

# **Cost of Living Adjustment (COLA)**

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# COLA

## Introduction to the CSS 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](#).

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### **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, and is not 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 on that 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

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..



## Cost of Living Adjustment (COLA)

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.

## 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 Your Content

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 print 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**

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.

## **What This Manual Covers -- and What It Doesn't**

What you are looking at is a "first release" of the first chapter of the Child Support Program Manual.

**Producing a Program Manual serves a number of purposes**, including (among others):

- Capturing institutional knowledge that might otherwise be lost as seasoned personnel reach retirement age
- Explaining processes that are otherwise invisible to the caseworker, capturing cause and effect within processes, giving insight into actions performed by the various actors in a process, and giving the end-user an appreciation of the big picture and his or her particular role in it
- Standardizing terminology
- Standardizing procedures

That said, it is recognized that there are 58 local districts in New York State, each with their own way of doing things.

**The intention here is to publish a "first release"** of the COLA chapter of the manual. The first release is meant to be limited in scope to that which is:

- Clear and definitive in present-day terms and everyday circumstances

- Universally true or applicable across all 58 local/county social service districts
- Pragmatic information involving “typical” or “sunny day” scenarios encountered in everyday circumstances

Then, content will be expanded upon incrementally and iteratively through subsequent releases.

The first release of this chapter is not meant to be comprehensive. It is not meant to answer every question or cover every "what-if" scenario, error code, or contingency that may be encountered in the COLA process. Those have been saved for a later release/update of the chapter.

**The interface of the online Child Support Program Manual has been designed to:**

1. Give end-users various ways to navigate the site and various ways to find information quickly
2. Provide users with the information they request, when they request it, without inundating them with information that they did not request.
3. Enable end-users to obtain further details or information about an issue very often without even having to leave the page that they are on. (Many of these features -- like pop-up screenshots, "Learn More" buttons, etc. -- are designed to be accessible to the end-user with a single click of the mouse.)

**Credits**

## Child Support Program Manual

The Child Support Program Manual in its various forms  
-- online resource/website, PDF document, print document, etc. --  
and accompanying materials such as video demonstrations or tutorials  
pertaining to the manual,  
are provided under a contractual agreement between the

New York State Office of Temporary and Disability Assistance  
Administrative Services  
Training and Staff Development

AND

Professional Development Program  
Rockefeller College, University at Albany  
State University of New York  
through  
The Research Foundation for the State University of New York

## **COLA**

### **COLA Process Page on ERS**

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[Click here to go to the "COLA Process" page on ERS.](#)

(It will open in a new tab in your browser.)

It includes forms, policy directives, and training.

## Cost of Living Adjustment (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.

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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.

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### **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.

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.



## Cost of Living Adjustment (COLA)

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"> <li>• ASSETS automatically recognizes when an order becomes eligible for a COLA.</li> <li>• ASSETS automatically requests a COLA on behalf of the CP</li> <li>• 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.</li> <li>• Unless the CP, NCP, or the SCU files an objection to the proposed COLA, the COLA will</li> </ul>	<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"> <li>• ASSETS automatically recognizes when an order becomes eligible for a COLA.</li> <li>• The COLA Notice informs the CP and NCP that they have the right to request a COLA.</li> <li>• Either party can request a COLA by mailing in the request form.</li> <li>• If neither the CP nor NCP mails in a request for a COLA, no further action is taken, and no COLA is processed.</li> <li>• If a request for a COLA is received by the Processing</li> </ul>

## Cost of Living Adjustment (COLA)

<p>automatically take effect 60 days from the mailing of the <a href="#"><u><b>Adjusted Order of Support</b></u></a>.</p>	<p>Center, when ASSETS next runs its COLA monthly process, an <a href="#"><u><b>Adjusted Order of Support</b></u></a> will be sent to all parties. (The <a href="#"><u>worker</u></a> does not need to take any action.</p> <p><a href="#">learn more</a></p> <ul style="list-style-type: none"><li>• When a CP or NCP mails a <b>COLA Request Form</b> to the Processing Center, workers at the Processing Center enter the appropriate request code into the <b>COLA Request Indicator</b> field. (<b>Code "2"</b> if the CP has made the request, or <b>Code "3"</b> if the NCP has made the request.). <b><i>In this instance, the Caseworker does not need to take any action.</i></b></li><li>• When ASSETS next runs its COLA monthly process (on</li></ul>
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	<p>the third full weekend of each month), it picks up that request code and causes the Processing Center to send an <b><u>Adjusted Order of Support</u></b> to all parties -- the CP, NCP, and the Court.</p> <ul style="list-style-type: none"> <li>• Upon receipt of the <b><u>Adjusted Order of Support</u></b>, both parties have 35 days from the date of mailing to file an objection with the court.</li> <li>• If neither party (nor the SCU) files an objection, the COLA will automatically take effect 60 days from the mailing of the <b><u>Adjusted Order of Support</u></b>.</li> <li>• If the CP, NCP, or the SCU files an objection to the COLA, the matter goes to court to determine the correct guidelines order.</li> </ul>
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In both TA and Non-TA cases, the ASSETS system automatically identifies orders eligible for COLAs.

## Cost of Living Adjustment (COLA)

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 that might prevent the COLA notices from going out on time**. Workers also review this report for TA cases against which the [DSS](#) should file an objection because the NCP is earning more wages, and therefore an upward modification might result in a larger increase in the support order amount than the COLA would.

## How Is a COLA Calculated?

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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.

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

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**Adding up CPI-U percentages to determine COLA eligibility**

## Cost of Living Adjustment (COLA)

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	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-Us from 1994 (year of order) is 10% or above.
2015	0.1%		
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.)



## Cost of Living Adjustment (COLA)

$\$10.10 + 100.00 = \$110$  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.*

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### 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-Us 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-Us must be *subtracted* from the sum.

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

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

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### Ledgers Affected

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

- [Eligible Ledgers](#)
- Ineligible Ledgers



## Cost of Living Adjustment (COLA)

### 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](#))

## Cost of Living Adjustment (COLA)

### 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 <a href="#">Review Adjustment Date</a> field on <a href="#">Obligation Tab</a> screen.	If <b>Yes</b> , it is not eligible for a COLA.
			If <b>No</b> , continue with Step #2.
Step 2	<b>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%?</b>	Check chart of CPI-U on <a href="#">Child Support Standards Act (CSSA) Data and Consumer Price Index</a> utility of ASSETS.	If <b>Yes</b> , continue with Step #3.
			If <b>No</b> , it is not eligible for a COLA.
Step 3	Is the current child support obligation amount \$0.00 ?	Check obligation amount on <a href="#">Obligation Tab</a> screen and <i>SA-Ind</i> field on <a href="#">Child Support Standards Act (CSSA) Information</a> tab.	If <b>Yes</b> , it is not eligible for a COLA.
			If <b>No</b> , continue with Step #4.
Step 4	Is the <b>NCP</b> receiving <b>temporary assistance</b> (TA)?	Use Name and SSN to search WRTS, and SSN to search on the <a href="#">Advanced Search</a> screen .	If <b>Yes</b> , case is not eligible for a COLA.
			If <b>No</b> , case appears to be eligible for a COLA.

\* [WRTS](#) = Welfare Reporting and Tracking System

## 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.

## Cost of Living Adjustment (COLA)

### Ledgers Codes: Meaning and Syntax

Ledger Types	
1 <sup>st</sup> Position = Beneficiary	Description
1	Custodial Parent
2	<u>DSS</u>
3	3 <sup>rd</sup> Party
4	4 <sup>th</sup> Party
2 <sup>nd</sup> Position = Type of Obligation	Description
1	Court-Ordered Current
2	Court-Ordered Arrears
3	Voluntary Agreement - Current
4	Voluntary Agreement - Arrears
3 <sup>rd</sup> Position = Type of Collection	Description
A	IV-D <u>TANF</u>
B	IV-D Non-TANF
C	Non-IV-D
4 <sup>th</sup> 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	TA Safety Net (formerly 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
<b>5<sup>th</sup> position = Interest or Judgment</b>	<b>Description</b>
I	Interest
J	Judgment
<b>6<sup>th</sup> Position = Judgment number</b>	<b>Description</b>
1-9	Same number as the ledger type



## Cost of Living Adjustment (COLA)

### 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>).

## Cost of Living Adjustment (COLA)

### Ineligibility

#### Ineligible Orders or Accounts

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

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

Also ineligible are accounts in which:

- The [NCP](#) is active on [TA](#) at the time of case selection for the year's [COLA](#) review.
- Neither party has a valid New York State address in the [ASSETS](#) system.
- 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](#).
- Orders issued by another state and registered in NYS only for enforcement.

#### **Note:**

In instances where the order was issued by another state and registered in NYS only for enforcement, the [worker](#) must enter the value for the state with continuing, exclusive jurisdiction 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.

If an objection to a COLA has already 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 on the [Cost of Living Adjustment \(COLA\) Information Edit](#) screen). See section "[CEJ State field Is locked](#)."

(See the graphic below for details.)

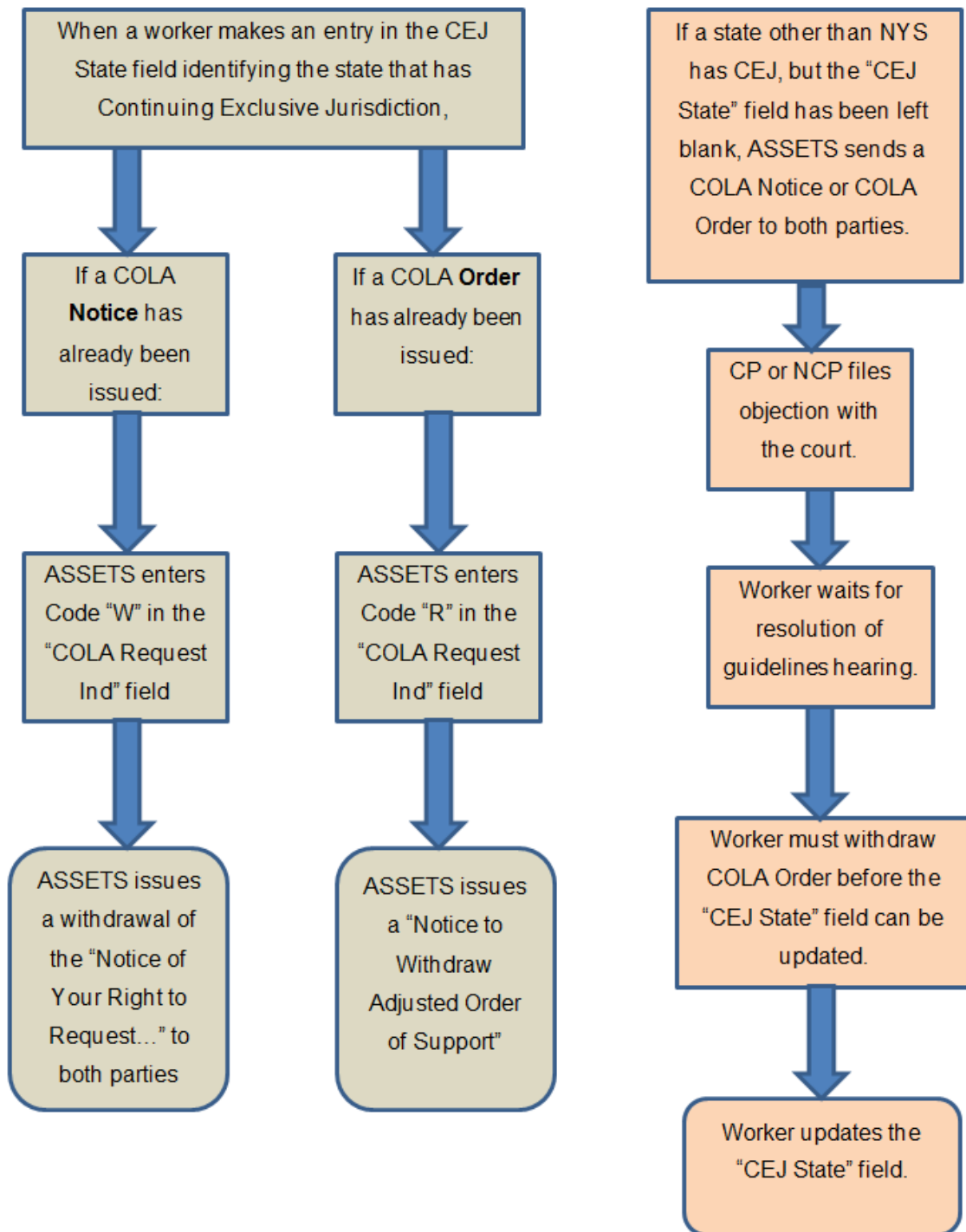
---

**If the worker populates the CEJ State field when the 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.


## Cost of Living Adjustment (COLA)



## TA Process

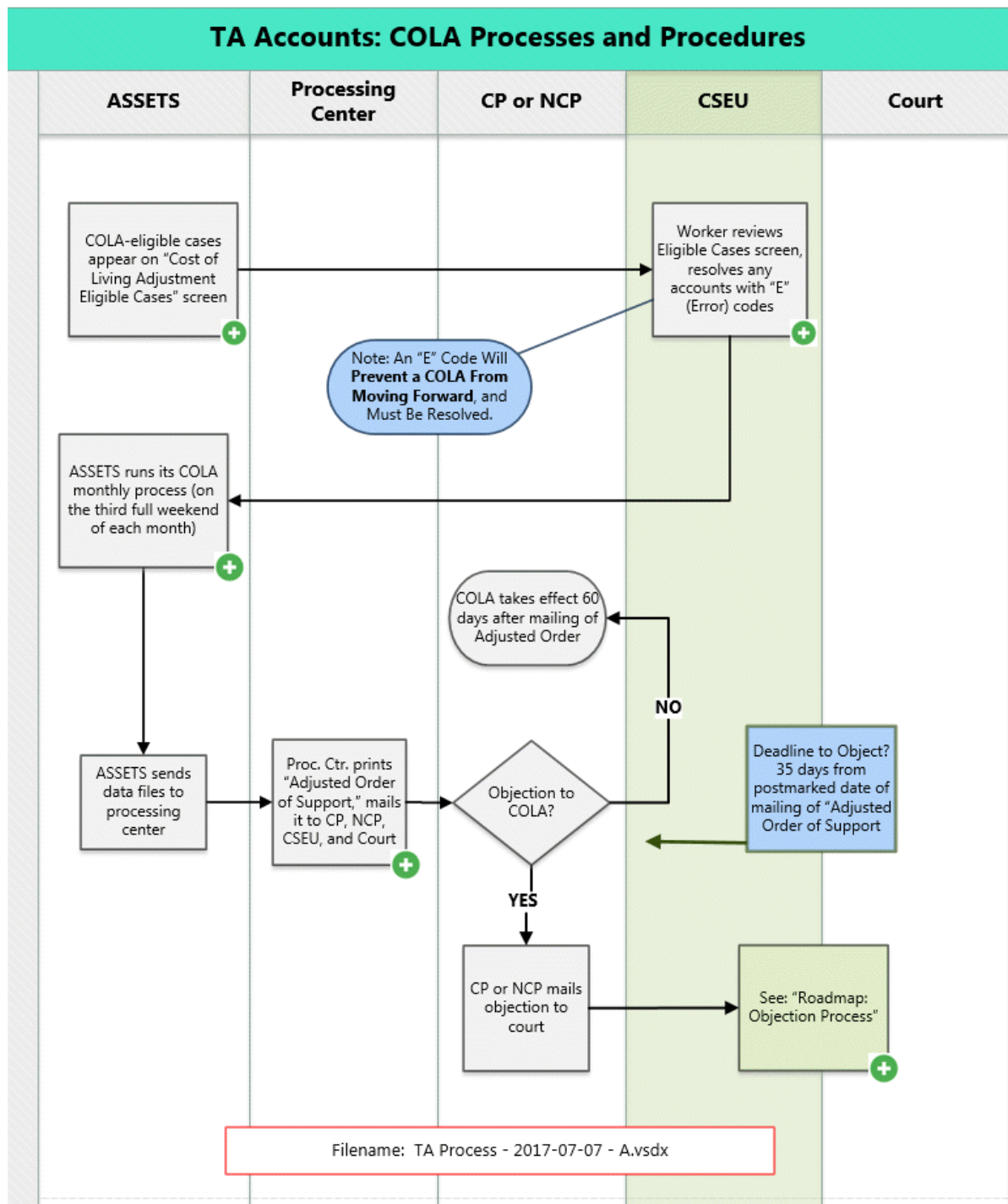
### Roadmap: TA Process

---

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..."

## Cost of Living Adjustment (COLA)



When you click a link in the map and are brought to drill-down content, how can you return to the map?

Three ways:

- 1) Click "Non-TA Process" in the table of contents

- 2) Click "Non-TA Process" in the breadcrumbs
- 3) Click the "back" button on your browser

Also, if you scroll down to the bottom of the map and want to return to the top of the page, you can:

- 1) Scroll back up to the top of the page, or
- 2) Click the "Return to Top" button (it looks like an arrow, pointing up) in the bottom right of your screen.



## Cost of Living Adjustment (COLA)

### 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

Alert Status

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.

## Cost of Living Adjustment (COLA)

### 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.

Case ID	Review Adjustment Ind	Me	Inv.Code	Respondent Name	Review Adjustment Date
BN800001		No previous			
BN900001		No previous			
BP23754N1		No previous			
BP600001		No previous			
BQ000001	E	Error			
BQ000001		No previous			
BR500001		No previous			
BN10104U1		No previous			

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.



## Cost of Living Adjustment (COLA)

### **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.)

## Proc Ctr mails "Adjusted Order of Support" to all parties

The [Adjusted Order of Support](#) is mailed out within five days of the data files being received by the Processing Center (from [ASSETS](#)).

(Note: The cover letter that goes out with the notice bears the date the letter was generated by ASSETS -- not the date that it was printed at or mailed from the Processing Center.)

When an [Adjusted Order of Support](#) is issued to the [CP](#) and [NCP](#), the Processing Center also sends the order by regular mail to the [CSEU](#) and to the family court address indicated on the [Court Address](#) screen on ASSETS. (**Go to Home > Utilities > District Addresses > View > Court [tab]**)

### Family Court cases

For Family Court cases, notice is sent to the family court address indicated on the [Court Address](#) screen.

### Supreme Court cases

For Supreme Court orders, the district should enter **Code "S"** in the [Supreme Court Indicator](#) field on the [Cost of Living Adjustment \(\[COLA\]\(#\)\) Information \[Edit\]\(#\)](#) screen. Then the order will be sent to the supreme court address indicated on the [Court Address](#) screen in ASSETS.

### NY order, but other than local court:

If the New York order, either Family or Supreme court, is from other than a local court (i.e. the account was created based on a change of payee), the district should:

Cost of Living Adjustment (COLA)

- a) Enter **Code "S"** in the *Supreme Court Indicator* field (for supreme court)

**OR**

- b) Enter **Code "F"** (for family court)


**AND**

- c) Enter the court county number for the county that is the origin of the order in the *Court County Number* field on the ***Obligation Tab*** screen.

This will ensure that the appropriate court gets the order.

## Non-TA Process

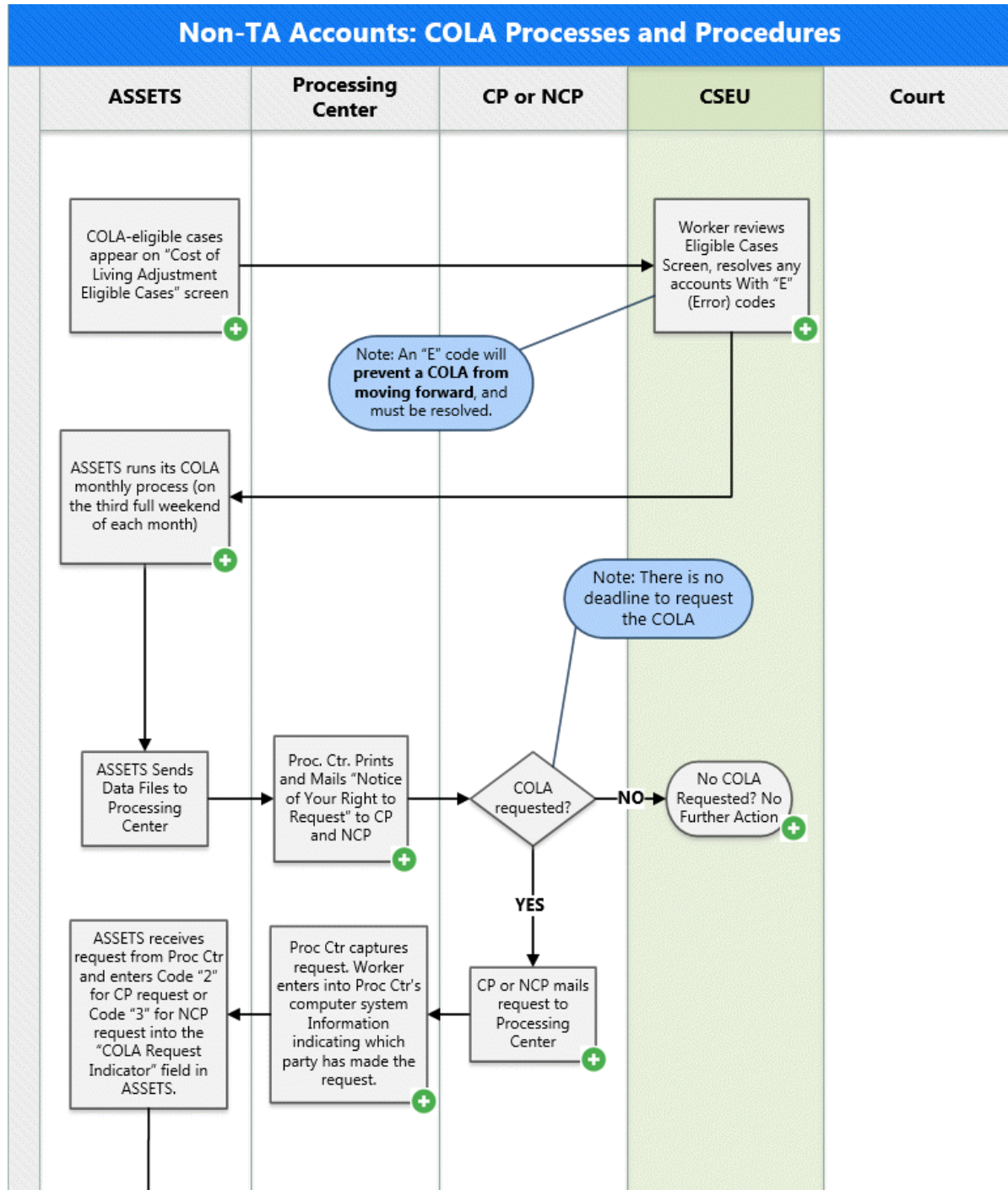
### Roadmap: Non-TA Process

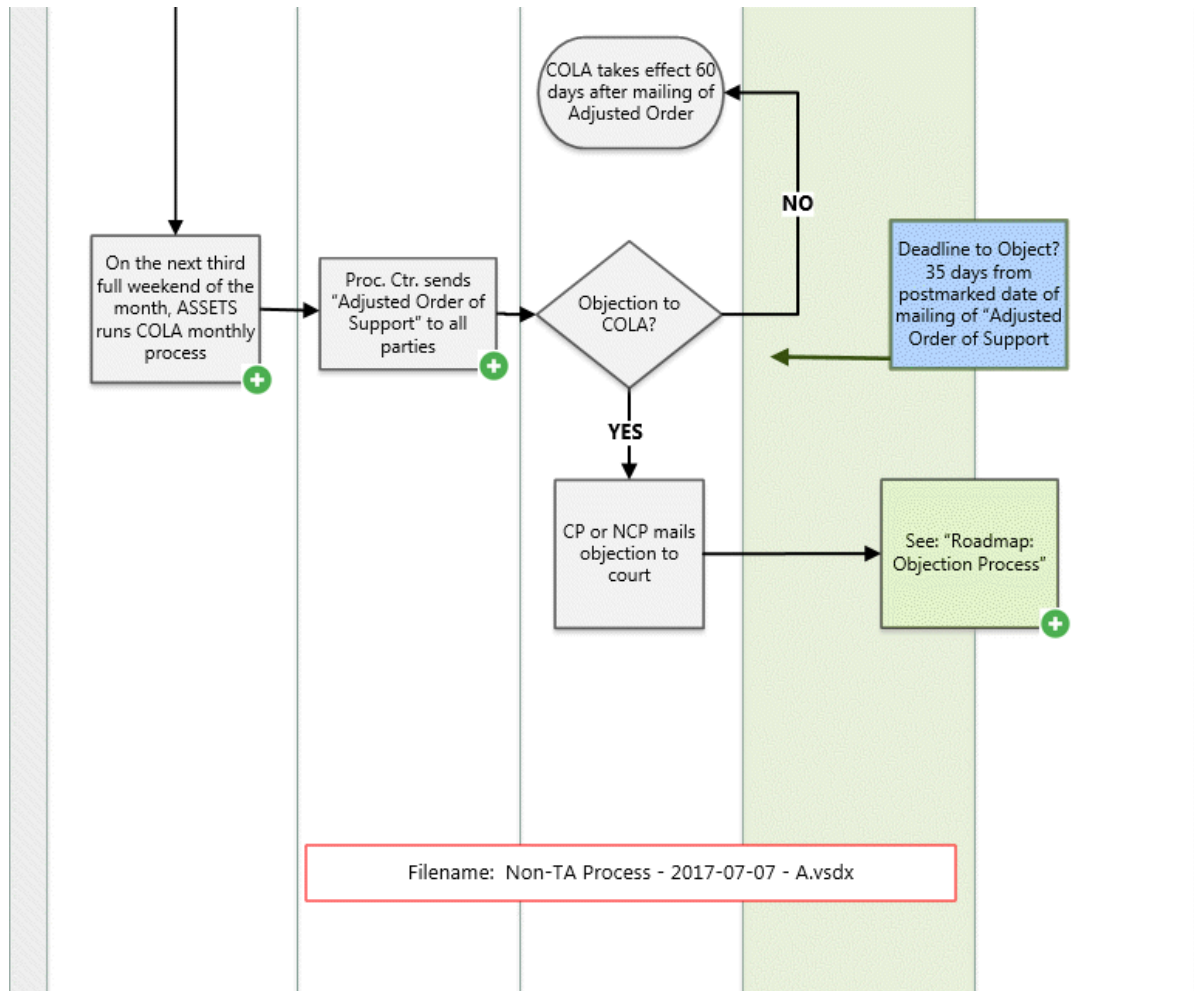
Nodes in this process diagram that have a plus sign inside a green circle  on them are linked to drill-down content. Click on those nodes to get more details about that step.

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



## Cost of Living Adjustment (COLA)





## Cost of Living Adjustment (COLA)

### 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

ed users only-No Redisclosure.

### Cost of Living Adjustment Eligible Cases

Save Defaults Delete Defaults

ID  Investigator Code

Report Month

Alert Status

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.

## Cost of Living Adjustment (COLA)

### 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 Redisclosure.

COLA

Count Only ☐

District 01 ALBANY Case ID Investigator Code

Ledger Type Alert Status Open & In

Case ID	Review Adjustment Ind	Me	Inv.Code	Respondent Name	Review Adjustment Date
BN8500001		No previous			
BN9500001		No previous			
BP2375001		No previous			
BP6330001	E	Error			
BQ0000001		No previous			
BQ0000001		No previous			
BR5000001		No previous			
BN1010001		No previous			

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.



## Cost of Living Adjustment (COLA)

**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.)

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.



## Cost of Living Adjustment (COLA)

### **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.

## Cost of Living Adjustment (COLA)

### 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, 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.

## Cost of Living Adjustment (COLA)

### **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 on the [Obligation Tab](#) screen).

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.

## Processing Center mails "Adjusted Order of Support" to all parties

The [Adjusted Order of Support](#) is mailed out within five days of the data files being received by the Processing Center (from [ASSETS](#)).

(Note: The cover letter that goes out with the notice bears the date the letter was generated by ASSETS -- not the date that it was printed at or mailed from the Processing Center.)

When an [Adjusted Order of Support](#) is issued to the [CP](#) and [NCP](#), the Processing Center also sends the order by regular mail to the [CSEU](#) and to the family court address indicated on the [Court Address](#) screen on ASSETS. (**Go to Home > Utilities > District Addresses > View > Court [tab]**)

### Family Court cases

For Family Court cases, the notice is sent to the family court address indicated on the [Court Address](#) screen.

### Supreme Court cases

For Supreme Court orders, the district should enter **Code "S"** in the [Supreme Court Indicator](#) field on the [Cost of Living Adjustment \(\[COLA\]\(#\)\) Information Edit](#) screen. Then the order will be sent to the supreme court address indicated on the [Court Address](#) screen in ASSETS.

### NY order, but other than local court:

If the New York order, either Family or Supreme court, is from other than a local court (i.e. the account was created based on a change of payee), the district should:

- a) Enter **Code "S"** in the [Supreme Court Indicator](#) field (for supreme court)

**OR**

- b) Enter **Code "F"** (for Family Court)

Cost of Living Adjustment (COLA)

**AND**

- c) Enter the court county number for the county that is the origin of the order in the *Court County Number* field on the *Obligation Tab* screen.

This will ensure that the appropriate court gets the order.

**CP and NCP decide: Object to COLA, or not?**

Upon receiving an Adjusted Order of Support, the CP and NCP have 35 days from the date of the mailing of the Adjusted Order of Support to file an objection to it.

Either party (even the one who requested the COLA) can file an objection to a COLA.

An objection must be filed directly with the court.



## Cost of Living Adjustment (COLA)

### **No objection to COLA?**

If neither the CP nor the NCP nor the SCU objects to the COLA, the COLA automatically takes effect 60 days after the mailing of the Adjusted Order of Support.

**CP or NCP Mails Objection to Court**

CP or NCP mails objection directly to court, and mails a copy to the other party (CP or NCP).

## 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:

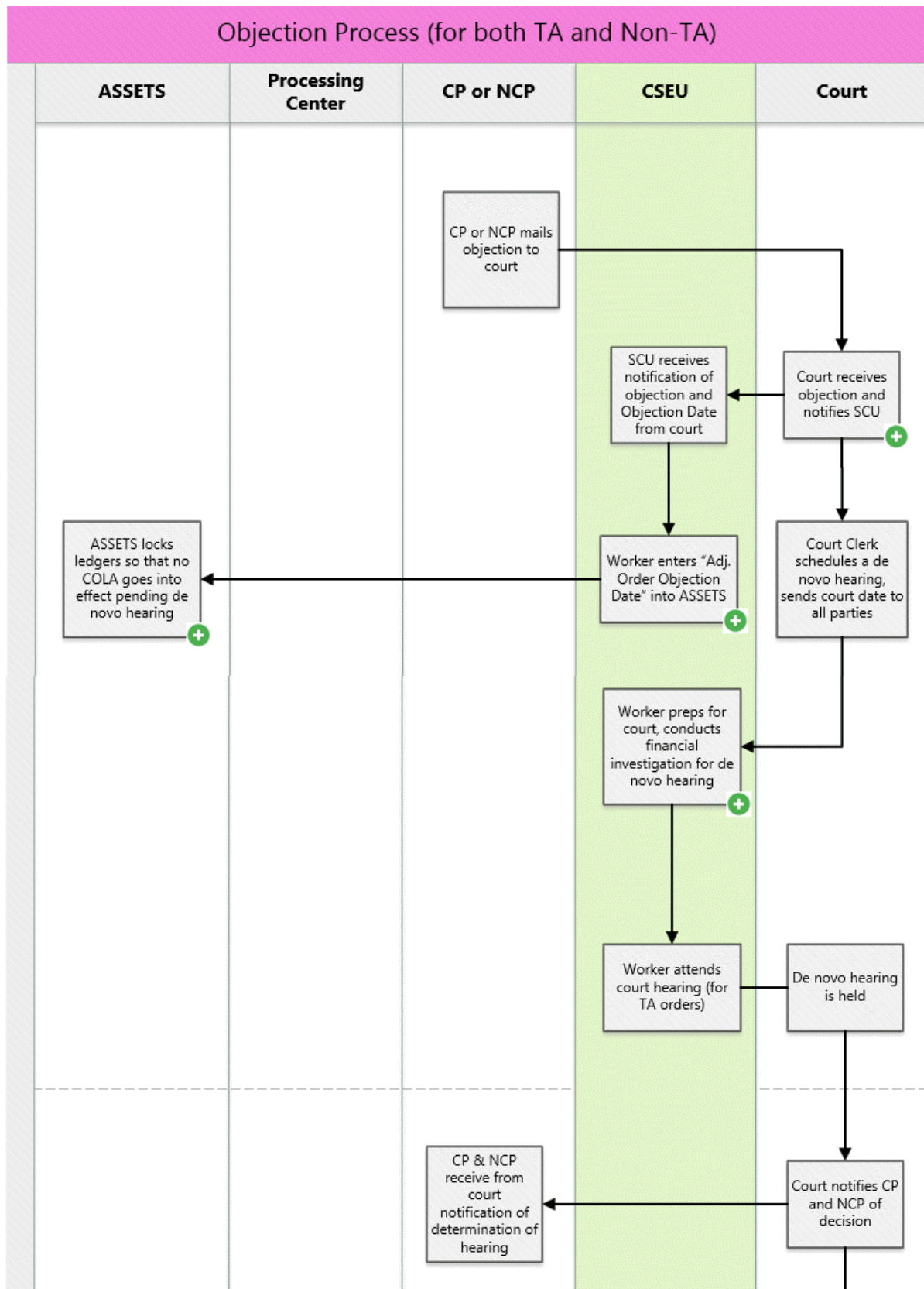
<http://www.courts.state.ny.us/forms/familycourt/pdfs/4-19.pdf>

## Objection Process

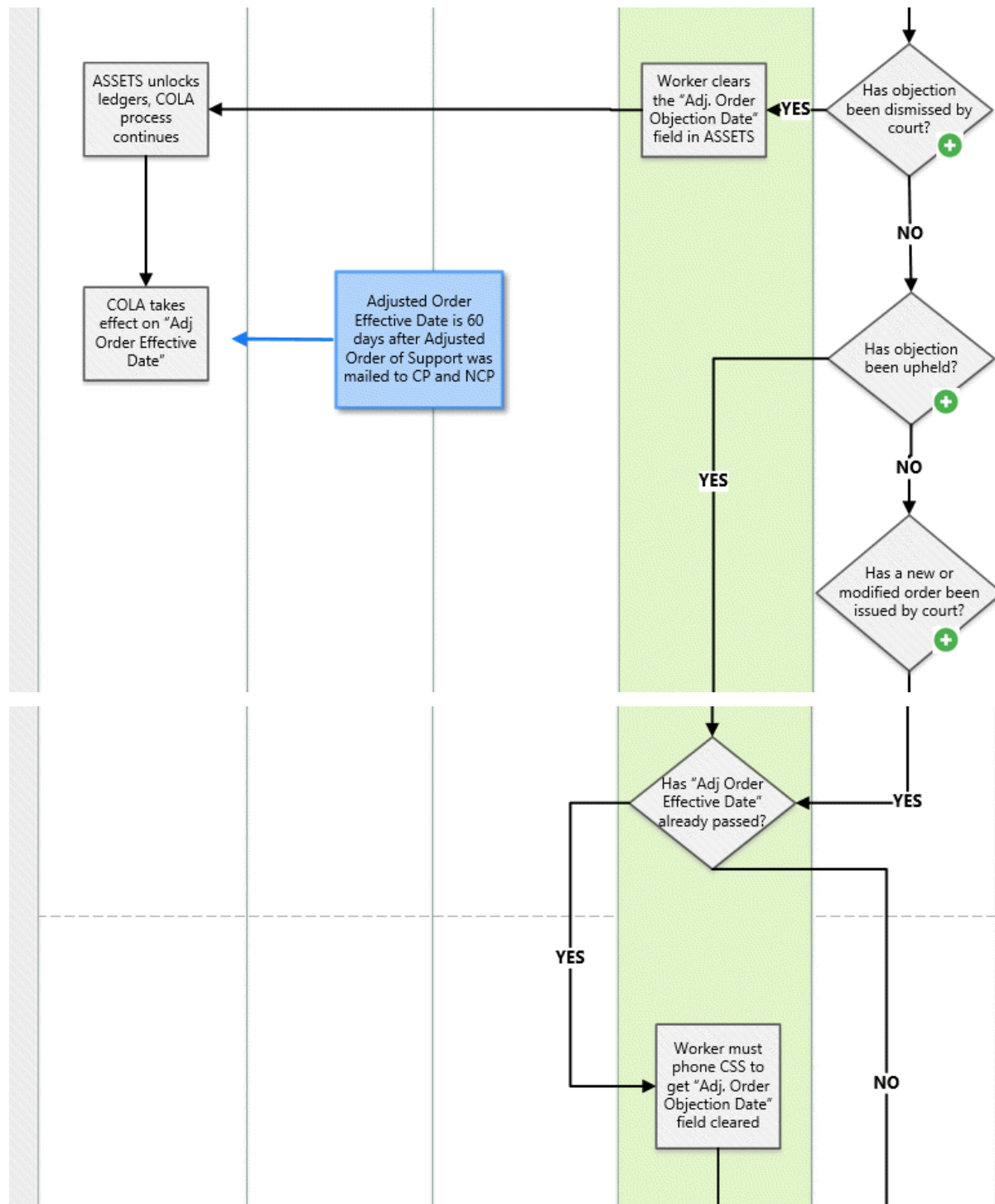
### Roadmap: Objection Process

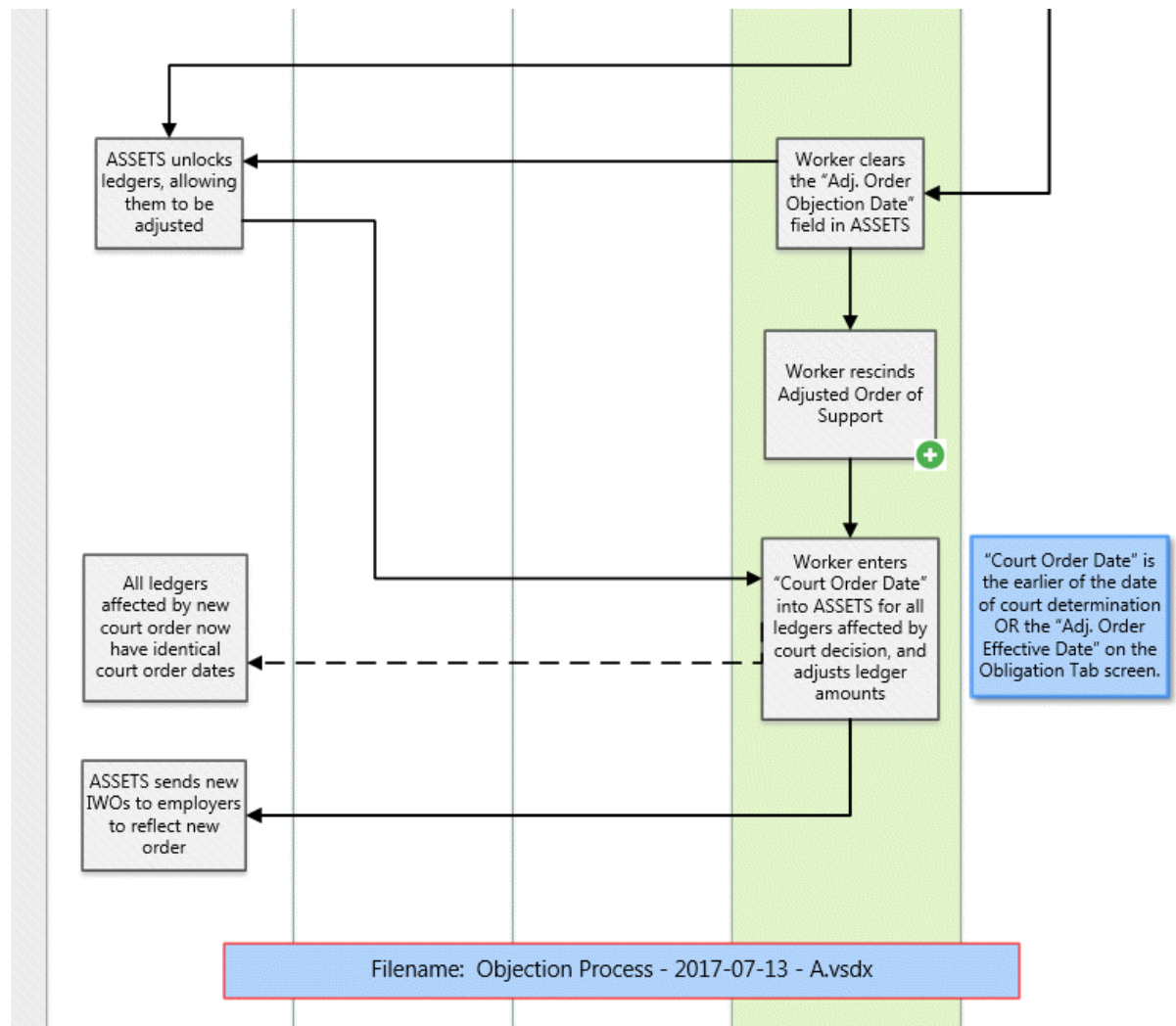
---

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..."



## Cost of Living Adjustment (COLA)







## Cost of Living Adjustment (COLA)

### **Court receives objection and notifies the SCU**

The court receives the objection from the CP or NCP.

The Court Clerk sends notification of the objection to the SCU.

The notification will include the official Objection Date.

**Worker enters Adjusted Order Objection Date into ASSETS**

The worker enters the objection date provided by the court into the *Adj Order Objection Date* field on the [Cost of Living \(COLA Information Edit\)](#) screen.

(This is critical. It locks the COLA-affected ledgers so that they cannot be adjusted and a COLA cannot be applied).

Entering any value into the *Adj. Order Objection Date* field has the following effects:

- Ledgers are locked so that they cannot be adjusted and COLA cannot be applied to them
- CEJ State field is locked so that it cannot be edited

(**Note:** Following determination of this matter in court, the Caseworker must *clear* the *Adj Order Objection Date* field (or, if necessary, contact CSS to request that it be unlocked), or else the ledgers and the CEJ State fields will remain locked.

## Cost of Living Adjustment (COLA)

**ASSETS locks ledgers so that no COLA goes into effect pending de novo hearing**

ASSETS locks the ledgers so that no COLA can go into effect pending a decision at a hearing.

The ledgers will remain locked until the worker clears the Adj. Order Objection Date field is cleared.

**Worker prepares for court and conducts financial investigation**

The worker conducts a financial investigation as would otherwise be undertaken in a case to establish an original support order, and provides the court with such financial information as is available on ASSETS.

## Cost of Living Adjustment (COLA)

### Worker rescinds "Adjusted Order of Support"

The worker rescinds the "Adjusted Order of Support" by entering **Code "R"** (Rescind) in the COLA Request Indicator field on the Cost of Living Adjustment (COLA) Information Edit screen.

1. Go to the Obligation Tab screen (See screenshot below)
2. Click on the "**Update COLA**" button in the bottom right of the screen
3. The Cost of Living Adjustment (COLA) Information Edit screen appears (See screenshot below)
4. Enter **Code "R"** (Rescind) in the COLA Request Indicator field

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 > "Update COLA" button > Cost of Living Adjustment (COLA) Information Edit screen**

Home Tasks Modules Utilities Print Help Exit

Case ID: BI District: Case Ind: A Purged FIPS: 136 Respondent: S Client: D ID: B SSN: B DOB: CLEAR 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: \$100.00 Applied to Date: \$0.00 Net Due: (\$100.00)  
Last Payment Date: Due to Date: \$0.00 Disbursed to Date: \$0.00

**Ledgers**

#	Type	Status	Dist SW	Freq	Obligation Amt	Last Charge Date	Court Order Date	coll Ind	Petition Docket #	ASAB Amt	Net Due Amt
1	11B	01		D07	\$10.00		07/29/2014			\$0.00	\$10.00

1 item found.  
Export options: Excel

COLA Request Indicator: No Review Requested COLA Amount: \$0.00 COLA Percent: 00.00%

SA Indicator: A01 Supreme Court Indicator: Blank/Own Family Court County Number: Adj Order Date: Adj Order Effective Date: Adj Order Objection Date: UPDATE COLA

Summary Case Account Enforcement

Clicking on the "[Update COLA](#)" button in the screen above brings you to the screen below. Use the dropdown menu under "Updatable COLA Data Elements" to select "[COLA Request Indicator](#)," then select the desired code to enter into the [COLA Request Indicator](#) field.

Home Tasks Modules Utilities Print Help Exit

Case ID: BP District: FIPS: 136999 Respondent: SMI Client: ID: SSN: DOB: CLEAR PICK LIST

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

MEDX PEX PIC Prof. Lic Resp. Assets DMV IWO/UIB COLA NYS Tax

### Cost of Living Adjustment (COLA) Information Edit

Updatable COLA Data Elements: COLA Request Indicator

Review & Adjustment Indicator: <span>No review done on order (system)</span>	Review & Adjustment Date: <span>07/29/2020</span>
<b>COLA Request Indicator: <span>No Review Requested</span></b>	COLA Request Date: <span></span>
COLA Percent: <span>00.00%</span>	COLA Notice Date: <span></span>
COLA Amount: <span>\$</span>	Adj Order Date: <span></span>
Adj Order Amount: <span>\$</span>	Adj Order Effective Date: <span></span>
Adj Order Frequency: <span></span>	Adj Order Obsolete Date: <span></span>

Summary Case Account **Enforcement**

## 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 on the *Cost of Living Adjustment Information Edit* screen). 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

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	E03	GIUSTO, NICOLE	10/18/2007
BP23754N1		No previous	E03	HERNANDEZ, MARIA R	10/31/2007
			E82	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
BM2404U1		No previous	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.

## Processing Center Receives an Unsigned Request for a COLA

---

For a request for a COLA to be entered into the system by the Processing Center, the [COLA Request Form](#) must be signed by the requesting party.

If the COLA Request Form isn't signed, no request is entered into the system.

Instead, the Processing Center scans the unsigned [COLA Request Form](#) and sends a copy via [ECS](#) to the local [SCU](#).

The SCU will reach out to the party in question in order to obtain the necessary signature.

## Cost of Living Adjustment (COLA)

### Screens You Will Encounter - COLA

#### 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

## 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: 0/6 CLEAR  
Case Ind: A Purged FIPS: 1 Client: SI BI: 1 PICK LIST

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

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

**Summary**

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

**Ledgers**

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

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

**IWO to Employer/UIB**

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

**COLA**

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

Summary Case Account Enforcement

100%

## Cost of Living Adjustment (COLA)

### Cost of Living Adjustment (COLA) Information Edit 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 > "Update [COLA](#)" button**

The screenshot displays the 'Cost of Living Adjustment (COLA) Information Edit' screen. At the top, there is a navigation bar with links: Home, Tasks, Modules, Utilities, Print, Help, and Exit. Below this is a search area with fields for Case ID, District, Case Ind. (A), Purged, COUNTY, FIPS, Respondent, Client, ID, SSN, and DOB. There are 'CLEAR' and 'PICK LIST' buttons. A warning message states: 'Warning: Confidential child support & Federal data-Authorized users only-No Redisclosure.' Below the warning is a row of tabs: MEDX, PEX, PIC, Prof. Lic, Resp. Assets, DMV, IWO/UIB, COLA (selected), and NYS Tax. The main title is 'Cost of Living Adjustment (COLA) Information Edit'. Below the title is a dropdown menu for 'Updatable COLA Data Elements'. The form contains two columns of fields. The left column includes: Review & Adjustment Indicator (No review done on order (system)), COLA Request Indicator (No Review Requested), COLA Percent (13.40%), COLA Amount (\$58.90), Adj Order Amount, Adj Order Frequency (D14), Supreme Court Indicator (Blank/Own Family Court), Court County Number, and CEJ State. The right column includes: Review & Adjustment Date (04/1), COLA Request Date, COLA Notice Date (04/), Adj Order Date, Adj Order Effective Date, and Adj Order Objection Date. At the bottom right of the form are 'CANCEL' and 'SUBMIT' buttons. At the very bottom is a navigation bar with links: Summary, Case, Account, and Enforcement (highlighted).

## Worker Alerts: Cost of Living Adjustment Eligible Cases screen

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

Home Tasks Modules Utilities Print Help Exit

**Worker Alerts**

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

**COLA**

**Cost of Living Adjustment Eligible Cases**

Count Only ☐ [Save Defaults](#) [Delete Defaults](#)

District  Case ID  Investigator Code  Report Month  [SEARCH](#)

Review Adjustment Ind  All  Ledger Type  Alert Status  Open & In Process [CLEAR](#)

Case ID	Review Adjustment Ind	Message	Inv.Code	Respondent Name	Review Adjustment Date	Ledger Type	Obligation Amount	Obligation Frequency	Alert Status
B		No previous COLA	C	MI	01/0	11B	\$ 1	D07	OPEN
B		No previous COLA	T	SV	01/1	11B	\$ 0	M10	OPEN
B		No previous COLA	C	MC	02/0	11B	\$ 0	D07	OPEN
B	2	Previous COLA completed	C	W	01/2	11B	\$ 0	D07	OPEN
B		No previous COLA	C	IN	01/2	11B	\$ 0	D07	OPEN
B		No previous COLA	T	BE	01/1	11B	\$ 6	D07	OPEN
B		No previous COLA	C	FE	01/1	11B	\$ 00	D14	OPEN
B	1	No previous COLA	C	JA	01/1	11B	\$ 0	D14	OPEN
B	1	No previous COLA	T	RA	01/2	11B	\$ 92	D07	OPEN
B		No previous COLA	C	SV	02/2	11B	\$ 0	D07	OPEN
B		No previous COLA	C	FT	02/0	11B	\$ 0	D07	OPEN
B		No previous COLA	T	HI	01/2	11B	\$ 5	D07	OPEN
B		No previous COLA	C	HU	02/2	11B	\$ 00	D07	OPEN
B		No previous COLA	C	SM	01/1	11B	\$ 0	M27	OPEN
B	E	Error	T	PA	01/2	11B	\$ 5	D07	OPEN
B		No previous COLA	C	FO	01/2	11B	\$ 0	D14	OPEN
B	2	Previous COLA completed	C	ER	02/2	11B	\$ 0	D07	OPEN
B		No previous COLA	C	RC	02/2	11B	\$ 0	D07	OPEN
B		No previous COLA	C	DU	01/2	11B	\$ 00	D14	OPEN
B		No previous COLA	C	CL	02/0	11B	\$ 00	D07	OPEN

Enforcement IVA Management Collections COLA

## Cost of Living Adjustment (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.

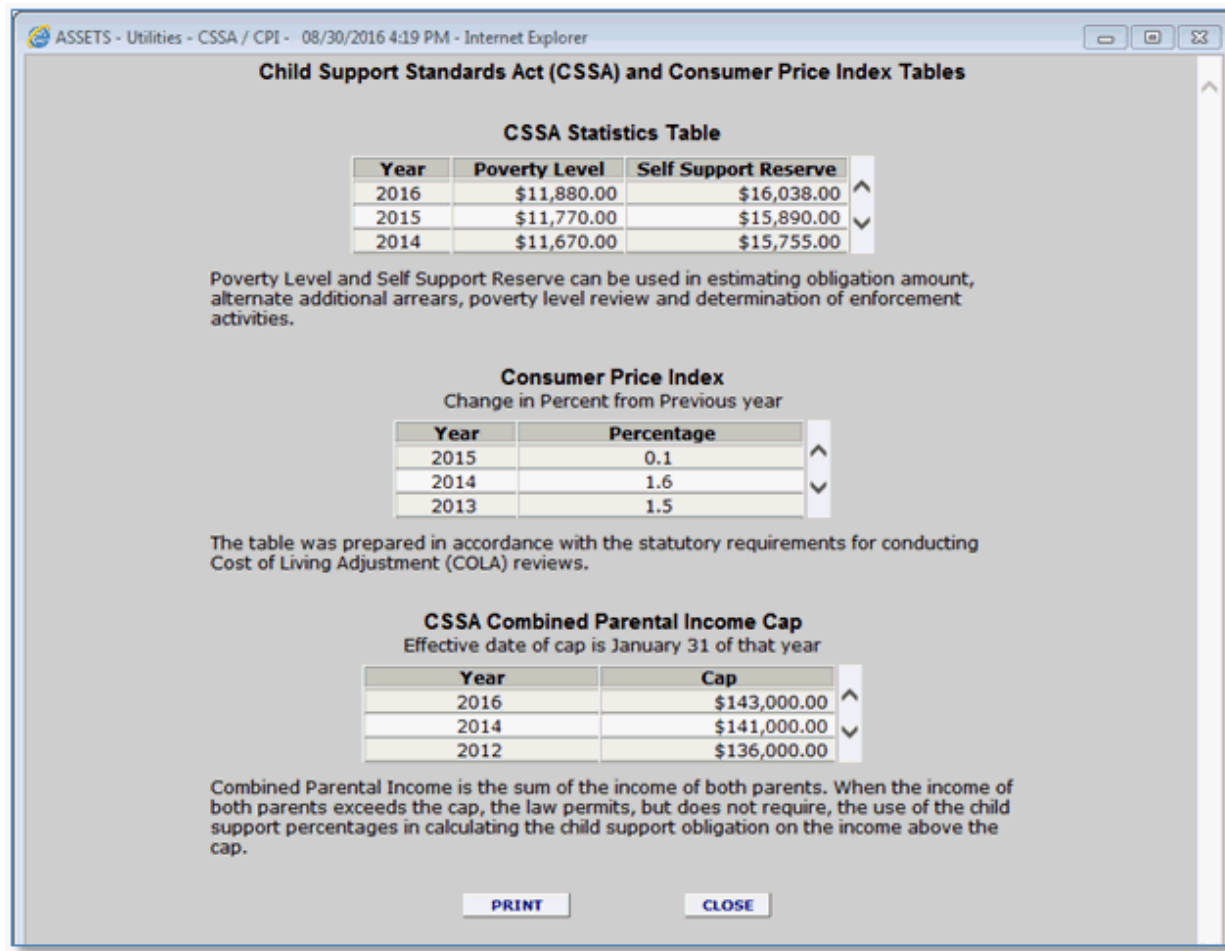
**Employer:** Compares user input to the CSMS database for NCP or CP Employer, either for the user's district or statewide. Requires the E/IP name and/or the Federal Employer Identification Number (FEIN). Other inputs for verification and IWO indicators can be used to refine search results.

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>.



## Cost of Living Adjustment (COLA)

### 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 CLEAR  
Case Ind: A Purged FIPS: 23 Client: M1 ID: B SSN: 1 DOB: 0 PICK LIST

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

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

Child Support Standards Act (CSSA) Information

Support Record				Court Order									
Support Rec. No.	Type	Stored Date	Calculated Support Amt.	Court Order Date	Court Ordered 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 Respondent: SM ID: A SSN: 1 DOB: 06 CLEAR  
Case Ind: A Purged FIPS: 1 Client: SI BI: 1 PICK LIST

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

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

**Summary**

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

**Ledgers**

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

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

**IWO to Employer/UIB**

IWO Amount: 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 Cou Adj Order Effective Date:  
COLA Percent: 00.00% Court County Number: Adj Order Objection Date:  
UPDATE COLA

Summary Case Account Enforcement

100%

## Cost of Living Adjustment (COLA)

### **COLA Notices - Sent from Processing Center**

#### **COLA Notices - Sent from Processing Center**

##### **Adjusted Order of Support**

[http://otda.state.nyen.net/assets/pages/PDFs/COLA/Adjusted\\_Order\\_of\\_Support.pdf](http://otda.state.nyen.net/assets/pages/PDFs/COLA/Adjusted_Order_of_Support.pdf)

##### **Cover Letter for Adjusted Order of Support**

[http://otda.state.nyen.net/assets/pages/PDFs/COLA/Cover letter for Adjusted Order of Support.pdf](http://otda.state.nyen.net/assets/pages/PDFs/COLA/Cover_letter_for_Adjusted_Order_of_Support.pdf)

##### **Important Notice Regarding Right to Request Review and Adjustment**

[http://otda.state.nyen.net/assets/pages/PDFs/COLA/Important Notice Regarding Right to Request Review and Adjustment.pdf](http://otda.state.nyen.net/assets/pages/PDFs/COLA/Important_Notice_Regarding_Right_to_Request_Review_and_Adjustment.pdf)

##### **Notice of a cost-of-living Adjustment**

[http://otda.state.nyen.net/assets/pages/PDFs/COLA/Notice of a Cost of Living Adjustment.pdf](http://otda.state.nyen.net/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.nyen.net/assets/pages/PDFs/COLA/Notice of Your Right to Request a Cost of Living Adjustment.pdf](http://otda.state.nyen.net/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)

# 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:** 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.)

**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 of Living Adjustment (COLA)

**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

**FA:** Family Assistance

**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.



## Cost of Living Adjustment (COLA)

### 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

**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.

**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

## Cost of Living Adjustment (COLA)

**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:**

## R

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

## 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.

**SNA:** Safety Net Assistance (SNA) falls under the umbrella of "Temporary Assistance).

**SNAP:** Supplemental Nutrition Assistance Program (SNAP).

**SSN:** Social Security Number

## 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.

**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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