

SUMMARY OF CHANGES AND IMPROVEMENTS TO THE DESK REVIEW PROCESS

In General:

- The Administrative Directive (ADM) provides one complete resource for the desk review process instructions as they impact the Social Service District.
- The ADM notifies local districts of the discontinuance of the worksheets and instructions provided in 08-ADM-08, dated October 29, 2008, entitled *Increase in the Pass-through and Disregard of Support Payments*, as rights to a desk review of Phase I pass-through payments have expired.
- The ADM notifies local districts of the discontinuance of desk review requests for current excess support payments and the discontinuance of related worksheets and instructions provided in 09-ADM-21, dated November 13, 2009, entitled *Temporary Assistance Excess Support Process and Procedures for Reviewing Cases that have Support Collections in Excess of the Temporary Assistance Deficit*.

First-Level Desk Review Process:

- The procedures provided in the *Dear Colleague* letter dated April 22, 2008, which require Support Collection Units to make available hard copies of the *Request for a First-Level Desk Review of the Distribution and Disbursement of Child Support Collections* and *Information and Instructions for Completing the Request for a First-Level Desk Review of the Distribution and Disbursement of Child Support Collections* form in the general and/or Child Support Enforcement Unit/Support Collection Unit reception area are included in this ADM (see ADM, Section V(A)(2), page 5).
- The procedures provided in the *Dear Colleague* letter dated May 19, 2008, which require that the Support Collection Unit acknowledge receipt of the desk review request form immediately through use of the *Confirmation of Receipt of Your Request for a First-Level Desk Review of the Distribution and Disbursement of Child Support Collections* are included in this ADM (see ADM, Section V.B.1.b., pages 7-8).
- A change in procedures for a desk review request received for a pass-through payment now requires that the Support Collection Unit conduct the desk review for the period(s) requested plus the two consecutive months that follow, if appropriate (see ADM, Section V.B.1.c.i., page 8).
- Clarification to procedures is provided for a desk review for a cumulative excess support payment, which confirms that the desk review must be conducted for a period which covers the full period(s) of the temporary assistance assignment and must include all child support disbursements to the Department of Social Services in order to accurately determine the correct amount of cumulative excess support payments (see ADM, Section V.B.1.c.ii., pages 8-9).
- Procedures are provided for instances where the Support Collection Unit may conclude a desk review with no calculations worksheet based on critical information provided and under certain defined circumstances (see ADM, Section V.B.1.d., pages 9-10).
- The first-level desk review closing status and reason code definition has been revised to identify reviews that include a calculations worksheet (see ADM, Section V.B.1.f.i., page 12).
- One new status and reason code has been added to identify first-level desk reviews that are concluded with no calculations worksheet (see ADM, Section V.B.1.d.iii., page 10).

Second-Level Desk Review Process:

- The procedures exclusive to the Office of Temporary and Disability Assistance (OTDA) have been removed from the instructions in this ADM (see Section V.C., page 16).
- Procedures are provided to notify local districts when a second-level desk review request has been received and for requesting copies of the Support Collection Unit and Temporary Assistance Unit documentation used in a first-level desk review (see Section V.C.1., page 17).
- Procedures have been incorporated which provide for instances where OTDA requires additional information from the local district in order to complete the second-level desk review (see ADM, Section V.C.2., pages 17-18).

New and Revised Forms and Instructions:

- Minor changes to all forms and notices have been made including changes to the titles (see Attachments).
- More choices for concluding a first-level desk review have been added to the *First-Level Desk Review Determination* notice (see Attachment 4).
- The *Calculations Worksheet for Desk Review of Pass-through Payments* and *Information and Instructions for Completing the Calculations Worksheet for Desk Review of Pass-through Payments* have been revised to incorporate changes provided in 10-ADM-04, dated June 18, 2010, and entitled *Increase in the Pass-through and Disregard of Support Payments – Phase II* (see Attachments 6 and 7).
- The *Calculations Worksheet for Desk Review of Cumulative Excess Support Payments* and *Information and Instructions for Completing the Calculations Worksheet for Desk Review of Cumulative Excess Support Payments* have been improved to include simplification of reporting for the distribution and disbursement of support collections, and improved reporting requirements for temporary assistance payments for the entire period of the desk review (see Attachments 8 and 9).
- A new Support Collection Unit transmittal form entitled *Support Collection Unit Notification to State of Unreimbursed Assistance Adjustment as a Result of a Cumulative Excess Support Payment Desk Review* is included to communicate to OTDA adjustments necessary to the unreimbursed assistance balance identified through the desk review process (see Attachment 10).
- More choices for concluding a second-level desk review have been added to the *Second-Level Desk Review Determination* notice (see Attachment 13).
- A new notice entitled *Notification of a Second-Level Desk Review Request* is included to notify local districts of receipt of second-level desk review requests and to obtain necessary documentation used in the first-level desk review determination (Attachment 14).
- A new OTDA transmittal form entitled *Request for Additional Information to Support Second-Level Desk Review* is included to communicate to local districts when additional information is required to complete a second-level desk review (see Attachment 15).