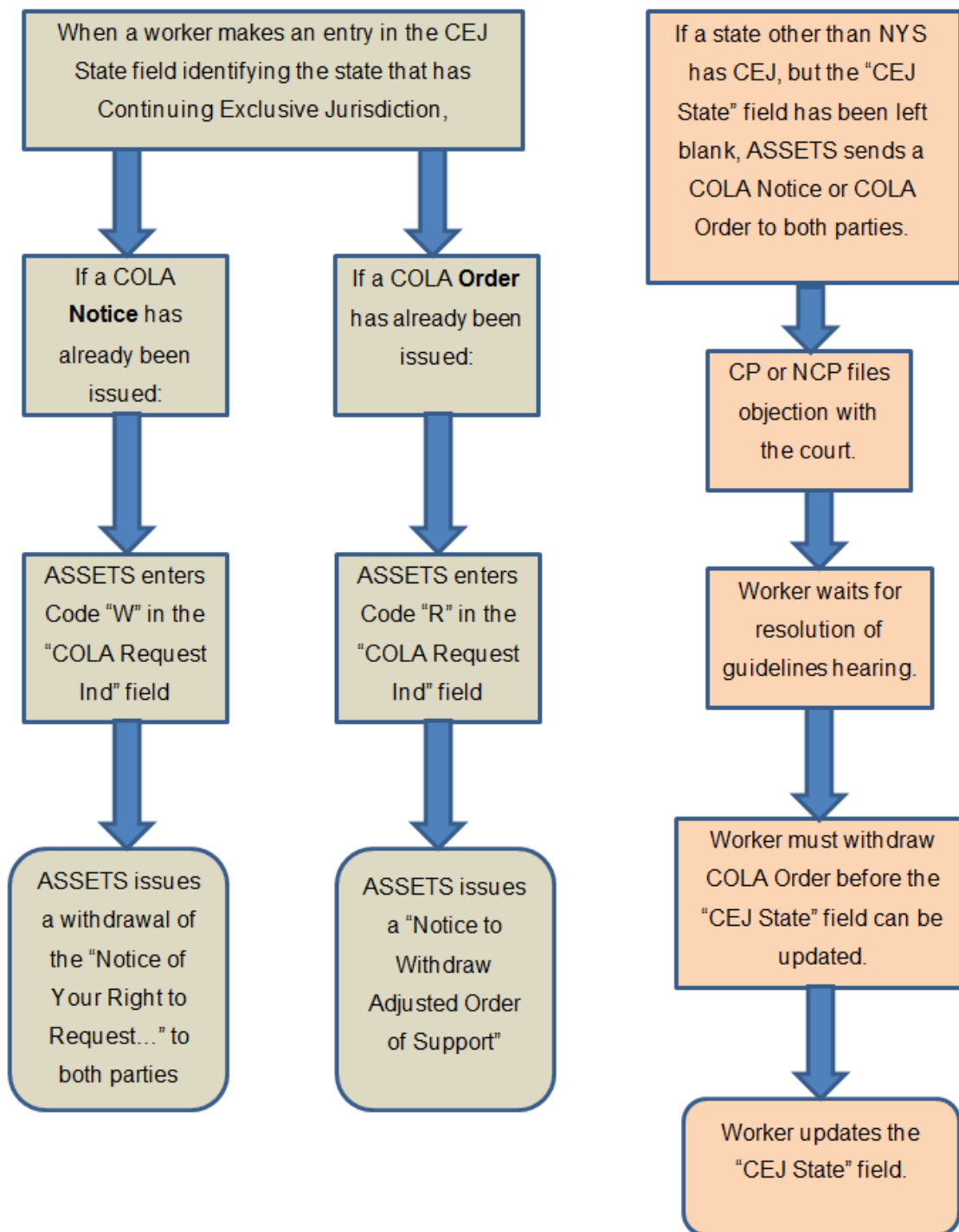
(See the graphic below for details.)

If the worker populates CEJ State field when COLA Notice or COLA Order has already been sent out:

If a different state (not NY) has continuing exclusive jurisdiction (CEJ) over an order, the case is not eligible for a COLA.

Entering a state code in the [CEJ State](#) field will properly prevent ASSETS from selecting it for the COLA Process.

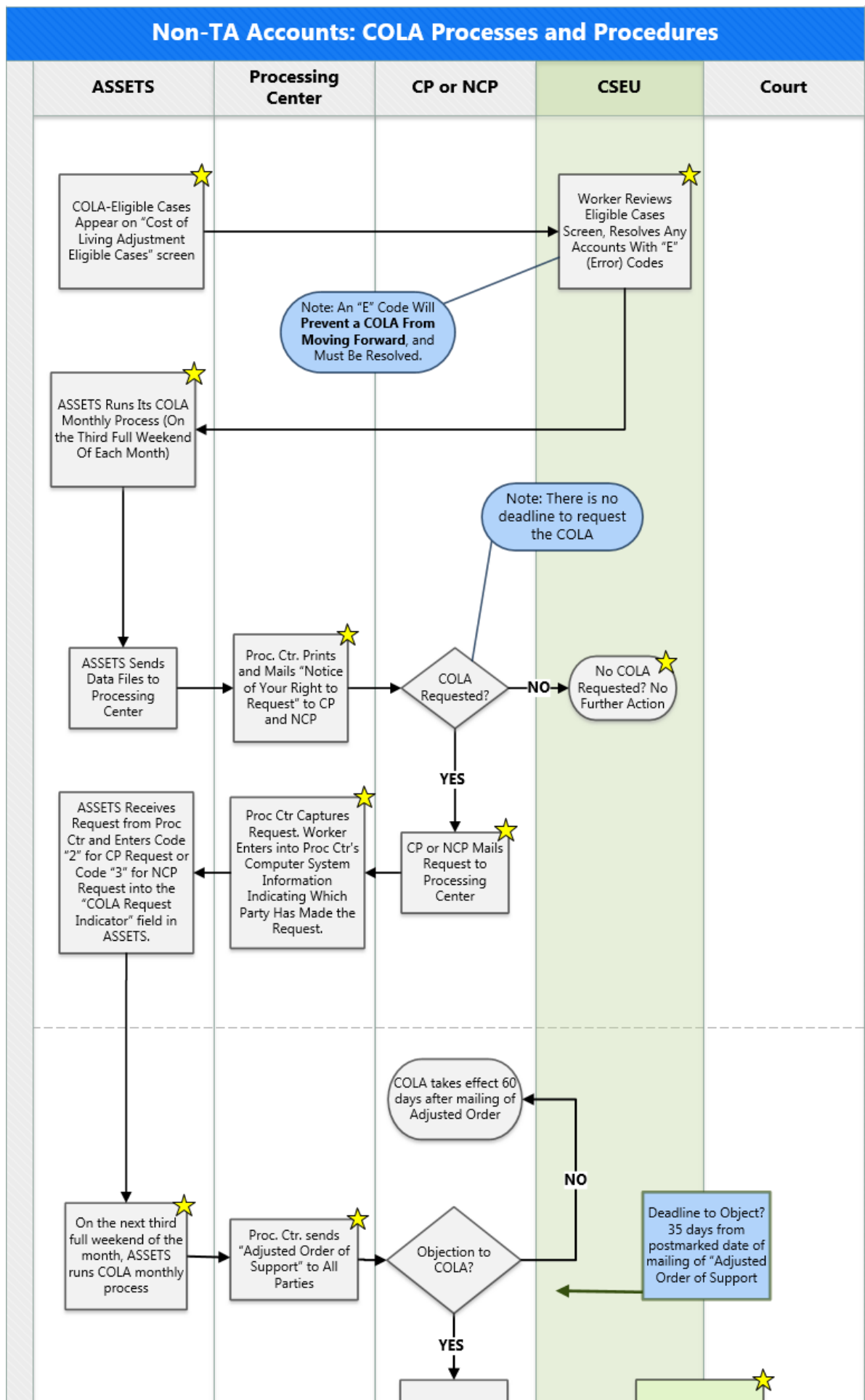
Printed Documentation



Non-TA Process

Roadmap: Non-TA Process

Steps in this process that have yellow stars 🌟 on them are linked to drilldown content. Click on those nodes to get more details about that step.



Eligible cases appear on "Cost of Living Adjustment Eligible Cases" screen

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

The screen is a report under [Worker Alerts](#). It lists [TA](#) and [Non-TA](#) cases for which notices should go out two months later.

For example:

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

That means that in October:

- CPs and NCPs in [TA cases](#) should be sent an [Adjusted Order of Support](#)
 - CPs and NCPs in [Non-TA cases](#) should be sent a [Notice of Your Right to Request](#)

Workers wishing to see the eligible cases report for the previous month can access it by selecting "Previous Month" in the dropdown menu pictured below:

12:22 PM - Internet Explorer

Worker Alerts

Cost of Living Adjustment Eligible Cases

Save Defaults Delete Defaults

ID Investigator Code Report Month [Current Month](#) [Previous Month](#) SEARCH CLEAR

Alert Status Open & In Process

Inv.Code	Respondent Name	Review Adjustment Date	Ledger Type	Obligation Amount	Obligation Frequency	Alert Status
----------	-----------------	------------------------	-------------	-------------------	----------------------	--------------

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

Because it gives the worker advanced notice regarding any cases that have generated error codes, allowing them time to resolve those error codes so that COLA notices can go out as they should, and on time.

Potential Problem:

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

Solution:

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

COLA-Eligible_cases_appear_on__Cost_of_Living_Adjustment_Eligible_Cases__screen.htm

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

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

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

A Code "E" (Error) in the [Review Adjustment Ind](#) field will prevent the [COLA](#) process from moving forward.

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

Home Tasks Modules Utilities Print Help

Worker Alerts

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

COLA

Count Only ☐

District 01 ALBANY Case ID Investigator Code

Review

Ledger Type Alert Status Open & In

Case ID	Review Adjustment Ind	Me	Inv.Code	Respondent Name	Review Adjustment Date
BN8	No previous				
BN9	No previous	A	E03	GIUSTO, MICHAEL	10/18/2007
BP23754N1	No previous	A	E03	HEP	10/31/2007
		A	E02	CHI	10/12/2007
BP6	No previous	A	E02	DAVI	10/23/2007
BQ	No previous	A	E05	PAUL	10/25/2007
BQ	E	A	E05	STAN	10/02/2008
BQ	No previous	A	E02	DINK	10/21/2008
BR	No previous	A	E04	NELS	10/15/2007
BN10104U1	No previous	A	E05	CHLOUSE, PESHAN	

Management Collections COLA

Enforcement IVA

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

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

[Caseworker_reviews_Eligible_Cases_screen_looks_for_any_accounts_with_an__E__\(Error\)_code.htm](#)

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

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

During this process, ASSETS:

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

For each of those cases, ASSETS:

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

ASSETS sends data files to the Processing Center:

ASSETS sends data files to the Processing Center.

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

[ASSETS_sends_data_files_to_Processing_Center.htm](#)

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

The Processing Center mails to the CP and NCP (via USPS) the:



"Notice of Your Right To Request a Cost of Living Adjustment to Your Child Support Order"



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



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

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

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

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

PROC_CENTER_PRINT.htm

No COLA requested? No further action required.

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

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

The COLA will be recalculated by ASSETS at that time, and the notice sent to the CP and NCP will have updated figures regarding the percentage and dollar amount of the proposed COLA.

CP or NCP mails request to Processing Center

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

There is no deadline for mailing in the form.

[CP_or_NCP_mails_request_to_Processing_Center.htm](#)

Processing Center captures request for COLA

When the Processing Center receives a [Request for a Cost of Living Adjustment \(COLA\)](#) form from the [CP](#) or [NCP](#), the Request Form is scanned and the following data is captured and entered into the Processing Center's computer system:

- Whether or not the Request Form is signed
- Which party (CP or NCP) has made the request

[learn more](#)

If the form isn't signed, the request is not entered into the system.

Unsigned [COLA](#) Request Forms are scanned by the Processing Center and sent to the local district through [ECS](#).

The [SCU](#) must reach out to the party who submitted the unsigned request form and have them sign it.

See topic: "Processing Center Receives an Unsigned COLA Request Form."

In the next data exchange between the Processing Center and [ASSETS](#), the data entered by the Processing Center causes ASSETS to change the value in the [COLA Request Indicator](#) field from a [blank field], (which is the system default value), to one of the following values:

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

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

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

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

Processing_Center_enters_request_code_into_system.htm

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

On the next third full weekend of the month, [ASSETS](#) runs its [COLA](#) monthly process.

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

For each of those orders, the CP, NCP, [SCU](#), and the court will be sent an **[Adjusted Order of Support](#)** this month.

For each of those orders, ASSETS generates data files and sends them to the Processing Center, along with all other files involved in the COLA monthly process..

[learn more](#)

Note: When ASSETS generates a notice, it doesn't generate the entire letter. Rather, it generates data elements corresponding to data fields that will be used by the Processing Center to assemble and print the notices. Those data elements contain information like processing date, name, address, COLA percentage, adjusted order of support amount that would result from proposed COLA, etc.

ASSETS sends the data files to the Processing Center during the next batch processing exchange.

The cover letter that goes out with the notice will bear the date the notice is generated by ASSETS -- not the date that it is printed at or mailed from the Processing Center.

[On_the_next_third_weekend_of_the_month,_ASSETS_runs_COLA_monthly_process..htm](#)

Objections

Intro to Objections in COLA

Intro to Objections in COLA Process

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

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

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

What is a de novo hearing?

A *de novo* hearing, in child support terms, is equivalent to an original support establishment hearing.

At a *de novo* hearing, a right-sized order will be arrived at through 1) reviewing financial resources and information pertaining to both parties and then 2) applying the CSSA standards to the case. The amount of the resulting child support order could be higher, lower, or the same as it was before the *de novo* hearing.

In preparation for a *de novo* hearing, the caseworker should conduct a financial investigation just as if it were a new case.

When Should the CSEU File an Objection to a COLA?

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

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

A sample of the Objection petition can be viewed at:

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

THE FOLLOWING DOES NOT PERTAIN TO OBJECTIONS, BUT
RATHER TO INELIGIBILITY



Note: If an objection to a COLA has been filed with the court and the [CSEU](#) becomes aware that a state other than New York has continuing exclusive jurisdiction over the case, the [worker](#) will not be able to enter the code for the state holding continuing exclusive jurisdiction into the [CEJ State](#) field until the COLA order is withdrawn.

The worker can withdraw the COLA order by entering a code “W” in the [COLA Request Indicator](#) field). See section “[CEJ State field Is locked](#).”

THE ABOVE DOES NOT PERTAIN TO OBJECTIONS, BUT
RATHER TO INELIGIBILITY

COLA Notices - Sent from Processing Center

COLA Notices - Sent from Processing Center

Adjusted Order of Support

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

Cover Letter for Adjusted Order of Support

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

Important Notice Regarding Right to Request Review and Adjustment

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

Notice of a cost-of-living Adjustment

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

Notice of Your Right to Request a Cost-of-Living Adjustment

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

Notice to Withdraw Adjusted Order of Support

[http://otda.state.nyenet/assets/pages/PDFs/COLA/Notice to Withdraw Adjusted Order of Support.pdf](http://otda.state.nyenet/assets/pages/PDFs/COLA/Notice_to_Withdraw_Adjusted_Order_of_Support.pdf)

Request for a Cost-of-Living Adjustment

[http://otda.state.nyenet/assets/pages/PDFs/COLA/Request for a Cost of Living Adjustment.pdf](http://otda.state.nyenet/assets/pages/PDFs/COLA/Request_for_a_Cost_of_Living_Adjustment.pdf)

Troubleshooting

Objection Date field is locked

If *Adj. Order Effective Date* passes while the *Objection Date* field is populated, the Worker will be unable to clear the *Objection Date* field – meaning they cannot edit the *CEJ State* field, and cannot adjust ledgers.

The worker will need to contact New York State Child Support Services to have the *Objection Date* field cleared and, consequently, the ledgers and *CEJ State* field unlocked.

CEJ State Field is Locked

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

- *Objection Date* field is populated, or
- *COLA Request Indicator* field contains Code “R”

When the *Objection Date* field is populated:

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

If the *Adjusted Order Effective Date* passes while the *Objection Date* field is populated, the *Worker* will be unable to clear the *Objection Date* field – meaning they cannot edit the *CEJ State* field, and cannot adjust ledgers. The worker will need to contact NYS Child Support Services to get the *Objection Date* field cleared and, consequently, ledgers and *CEJ State* field unlocked.

Note: If an objection to a COLA has been filed with the court and the *CSEU* becomes aware that a state other than New York has continuing exclusive jurisdiction over the case, the *worker* will not be able to enter the code for the state holding continuing exclusive jurisdiction into the *CEJ State* field until the COLA order is withdrawn.

The worker can withdraw the COLA order by entering a code “W” in the *COLA Request Indicator* field). See section “[CEJ State field Is locked.](#)”

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

A Code "E" (Error) in the *Review Adjustment Ind* field will prevent the [COLA](#) process from moving forward.

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

Home Tasks Modules Utilities Print Help

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

COLA

Count Only ☐

District 01 ALBANY Case ID Investigator Code

Ledger Type Alert Status Open & In f

Case ID	Review Adjustment Ind	Me	Inv.Code	Respondent Name	Review Adjustment Date
BN8		No previous			
BN9		No previous	E03	GIUSTO, NICOLE	10/18/2007
BP23754N1		No previous	E03	HERNANDEZ, MARIA R	10/31/2007
			E02	CHIL	10/12/2007
BP6370001		No previous	E02	DAVI	10/23/2007
BQ1	E	No previous	E05	PAUL	10/25/2007
BQ1		No previous	E05	STAN	10/02/2008
BQ1		No previous	E02	DINK	10/21/2008
BR5		No previous	E04	NELS	10/15/2007
			E05	CHUMSE, PESHAN	

Management Collections COLA

Enforcement IVA

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

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

Screens You Will Encounter - COLA

Obligation Tab screen

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

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

Home Tasks Modules Utilities Print Help Exit

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

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

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

Summary

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

Ledgers

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

3 items found, displaying 1 to 3
Export options: Excel

IWO to Employer/UIB

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

COLA

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

Summary Case Account Enforcement

100%

Screens You'll Encounter in COLA

The main screens on [ASSETS](#) that a [worker](#) will encounter when working with [COLA](#) are the:

- [Cost of Living Adjustment Eligible Cases](#) screen
- [Cost of Living Adjustment \(COLA\) Information Edit](#) screen
- [Child Support Standards Act \(CSSA\) Information Tab](#) screen
- [Obligation Tab](#) screen
- [Child Support Standards Act \(CSSA\) and Consumer Price Index Tables](#) screen

Worker Alerts: Cost of Living Adjustment Eligible Cases screen

In ASSETS, go to: *Home > Tasks > Worker Alerts > COLA Mode > [input search criteria]*

Worker Alerts

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

COLA

Count Only ☐

District Case ID Investigator Code Report Month **SEARCH**

Review Adjustment Ind Ledger Type Alert Status **CLEAR**

Cost of Living Adjustment Eligible Cases

Save Defaults **Delete Defaults**

Case ID	Review Adjustment Ind	Message	Inv.Code	Respondent Name	Review Adjustment Date	Ledger Type	Obligation Amount	Obligation Frequency	Alert Status
B-11111111		No previous COLA	C	MI-11111111	01/0	11B	\$ 1	D07	OPEN
B-11111111		No previous COLA	T	SV-11111111	01/1	11B	\$ 0	M10	OPEN
B-11111111		No previous COLA	C	MC-11111111	02/0	11B	\$ 0	D07	OPEN
B-11111111	2	Previous COLA completed	C	W-11111111	01/2	11B	\$ 0	D07	OPEN
B-11111111		No previous COLA	C	IN-11111111	01/2	11B	\$ 0	D07	OPEN
B-11111111		No previous COLA	T	BE-11111111	01/1	11B	\$ 6	D07	OPEN
B-11111111		No previous COLA	C	FE-11111111	01/1	11B	\$ 00	D14	OPEN
B-11111111		No previous COLA	C	JA-11111111	01/1	11B	\$ 0	D14	OPEN
B-11111111		No previous COLA	T	RA-11111111	01/2	11B	\$ 02	D07	OPEN
B-11111111		No previous COLA	C	SV-11111111	02/2	11B	\$ 0	D07	OPEN
B-11111111		No previous COLA	C	FT-11111111	02/0	11B	\$ 0	D07	OPEN
B-11111111		No previous COLA	T	HI-11111111	01/2	11B	\$ 5	D07	OPEN
B-11111111		No previous COLA	C	HU-11111111	02/2	11B	\$ 00	D07	OPEN
B-11111111		No previous COLA	C	SM-11111111	01/1	11B	\$ 0	M27	OPEN
B-11111111	E	Error	T	PA-11111111	01/2	11B	\$ 5	D07	OPEN
B-11111111		No previous COLA	C	FO-11111111	01/2	11B	\$ 0	D14	OPEN
B-11111111	2	Previous COLA completed	C	ER-11111111	02/2	11B	\$ 0	D07	OPEN
B-11111111		No previous COLA	C	RO-11111111	02/2	11B	\$ 0	D07	OPEN
B-11111111		No previous COLA	C	DU-11111111	01/2	11B	\$ 00	D14	OPEN
B-11111111		No previous COLA	C	CI-11111111	02/0	11B	\$ 00	D07	OPEN

Enforcement IVA Management Collections COLA

Advanced Search Function screen

In [ASSETS](#), go to: **Home > Modules > Inquiry > Advanced Search.**

Note: If you use [WRTS](#)(*Welfare Reporting and Tracking System*) and SSN to determine whether an [NCP](#) is on [TA](#), this utility will tell you only whether or not NCP is on TA in *New York State*.

ASSETS - Inquiry/Update - Search - 12/29/2016 9:57 AM - Internet Explorer

Home Tasks Modules Utilities Print Help Exit

District 60 DCSE Non-Custodial Parent (NCP) Name (Last,First) SSN DOB Father

CAN Custodial Parent (CP)

Child

SEARCH CLEAR BASIC <<SEARCH

Employer/Income Payor Name FEIN

Statewide

NCP Employer CP Employer

Ver. Ind. IWO Ind.

Search Targets: ☐ WRTS ☐ SSN ☐ Name ☐ Child ☐ PFR ☐ SDNH ☐ CAN ☐ UCMS ☐ Employer [Check-All](#) [UnCheck-All](#)

Advanced Search Function

Instructions: For best performance, limit search targets to your requirements. A series of searches will be executed based on your selections. The fewer searches the system performs, the faster the results.

WRTS: Compares the SSN of the NCP and/or CP and/or child to the Welfare Reporting and Tracking System database.

SSN: Compares the Social Security Number of the NCP and/or CP to the Child Support Management System (CSMS) database.

Name: Compares the name of NCP and/or CP to the CSMS database.

Child: Compares the child's name and/or SSN and/or date of birth (DOB) to the CSMS database. At least one name or an SSN is required.

PFR: Compares the name and/or the SSN and date of birth (DOB) of the father; and/or the name and/or SSN and DOB of the mother; and/or the name and/or DOB of the child to the Putative Father Registry. At least one name or one SSN is required.

SDNH: Compares the SSN of the NCP to the NY State Directory of New Hires.

CAN: Compares the District and Client Assistance Number (CAN) to the CSMS CAN database. The CSMS CAN database is populated with information from WMS.

UCMS: Compares the name and/or SSN of the CP to the Universal Case Management System (UCMS) database.

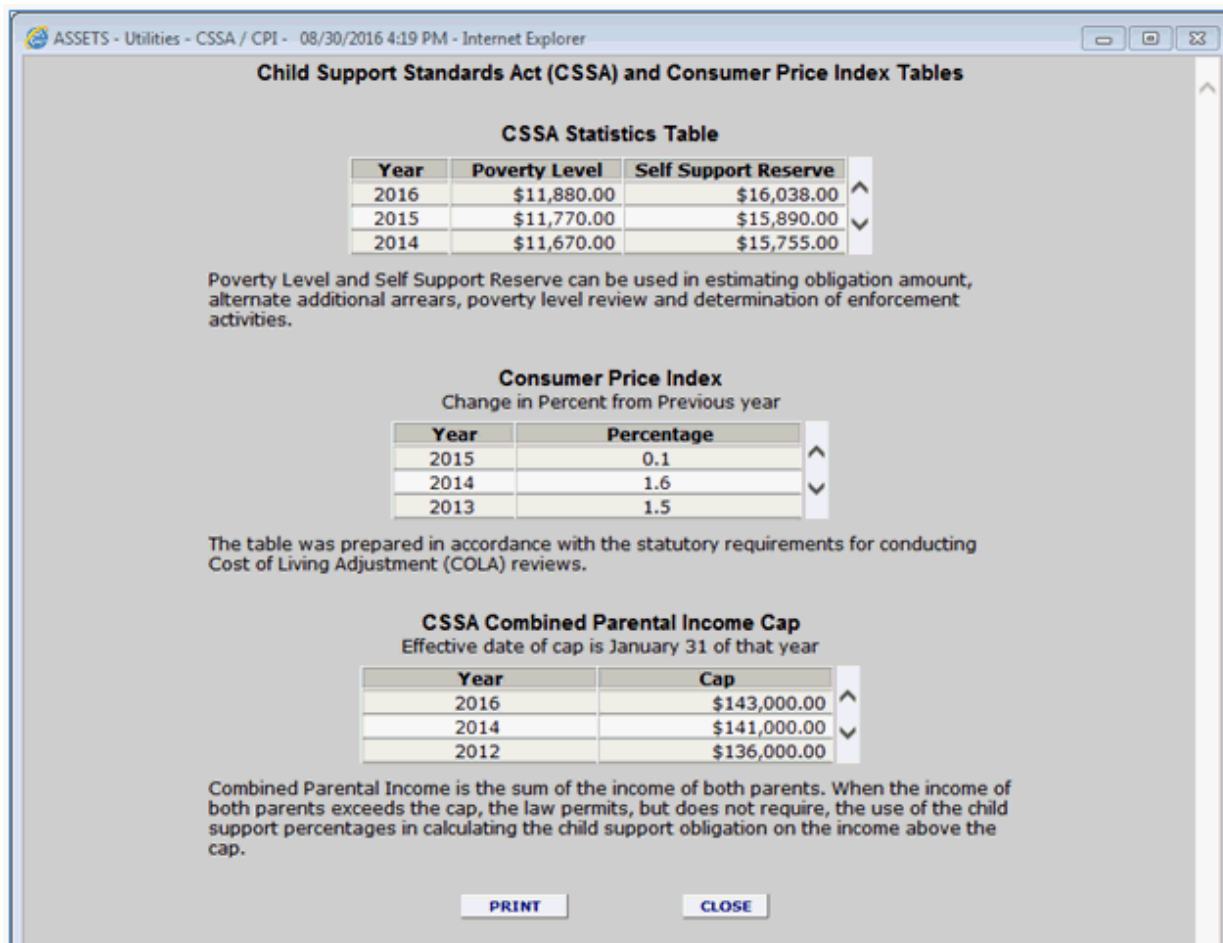
Employer: Compares user input to the CSMS database for NCP or CP Employer, either for the user's district or statewide. Requires the E/IP name and/or the Federal Employer Identification Number (FEIN). Other inputs for verification and IWO indicators can be used to refine search results.

See Help on Page from the Help menu for a complete explanation of Advanced Search features.

100%

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

In ASSETS, go to: **Home > Utilities > CSSA / CPI**



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

CSSA Statistics Table

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

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

Consumer Price Index
Change in Percent from Previous year

Year	Percentage
2015	0.1
2014	1.6
2013	1.5

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

CSSA Combined Parental Income Cap
Effective date of cap is January 31 of that year

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

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

PRINT **CLOSE**

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

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

Child Support Standards Act (CSSA) Information Tab

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

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

Home Tasks Modules Utilities Print Help Exit

Case ID B District 31 ONONDAGA COUNTY Respondent SM ID B SSN 0 DOB 0
Case Ind. A Purged FIPS 23 Client M B 1 0 CLEAR PICK LIST

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

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

Child Support Standards Act (CSSA) Information

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

1 item found.

ADD RECORD

Summary Case Account Enforcement

100%

Obligation Tab screen

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

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

Home Tasks Modules Utilities Print Help Exit

Case ID: A1
 District: COUNTY
 Case Ind: A Purged FIPS: 1 Respondent: SM ID: A SSN: 1 DOB: 0/6 CLEAR
 Client: SI BI: 1 0/1 PICK LIST

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

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

Summary

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

Ledgers

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

3 items found, displaying 1 to 3
 Export options: Excel

IWO to Employer/UIB

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

COLA

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

Summary Case Account Enforcement

100%

Legislation

Legal - General Information & Resources

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

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

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

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

Where to find more info:

Title 6-A of the Social Services Law

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

Note: Following the above link will bring you to the consolidated laws of New York State. After that:

1. **Scroll down in the left column to "SOS" (Social Services Laws)**

RSS	Retirement & Social Security
REL	Rural Electric Cooperative
SCC	Second Class Cities
SOS	Social Services
SWC	Soil & Water Conservation Districts
STL	State
SAP	State Administrative Procedure Act
STF	State Finance

2. Scroll down in the left column to Social Services Article 3, Title 6-A.

SOS - Social Services

Article 1 - (1 - 2) SHORT TITLE; DEFINITIONS

Article 2 - (5 - 40) DEPARTMENT AND STATE BOARD OF SOCIAL WELFARE

Article 2-A - SHELTER AND SUPPORTED HOUSING PROGRAMS

Title 1 - (41 - 44) HOMELESS HOUSING AND ASSISTANCE PROGRAM

Title 2 - (45 - 45-G) SINGLE ROOM OCCUPANCY SUPPORT SERVICES PROGRAM

Title 4 - (48 - 52) HOMELESSNESS INTERVENTION PROGRAM

Article 3 - LOCAL PUBLIC WELFARE ORGANIZATION; POWERS AND DUTIES

Title 1 - (56 - 58) APPLICATION

Title 2 - (61 - 64) PUBLIC WELFARE DISTRICTS AND THEIR RESPONSIBILITY FOR PUBLIC ASSISTANCE AND CARE

Title 3 - (65 - 73) COUNTY PUBLIC WELFARE DISTRICTS

Title 3-A - (74 - 74-I) INTEGRATION OF LOCAL PUBLIC WELFARE ADMINISTRATION

Title 4 - (77 - 79) CITY PUBLIC WELFARE DISTRICTS

Title 5 - (80 - 97) RECORDS, REPORTS, FUNDS AND APPROPRIATIONS

Title 6 - (101 - 111) POWERS TO ENFORCE SUPPORT

Title 6-A - (111-A - 111-V) ESTABLISHMENT OF PATERNITY AND ENFORCEMENT OF SUPPORT

Title 6-B - (111-Y - 111-Z) SERVICES FOR ENFORCEMENT OF SUPPORT PROVIDED BY THE DEPARTMENT OF SOCIAL SERVICES

Title 7 - (112 - 115) LOCAL PERSONNEL TRAINING; RESEARCH AND DEMONSTRATION PROJECTS; SPECIAL STATE REIMBURSEMENT

Title 7-B - (116) CHIEF EXECUTIVE OFFICERS OF LOCAL WELFARE DEPARTMENTS; APPOINTMENT

3. Click on Title 6-A.

SOS - Social Services

Title 6-A - ESTABLISHMENT OF PATERNITY AND ENFORCEMENT OF SUPPORT

111-A - Federal aid; state plan.

111-B - Functions, powers and duties of the department.

111-C - Functions, powers and duties of social services officials.

111-D - State reimbursement.

111-E - Reimbursement to the state.

111-F - Federal incentives.

111-G - Availability of paternity and support services.

111-H - Support collection unit.

111-I - Child support standards.

111-J - Interception of unemployment insurance benefits.

111-K - Procedures relating to acknowledgements of paternity, agreements to support and genetic tests.

111-M - Agreement relating to information obtained by the state directory of new hires.

111-N - Review and cost of living adjustment of support orders.

111-O - Data matches with financial institutions.

111-P - Authority to issue subpoenas.

111-Q - Voiding of fraudulent transfers of income or property.

111-R - Requirement to respond to requests for information.

111-S - Access to information containing government and private records.

111-T - Authority to secure assets.

111-U - Liens.

111-V - Confidentiality, integrity, and security of information.

Section §111-G of the Social Services Law can be read

at: <http://public.leginfo.state.ny.us/lawssrch.cgi?NVLWO:>.

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

Legal_-_General_Information.htm


Title 6-A of the Social Services Law

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Printed Documentation

SOS - Social Services

[Title 6-A - ESTABLISHMENT OF PATERNITY AND ENFORCEMENT OF SUPPORT](#)

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[111-V](#) - Confidentiality, integrity, and security of information.

[Title_6-A_of_the_Social_Services_Law.htm](#)

Section 111-G of the Social Services Law

Go to: <http://public.leginfo.state.ny.us/lawssrch.cgi?NVLWO> > SOS > Article 3 > Title 6-A > 111-g

Social Services

§ 111-g. Availability of paternity and support services. 1. The office of temporary and disability assistance and the social services districts, in accordance with the regulations of the office of temporary and disability assistance, shall make services relating to the establishment of paternity and the establishment and enforcement of support obligations available to persons not receiving family assistance upon application by such persons. Such persons must apply by (i) completing and signing a form as prescribed by the office of temporary and disability assistance, or (ii) filing a petition with the court or applying to the court in a proceeding for the establishment of paternity and/or establishment and/or enforcement of a support obligation, which includes a statement signed by the person requesting services clearly indicating that such person is applying for child support enforcement services pursuant to this title.

2. The office of temporary and disability assistance may, by regulation, require payment of an application fee for such services and the deduction of costs in excess of such fee from amounts collected on behalf of such persons.

3. (a) A person who is receiving child support services pursuant to this section who has never received assistance pursuant to title IV-A of the federal social security act shall be subject to an annual service fee of twenty-five dollars for each child support case if at least five hundred dollars of support has been collected in the federal fiscal year. Where a custodial parent has children with different noncustodial parents, the order payable by each noncustodial parent shall be a separate child support case for the purpose of imposing an annual service fee. The fee shall be deducted from child support payments received on behalf of the individual receiving services.

(b) In international cases under section 454(32) of the federal social security act which meet the criteria for imposition of the annual service fee under paragraph (a) of this subdivision, the annual service fee shall be imposed but may not be collected from the country requesting services or a person living in another country unless permitted by federal law or regulation.

Section_111-G_of_the_Social_Services_Law.htm

Title IV-E Foster Care

New York State laws

Information about Title IV-E foster care be found at:

<http://ocfs.ny.gov/main/fostercare/titleiv-e/>



Title IV-E Home Page

Welcome to OCFS Bureau of Financial Operations-Title IV-E Web site.

The Title IV-E web has the most current information related to Title IV-E and The federal Department of Health and Human Services (DHHS), Administration of Children and Families (ACF).

**PLEASE NOTE: The correct email address for the dedicated
Title IV-E mailbox is:**


Title.IVE@ocfs.ny.gov





What is Title IV-E?


Title IV-E of the Social Security Act (42 U.S.C. §§ 671-679b) is an important funding stream for foster care costs. It provides for federal reimbursement for a portion of the maintenance and administrative costs of foster care for children who meet specified federal eligibility requirements. In New York, the federal share is 50%. The federal funds help offset the State and local costs of providing foster care to children. However, not all children in foster care in New York are eligible for federal Title IV-E reimbursement.

Federal Laws


[Title IV-E foster care](https://www.ssa.gov/OP_Home/ssact/title04/0470.htm) (https://www.ssa.gov/OP_Home/ssact/title04/0470.htm)


Social Security

 SEARCH
  MENU
  LANGUAGES
  SIGN IN / UP



Compilation Of The Social Security Laws



Part E—Federal Payments for Foster Care and Adoption Assistance^[227]

PURPOSE: APPROPRIATION

Sec. 470. **[42 U.S.C. 670]** For the purpose of enabling each State to provide, in appropriate cases, foster care and transitional independent living programs for children who otherwise would have been eligible for assistance under the State's plan approved under part A (as such plan was in effect on June 1, 1995) and adoption assistance for children with special needs, there are authorized to be appropriated for each fiscal year (commencing with the fiscal year which begins October 1, 1980) such sums as may be necessary to carry out the provisions of this part. The sums made available under this section shall be used for making payments to States which have submitted, and had approved by the Secretary, State plans under this part.

^[227] See Vol. II, P.L. 104-193, §403, with respect to five-year limited eligibility of qualified aliens for Federal means-tested public benefit.

Title_IV-E_Foster_Care.htm

Additional Resources

Intro to Child Support

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

Core Concepts

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

"mother." What about grandparents on non-biological mother's side?

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

Appendices

Codes - Code Tables

COLA Request Indicator codes

<u>COLA Request Indicator</u> codes	
Codes can be written in this field either systematically by <u>ASSETS</u> or manually by <u>Worker</u>	
[blank]	No review (no COLA) requested
1	COLA requested for <u>TA</u> case (Entered automatically by ASSETS when it finds a TA case eligible for a COLA)
2	COLA requested by <u>CP</u> (<i>Custodial Parent</i>) for <u>Non-TA</u> case
3	COLA requested by <u>NCP</u> (<i>Non-Custodial Parent</i>) for Non-TA case
N	COLA Notice is Requested
R	Rescind Adjusted Order
W	COLA Notice is Withdrawn -- Issue New Notice
X	Order not appropriate for COLA at this time

Glossary

9

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

A

Accounting Run:

AOP: Acknowledgement of Paternity

ASCU: Automated Support Collection Unit.

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

B

Basic Child Support Obligation:

Batch Process:

BICS:

C

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

CEJ: 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:

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

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

COLA Mailer:

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.

Collections 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:

Controlling Order:

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.

CP: Custodial Parent. This is the parent with whom the child is living. However, the "Custodial Parent" could be a guardian such as a grandparent, foster home, or other person or entity with whom the child is living, and who is taking care of the child.

CPI-U: 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.

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

CSEU: Child Support Enforcement Unit

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

CSS: Child Support Services.

CSSA: Child Support Standards Act, enacted 15 September 1989.

D

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.

DSS: Department of Social Services

DUCC: Dynamic User-Centric Content

E

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

EFT: Electronic Funds Transfer.

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.

F

FCA: Family Court Act (FCA).

Federal Case Registry:

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.

H

HHS: Dept. of Health and Human Services.

HRA: Human Resources Administration.

I

ICR: Interstate Case Registry.

IV-D:

IV-D TANF:

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

LD: Local district.

LDMIP:

LDSS:

M

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

N

National Directory of New Hires:

National New Hire Reporting System:

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

Non-IV-D:

Non-TA: Non-Temporary Assistance

normalizes: 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.

NPA: Non-Public Assistance.

O

OCA: Office of Court Administration (OCA).

OCFS: Office of Children and Family Services.

OCSE:

P

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

PEP: Paternity Establishment Percentage. 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.

Proc. Ctr.: Processing Center

PRWORA: The Personal Responsibility and Work Opportunity and Reconciliation Act of 1996. 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 Registry:

S

Safety Net Assistance:

SCU: Support Collection Unit.

Section 111-b (17) of the Social Services Law:

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

SEP: Support Establishment Percentage. 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.

Siebel: Siebel is a computer program produced by Oracle and used by workers at the Processing Center. Datafields in Siebel are mapped to datafields in ASSETS. Data captured at the Processing Center and entered into Siebel is communicated to ASSETS in routine data exchanges, and vice versa.

SNAP: Supplemental Nutrition Assistance Program (SNAP).

SSN:

T

TA: Temporary Assistance

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

TAMA: Training and Management Analysis.

TANF: Temporary Assistance to Needy Families.

Title 6A of Social Services Law:

Title IV-E:

TPHI: CSMS gives health insurance information to TPHI systems.

U

UIB:

Universal Case Management System:

USPS: United States Postal Service.

W

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

worker: In the Child Support Services Operations Manual, the term "worker" (in upper- or lower-case) refers to personnel working in any child support function.

WRS: DCJS

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

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