3 Customer Support Questions

3.1 SUPPORT COLLECTIONS

CPs receive a Notice of PIN when a child support account is established and an address exists for the CP in CSMS. CPs who have a PIN can obtain payment information by calling the Child Support Information Line (CSIL) or by accessing the New York State Child Support web site. The PIN is activated on the CSIL with the subsequent monthly load.

NCPs who have a PIN can ONLY obtain payment information from the website (not the CSIL).

Requests to obtain a PIN should take approximately 5 business days and must include name, address, Social Security number and CSMS case number. A request for a PIN will be accepted by phone or in writing to:

NYSDCSE
PO Box 15365
Albany, NY 12243
Attention: PIN

PINs are issued only when there is a CSMS match to the account number, name and Social Security number. If the caller does not have a SSN, no PIN will be issued and the caller will not have access to the website.

Website: www.newyorkchildsupport.com (24 hours a day, 365 days a year) (CP and NCP)
CSIL telephone number: 1-800-846-0773 (24 hours a day, 365 days a year) (CP only)

3.1.1 Question: Can you check on my child support/alimony payment?

Answer (CP): Did you try to access the Child Support Information Line (CSIL)?

Action: If the PIN is known to CP:

- Be sure the caller has pen and paper
- Provide caller with instructions on the CSIL options they must follow to access their payment information
- Transfer the caller to the CSIL.

If the CP does not have a PIN:

- Identify Caller Type and PA status
- Check FIPS code.
- Identify Payment(s) in question
- View M(oney) screen for recent payments in question, O(lder money) screen for older payments.

- For CPs, check to see if payments were returned (Batch 86,85,83,82)
- Check to see if payments were received.
- Check FS screen to determine if there is a hold and when account last charged and will next charge
- Check R/RR screens to see if there are any issues that may hold up payments.
- RR screen
  Update CSMS
- Advise the caller that we will be resending the PIN by mail within 5 business days.

Category: PIN

Referral: DCSE

Answer (NCP):

If the NCP has a PIN, direct the NCP to the website for payment information

Action: If the NCP does not have a PIN or a computer:

- Identify Caller Type and PA status
- Check FIPS code.
- Identify Payment(s) in question
- View M(oney) screen for recent payments in question, O(lder money) screen for older payments.
- Check to see if payments were received.
- Check FS screen to determine if there is a hold and when account last charged and will next charge
- Check R/RR screens to see if there are any issues that may hold up payments.
- RR screen
- Update CSMS

No information other than payment information is to be provided to the NCP

Gather any new NCP information. Ask NCP if they wish to have a PIN sent to them. If yes, advise NCP that we will be sending his/her PIN in writing within 5 business days.

Category: PIN

Referral: DCSE

3.1.2 Question: I don't believe you are giving me credit for all the payments I've made (or believes has been overcharged). Can you help me with this matter?

(NCP must provide details of "issue". CSR must review CSMS to attempt reconciliation if a discrepancy exists.)

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Answer: Review CSMS to identify and resolve the discrepancy. Provide the caller with the appropriate response.

Or, if unresolved
In order to resolve this matter, you must send the child support agency handling your case a letter explaining your concerns. The letter must include your daytime phone number and copies (front and back) of documents that support your concern(s) – e.g., court order, payments. If you need the address for your child support agency, I can provide it to you.

Action: Provide caller with local agency address

3.1.3 **Question: I (NCP) need some information regarding the payment made on _____. Can you help me?**

Action: Identify payment receipt in question and review the CSMS account for information. Or, if payment is not provided on CSMS refer to 3.1.2.

Answer: Yes, I can help you. Respond appropriately to the caller's inquiry in relationship to the payment.
DISBURSEMENT INFORMATION CANNOT BE GIVEN TO THE NCP

3.1.4 **Question: How do I (CP) access the CSIL for my payment information?**

Answer: In order to access payment information on CSIL, you must know your personal identification number (PIN). Do you have a PIN?

If yes, advise caller of the options to follow (be sure they are writing down the instructions), and advise that caller that you are transferring the call to CSIL

If no, see 3.1.1

3.1.5 **Question: I (CP) called the CSIL, followed the process, but can't get my payment information. What is wrong with it?**

Answer: I can assist you.

Action: If the IVR is experiencing technical difficulties, assist caller by accessing CSMS HTM and HTO screens and respond to their inquiry.

If the IVR is not experiencing technical difficulties
- Confirm the area of the IVR caller is inquiring about
- Review the IVR call flow to identify the proper steps caller should be following to access the information
- Be sure the caller is prepared to write down the instructions
- Provide clear instructions as to how to access the payment information on the IVR.
- Once the caller understands the process, transfer caller back to CSIL

Note: CSH administration is to immediately report any technical difficulties reported by a caller to the processing center administration.

3.1.6 Question: (CP) How long does it take you to send me my child support?

Answer: Do you receive your payment by direct deposit, Debit Card or check?
If ***direct deposit or Debit Card,***, advise the caller that it may take up to 2 to 3 business days following the disbursement for the payment to be posted to their account with their financial institution.

Action: Check CSMS to determine:
- Date of most recent (direct deposit) disbursement
- If the 3 business day window has expired

If 3 business days has not expired since disbursement, advise caller to check with their financial institution in 2 to 3 days*.
*CSR computes the days from the business day following the date of disbursement
If 3 business days has expired advise caller to contact their financial institution.

Answer: If caller receives a ***check***, advise the caller that it may take up to 10 business days for the check to be received through the mail.

Action: Check CSMS to determine:
- Date of most recent (check) disbursement
- Postal return occurrence (batch 83)

If disbursement date is within 10-business day window and no postal return, inform the CP of the disbursement date and that the 10 days has not expired.

Note: The CSR must always promote direct deposit in non-public assistance cases. Active public assistance cases are not eligible for Direct Deposit.

3.1.7 Question: I (CP) checked and the payment was made, why haven't I received my check?

Answer: One moment please, I can check the system for you.

Action: Review CSMS to identify the reason why a disbursement has not yet been made to the custodial parent. Provide the caller with the appropriate response.

Check CSMS screen to determine:
(1) If a disbursement has been made and date of most recent payment disbursement
(2) If the disbursement was within the 10-business day window.
(3) If a postal return has occurred (batch 83 on HTM screen)

(a) - Postal return indicated in CSMS (will be indicated by a "batch 83" on the money screen)

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- Check address for conformance to USPS address conventions and for proper address.

Take information on the correct mailing and residential address for the CP and update CSMS. See changing CP address. Inform the CP caller that the post office will not forward the check to their new address.

b. **Question:** I (CP) did not receive my (disregard/pass-thru/bonus/desk review) check/benefit.

Action: Review CSMS and determine if a payment was made during a prior month* that would result in a disregard payment being issued to the caller.
* Determine a prior month by using the following:
Check CSMS screen to determine:
(1) A 79 Application to a 21 ledger has been made.
(2) Determine if a 30 day time period has elapsed since (1)

Answer: (1) <u>If a payment was made and > 30 days</u>, advise caller that they must complete a "Request for a Desk Review" form. The form will be mailed to you and you should expect to receive it within 5 business days. (Generate referral to DCSE.)
(2) <u>If a payment was made and < 30 days</u>, advise the caller that the disregard payment will be made after the 20th of the current month and that they should allow 2 – 3 days for the funds to be available on their benefit card. (No referral.)
(3) <u>If no payment was made</u>, advise the caller that child support payments were not made during the prior month. Therefore, they did not qualify for the disregard payment. (No referral.)

Category: Desk Review

Referral: DCSE

If the caller is inquiring about their child support check (because they are no longer receiving assistance) and CSMS still shows that the child support payments go to DSS, check case status

- Review CSMS to determine whether or not a payment was made to the account, if not advise caller that no payment was made.
- Advise the caller that the child support system still shows that the money must go to DSS.
- Advise the caller to contact their PA caseworker.
- Provide the correct PA phone number

(c) If CSMS indicates:

- NO postal return
- 10 business day window has NOT expired
- CSMS address validated by caller as CORRECT

Provide caller with CSMS disbursement date (business day following disbursement date).
Advise caller that they must allow at least 10 business days from the date of disbursement for delivery of their child support check. Once 10 business days have passed, they may call again if they have not received the check.

(d) If CSMS indicates:
- NO postal return
- 10 business day window has expired
- CSMS address validated by caller as INCORRECT.

Obtain the CP's correct mailing and residential address and update CSMS.
A stop payment form must be submitted to the local district. Create referral to DCSE for stop payment.
Advise CP that once they mail form, if they receive the check they cannot cash it.

Subcategory: Stop Payment

Referral: DCSE

Action: Update CSMS with the appropriate information for a change in address for mailing and/or residential.
Do you live at this address? (Match it with their residential address in CSMS)
Do you receive mail at this address?

(e) If CSMS indicates
- NO postal return
- 10 business day window has expired
- CSMS address validated by caller as CORRECT

A stop payment form must be submitted to the local district. Create referral to DCSE for stop payment.
Advise CP that once they mail form, if they receive the check they cannot cash it.

Subcategory: Stop Payment

Referral: DCSE

(f) If CSMS indicates
- NO postal return
- 10 business day window has not expired
- CSMS address validated by caller as INCORRECT

Provide caller with CSMS disbursement date (business day following disbursement date).
Advise caller that they must allow at least 10 business days from the date of disbursement for delivery of their child support check. Once 10 business days have passed, they may call again if they have not received the check. Obtain the CP's correct mailing and residential address and update CSMS.

(g) If CSMS indicates a check was not disbursed, determine why a disbursement did not occur. Explain to the caller the reason a check was not disbursed. If local district action is required to allow for disburse to the caller, create a referral.

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Category: Account Adjustment

Subcategory: Adj Ledgers **or** DSSW 3

Referral: Local District

3.1.8 **Question: (CP) Why is the child support payment less than usual?**

Action: Check CSMS for

- Partial payment by NCP
- Downward modification of the order
- Reduction to IEX due to arrears paid
- Split payment (2 checks equal obligation amount)

If partial payment, advise caller that the amount they received was all that was paid.

If a modification has been made to the court order to reduce enforcement amount, inform the caller of that situation.

If IEX amount is reduced due to the arrears being paid off, explain to the caller that is why the payment received is less.

If split, CSMS disburses money as paid and due. Your child support is due on a specific date as per the court order. The payments on your account must be received in full by that date in order for you to receive the full amount due on that date. In this situation a payment is received prior to the due date and if the full amount is not due, only the amount due to you at the time of receipt is mailed to you. When the account charges the amount of your child support on the due date, the balance of the payment is then mailed to you. And, then the same cycle repeats resulting in the child support being mailed in two checks instead of one. For example: There is a $20.00 credit on the account. The child support obligation is $50.00. When the $50.00 becomes due, a $20.00 check will be sent to you. When the next payment is received prior to the next $50.00 becoming due, another check for up to $30.00 will be sent to you.

3.1.9 **Question: (CP) My check was stolen, how do I get a replacement check?**

Action: Determine how they know it was stolen. Determine on CSMS the check that was stolen.

Answer: I will send you a document that you must complete and return to your local support collection unit so that they may reissue the payment to you. If you should find the stolen check before you receive the replacement check, do not attempt to cash it. Please call us back and we will tell you how to proceed.

Subcategory: Stop Payment

Referral: DCSE

3.1.10 Question: (CP) Can you reissue an out-dated/stale-dated check?

Answer: What is the date on the check? Verify the distribution date on CSMS. If the check date is older than 80 days, advise caller that another check will be issued. Check to see if the check has been voided or stopped.

Action: If 80 days have not passed since the check date, advise the caller the check is still good but they must cash it promptly.

If 80 days have passed since the check date, advise the caller to mark the check stale dated, void and mail to LD with a note requesting reissue.

If 80 days have passed since the check date and the CP advises they never received/no longer have the check(s), provide the CP with a payment history and advise the CP to write to the local district and identify the check(s) on the payment history that have not been received.

3.1.11 Question: (NCP/CP) How do I get a copy of my payment history?

Answer: I can provide you with a copy of your payment history. What date would you like the history to begin/end on?
Request payment history through CSAR. Be sure to indicate a start and end date.
If caller requests a payment history before January 1, 1996, create referral to LD to receive payment history.

Subcategory: Account Summary

Referral: DCSE

3.1.12 Question: (NCP) I don't agree with the past due/arrears child support amount, who do I talk to about this?

Answer: Why do you feel this amount is incorrect?

Action: 1. "Because you are not crediting me for payments I have made"
Direct the NCP to the website to view payment history. If he has viewed his payment history, Notate the payment(s) NCP claims to have made along with the date the payment was sent in. If the payment was recent, advise NCP that the payment may not have been received yet. If it is not a recent payment, advise NCP to submit in writing along with copies of the front and back of payments submitted and not credited to their child support account.

2. "Because you are overcharging me"
"Why do you feel that way?"
Discuss with NCP the court ordered payment obligation, what the court order obligation is and the amount recorded on CSMS, and any additional amount to satisfy past due support. Advise NCP that as long as the payment obligation is that amount he is required to pay it and any arrears that accrue because of it. If he disagrees with the obligated amount on his court order, his only recourse is to file a petition for modification. If CSMS does not reflect the same obligation that the NCP states, obtain the court order information (date of court

order, obligation amount and an indication as to whether the obligation was increased or reduced) from the NCP and create a referral.

Subcategory: Account Adjustment

Referral: Local District

3.1.13 **Question: (NCP) What can I do if I don't agree with the court order amount or how often it must be paid?**

Answer: If it has been within 30 days of the date of the court order, you need to follow the instruction received with your court order. Please see the note on the court order. If it has been more than 30 days, you may file a modification petition with family court.

Action: Provide the caller with the correct Family Court address. For NYC cases where the client is in receipt of public assistance, the caller should be provided with the Manhattan Family Court address.

3.1.14 **Question: I (CP) did not receive my (disregard/pass-through/desk review/bonus) check/benefit.**

Answer: Please see FAQ 3.1.7b.

3.1.15 **Question: (NCP) I was supposed to receive a refund from child support, but I haven't received it.**

Action/Answer:

Steps:

a. Obtain details of any prior communication (Onyx and CSMS RR screen)
b. Check actual case for overpayment on I screen
c. Check M screen and R screen for refund disbursement
d. If refund was not completed, explain current status:
    i. Refund still in process
    ii. Overpayment does not meet the requirements for a refund
e. If the refund has been complete switch to Refund case
f. Check status of refund disbursement
    i. Confirm NCP address, if address is incorrect update CSMS (perform stop payment on check if it has been disbursed)
    ii. 10-day window from refund request on R screen to refund disbursement

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iii. If 10 day window has expired and refund has not been disbursed, refer to LD
iv. If refund has been disbursed, confirm address and advise NCP of delivery window

Category: Undisbursed

Referral: Local District

- **(NCP) Question: Caller is owed a refund but has not received it. Review of CSMS indicates that it is due, but has not been disbursed. How long will it take until it is disbursed?**

Action: Review CSMS to determine if a refund may be due

Referral: Local District

Subcategory: Undisbursed

3.1.16 Question: (NCP) How do I get credit for the payments I have made directly to the CP?

Question: (NCP) How do I get child support credit when the CP leaves the kids with me for a long time.

Answer: You must file a petition with the Family Court. The Family Court will be able to assist you with the petition.

Action: Provide caller with Family Court address if requested.

3.1.17 Question: (CP) What is Direct Deposit and how does it work?

Answer: Direct deposit is an electronic process that sends your child support payment directly to your checking or savings account. It is a safe, fast and confidential method of receiving your child support and is available if you are not receiving public assistance or if your child support is mailed to another child support agency. Would you like for me to have an application mailed to you?

Action: Review CSMS and determine if caller is in receipt of public assistance or if the payments are mailed to another child support agency. If not, obtain caller's address and create referral. If yes, notify caller that CSMS records reflect that public assistance is being provided on the case or that the payments are mailed to another child support agency.

Subcategory: Direct Deposit

Referral: DCSE

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3.1.18 Question: (CP) What do I have to do to receive my payment through Direct Deposit?

Answer: A special form is used for requesting direct deposit. The form is called AUTHORIZATION/CANCELLATION FOR DIRECT DEPOSIT OF CHILD SUPPORT PAYMENTS. We can have a form mailed to you. Please be advised that direct deposit is not available if public assistance is being provided on your case or if your child support payments are mailed to another child support agency.

Instructions are provided with the application. Mail the completed form to the address provided on the form.

Action: If the CP wishes to receive an application for direct deposit, obtain caller's address and create referral.

Subcategory: Direct Deposit

Referral: DCSE

3.1.19 Question: (CP) How long does it take Direct Deposit to take affect?

Answer: It is generally takes two weeks after the completed form is received by child support for Direct Deposit to take affect. You will continue receiving paper checks until it takes affect.

3.1.20 Question: (CP) How do I cancel my Direct Deposit?

Action: CP wishes to cancel direct deposit, inquire as to the reason for the cancellation. If the request is due to a situation that can be resolved, address the situation. If the CP still wishes to cancel, create referral.

Answer: To cancel Direct Deposit you will need to complete a Direct Deposit cancellation form. When we receive your request for cancellation, your Direct Deposit will be cancelled within seven days. At that time, you will be pre-enrolled in the New York debit MasterCard card program. We will mail a MasterCard packet to you that provides information on the debit card program.

Subcategory: Direct Deposit

Referral: DCSE

3.1.21 Question: (CP) Can I request a Debit Card for my child support?

See 3.1.33

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3.1.22 Question: (NCP) What options are available to me for making payments directly to you to satisfy my child support obligation? (Request for Direct Payment Options)

Answer: You can make payment by check or money order; Western Union and ExpertPay now have services that provide for electronic payments. To obtain a location of a Western Union agent please call 1-800-354-0005. To contact ExpertPay please call 1-800-403-0879 or visit www.expertpay.com. You may also contact the US Postal Service for priority mail service.

Action: If CSMS does not show active IEX, obtain the NCP's current employer information.

3.1.23 Question: (NCP) Can I make my payment at the local child support agency?

Answer: No, you must make your payments to PO Box 15363, Albany, NY 12212.

3.1.24 Question: (CP) The NCP paid more than ordered, but I didn't receive all of that payment. Why?

Answer: Disbursements are made based upon the amount paid and due. If the full amount of the payment was not due, the full amount will not be disbursed. Any overpayment on the account will be disbursed when it becomes due.

Action: CSR must review the account to confirm what the client is saying and respond as to the findings.

3.1.25 Question: (NCP/CP) Any call regarding abandoned funds (escheated funds)

Answer: Obtain the caller's address and telephone number and advise them that their local child support agency will contact them.

Category: Undisbursed

Subcategory: Undisbursed

Referral: Local District

3.1.26 Question: (CP) I am not receiving my direct deposit disbursements.

Answer: **a.** If banking information is correct – Our records reflect that your payments are being sent to you by direct deposit to your bank account. You will need to contact your financial institution (bank) and confirm whether or not they have received the payments. If they have not received the payments, please make sure that you call us back.
b. If banking information is incorrect – There is a discrepancy in your banking information. We will investigate this further and respond to your inquiry within ____ days.

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Action: CSR must review the money transactions on CSMS. CSR must distinguish between check disbursement and direct deposit. If direct deposit, CSR must confirm CP banking information.

Subcategory: Direct Deposit

Referral: Create Referral to Local District for part B only

3.1.27 Question: Caller advises has a child support check that is payable to someone else.

Action: The CSR must obtain information about the check, so that a referral can be made to the LD [case number, CP/NCP name, CP address, check number, dollar amount, date of check, CP/NCP SSN, Name of child(ren)].

Answer: Advise caller to return check via mail to the return address on the check.

Category: Undisbursed.

Referral: Create Referral to Local District.

3.1.28 Question: (NCP/CP) I would like to request a "certified" copy of my payment history/account summary – i.e., a history signed and verified to be authentic. Is such a history available?

Answer: **a.** We cannot provide "certified" copies of payments and/or arrears history, however, we can provide a list of payments or disbursements back to 1996 (see 3.1.11)
b. If the caller requires payments/disbursements prior to 1996 or feels has been overcharged or not given credit for payments made, process as in 3.1.2 or 3.1.11
c. If the caller requests a "certified" copy of payments/arrears for use in another local district or state, advise the caller to have the other jurisdiction contact the local district.

3.1.29 Question: Caller is a manager from a check cashing facility in NYC who wishes to verify a check amount.

Action: Determine that the caller is from a check cashing facility and this is a NYC account.

Answer: Refer to NYC Accounting Unit at (212) 487-6072.

3.1.30 Question: (NCP/CP) Is interest charged on arrears?

Answer: Yes, if the arrears have been reduced to a judgment and the judgment has been filed with the County Clerk's Office.

3.1.31 Question: (NCP/CP) How much interest do arrears accrue?

Answer: A judgment issued in New York State accrues interest at a rate of 9% per year.

3.1.32 Question: (CP) What is the NY Debit Card Mastercard and how does it work?

Answer: The New York Debit Card is the new way to receive your support payments. Using it you can access your money at banks, ATMs and stores across New York, the nation and the world.

Benefits of the New York Debit Card include:

- No bank account needed.
- No Check Cashing Fees
- No worries about lost or stolen checks.
- Use your card all across New York, the United States, and worldwide.
- Balance and account information available 24 hours a day, every day.
- Safe, secure, convenient access to your support payments

3.1.33 Question: (CP) How do I sign up for a Debit Card?

If the caller has received a debit/pre-enrollment notice or marketing information.

Action a: If you recently received a notice (or marketing information) in the mail your enrollment is underway. Verify that the case and county information is correct. You are all set to begin receiving payments after you receive your card

Action b: If the caller has NOT received a debit/pre-enrollment notice or marketing information

Review the EN screen on the account

a) if the account type of EN is OO

b) if account type on the EN screen is blank, NS, RJ or HS, create a CSAR record for enrollment.

Answer: **a)** We are currently implementing debit card state-wide. The roll out will continue thru April, 2007. Please check your mail for the announcement of your enrollment. Verify that the case and county information is correct.

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b) I can help you with that. Let me validate your case, county, DOB and SSN and begin an enrollment process. Your card will be mailed to you in 7-10 business days

If the caller has received a card.

Answer: Congratulations, you have been enrolled in the New York debit Mastercard program.

You must pin your card immediately. Your child support payment will be issued to this card as early as 7 days from the date of the mailing of the card. To PIN the card please call 1-866-461-4093 toll free.

Subcategory: Debit Card

Referral: DCSE

3.1.34 Question: (CP) Where can I get the Enrollment Form?

Answer: See3.1.33

3.1.35 Question: (CP) How long does it take to get my debit card?

Answer: Please allow 20 business days for the delivery of your Debit Card.

3.1.36 Question: (CP) How long does it take to get my money if I have a Debit Card? I have not received a payment on my Debit Card.

Action: Check CSMS to determine:

- Date of most recent disbursement.
- If the 3 day business window has expired

Answer: Once you have received a card and activated your PIN, money that is paid and due on your child support case will be disbursed to your Debit Card account. Funds are usually available the next day but please allow 3 business days from the disbursement date for the funds to be credited to your account.

- CSMS indicates a disbursement made:

If 3 business days has not expired, advise the caller to check with their bank or financial institution in __*__days

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*CSR computes the days from the business day following the date of disbursement.

If 3 business days has expired, advise caller to contact NYS/Debit Card at 866-461-4093 (collect 801-352-3298 outside the United States).

3.1.37 Question: (CP) Where can I use the Debit Card?

Answer: Your Debit Card can be used anywhere a MasterCard Debit Card is accepted. It is accepted at millions of locations worldwide. You can use your card at: Grocery Stores, Clothing Stores, Office & School Supply Stores, Restaurants, Discount Stores, Department Stores, Home Furnishing Stores, Theaters, Gas stations, Drug Stores and Pharmacies, Video Stores, Doctors' Offices and ATMs.

3.1.38 Question: (CP) Is there a charge for using the Debit Card? Is there a charge for using the Debit Card as an ATM card?

Answer: **Please check the list of fees that came with your card for the most up to date information.** There is a $0.90 transaction fee for all ATM withdrawals. Some ATMs will charge a surcharge in addition to the $0.90 transaction fee. You can use any ATM that has the MasterCard, Maestro or Cirrus brand mark. **New York Debit Card cardholders can use Wachovia Bank ATMs without a surcharge. Only the $0.90 transaction fee will be charged.**

Cash Back with a Purchase

- Many retailers that accept Maestro, particularly grocery stores, will give cash back with no fee when you make a purchase using your PIN.
- There is no charge for cash back at a point of sale.

From a Teller at a Bank

- Give your card to any teller in a bank displaying the MasterCard brand mark.
- There is no charge to you to get cash at a bank displaying the MasterCard brand mark.

3.1.39 Question: (CP) How do I cancel my Debit Card?

Answer: Why is it that you would like to cancel your Debit Card?

CSR notates reason for cancellation. If the reason is for other than those listed below, CSR must resolve issue.

You must submit a letter stating your hardship and submit the letter to the following address:
NYS Child Support Processing Center, PO Box 15367
Albany, NY 12212-5367
You will receive a response within 10 business days

Religious Handicap ATM proximity (25 miles)

3.1.40 **Question: (CP) I lost my Debit Card, how do I get a new one?**

Answer: You will have to contact the NYS Debit Card center listing on your card mailer. That number is toll free 866-461-4093 (collect 801-352-3298 outside the United States).

3.1.41 **Question: (CP) I lost the pin# for my Debit Card, how do I get a new one?**

Answer: You will have to contact the NYS Debit Card center listed on your card mailer. That number is toll free 866-461-4093 (collect 801-352-3298 outside the United States).

3.1.42 **Question: (CP) Can I get a statement of charges on my Debit Card?**
(CP) Is there any way the system can generate a monthly statement to go to me while I am still receiving payments through the Debit Card?

Answer: Yes, you can get a statement at the website: www.Eppicard.com or by calling the NYS Debit Card at toll free 866-461-4093 (collect 801-352-3298 outside the United States).

3.1.43 **Question: (CP) What parts of the form do I fill out to enroll in the Debit Card program?**

Answer: If you recently received a notice in the mail you're enrollment has begun and there is nothing to complete. You will be receiving a NYS debit card in the mail within the next 20 days. Verify that the case and county information is correct.

3.1.44 **Question: (CP) Can I have only a portion of my child support payment credited to my Debit Card?**

Answer: No. Child support payments can only be applied in full to your Debit Card.

3.1.45 Question: (CP) Can I have a Debit Card and direct deposit (or receive checks)?

Answer: No, you can only participate in one program.

3.1.46 Question: (CP) Whom do I send the enrollment form to?

Answer: Determine if they wish to submit a Direct Deposit enrollment form or have a question on the Debit Card notice>

Direct Deposit : If the caller is attempting to mail the Direct Deposit enrollment form, the form should be mailed to:

NYS Child Support Processing Center
PO Box 15367
Albany, NY 12212-5367

If you recently received a notice in the mail:
Please see FAQ 3.1.43

3.1.47 Question: (CP) How do I report a stolen Debit Card?

Answer: Report a lost or stolen card by calling the NYS Debit Card at toll free 866-461-4093 (collect 801-352-3298 outside the United States).

3.1.48 Question: (CP/NCP) How long does it take for a payment to be applied when you pay through expertpay.com?

Answer: As indicated by the expertpay.com web site, payments can take up to 7 business days to arrive at the NYS Child Support Processing Center. Once the payment is received it is posted the same day.

3.1.49 Question: (NCP) How do I receive payment coupons sent to me if I am not paying through income execution?

Answer: I can have coupons mailed to you.

Action: Follow instructions on the CSMS Update Reference Guide for Billing Switch, (IVDQY1).

3.1.50 Question: (NCP) My court order is not in the system yet, who do I make payments to?

Answer: I can provide you with the address for remitting your payments. It is very important that you provide your Name, Social Security Number, the name of the County you are required to send payments to, and your Case Number on all payments.

You can remit your payments to:

NYS Child Support Processing Center
P O Box 15363
Albany NY 12212

3.1.51 **Question: (CP) The NCP is deceased and was mailed a refund check. Is it possible to have the check reissued in my name?**

Answer: The money was due to the NCP. If you believe that you should be entitled to the money, you would need to file a petition with the Family Court requesting that the money be payable to you and stating why you believe you are entitled to the money.

3.1.52 **Question: (CP) How do I collect on arrears when the extra amount for arrears was removed?**

Answer: The law requires the extra amount for payment on arrears be removed if the extra amount reduces the NCP's income to a level below the Federal Self Support Level. The employment of the NCP is continually monitored for an increase in wages or a change in jobs. When that occurs the account will be reviewed to determine if the extra amount to pay the arrears can be collected.

3.1.53 **Question: (NCP) NCP made a cash payment in court, what is the time frame for the payment to be applied to their account?**

Answer: Payments received in court are usually applied to the account within 2 business days.

3.1.54 **Question: My son (NCP) is currently in a Correctional Facility. He has been there since January, am I still liable to pay her Child Support while he is in jail?**

Answer: This does not affect the child support order unless the court modifies the order. You should file a Petition for Modification. I can assist you in locating the address for the Family Court.

Action: Take the information from the caller.

3.1.55 **Question: (NCP/CP) How is the interest calculated on my account monthly?**
***The NCP wanted an explanation of how the arrears are calculated each month and then quarterly, because the interest goes up and back down.**

Answer: Interest is calculated at an annual interest rate of 9%. This amount is broken down to monthly and is added to you account on a monthly basis not quarterly. When you make a payment, the payment is applied to the interest first then to the principle. The interest on your account may go up or down depending on if/when you make your payment.

3.1.56 **Question: (NCP) Is there a way for the NCP to receive more coupons when requested?**

Answer: Starting with the month following your request you will receive a monthly statement with no less than four (4) payment coupons attached. In the mean time please visit our website where you can download coupons.

3.1.57 **Question: (NCP) NCP wants to know: if the money is received and the CP can't be found will the monies come back to him and in how long?**

Answer: If the money on the account can not be distributed to the person it is owed to a petition would need to be filed with the Family Court to make a decision on what should be done with it.

3.1.58 **Question: (NCP) I got an overdraft notice from the bank for a Child Support payment I sent in. Do you put the check back in?**

Answer: Yes, checks returned for insufficient funds are automatically resubmitted to the bank for payment a second time. You should confirm with your bank whether or not the check was paid.

3.1.59 **Question: (CP) When you have two different Child Support cases and they are charging for PA does CP only receive one Pass-through bonus?**

Answer: You will need to contact your PA worker for this question.

3.1.60 **Question: (NCP) Are post dated checks accepted?**

Answer: We do not accept post-dated checks.

3.1.61 **Question: (NCP) I can not afford the added amount for arrears, where can I go to get the added amount lowered?**

Answer: The income execution instructs the employer as to the amount to withhold. If you feel that your employer is withholding more in arrears than is allowed by law, you must speak to your employer regarding the maximum withholding allowed.

If the additional amount required to be deducted reduces your annual income below the self-support reserve (SSR), you must write to the local district requesting that they review your income. You must provide the name of your

employer, the payroll department telephone number and provide one months current pay stubs or a letter from your employer verifying wages/income.

Would you like the local district address?

3.1.62 **Question: (NCP) How can I get a hold placed on the account while I'm awaiting a rendered decision?**

Answer: We cannot hold money if the account has a balance due and we do not have a copy of a new order which would change the balance on the account. You may wish to contact your attorney.

3.1.63 **Question: (NCP) Once the billing switch has been changed how long before the payment coupons are sent?**

Answer: The statements with coupons are mailed once a month. Usually, they are mailed the second week of the month. Until you receive them you can obtain payment coupons from the website:

www.newyorkchildsupport.com.

3.1.64 **Question: (CP) I was sent a payment schedule of payments that had been disbursed and it is huge and I never received any of them. What do I need to do? *CP reviewed a payment history and has not received checks from a several year period. Checks were never reissued, how can CP get checks reissued?**

Answer: Please write to the local district and identify the checks on the payment history that were never received. The Local District will mail you the appropriate paper work that you will need to complete.

Desk Review Definition:

A Desk Review is a review of the custodial parent's (CP) child support account(s) to determine if child support payments or bonus check(s) should be distributed. This could be in the form of a Disregard/Bonus/Pass-through or Excess Support. A Disregard/Bonus/Pass-through may be paid to the CP in addition to public assistance (PA) benefits for a maximum of $50.00 per month when the CP is in receipt of PA. Excess Support is determined by a comparison of the amount of child support retained by DSS versus the amount the CP has received in PA benefits. A CP can request a review for Excess Support when the PA case is open or after the case has closed.

3.1.65 **Question: (CP) My application/book says to call this phone number to request a form for Desk Review/Excess Support/Disregard/Bonus payment.**

Answer: Yes, that is correct. I would be glad to mail you the form. You can expect to receive the form within 5 business days.

Category: Desk Review

Referral: DCSE

3.1.66 **Question: (CP) I mailed in the form for Desk Review/Excess Support/Disregard/Bonus payment. How long do I have to wait for my money/response?**

Answer: Upon receipt of your form, public assistance must provide you with a written response within 45 days.

3.1.67 **Question: (CP) You kept more of my child support then I received in Public Assistance. How do I get my money?**

Answer: The determination cannot be made by telephone. You will need to complete a 'Request for a Desk Review' form and return it to the address provided in the mailing. Would you like me to send you the form?

Category: Desk Review

Referral: DCSE

3.1.68 **Question: (CP) I received this form 'Request for a First-Level Desk Review of the Distribution of Child Support Payments,' but I don't know how to fill it out.**

Answer: Obtain the caller's address and telephone number and advise them that a supervisor will contact them.

Category: Desk Review

Referral: ROS and NYC

3.1.69 **Question: (CP) I just received a NY State Debit Card in the mail. What am I supposed to do?**

Answer: Congratulations, You have been enrolled in the New York debit MasterCard program.

You must PIN your card immediately. Your child support payments will be issued to this card as early as 7 days from the date of the mailing of the card. To PIN the card please call 1-866-461-4093 toll free

3.1.70 **Question: (CP) I just received a NY State Debit Card in the mail. Why?**

Answer: You have been enrolled in the New York debit MasterCard program. A prior notice was sent to you announcing the issuance of your Debit Card for child support. Using the Debit Card you can access your money at banks, ATMs and stores across New York, the nation and the world.

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3.1.71 **Question:** **(CP) I attempted to PIN my Debit Card and was told my information does not match, how do I update this?**

Answer: Since I have validated you in our system I can take your SSN and DOB information and update your debit card information with the change. What is your SSN and DOB? Your updates will take effect within 24 hours and you will be able to PIN your debit card. Funds are available 24 hours following their receipt. I have submitted changes to the NYS debit card system. You need to send your supporting information (picture ID and DOB and /or Social Security Cards as issued by the Social Security Administration to our local district. Would you like the address?

Action: Obtain the SSN that the CP believes should be on the system. Make the appropriated updates.
Record updates on the RR screen of CSMS.
Create "Eppic update" record in CSAR
Provide Local District address.

3.1.72 **Question:** **(CP) Why switch from checks?**

Answer: When support payments are sent electronically they get to you more quickly and safely. It also costs significantly less to issue child support payments electronically.

3.1.73 **Question:** **(CP) What is the New York debit MasterCard?**

Answer: It is a type of Debit Card designed specifically for New York State child support. It is accepted everywhere MasterCard Debit Cards are accepted.

3.1.74 **Question:** **(CP) Do I have a choice on how I receive my support payments?**

Answer: You are automatically enrolled in the New York State child support debit MasterCard program unless you specifically select Direct Deposit or submit a hardship reason.

3.1.75 **Question:** **(CP) How is the New York debit MasterCard different from Direct Deposit?**

Answer: With the New York State child support debit MasterCard your support payments are held in a separate account used only for your payments. You access your money by using your card. You can make purchases or withdraw cash using the debit MasterCard. With direct deposit your support payments are deposited in your personal bank account. You would use the funds deposited the way you use any other money in your account.

3.1.76 **Question:** **(CP) How do I submit a hardship?**

Answer: Why is it that you would like to submit a hardship?

CSR notates reason for cancellation. If the reason is for other than those listed below, CSR must resolve issue.

You must submit a letter stating your hardship and submit the letter to the following address:

NYS Child Support Processing Center,
PO Box 15367
Albany, NY 12212-5367
You will receive a response within 10 business days

Religious Handicap ATM proximity (25 miles)

3.1.77 **Question:** **(NCP) Over 2 years ago I sent in a check and it bounced, so now they make me get a money order ever time. Is there anyway I can write a check again? *NCP wants to know what he needs to do to be able to remit checks again instead of money orders?**

Answer: The decision to accept personal checks is not based on timeframes but on the history of the case. The reason you must make payments by Money Order or Cashiers check is based on your history of issuing checks that were returned for insufficient funds. We will not accept personal checks from you, as they are not guaranteed payments. You may wish to write to the Child Support Unit, and request that they review your history. They will notify you in writing of their decision. Would you like me to provide you with the Child Support Unit address?

Action: If requested, provide NCP with local district address.

3.1.78 **Question:** **(NCP) If the NCP is in jail, is there a cap on the arrears amount?**

Answer: Arrears accumulate as per the child support order. If you have experienced a change in circumstances since the entry of that order you should to file a petition to modify the order.

3.1.79 **Question:** **(CP) How do I switch from Debit Card to Direct Deposit?**

Answer: If you switch from Debit Card to Direct Deposit I can have the form mailed out to you. You will begin receiving payments to your bank account 21 days following receipt of your application.

Action: Review CSMS and determine if caller is in receipt of public assistance or in the payment are mailed to another child support agency. If not, obtain caller's address and create referral. If yes, notify caller that CSMS records reflect that public assistance is being provided on the case or that the payments are mailed to another child support agency.

Category: Direct Deposit or Debit Card

Referral: DCSE

3.1.80 **Question:** **(CP) Can I change my CSMS PIN number once I receive it to something that I can remember? *CP is inquiring can she change her pin number from the one we sent to her, to something that she can remember, once she receives it?**

Answer: The PIN issued for access to the Child Support Information Line and the NYS Child Support website can not be changed. This is the Child Support PIN that has been assigned to your child support case.

3.1.81 **Question:** **(CP) I am receiving HEAP and NYS MA benefits and every 90 days they request a statement of my child support. Is there any way I can get monthly statements sent to me without having to call every month and request a payment history? *CP is inquiring if her account can be set up for her to receive a monthly statement of her support.**

Answer: Monthly statements are not issued to custodial parents that are not in receipt of PA. You may call this number at any time and an account history will be issued to you within 5 days.

3.1.82 **Question:** **(NCP) I have two child support cases. On one I have an overpayment and on my other account I am in arrears. Can I transfer the overpayment from one case and have it taken off the arrears on the other account?**

Answer: Yes, you can have the credit from one account transferred to another account. To do this you will need to write to the Child Support Unit. You will need to identify the account that has the credit and what account you wish to have the credit moved to.

3.1.83 **Question:** **Are creditors able to garnish any money from the Eppic Card (Debit Card) for past debts owed?**

Answer: No, child support payments applied to a debit card can not be garnished.

3.1.84 **Question:** **I received a reply to my desk review request stating that I was going to get a payment and I still have not received it yet. What do I do?**

Answer: The notice you received provided you with the date you can expect this payment. If you do not receive your money per the notice you may wish to contact your PA worker for further information.

3.1.85 **Question:** **(NCP) I am placing a stop payment on a check I sent in, who do I inform of this?**

Action: Obtain the following information regarding the payment:

- Case number(s) included with the payment
- Payee of payment
- Check number
- Dollar amount
- Date of check
- Type of payment (e.g., personal check/money order)

Check CSMS to see if check processed

Answer: If the payment is posted to CSMS or in the fiscal agent account, advise the NCP that the payment has already been processed and that it is too late to do a stop payment.

If the payment is not posted to CSMS, advise the caller that we will try to identify, pull from processing, and return this check to them, but there is no guarantee that the check will not be processed.

Referral: Local District and CMU

Subcategory: NCP Stop Payment

3.1.86 **Question: (NCP) My taxes were offset and I have filed for bankruptcy and I was told that my refund should be returned to me, it that true?**

Answer: This may or may not be true. The retention of tax intercept money by the Child Support Unit will be based on the date you filed your bankruptcy petition. You will need to provide your local Child Support office with a copy of your bankruptcy notice. Would you like the address to mail a copy? If yes, provide address.

3.1.87 **Question: How is the exchange rate dealt with? My original order is from Canada and the obligation amount and arrears appear as the values that were indicated in the original Canadian order not taking into account the conversion between US and Canadian dollars.**

Answer: The obligation amount is based on the date the order is established and the equivalent exchange rate for that country on that same date.

3.1.88 **Question: (CP) Is a pin number necessary to use the EPPIC card or can it be used without a pin?**

Answer: You will need to contact the EPPIC Customer Service at 1-888-461-4093. They will be able to provide you with assistance.

3.1.89 **Question: (CP) If someone gains access to my EPPIC card and uses it fraudulently, who will be held responsible and would the funds be able to be reimbursed?**

Answer: You will need to contact the EPPIC Customer Service at 1-888-461-4093. They will be able to provide you with assistance.

3.1.90 **Question:** **(CP) I have a lien on my bank account and my child support checks are being held. How do I get these checks released to me? *CP is inquiring can creditors take child support checks as payment for a debt and if not how does the CP get her checks released to her?**

Answer: When the lien was placed on your account you should have received a notice of lien. That notice provided an address or phone number to contact with your questions. If you do not have the notice, contact your bank to obtain a copy of the notice.

3.1.91 **Question:** **(CP) For what reasons would I call the EPPIC card helpline?**

Answer: You should call the EPPIC card helpline with any question pertaining to your EPPIC card.

3.1.92 **Question:** **Why can't I access my case information on the website or automated system if all my information in the account is correct?**

Action: Verify the SSN.
*a) If the SSN is correct, verify that the caller is accessing the site correctly.
b) If the SSN is incorrect.

Answer: a) We have verified that the information on your case is correct. We will have a supervisor review your case to determine why you are not able to access your account.
b) Your SSN does not match the number in our system. Please submit proof of your SSN to your local Child Support Office.

Note:* a) If SSN is correct and the caller is accessing the CSIL/Website correctly, refer the case to the CMU for resolution.

3.2 CASE MANAGEMENT/UPDATE

3.2.1 **Question:** **(NCP) What kind of proof do I need to provide to the child support agency if the child I am paying support for is deceased?**

Question: **(NCP) How do I report that my child's mother (CP) died?**

Action: Obtain the name of the deceased, the relationship, the date of death and if it is a child, whether or not there are other child included in the child support order.

Answer: You need to file a petition with Family Court. The Family Court can assist you. You may want to attach a copy of the Death Certificate to the petition. I can provide you with a Family Court address.

Category: Acct Adj

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Subcategory: Deceased Child

Referral: Local District

3.2.2 **Question:** **(CP) Can you check to see if my case has been opened?**

Answer: When did you submit your application? Hold one moment while I check the status.

Aetion: *See Appendix B for timeframes.*
If less than __ days:
Review CSMS and determine if the case has opened. If so, advise the caller of the same. If not, advise caller enough time has not elapse since the date she/he applied

If __ or more days
Review CSMS and determine if the case has opened. If so, advise the caller of the same.
If the case isn't opened in CSMS, create referral. Use Description "Family Court Services".

Category: Family Crt Srv

Subcategory: Case Status

Referral: Local District (Aged Only)

3.2.3 **Question:** **How do I report a change in my street/mailing address?**

Answer: CP – I can take your new address information from you and update your child support case with the change in street/mailing address. What is your new address?

Action: Update CSMS with the appropriate information for a change in address for mailing and/or residential .
Do you live at this address? (Match it with their residential address in CSMS)
Do you receive mail at this address?

Answer: NCP – I can take your new address infonnation from you (mailing and residential) and update your child support case with the change in street/mailing address. What is your new address?

Action: Update CSMS with the appropriate information for a change in address for mailing and/or residential . Also review and update verification indicators for all addresses currently on the IVDJR1 (RA) screen, and for all newly-reported addresses.
Do you live at this address? (Match it with their residential address in CSMS)
Do you receive mail at this address?

3.2.4 **Question:** **(CP) How do I report a new address for the NCP?**

Answer: I can take that information from you.

Action: Gather any other critical information on the NCP as known to the CP
Update CSMS appropriately to generate Postal Clearance Letter (PCL)

3.2.5 **Question:** **(CP) If the NCP in my case changes his physical appearance (i.e. tattoo, beard, colored contact lenses) does the child support agency need to know that information?**

Answer: Yes, I can take the information from you.

Action: CSR assesses the case status and then gathers all applicable additional NCP information. Verify known NCP data elements in CSMS while always safe-guarding confidentiality of the data.

3.2.6 **Question:** **(CP) If the NCP in my case is ready to receive an inheritance check, is child support interested in that information?**

Answer: I can take the information and update your child support case. Please be advised that there may be time limits that affect the intercept of inheritance money. You may also contact an attorney for legal advice.

Action: Gather the information the CP has available:
*Name of person who is deceased
Name of executor of will
Address of executor of will

*The name of the deceased is required; no action can be taken without it.

Category: PEX/PIC

Subcategory: PEX or PIC

Referral: Local District

3.2.7 **Question:** **(CP) The NCP just bought a house. How do I report that information?**

Answer: I can take the information and update your case.

Actiou: CSR also asks the name of the county and state where the house is located so a judgment can be registered to place a lien on the property.

Category: Enforcement

Subcategory: DTF

Referral: Local District

3.2.8 **Question:** **(CP) What can child support do with this information?**

Answer: After review of case, child support may choose to place a lien on the property by registering a judgment for arrears in the county where the house is located.

3.2.9 **Question:** **(CP) The NCP has temporarily moved into my house, but we are still separated. How does this affect my child support order?**

Answer: If you have a court order for support, it is still valid. (If CP not in receipt of public assistance) If you wish to have the court order modified, you must file a petition with Family Court. The local district can assist you or you can contact the family court.

Action: Gather all pertinent information about this living situation. Review CSMS to determine if the CP is in receipt of public assistance.
ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance - Provide Family Court address

Subcategory: Modification

Referral: Local District (ROS)

3.2.10 **Question:** **(CP) I have reconciled with my NCP. How do I report this information?**

Answer: I can take the information from you. If you have a court order for support, it is still valid. If you or the NCP wish to modify the order, a petition will need to be filed with Family Court. Or administratively, you can send a signed notarized statement to your child support office identifying the date of reconciliation, and what action you would like taken on your case.

1. Termination of current support due to you (not to the Department of Social Services).
2. Cancellation of past due support (arrears) due to you (not to the Department of Social Services).

If there is past due support (arrears) due to the Department of Social Services, the NCP is still obligated to pay until the amount is satisfied.
If you choose to administratively close your case, it does not terminate the court order. Either party could still petition the court for additional action, i.e. modification, enforcement, termination.

Action: Gather all information to document the call. Review CSMS to determine if the CP is in receipt of public assistance.
ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance - Provide Family Court address. Advise the caller that they may also visit the NYC Customer Service office (provide the office address and hours of business).

Subcategory: Modification

Referral: Local District (ROS)

3.2.11 **Question:** **(CP) How do I report that the NCP has died?**

Answer: I can take all the information from you. If you have or can obtain a copy of the death certificate, please mail a copy to your local child support office. They will contact you if

additional information is needed or to provide you with additional information i.e. case closure, possible death benefits.

Action: CSR asks:

- Date of death - mm/dd/yyyy
- Location of NCP's death (need physical address or county/state)
- Cause of death

Referral: **PA** – Gather the information. Create referral

NPA – Advise the CP she/he can file a modification with Family Court or tell the executor of the NCP's estate to file a petition
Gather information
ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance - Provide Family Court address

Subcategory: Modification

Referral: Local District (ROS)

3.2.12 Question: (CP) Can you tell me the status of my case?

Answer: Yes, I can help you.

Action: CSR: Determine from caller the type of information they are requesting. Assesses CSMS and relates status of case, e.g. locate activities, paternity, support, enforcement etc. while always safeguarding NCP information.

Steps:

a. Is there a case?
b. Case shell?
c. Check notes
d. Location status
    i. Check RL screen for location status, RA screen for current address. RE screen for Employer.
e. Court order status
    i. Check R screen for court order information
    ii. Check FS screen to see if court order has been added.
f. Paternity
    i. File a petition with the family court or sign an Acknowledgement of paternity.
g. Payment Status
    i. Refer to payment FAQ
h. Refund Status
    i. Check R screen and M screen to determine if a refund was issued or denied.
    ii. If a refund was issued, check the refund account for the date of issues. All notes should be entered into only the original case, not the refund case.

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iii. If a refund was denied, explain the reasons behind the denial, i.e. refund amount is less than or equal to the next due amount.
iv. If no refund was issued, check I screen for overpayment amount and determine eligibility for escalation.

i. Disbursement hold
   i. Check FS screen to see if hold is still on the account.
   ii. Check S screen to determine when the hold was released. If hold was released before the current date, check M screen for disbursement information.

j. Enforcement status
   i. Enforcement actions occur in the following order:
      1. IEX – Gather employer information from CP if known and create IEX to employer. If employer information is unknown, refer to step 2.
      2. DMV – In order for DMV process to be initiated the DOB and SSN of the NCP must be on the case. If these items are not on the case, refer to step 3. IF DOB and SSN appear on case, proceed by _____.
      3. PEX – Gather any PEX information the CP may have regarding NCP possessions and enter the information on the PX screen. If no information is available proceed to step 4.
      4. Violation petition - refer to petition filing index to determine how to advise the CP to file a violation petition.

If CSMS is down:
Advise caller the computer system is down and to please call back.
If IT has provided a time frame for the system to be back on-line, relate approximate time frame to caller.

3.2.13 Question: (CP) Can the child support payments be split so that the children can receive their own money?

Answer: No, the law requires that child support collected be disbursed to the individual to whom the court order is payable. If you wished to allow someone access to your child support payments you may wish to have your child support payments direct deposited into your checking or savings account and you could then allow another individual access to that account.

Action: If CP wishes to have direct deposit, see 3.1.18.

3.2.14 Question: (CP) Please explain the change of payee form I received.

Answer: A request has been made for the child support payments to be paid through the Child Support Collection Unit (SCU). This form is your copy of the notice sent to the obligor to begin making payments to the SCU.

3.2.15 **Question: (NCP) I am required to pay a portion or all of reimbursed expenses. Where do I send the money?**

Answer: You will need to follow the instructions in your court order and make payments accordingly.

3.2.16 **Question: (CP) I need assistance in completing my forgery package for a check that was cashed by someone other than me.**

Answer: I can help you with that. What section of the form do you need help with?

Action: Have CP Identify what information is needed to complete the form. Review CSMS and provide the necessary information.

3.2.17 **Question: (CP) When he receives court papers does it automatically show the address where I am at?**

Answer: If you file a petition with Family Court your address can be kept confidential if you advise the Family Court of this request at the time you file your papers. If you have already filed your papers, you should call Family Court to request this. If the petition is filed thru the Child Support Unit the unit can notify Family Court to keep your address confidential.

3.2.18 **Question: (CP) I'm trying to get him for Child Support I know his name and his date of birth what can I do? *The case is a closed case and the CP is looking to get case back in court, but the locate services was terminated. What can CP do?**

Action: Review case to determine if it is still open. If case is open, review for the following information for the NCP:

- Full name and date of birth
- Current or last known address and phone number
- Current or last known employer address and phone number
- and most important a Social security number (look on old pay stubs, tax, military, or medical records)

Answer: **(Case is open)** Advise CP of any missing information needed for location. Obtain any new or missing information for the NCP.

(Case is closed) Your case has been closed, if you would like to reopen it you will need to reapply for Child Support Services. If you provide me with your mailing address, I would be glad to have an application mailed to you. You can expect to receive the application in ____ days, **or** you can go to a CSEU and pick up an application.
(If mailed,) Upon receipt of the application, you will need to complete the form and:

ROS - send it to the address provided in the mailing. When the local child support office receives the completed application they will notify you if additional information is needed and/or if you will need to appear at their office for an appointment to obtain additional information based upon your request for services.

NYC only – take it to one of the NYC Family Court borough offices. (Provide caller with the address of the appropriate NYC Family Court location.)

Subcategory: Application

Referral: DCSE

3.2.19 **Question:** **NCP has been deceased for some time but is still receiving Tax intercept notices for arrears owed. How do I get this resolved for good? (Who is responsible for this payment and/ or what needs to be done to get the arrears at $0?)**

Answer: The estate of the deceased NCP must reconcile the arrears amount through the trustee via counsel, or by contacting the Family Court. You should contact the Trustee of the NCP's estate and provide him/her with a copy of the notice mailed to the NCP.

3.2.20 **Question:** **(NCP) I lost my Parental Rights years ago. Do I still have to pay child support, because I was told I didn't?**

Answer: You are required to pay child support until the Family Court modifies or terminates your order. If you believe your order should be modified or terminated, you need to file a modification petition with the Family Court. Would you like the address for the Family Court?

Action: Provide address if requested.

3.2.21 **Question:** **(CP) I live in one county now but my case resides in a different county. How do I have my case transferred from the original county to the new county?**

Answer: The original county's Family Court has statewide jurisdiction to enforce your order, there is no need to have the order transferred. If for some reason you still wish to have the order transferred, either of the Child Support Units can assist you in filing this petition. If you would like the new county to assist you with this petition you will need to complete an application for services and return it to them. Would you like me to mail an application to you?

Action: If requested mail application for services.

Subcategory: Application

Referral: DCSE

3.2.22 Question: (CP) Can CP be reimbursed by the NCP for the time missed from work for Court?

Answer: You may wish to seek the advice of an attorney or request this at the hearing.

3.2.23 Question: (NCP) How does moving out of the country affect my support order?

Answer: Where you live does not affect your court order. You are still obligated to obey your court order and make your child support payments.

3.2.24 Question: (NCP) What are the procedures to get the monies to come to the child directly and how old does the child have to be?

Answer: To change the payee of the order to your daughter, you will need to file a modification petition with the Family Court. The decision to send money directly to the child is made by the Family Court, and is based on the individual circumstances of the case.

3.2.25 Question: (NCP) NCP is paying Alimony, where can he find out if the CP is remarried?

Answer: You may want to write to the CP to confirm this information. Or you may wish to file a modification petition based upon your belief and why you believe that the CP is remarried.

3.2.26 Question: (CP/NCP) What is a timely manner for the case to be transferred from one County to another?

Answer: We cannot provide this timeframe as the transfer of orders is a Family Court function. You may wish to contact the Family Court for this information.

3.2.27 Question: (CP/NCP) What is the time frame to have a Case transferred from State to State?

Answer: Cases cannot be transferred between states. Your NY order will need to be registered for enforcement in the state the NCP is located in. The timeframe on this process varies from state to state so we can only provide an estimate of 90 – 120 days after the registration papers have been filed.

3.2.28 Question: (CP) How do you transfer a case from one State to another State?

Answer: Cases cannot be transferred between states. An order can be registered in a different state for enforcement or modification. We suggest you contact the Child Support Unit in your new state of residence if you need assistance.

3.2.29 Question: (CP) The NCP is deceased and I'm trying to find out how I can get his Social Security # to get Social Security benefits for my son. Can you give it to me?

Answer: Due to laws on confidentiality we are unable to provide that information. However, with the NCP's name and date of birth and a copy of the death certificate, you will have enough information to contact the Social Security Administration regarding death benefits for the children.

3.2.30 Question: (NCP) My current job is trying to get me to pay an administrative fee for having child support garnished from my paycheck and I have never heard of that. Is this legal? *NCP is employed outside of NY State.

Answer: Because you are employed in another state, that state's laws would govern the fees if any, your employer can assess. You may wish to contact the local Child Support Unit or an attorney who can advise you what the laws are in that state.

3.2.31 Question: (NCP) NCP wants to know how long an administrative review can take.

Answer: As stated in the letter that you received, the Child Support Unit has 45 days from the date they receive your request to send a response in writing.

3.2.32 Question: (NCP – *Post-validation*) I filed my tax return but they (NYS DTF) say I don't qualify for the new EIC. [OR] Tax Department states I do not qualify for EIC because I did not pay my child support. I paid my support why don't I qualify for the credit?

Action: The notice the NYS Department of Tax and Finance (DFT) sent you has a code, please tell me what that code is.

a) If code is 19B
b) If any code other than 19B
c) Can not provide the code on the notice

Answer: **a)** The Child Support Unit can review your account if you believe there is an error. If you wish to have your account reviewed for this credit, I can mail you a form (Request for Review of Child Support Qualifications for Non-custodial Parent New York State Earned Income Tax Credit) that you will need to complete and mail to the Child Support Unit with all documents that support your claim. Would you like me to mail the form to you?

b) You will need to contact the DTF for instructions on any further action you may need to take.

c) Please review the notice DTF sent to you, if the code is 19B you should call this number back and we will assist you. If it is any other code you will need to contact DTF for further instructions.

Action: If code 19B, generate a referral.

Category: EIC

Referral: DCSE

3.2.33 **Question: (NCP) I mailed in the form (Request for Review of Child Support Qualifications for Non-custodial Parent New York State Earned Income Tax Credit) to have my case reviewed, how long does it take to get an answer?**

Action: Review CSMS, determine if request form has been received by the local district.

Answer: (If form was received.) Your form was received on _____(date), you will receive a written response 45 days from the date or receipt.

(If form has not been received.) We do not show that your form has been received. When the form is received, your account will be reviewed and you will receive a written response 45 days from the date of receipt.

3.2.34 **Question: (NCP) I received a letter (Result of Review of Child Support Qualifications for Non-custodial Parent New York State Earned Income Tax Credit) from the Child Support Unit that says I <u>don't</u> qualify for the EIC. I don't agree with them, what do I do now?**

Answer: At the bottom of the letter, you will find the instructions on the next step you will need to take if you do not agree with the Child Support Units decision.

3.2.35 **Question: (NCP) I received a letter (Result of Review of Child Support Qualifications for Non-custodial Parent New York State Earned Income Tax Credit) from the Child Support Unit that says I <u>do</u> qualify for the EIC. How do I get my money? How long will it take?**

Answer: A copy of the letter you received (Result of Review of Child Support Qualifications for Non-custodial Parent New York State Earned Income Tax Credit) was sent to Department of Tax and Finance at the same time it was mailed to you. You will need to contact Department of Tax and Finance with any questions you have regarding your refund.

3.2.36 **Question: (CP) How do I modify an order that originated in another state which is also enforcing that order? *How does CP that lives in NY modify an out of state order when the NCP lives in another state which is also enforcing the order?**

Answer: You will need to modify the order in any state (Pennsylvania). You may either contact the court that made the original order and request the proper paperwork or if you would like assistance in filing this petition the local Child Support Unit or the

other state Child Support Unit can assist you. Do you want me to mail you an application for child support services?

Action: If requested mail application.

Subcategory: Application

Referral: DCSE

3.2.37 Question: **(NCP) How do I apply for EIC (earned income credit)?**

Answer: You will need to file form IT-209 with your New York State Income Tax return. You can obtain this form from the NYS Department of Tax and Finance or any location that supplies the NYS Tax forms.

3.2.38 Question: **(NCP) In order to file form IT-209 to get the EIC I need my child's social security number. How do I obtain that?**

Answer: Due to confidentiality regulations this is not information we can providc to you. You may wish to contact the CP for this information. If you can not obtain the information from the CP you may wish to contact the Dept. of Tax and Finance for further instructions.

3.2.39 Question: **(NCP) I am in receipt of Public assistance. How should I inform the local district of this information?**

Answer: Please write to the Child Support Unit and provide this information to them. Your case will updated upon receipt of this information.

3.2.40 Question: **(NCP- *Pre-Validation*) I filed my tax return but they (NYS DTF) say I don't qualify for the new EIC. [OR] I just received my tax refund and it's less than what I should have received. I should have gotten the EIC for paying my child support. I paid my support why don't I qualify for the credit?**

Action: Rcview CSMS by NCP name and SSN. If a NCP account can not be found in CSMS.

Answer: Our records do not reflect that you have a child support order payable thru a NYS Support Collection Unit. If you wish to havc your child support paymcnts payable thru a NYS Child Support Collection Unit I can send you an application or you may wish to file a petition with the Family Court.

Category: Application

Referral: DCSE

3.2.41 **Question:** **(NCP) I mailed in the form (Request for Review of Child Support Qualifications NCP NYS EIC) to have my case reviewed, how long does it take to get an answer?**

Action: Review CSMS, has request form been received by the local district?

Answer: (If form was received,) Your form was received on _____ (date), you will receive a written response 45 days from the date of receipt.

(If the form has not been received,) We do not show that your form has been received. When the form is received, your account will be reviewed and you will receive a written response 45 days from the date of receipt.

3.2.42 **Question:** **(CP) If my current spouse and I (CP) legally adopt the child on the case is the NCP still responsible for child support?**

Answer: Once you adopt a child you are the legal parent of that child. If there is a court order for child support either party of the order can file a modification petition with the Family Court. The court will make a decision on the request for modification.

3.2.43 **Question:** **(NCP) My daughter is 27 and I'm paying on the arrears only, am I still eligible for the EIC?**

Answer: No, you must have a current order of support to qualify for the EIC.

3.2.44 **Question:** **(CP) If I enter something into the website, will it go on my case and who receives that information? *CP went onto www.newyorkchildsupport.com and put in the NCP new employment information but it was never updated on her case and she want to know who gets the info that is put onto the website and will it go onto her case?**

Answer: Your child support case is updated with information entered on the website.
a) When a new address is provided, it is verified with the United States Postal Service and your child support case is updated.
b) When a new employer is provided the information is added to your child support case and the appropriate action taken. Based on the status of your case this may be and Income execution or a Wage Health Benefit Report.

3.2.45 **Question:** **(NCP) I was denied for the Non-custodial EIC because of my income. What can I do?**

Answer: You will need to contact the NYS Department of Tax and Finance with this question. You may reach them at 1-800-443-3200.

3.2.46 **Question:** **(CP) If the NCP goes into Witness Protection how will it affect my child support case?**

Answer: Your child support order will only change if the court modifies it. All enforcement actions will continue until the court modifies the order of support.

3.3 LOCATE

If the custodial parent does not know where the child's non-custodial parent lives, the child support agency will help the custodial parent find them. The child support agency uses federal, state, and local resources and information to help locate the non-custodial parent.

3.3.1 Question: (CP) The NCP moved and I don't know where he/she is. What will the child support agency do to find him/her?

Answer: The child support agency uses several methods for locating absent parents. Upon location, they will confirm address with the post office.

Action: Update CSMS appropriately to generate a postal clearance letter (PCL) or RL screen

3.3.2 Question: (CP) What are the resources used by child support to locate the NCP?

Answer: Federal and State laws allow the child support agency to use a number of resources to locate the NCP.

Loeate Resources include:

- Postal Clearance Lctter (PCL)
- Confidential Wage Report (CWR)
- Administrative Subpoenas
- New Hire Reporting
- Putative Father Registry (PFR)
- Public Assistance Records
- Department of Motor Vehicles
- Department of Defense
- Social Security Administration

3.3.3 Question: (CP) What information do I need to provide?

Answer: In order for these resources to work more effectively, you should provide as much NCP information as possible, such as:

- Full name and date of birth
- Current or last known address and phone number
- Current or last known employer address and phone number
- *and most important a Social security number (look on old pay stubs, tax, military, or medical records)

3.3.4 Question: (CP) How long after you locate the NCP will you take action?

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Answer: Once the NCP is located, an action can occur immediately, but no later than __ days.

See Appendix B for timeframes.

3.3.5 **Question:** **(CP) How long does it take for the Postal Clearance Letter?**

Answer: You can generally expect Postal Clearance Letters to be returned no later than 30 days from the date the Notice was mailed.

3.3.6 **Question:** **(CP) Do locate services include searches through correctional facilities?**

Answer: Yes, information from the correctional facilities is received on a regular basis and all information is added to the accounts when it is received.

3.3.7 **Question:** **(NCP) Why isn't the CP receiving the money I have paid?**

Action: Review CSMS. Have payments been received and disbursed for this account?

a. If no payments have been received

b. If payments have been received but have **NOT** been disbursed and if the account has a DSSW SW 3 on non-DSS active ledger and PA is not open, review RR to determine if CPs location is unknown and/or there a batch 83 and no record of the CP providing a new address since the date of that batch.

c. If payments have been received and disbursed

Answer: **a**. *SEE response for 3.1.2*

b. We cannot provide you with that information due to confidentiality regulations. If you have information regarding the CPs address or telephone number, we can accept that information for the record.
(Referral) 'RR only do not update CH screens'

c. We cannot provide you with that information due to confidentiality regulations. Please have the CP contact the CSH.

Category: Undisbursed

Referral: Local District and NYC

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3.4 PATERNITY

Every child has a biological father, but if the parents are not married, the law does not recognize the biological father as the child's legal father, and does not give him any rights or responsibilities to the child. To be the legal father, the parents have to establish paternity for the child.

If there is doubt as to the identity of the biological father, a voluntary Acknowledgment of Paternity form should not be signed. If this is the situation, it is best to let the court determine paternity. When the matter goes to court, the court will order the mother, child, and alleged father to submit to certain genetic or DNA tests. Based on the results of the test, the court will determine whether the alleged father is the legal father of the child.

If the alleged father is shown to be the biological father, the court will issue an order that says he is the legal father of the child. This is called an order of filiation. After the order of filiation is issued, either party can pursue seeking an order for child support.

3.4.1 Question: (NCP/CP) What if the NCP and CP were never married?

Answer: If the parties are not married, the law may not recognize the biological father as the legal father. Paternity for the child can be established by both parents signing a Voluntary Acknowledgement of Paternity OR, by filing a Paternity Petition in Family Court, to determine paternity. I can send you the Acknowledgement of Paternity form and it is also available from hospitals, local child support agencies, and local birth registrars.

Action: If caller wants CSR to request the application form
Gather appropriate information
Create referral to DCSE - Application

3.4.2 Question: (CP) Can paternity be established if the NCP lives outside New York State?

Answer: Yes, there are various ways used by the child support agency to establish paternity when the NCP lives out of state. The exact method will be determined by your caseworker.

3.4.3 Question: (CP) What if the NCP denies paternity?

Answer: The law allows for genetic testing (DNA) which can be offered as supporting evidence in determining paternity.

3.4.4 Question: (NCP/CP) How is genetic testing done?

Answer: Either by blood testing or by using a cotton swab (commonly called a Buckle Swab) to collect genetic material from inside the cheek of the mother, alleged father, and child. The testing is scheduled by most local child support agencies.

3.4.5 Question: (NCP/CP Can paternity be established on a child that hasn't been born yet?

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Answer: Yes, paternity can be established on an unborn child in cases where the alleged father would like to acknowledge paternity.

3.4.6 Question: (CP) Can paternity be established if the NCP is deceased?

Answer: Yes, it is possible. Applications can be obtained at your local child support agency. The CSE agencies are generally located within the Department of Social Services, and in New York City, within the Human Resources Administration If you tell me your address, I can locate the correct child support agency. I can also take your name and mailing address and have an application sent to you.

Action: If caller wants CSR to request the application
Gather appropriate information
Create referral to DCSE

If caller wants to obtain application from local agency
Refer to CSE Directory and provide correct address

Subcategory: Application

Referral: DCSE

3.4.7 Question: (CP) Can paternity be established if the NCP is in the military?

Answer: Yes, paternity can be established with members of the military. Their legal residence address is used for this purpose.

3.4.8 Question: (NCP/CP) How does the child benefit from establishing paternity?

Answer: There are number of benefits to the child:

- Emotional benefits of knowing the identity of both parents
- The father's name on their birth certificate
- The child is able to secure a job that requires a security clearance,
- Financial support from both parents such as Social Security,
- Veterans benefits, inheritance rights, and child support
- Family medical history

3.4.9 Question: (NCP/CP) How will I know if I am supposed to go to court?

Answer: You will receive a Summons or letter notifying you to Appear in court with the location (address), date and time you are supposed to appear.

3.4.10 Question: (NCP/CP) Do I have to go to court?

Answer: Yes, unless your local child support agency or the court tells you differently.

3.4.11 Question: (CP) The NCP is deceased, if I want to establish paternity who pays for it?

Answer: The person/Agency petitioning the court may, in the first instance, be responsible for the cost associated with the establishment of paternity. The court determines who is responsible for the costs.

3.4.12 Question: (CP/NCP) The NCP is in jail but needs to do a paternity test. Whom does he need to contact in regards to this?

Answer: The NCP can make the jail aware of his need to participate in a paternity test. The court and the child support office involved in the proceedings will notify the jail and make arrangements for the NCP to participate in the testing.

3.4.13 Question: (CP) How do I find out if the NCP has been served for paternity?

Action: Review IVDJSI for status group P202 00

Answer: If status group P202 00 is open provide the 'EFF STA DT' date to the CP.
If there is no status group P202 00 open advise the CP that at this time we are unable to verify if the NCP has been served with the summons.

3.4.14 Question: (CP/NCP) What is the cost for a Paternity Test?

Answer: At the time of the hearing to review the genetic/paternity test results the court will make a determination as what amount if any you may be required to pay. Generally speaking, this may be an amount up to $300.00.

3.4.15 Question: (CP/NCP) Does the baby have to be a certain age for paternity testing?*For an Unborn Paternity Test, does the pregnancy have to be a certain number of months along?

Answer: Most of the time buccal swabbing is used for genetic testing. There is no age requirement for this type of testing, as it is a swabbing of the mouth. For blood testing, generally speaking, a child must be at least 6 months of age.

We do not do paternity testing on an unborn child.

3.4.16 Question: (CP/NCP) What is the timeframe for paternity test results?

Action: Review CSMS status and IVDJRR to determine if the genetic testing is by 'Administrative Order' or 'Court Order'.

Answer: a) If by Administrative Order - You may write to the local Child Support Unit for the results of the testing. Do you need that address?

b) If by Court Order - The results of the test should be available to the courts prior to your next scheduled hearing. If a hearing date has not been established the court will notify you of the next hearing date.

3.4.17 Question: **(CP) They gave me an appointment to come in and I can not make it. How do I reschedule it? *CP needs to reschedule appointment with the local district regarding paternity. Caller does not have an active case.**

Answer: Your appointment letter has a contact person and phone number which you will need to use to reschedule your appointment.

3.4.18 Question: **(CP/NCP) The other party did not show up for the paternity test and paternity has not been established yet. What do I do next?**

Answer: There is nothing else you need to do in regards to the testing. You will need to appear in court for the next scheduled hearing. If the other party did not show up for scheduled paternity testing the appointment is usually rescheduled, and a notice sent to the party that did not appear.

3.5 ESTABLISHMENT

3.5.1 Question: **(NCP/CP) How is the amount of the child support order determined?**

Answer: NYS has established in law a basic child support obligation that courts use to determine appropriate amounts of child support. The court first determines both parties' gross income, and then deducts Medicare, Social Security tax, New York City or Yonkers tax, and other allowable deductions. The court then multiplies the noncustodial parent's adjusted gross income by the appropriate child support percentage. These percentages are:

- 17% for one child,
- 25% for two children,
- 29% for three children,
- 31% for four children,
- at least 35% for five or more children.

In each case, if appropriate, child care, medical, and educational expenses may be added to the appropriate percentage amount based on a pro rata share of each parent's income to the combined income or in a manner determined by the court. Together, the combined amount is the basic child support amount.

3.5.2 Question: **(CP) My child(ren) has/have gone to live with the NCP for a while. Does he/she still have to pay me child support?**

Answer: Unless the court order is modified, the NCP must continue paying the child support as ordered. If either party wishes to have the order modified, they must file a petition with family court.

Action: ROS LD Assist – Create referral *if indicated on Location Index*
NYC FC Assist – provide family court address

Subcategory: Modification

Referral: Local District (ROS)

3.5.3 **Question:** **(NCP) My child(ren) is/are living with me (NCP) now. Do I still have to make child support payments?**

Answer: You must continue paying your child support as ordered. If you wish to change the order, you must file a petition with Family Court.

Action: Gather info from NCP

ROS LD Assist – Create referral *if indicated on Location Index*
NYC FC Assist – provide family court address

Subcategory: Modification

Referral: Local District (ROS)

3.5.4 **Question:** **(NCP/CP) Are there situations where support can stop before the child turns 21?**

Answer: If the court determines that the minor child is no longer in need of support, the court may terminate the order of support.

3.5.5 **Question:** **Do both parents have to pay Child Support if the Child is in Foster Care?**

Answer: Both parents can be found responsible to pay child support for a child in foster care. The court makes the determination if a parent must make child support payments and the amount to be paid.

3.5.6 **Question:** **When will my new order be updated?**

Action: Review CSMS and determine if account has been built.

Answer: If the account has been built, advise caller of the same. If the account is not on the system, advise the caller that the Child Support Unit will not be able to update their records until a copy of the court order is received by them. The Child Support Unit usually receives a copy of the court order at approximately the same time as the CP/NCP. Upon receipt of the order the account will be built. Provide timeframe for the account to be built.

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See Appendix B for timeframes.

If CSMS does not reflect receipt of the order and the CP/NCP has received a copy of the order, advise CP/NCP to mail a copy of the order to the Child Support Unit.

3.5.7 Question: I am an illegal alien. Can I still file to receive child support?

Action: You can apply for child support services. The Family Court will make a decision as to whether or not a child support order should be established.

3.5.8 Question: Can I obtain a child support order without a social seeurity number?

Action: You do not need a social security number to have paternity established or to obtain a child support order.

3.6 ENFORCEMENT

3.6.1 Question: (CP) How does the child support agency get the NCP to pay their child support?

Answer: The child support agency uses both Administrative and Court remedies to enforce the support order. Court remedies can be through the filing of a violation petition. The administrative remedies can include the following:

- Taking tax refunds
- Credit bureau reporting
- Taking Lottery winnings
- Property execution
- Driver's license suspension
- Passport denial
- Liens

Steps:

Enforcement status

Enforcement actions occur in the following order:

1. IEX – Gather employer information from CP if known and create IEX to employer. If employer information is unknown, refer to step 2.
2. DMV – In order for DMV process to be initiated the DOB and SSN of the NCP must be on the case. If these items are not on the case, advise caller of needed information and encourage a call back with the information, refer to step 3. IF DOB and SSN appear on case, proceed by _____.

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3. PEX – Gather any PEX information the CP may have regarding NCP possessions and enter the information on the PX screen. If no information is available proceed to step 4.
4. Violation petition - refer to petition filing index to determine how to advise the CP to file a violation petition.

3.6.2 Question: (CP) If the NCP does not pay, do I have to let him/her see the child?

Answer: Visitation and child support are two separate issues under the law. If you have questions about visitation issues, you can contact an attorney or Legal Aid. I can provide you with the Legal Aid 800#.

Legal Aid Assistance
1-800-342-3009

3.6.3 Question: (NCP) If the CP won't let me see my child(ren), do I still have to pay support?

Answer: Yes, you must pay your child support. Visitation and child support are separate issues under the law. If you have questions about visitation issues, you can contact an attorney or Legal Aid. I can provide you with the Legal Aid 800#.

3.6.4 Question: (CP) What will you do if he/she does not send in the child support payment?

Answer: There are automatic enforcement remedies used by the child support agency. For example: If the NCP is employed and the employer is known to the child support agency, they will automatically send his/her employer an income execution order (IEX). The IEX requires the employer to withhold the child support amount from his/her paycheck and remit the payment to the address in the court order. (Also see answers for questions 3.6.17 and 3.6.43.)

Note: Income Execution (IEX) - IEX is the process by which payments for current and/or overdue support are deducted from a non-custodial parent's wages or other income by the non-custodial parent's employer or income payer. The IEX action is immediate as soon as the NCP's employment is known.

3.6.5 Question: (CP) How soon after the employer receives the IEX does the money come out of the NCP's check?

Answer: The employer has to start taking out the money no later than the first pay period that occurs 14 days after the employer receives the IEX.

3.6.6 **Question:** **(CP) How soon after the employer takes the money out, will it be sent to child support?**

Answer: The first payment has to be sent to child support within 7 business days after the NCP's pay date.

3.6.7 **Question:** **(CP) Does child support have to do an IEX in every case where the employment is known?**

Answer: New York State law requires that the IEX Notice be immediate unless the court orders a different payment method. The NCP and his/her employer receive the Notice.

3.6.8 **Question:** **(CP) What if the NCP has 2 jobs?**

Answer: An IEX can be sent to both employers to meet the total amount the NCP is ordered to pay.

Note: If the NCP has two court orders with two CPs, both jobs will be used for the IEX process.

3.6.9 **Question:** **(CP) If the NCP is self-employed, is an IEX used to get the child support payment?**

Answer: Yes, an IEX is utilized. The NCP will receive 2 Notices, one as the employer and the other as the NCP.

3.6.10 **Question:** **(CP) What can you do to stop the employer from constantly sending out the payment late?**

Answer: The Notice sent to the employer clearly states that if they do not withhold the amount or send the payment within the time specified following the withholding, the court can fine the employer up to $500.00. You or your local child support agency or the NCP can bring an action against the employer for not complying with the IEX.

Steps:

a. If the employer is making regular payments and has missed one payment or not paid in full or is making erratic payments, advise CP of NCP responsibilities and refer to LD for employer compliance.

Category: Employer Compliance

Subcategory: IEX

Referral: Local District (If CP wishes to commence an action)

3.6.11 **Question:** **(NCP) I am no longer employed. Do I still have to pay child support?**

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Answer: Yes, you are still obligated to pay according to your child support order. If you feel as though you cannot make your court ordered payments, you can file a petition for modification with Family Court. Have you applied for Unemployment Benefits? If so, your child support should be automatically withheld from your benefits. If it is not, please notify your UIB office of your child support obligation.

Action: Gather/verify other NCP critical information
Update CSMS appropriately
Provide family court address.

3.6.12 Question: (CP) The NCP in my case says he/she has a new job. Can you confirm this information?

Answer: Yes, we can verify the information

Action: Gather new employment information
Update CSMS appropriately → generate IEX

3.6.13 Question: (NCP)I just changed jobs. Who do I report this to?

Answer: I can take this new information from you.

Action: Gather/verify all pertinent NCP information
Update CSMS with new employment information (doesn't matter if there is/is not a court order).
If account exists, generate IEX.

3.6.14 Question: (NCP)I was paying my obligation through my employer, but now I am unemployed and will be receiving UIB. What will the child support agency do to me?

Answer: In most instances, the child support agency has already notified UIB of your child support obligation and your child support will be automatically be withheld from your unemployment benefits. When you sign up for UIB, make sure that you advise UIB of your obligation. Until the child support is withheld from your UIB, you must make the payments. If you feel as though you have experienced a change in circumstances and can not make the court ordered payments you may file a modification petition with the family court.

Note: Unemployment Insurance Benefits (UIB) Intercept - Non-custodial parents who are receiving unemployment insurance from the New York State Department of Labor (NYS DOL) will have current and/or overdue child support payments automatically deducted from their UIB checks. UIB payments are "benefits" that are subject to withholding. UIB intercept is immediate with the issuance of the NCP's first UIB check. The UIB amount intercepted for the court ordered current support plus an amount as payment on the arrears.

Note: CSMS is set up for automatic interception of NCP's unemployment benefits with the first UIB check.

3.6.15 Question: (NCP)Is there a set percentage or formula that is used to determine how much will be taken out of my benefits?

Answer: Because unemployment is not earned income the total amount of child support will be withheld from your UIB benefits. If there are arrears due on your account an additional $10.00 per week will also be withheld.

3.6.16 Question: (CP) The NCP lost his job and says he is applying for Unemployment. Will you go after his unemployment?

Answer: Yes, Unemployment benefits is a form of income and attachable. New York State sends an income execution to UIB. When the NCP signs up for UIB, the child support obligation should automatically be withheld from the benefit.

3.6.17 Question: (CP) How are you going to collect past due amounts in my case?

Answer: Depending on the information in your case and the amount of child support the NCP owes, the child support agency may also use other remedies to collect past due support such as:

- Taking tax refunds
- Credit bureau reporting
- Taking Lottery winnings
- Property execution
- Driver's license suspension
- Passport denial
- Liens
- Violation petition

Note: Liens may include but are not limited to:

Property Execution (PEX) is seizure of financial assets outside of employment as long as it meets the criteria and the information is known. For a case to qualify for automatic PEX, the current support must be delinquent for an amount equal to two (2) month's charges, and the past due balance must be $300 or more. A Notice is sent to the NCP prior to seizure. (Once an account qualifies for PEX it remains in the process until the balance on the PEX eligible ledger(s) = 0)

Personal Injury Claims (PIC) is seizure of money an NCP may be entitled to from a personal injury claim. Qualifies for PIC when accumulated support arrears/past due support is an amount equal to or greater than the amount of current support due for a period of four months.

Collection by Dept. of Tax and Finance (DTF): The NCP must qualify for PEX but that process has been unsuccessful. NCP must be a NYS resident.

Money Judgment: Judgment for payment of the arrears may be made by an order of a court or by the NCP signing a confession of judgment. (to retain a drivers license the NCP may be required to sign this document) .

Note: Professional License Suspension can occur when the accumulated arrears are equal to or greater than the amount of court ordered support for a period of four (4) months. Professional License Suspension affects non-custodial parties who are licensed, permitted, or registered in New York State to conduct a trade, occupation or professional business. A Notice is sent to the NCP prior to suspension. Professional License Suspension is done by court order only.

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Note: Recreational license(s) may be suspended, denied for reissue, or application denied when the accumulated support arrears are equal to or greater than the amount of current support for four (4) months. Recreational license is suspended by court order only.

Certain criteria or conditions must exist in each individual's case before the past due remedies are applied. Your caseworker will review your case to determine which of these remedies should be applied.

Action: Gather all additional relevant information the caller can provide
Update CSMS as appropriate

3.6.18 Question: (NCP/CP) Will a tax refund intercept be done in my case?

Answer: If you owe past due support, the child support system will automatically review the case and if it qualifies for intercept, the case will be submitted.

Income Tax Refund Intercept - A non-custodial parent's federal and/or State income tax refund may be intercepted to pay their overdue (past due) child support even if they are paying child support at the time the case is submitted to the IRS or State Tax. Past due Spousal Support may also be submitted for intercept in combination with past due child support.

Arrears must be established on CSMS no later than August 20th.

In PA cases the overdue amount must be at least $150.00 for Federal and $50.00 for State at the time the amount is certified for intercept.

In a NPA case, the child, for whom the support is owed, must be a minor (under 21) through the end of the calendar year in which the overdue is certified for intercept. Additionally, the overdue amount must be at least $500.00 for Federal and $50 for State at the time the amount is certified.

For State tax intercept the overdue amount must be at least 2 months old. State refunds that are less than $25 will not be intercepted.

3.6.19 Question: (CP) How long does it take for me to receive a check once the NCP's tax refund is sent to child support.

Answer: It takes approximately 10 weeks for the child support office to receive the intercepted tax money. Upon receipt, the majority of tax refunds are disbursed with a 2-day required timeframe. Exceptions would be if the account needs adjustments (i.e., the money exceeds the amount due) or it is a joint return.

3.6.20 Question: (NCP)If I am making my child support payments, will you still go after my refund?

Answer: If you owe past child support, the case will be submitted if it meets the criteria. If your case meets the criteria, you will be sent a notice.

Credit Bureau Submission definition- The names of non-custodial parents who have overdue child support of at least $1,000 or are 2 months in arrears (whichever occurs first) may be submitted to the major consumer reporting agencies. Because of these submissions, the non-custodial parent may have difficulty obtaining a loan or other forms of credit without their payment of overdue child support. A Notice is sent to the NCP prior to submission. The actual balance on the account is reported to the credit bureau each month. When the account is paid in full the credit bureau may continue to report the account as paid for up to 7 years.

3.6.21 **Question: (NCP) I received this Notice about reporting me to the Credit Bureau because I have a child support order. Can you explain this to me?**

Action: a) Notice was issued by the Child Support Unit and NCP claims mistake of fact. (Mistake of fact is an error in the identity of the debtor, the order does not exist or the order is vacated.)
b) Notice was issued by the Child Support Unit but NCP is not claiming mistake of fact.
c) If the notice was NOT issued by the Child Support Unit.

Answer: a) If you are claiming a mistake of fact and it is within 10 days of receiving the notice, you should write to the Child Support Unit and provide them with the proof of your claim. If more than 10 days and the mistake of fact is an error in identity of the caller, refer to the CMU. If not MID, see b&c below.

b & c) Refer to Credit Bureau Submission definition above. If you feel an error has been made you can submit a protest to the Credit Bureau. Please make sure that you are clear as to why you believe a mistake has been made.

To avoid being referred to Credit Bureaus, you may satisfy any past due support in full or in part as stated in your notice.

3.6.22 **Question: (NCP) I can't buy _____ (on credit) and I am being told it is because of child support. I am paying my current support so why was I reported?**

Answer: Refer to Credit Bureau Submission definition

Action: Advise NCP caller he/she can file a dispute with the Credit Bureau.

Lottery Intercept - New York State lottery winnings may be intercepted to pay for overdue child support. Winnings less than $600 are not eligible for intercept. Winnings cannot be accumulative to meet the $600 minimum. Eligible cases are automatically sent to the Lottery Division.

3.6.23 **Question: (CP) The NCP's obligation is taken out of his paycheck, but he has arrears, why weren't his lottery winnings intercepted?**

Answer: What was the amount of his/her winnings?

If the winnings reported are at least $600, take the information from the caller including date of won. See Lottery definition above.
If winnings are less than $600 explain, Lottery winnings must be at least $600 to qualify for intercept.

Important to note: The winnings are given to the ticket holder. The NCP could avoid intercept by giving someone else the winning ticket to collect the money.

3.6.24 Question: (CP) If I know the NCP has lottery winnings, should I report this information to child support?

Answer: I will take the information and send it to the child support agency.
Do you know what he/she did with the winnings?
How much was it and what is the frequency?

Driver's License Suspension - New York State issued driver's licenses may be suspended if a non-custodial parent has overdue child support. This remedy is used when the NCP is not paying through an IEX, and the overdue amount is at least equal to the court ordered amount for 4 months. Overdue amounts may include spousal support. A Notice is sent to the NCP prior to suspension.

3.6.25 Question: (NCP) I received a Notice about my driver's license, who can I talk to?

Answer: There are three options available to an NCP to resolve DMV enforcement action being taken against them:

1. First and foremost they can make a full payment. This is always the first and encouraged option.
2. If they cannot make a full payment, they can make payment arrangements with their local county office. In order to do so you must complete an Affidavit of Net Worth and provide all documentation to prove the statements it contains
3. If they do not agree with the past due amount on the notice, or they don't agree this enforcement action should have been taken, they can submit a WRITTEN challenge by following the instructions on the form they received.

Action: If requested mail DMV notice and Affidavit of Net Worth, and advise NCP to return it to the address noted on the notice.

Category: Enforcement

Subcategory: DMV

Referral: DCSE

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3.6.26 **Question:** **(NCP) I just found out my license has been suspended, what can I do?**

Answer: There are three options available to an NCP to resolve DMV enforcement action being taken against them:

1. First and foremost they can make a full payment. This is always the first and encouraged option.
2. If they cannot make a full payment, they can make payment arrangements with their local county office. In order to do so you must complete an Affidavit of Net Worth and provide all documentation to prove the statements it contains
3. If they do not agree with the past due amount on the notice, or they don't agree this enforcement action should have been taken, they can submit a WRITTEN challenge by following the instructions on the form they received.

Action: If requested mail DMV notice and Affidavit of Net Worth, and advise NCP to return it to the address noted on the notice.

Category: Enforcement

Subcategory: DMV

Referral: DCSE

3.6.27 **Question:** **(CP) How far behind in support does the NCP have to be before you suspend his/her license.**

Answer: Refer to program information.

Question: (CP) Can an NCP obtain a license in another state, even if his NY license has been suspended?

Action: Review account to determine if the NCP's driver's license has been suspended in NY.

Answer: I cannot tell you if the NCP has been issued a drivers license in another state, but when an NCP's driver's license is suspended in NY for failure to pay child support, the information is reported to a national data bank. Some, but not all, states will check with the national data bank and if another state has reported that they have suspended the NCP's driver's license, that state may not issue or renew a license to the NCP in that state. I also want to advise you that even if an NCP has a valid license issued by another state, they cannot legally drive in New York State if their New York driver's license has been suspended.

Passport Denial - The New York State Division of Child Support Enforcement works in partnership with the U.S. State Department to ensure that non-custodial parents who have overdue child support of $2,500 or more cannot renew or obtain a passport, or possibly have it revoked.

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3.6.28 Question: (NCP/CP) What is Passport Revocation?

Answer: Refer to program information.

3.6.29 Question: Will this action be taken in my case?

Answer: CP - (After checking CSMS)
Your case ***is*** or ***is not*** set up for this action in the child support system at this time.

NCP - The child support system automatically reviews each case to determine if it qualifies for this action. If your case qualifies, you will receive a Notice prior to your passport actually being revoked or denied.

Action: Gather all NCP information

Question: How much do I have to pay to get my passport?

Answer: Arrears must be paid in full.

3.6.30 Question: (NCP/CP) What is Lien filing?

Answer: Refer to program information.

3.6.31 Question: Will Lien filing be use in my case as an enforcement remedy?

Answer: CP (After checking CSMS)
Your case ***is*** or ***is not*** set up for this action in the child support system at this time.

NCP - The child support system automatically reviews each case to determine if it qualifies for Lien filing. If case meets qualifications, you will receive a notice.

3.6.32 Question: (CP) The NCP in my case is in jail. How does this affect my child support?

Answer: The NCP is still obligated to make child support payments. How long will he/she be in jail? I'll be able to take all the relevant information from you.

Action: Gather/verify NCP critical information including:

- Name of jail
- Location of jail
- Length of incarceration
- Work release
- Inmate number

3.6.33 Question: (NCP) I'm in jail. Can I get my order lowered?

Answer: How long will you be in jail?

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Will you be given a work release?

Action: Gather/verify NCP critical information including:

- Name of jail
- Location of jail
- Length of incarceration
- Work release
- Inmate number

If you believe you have a change in circumstances that will prevent you from paying, you may petition the Family Court to modify your order. There is no guarantee that the court will reduce your child support obligation due to your incarceration. Contact your Inmate Coordinator for assistance.

Note: Each prison has Inmate Coordinators for Family Court assistance.

3.6.34 **Question: (CP) The NCP in my case says he is now on Workers' Compensation. How will my child support be collected?**

Answer: The law allows the child support agency to intercept Workers' Comp to satisfy child support obligations. Workers' Compensation is a form of benefits and therefore attachable. Current and/or overdue child support payments will be automatically deducted from the NCP's Workers' Comp benefits. The intercept is immediate with the issuance of the NCP's first Workers' Comp check. The amount intercepted for the court ordered current support plus an amount, as payment on the arrears.

Action: Gather information (claim number required).
BLD RE with "WCMP" and claim number as source code. Generate IEX if appropriate.

3.6.35 **Question: (NCP) I am the NCP and have been approved for Workers' Comp, how do I report this information to child support?**

Answer: I can take the information and update your case.

Action: Gather NCP information (claim number required).
Update CSMS as appropriate
BLD RE with "WCMP" and claim number as source code. Generate IEX if appropriate.

3.6.36 **Question: (NCP) How does being on Workers' Comp affect my child support obligation?**

Answer: Being on Worker's Comp does not change your child support obligation. If you believe your order should be changed, you can file a Petition with the Family Court. The Family Court can assist you with this request.

Would you like the address?

3.6.37 **Question: ((NCP) How do I report an injury that will keep me off work?**

Answer: I can take all the information from you:

- When did the injury occur?
- Is your injury work related?
- How long will you be off work?
- Is your employer still paying you while you are not working? (e.g. sick leave)
- Will you be receiving any type of income while you are off work?

If you receive compensation, you are required to provide us with the income provider. If you can't comply with your court order, you can file a Petition to Modify the order with Family Court. The Family Court can assist you with this request. Would you like the address?

3.6.38 Question: (NCP) Am I still expected to pay child support while I am off work?

Answer: Your child support obligation and how often you are to pay remains in place even if you are not employed.

If you believe you have a change in circumstances that will prevent you from paying, you can file a Petition to Modify with Family Court to change your order. The Family Court can assist you with this request. Would you like the address?

3.6.39 Question: (CP) If the NCP dies, can the past due child support be collected from his/her estate?

Answer: Yes, however, a claim must be filed with the NCP's estate. Please be advised that there may be time limits that affect the collection of a claim against the estate. You may also wish to contact an attorney for legal advise.

Action: CSR determines the following:

- The county and state where the NCP died
- The cause of death
- Whether an estate was filed
- Who is executor (name and address)

Category: PEX/PIC

Referral: Local District

3.6.40 Question: (CP) Are my children entitled to a death benefit from Social Security?

Answer: The children may be entitled to Social Security. You must contact the Social Security Administration to determine if your children are entitled to such a benefit. The telephone number for the Social Security Administration is 1-800-772-1213. Their hours are from 7:00 a.m. to 7:00 p.m.

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3.6.41 **Question:** **(NCP) If one of my children joins the military and they aren't 21 yet, do I still have to pay child support?**

Answer: If you feel you should not be responsible for supporting the child, you can file a petition with Family Court. The Family Court can assist you with which petition and how to file. I can provide the Family Court address.

3.6.42 **Question:** **(CP) The NCP has moved out of state, will you be able to collect child support from his/her new employer?**

Answer: Yes, the law allows for sending an out of state employer a NY State Income Execution. Do you have the name and address of his/her new employer?

Action: If yes, gather the information and generate the IEX

3.6.43 **Question:** **(CP) What can happen when child support administrative remedies are not working to collect my child support?**

Answer: When administrative enforcement is not successful, the child support agency can file a Violation Petition with the Family Court. The court can:

- Order money judgments for the arrears;
- Order an Income Deduction Order
- Order the non-custodial parent post cash equal to support due for a three year period
- Suspend recreational license(s)
- Order the non-custodial parent into a work program;
- Order that a hearing take place to suspend state issued business, professional, or occupational licenses;
- Issue probation or jail sentences.

Administrative remedies can be used in combination with Violation Petitions. Would you like your case reviewed?

Action: Review CSMS and determine if the caller is in receipt of public assistance or not. If in receipt of public assistance, advise caller that the child support agency will enforce the order and that no further action is necessary. If the caller is not in receipt of public assistance, the caller may need to file the petition and appear at court hearings.

ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance - Provide Family Court address for petition filing.

Subcategory: Enforcement

Referral: Local District (ROS)

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3.6.44 **Question: (CP) The NCP keeps quitting his/her job so the IEX isn't working. Can't you take to him/her to court?**

Answer: The child support agency handling your case can file a Violation Petition if your case qualifies. Would you like your case reviewed for a Violation Petition?

Action: Violation petition - refer to petition filing index to determine how to advise the CP to file a violation petition.

Gather all pertinent information
- NCP's last employer
- NCP's current address

Review CSMS and determine if the caller is in receipt of public assistance or not. If in receipt of public assistance, advise caller that the child support agency will enforce the order and that no further action is necessary. If the caller is not in receipt of public assistance, the caller may need to file the petition and appear at court hearings.

ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance - Provide Family Court address for petition filing.

Category: Enforcement

Referral: Local District (ROS)

3.6.45 **Question: (CP) Can criminal charges be brought against the NCP for not paying support?**

Answer: Child support agencies may consider this action only when all administrative and judicial enforcement remedies have been exhausted and proven unsuccessful.

Remedies for collection of current support:
- Income Execution
- Drivers' License Suspension
- Violation Petition

Remedies for collection of past due support:
- Personal Injury Claims (PICS)
- Property execution (PEX)
- Violation Petition

The case can be referred for consideration of criminal prosecution by the local child support office to the District Attorney at the local district or the Attorney General at the federal level.

Action: If CP wishes criminal prosecution, create referral.

Category: Enforcement

Referral: Local District

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3.6.46 **Question: (NCP/CP) NCP owes arrears and may file for bankruptcy. Will the arrears be discharged/forgiven?**

Answer: There are several types of bankruptcy that can be filed under the bankruptcy laws and when this occurs, the creditor, which is the local district support collection unit, is notified. In general, if all procedures are followed, arrears are not discharged through bankruptcy.

3.6.47 **Question: (NCP/CP) If someone has a child support case against him and they file income tax but they also have a student loan against them, who gets the money first?**

Answer: Any income tax refund that is certified for offset would first be applied to a child support delinquency owed to DSS before a student loan debt then to any arrears owed to CP.

3.6.48 **Question: (CP) NCP is receiving SSI benefits, why aren't you enforcing payments?** Are SSI benefits eligible for garnishment?

Answer: The law will not allow SSI benefits to be garnished.

3.6.49 **Question: (NCP) Can my 401K plan be seized to pay off arrears?**

Answer: Yes, it can. A 401K plan is **not** exempt from the administrative enforcement tools available to the child support program.

3.6.50 **Question: (NCP/CP) Can Social Security Disability benefits (SSD) be garnished?**

Answer: Most income sources can be garnished for purposes of child support. The only sources of income that cannot be garnished for the purposes of child support are SSI, Public Assistance and Student Loans.

3.6.51 **Question: (NCP/CP) Can student loans be garnished?**

Answer: No, the law does not allow for the garnishment of student loans.

3.6.52 **Question: (NCP/CP) Will my taxes be intercepted? Are you intercepting the NCP's taxes? (CP version of the same question)**

Answer: If you (or the NCP) received the August Special Notice advising that your taxes would/will be intercepted and you did not respond by paying the balance due in full by the date indicated on the notice, then your taxes will/would have been submitted for tax interception.

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3.6.53 Question: (NCP) I didn't receive a notice, but my account/tax preparer is informing me that my taxes may be intercepted, has this action been taken on my case?

Answer: I can provide you with that information; please hold on while I research your account.

Refer to M/O screen to determine if at the end of October there is a FLR balance.
If a FLR exists on the case inform the caller a notice was sent.
If no FLR is indicated on the account, inform the caller they were not submitted for the tax offset process.

3.6.54 Question: (NCP) How long before taxes will be applied to my account?

Answer: You will receive a letter from NYS Tax Department or the Federal Government informing you that your taxes have been intercepted and the amount of the intercept. It should take 10 weeks from the time you receive this letter for the payment to be applied to your account. If you have filed a joint tax return with your spouse, this process can take up to 6 months.

3.6.55 Question: (NCP) How much of my return will be intercepted?

Answer: The amount on your August Special Notice will be intercepted by the state when the federal government issues your return.

Action: Refer to M/O screen to determine if at the end of October there is a FLR balance.

Explain that the FLR amount in October is the maximum amount that may be taken.

You will receive a notice from NYS Tax Department or the Federal Government that will confirm the actual amount. We cannot tell you the specific amount until the exchange with the federal government.

Any monies over the arrears amount as of October __ (the specific day changes each year and is provided on the notice) will be forwarded to you as part of your federal refund. A delay in your federal refund may take place if there is an intercept.

Any monies remaining, due to a prepayment of the arrears amount will be available to you 10 weeks after the receipt of the federal payment.

3.6.56 Question: (NCP) Will my state and federal returns be intercepted?

Answer: Refer to M/O screen to determine if at the end of October there is a FLR balance.
If yes, the taxes will be intercepted.
If no, there was no certified amount, but other enforcement actions may be pending.

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3.6.57 Question: (NCP) How long will it be before I receive a refund of any monies paid over the arrears amount?

Answer: Any refund due you should be processed approximately 10 weeks after you receive your letter from NYS Tax Department or the Federal Government that informed you your taxes were intercepted. If you have filed a joint return, the time frame could be extended up to 6 months before the overpaid amount is applied to your account.

3.6.58 Question: (NCP) If the timeframe for applying the taxes has expired, why haven't my taxes been applied?

Answer: Ask the NCP if they filed a joint tax return with their current spouse. If they have, inform the NCP the process will take up to 6 months when a joint return has been filed due to the currents spouses' right to file an injured spouse claim. If the NCP did not file a joint return, create a referral.

Category: Enforcement

Referral: Local District

3.6.59 Question: (NCP) What is an injured spouse claim and how do I file it?

Answer: An injured spouse claim can be filed with the IRS when the intercepted return was a joint return. Please contact the IRS for further information on this subject.

3.6.60 Question: (CP) The NCP has moved to a foreign country. Can you enforce the court order? (CP looking for information on international enforcement.)

Answer: We'll refer this to have someone research this issue. (Timeframe to research may be up to 20 days.)

Category: Enforcement

Referral: Local District

3.6.61 Question: (CP) Can support be collected from the NCP while he is in jail? Can his Commissary account be garnished?

Answer: Unless the inmate has assets, such as property, bank accounts, or any income from a pension, it is unlikely that support can be collected while the inmate is in jail. Are you aware that the NCP has money in any account? How long will he/she be in jail? The local district may be able to obtain funds contained in a commissary account maintained in a State facility. If an inmate is in a Federal Correctional Facility, the

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withdrawal of funds from an inmate's account is strictly voluntary. I'll be able to take all the relevant information from you.

Action: Gather/verify NCP critical information including:

- Name of jail
- Location of jail
- Length of incarceration
- Work release
- Inmate number

Referral: Local District

Subcategory: Enforcement

3.6.62 **Question: (NCP) My bank account has been frozen, is there any way that I can sign forms to have the money taken out of my bank account quicker than 45 days?**

Action: Verify that a PEX Notice has been issued to the financial institution indicated by the caller and that the PEX code is not 04 (execution issued).

Answer: Yes you can make an arraignment with the local county office to expedite this process. They will contact you within _____ days and provide you with further direction.

Referral: Local District

Subcategory: PEX/PIC

3.6.63 **Question: (CP) Does a personal loan the NCP has from his employer come before the NCP's child support obligation?**

Answer: Child support withholdings take priority over all other claims against the same wages except federal tax liens that were served before the child support withholding Notice. Only after satisfying the child support obligation (to the maximum allowable limit) may an employer honor other wage attachments.

3.6.64 **Question: (NCP) I received a suspension notice for my Appraisal Real Estate License (professional license suspension), but had no timeframe. What is the timeframe I have before it is suspended?**

Answer: The Warning Notice states that payment must be immediately made in full unless one of the conditions stated under #2 of the Notice apply to you. If you do not make a payment in full or your claim is not supported a petition may be filed with the court requesting the suspension of your license/permit/registration (use appropriate referenced document).

3.6.65 **Question:** **(CP) I was told by the hearing examiner that I can get the NCP's payroll records by having them subpoenaed. How long does it take to subpoena the records?**

Answer: It take approximately 5 weeks to obtain subpoenaed records from an employer. The child support unit must review your case and, if appropriate, issue the subpoena. The employer is normally allowed 2 weeks from the mailing date to comply with the subpoena. Would you like your case reviewed for the issuance of a subpoena?

Action: If CP wishes review of case for the issuance of a subpoena, create a referral. Verify with the CP any employment information; review CSMS to ensure the correct employment information is on the system and note the RE number for the subpoena.

Category: Enforcement

Referral: Local District

3.6.66 **Question:** **(CP) If NCP gets paid biweekly can the employer hold back payment and submit once a month?**

Answer: The law requires employers to remit payments within seven business days of the date of each withholding.

3.6.67 **Question:** **(CP) NCP has a warrant for his arrest for non payment of child support can I still put in a violation petition?**

Answer: No, the warrant for non payment is based on a violation petition still being acted on by the court. You can not file another violation until that petition has been settled. However, if you become aware of location information on the NCP, please make sure that you contact this office or law enforcement so that they can attempt to execute the warrant.

3.6.68 **Question:** **There was a lien placed on my home. The house is in both my and my husband's (NCP's) name. I'm trying to refinance the home in my name, how can I get the lien released?**

Answer: The lien is for a specific amount. That amount must be paid in full in order for the lien to be satisfied. If you need to obtain the balance of the lien, please have the NCP call this call center to obtain that information.

3.6.69 **Question:** **(CP/NCP) Can the NCP's Probation Officer be subpoenaed for the NCP employer information?**

2007

Answer: We cannot answer this question. The attorney representing the case in court can request a subpoena be issued to obtain employment information. The court hearing the support case would then have to approve the request.

3.6.70 **Question: (CP/NCP) How long does it take for them to apply Lottery monies to the account?**

Answer: It will take approximately 90 days to receive and apply the Lottery money to your account.

3.6.71 **Question: (CP) What happens when NCP is receiving UIB in another State and that State will not comply with the garnishment request?**

Answer: I can have your case reviewed and, if appropriate, we can contact UIB regarding their compliance with the income execution.

Action: Obtain the name of the state that is not complying and verify on CSMS that an income execution was sent to the State's UIB agency.

Category: Enforcement

Referral: Local District

3.6.72 **Question: (CP) NCP has a valid Canadian Drivers License. If he travels to NY where his driver's license is suspended to visit his children and he is stopped, will he be arrested?**

Answer: This is a law enforcement issue which we are unable to answer. You may want to speak with an attorney or a law enforcement office to get an answer to your question.

3.6.73 **Question: (NCP) How do I schedule a conference to discuss my Taxes?**

Answer: As your notice states if your evidence is not written documentation you can request a conference. What type of proof do you have that is not in writing?

Action: If NCP states that evidence is a written document advise him/her the form provided must be completed as instructed a copy of the documentation is to be attached and mailed to the address provided on the notice.

If NCP states the proof is something that is not a written document (example: verbal evidence from NCP or other person), obtain the caller's address and telephone number and advise they will be contacted in regards to their request.

Category: Enforcement
Subcategory: Tax intercept
Referral: Local District (ROS and NYC)

3.6.74 **Question:** **(NCP) If I find a way to pay half my arrears, will my license stay effective while this other paperwork is being done?**

***NCP is going to pay half the arrears as the DMV notice states but he also has to go into another payment agreement for the other half. He wants to know once he pays within the 15 days and the payment agreement still has not been set up, will his license be valid or does the agreement have to be set up?**

Answer: The license suspension process will continue until you have signed the payment agreement.

3.6.75 **Question:** **(NCP) Is there another way you can send me another form?**

***NCP lost his special notice form and he needs to send the Administrative Review form so how does the NCP receive another form?**

Answer: We are not able to resend the form. You do not have to have the form to submit your challenge. You should write to the Child Support Unit the reasons why you are challenging the certification. You will also need to enclose copies of any documentation, which supports your challenge. Would you like the address of the Child Support Unit?

3.6.76 **Question:** **(CP) If I told you that he's on probation and I gave the name of his probation officer and the address, will they call probation to have them put pressure of him for non compliance?**

Answer: Due to laws on confidentiality, we are unable to contact an NCP's probation officer. However if compliance with child support is a condition of probation, upon inquiry from probation, information would be provided to the probation office. If the NCP is not complying with the child support order, you may wish to file a violation petition.

Action: Request employment information if no IEX is in place.
Violation petition- refer to petition filing index to determine how to advise the CP to file a violation petition.

NYC Assistance - Provide Family Court address for petition filing.

Category: Enforcement

Referral: Local District (ROS) *if indicated on Location Index*

3.6.77 **Question:** **Can you withhold from his Veterans Disability Benefits for Child Support. Are you allowed to do that? Can you take the entire check?**

Answer: Yes, it is possible to withhold from Veterans Disability Benefits for child support. The exact amount that can be withheld can only be determined by the Veterans Administration.

3.6.78 **Question:** **(CP) What is the procedure for me to get a federal case? This is the third state the person has run to intentionally so they don't have to pay.**

Answer: We first must contact the state, which currently enforces your order for enforcement action to be taken. If the enforcing state advises us that no further actions are available to them, your case will be reviewed to determine the next action that should be taken on your case. This may include, but is not limited to, federal prosecution.

Category: Enforcement

Referral: Local District (ROS and NYC)

3.6.79 **Question:** **(NCP) How do I get a letter that the judgment was cleared? The Money Judgment was paid, what is the time frame for the NCP to receive the satisfactory notice?**

Answer: Satisfactions of judgments are filed with the County Clerks' office. You will need to contact the County Clerks' office to verify if a satisfaction of judgment has been filed, and to obtain a copy. If it has not, you will need to write to the Child Support Unit and request this be done. Would you like the address of the Child Support Unit? Please provide your name, the petitioner's name, and your child support case number on the letter.

Action: If requested provide the address.

3.6.80 **Question:** **(NCP) Can a lien be placed on an account even if the order was already suspended?**

Answer: Suspension of an order does not stop all enforcement processes if there is a balance still due on the account. A suspended order would stop an IEX from going out. If an account has met the specific criteria for any other enforcement process the account would remain in that process until the balance is paid in full.

3.6.81 **Question:** **(CP) There is a Court date for a Violation Petition against the NCP and the state. Does the CP on PA have to appear at the Court date?**

Answer: You are required to appear for all court hearings, unless advised differently.

3.6.82 **Question:** **(CP) Will they go out of State or is the Warrant only good for NYS? *There was a Warrant issued against the NCP for no show.**

Answer: This decision would be at the determination of law enforcement. You may wish to check with your local law enforcement agency for their policy in this situation.

3.6.83 **Question:** **(NCP) Once the arrears are satisfied how many days after is the Passport Denial place notified?**

Answer: Notice is sent to the Department of State within 2 business days of receiving notification that the arrears are paid in full and your passport can be released. It usually takes the Department of State 7 to 10 business days to complete paperwork to release your passport.

3.6.84 Question: (CP) If the NCP gets a job on the books and he gets a Social Security #, how will they know it's him?

Answer: We are continually receiving updated information from the Social Security Administration. When an NCP is issued a SSN we will be provided with that information. If you receive information regarding the NCP's employment you should contact us. We can issue an IEX to the employer even if we do not have a SSN.

3.6.85 Question: (CP) In the past a delinquent note was sent to NCP and it made him send payments, so how do I get that done again?

Answer: If the NCP has failed to make payments as required you may wish to file a violation petition. Would you like to file this petition?

Action: If CP wishes to file petition - refer to petition filing index to determine how to advise the CP to file a violation petition.

NYC Assistance - Provide Family Court address for petition filing.

Category: Enforcement

Referral: Local District (ROS) *if indicated on Location Index*

3.6.86 Question: (CP) NCP is using a fraudulent Social Security number. How do I go about reporting this?

Answer: You need to contact the Social Security Administration and provide them with the information.

Action: Obtain the SSN that the CP believes is not NCP's. Record it on the RR screen.

3.6.87 Question: (NCP) Who is the DTF, how can I get in contact with them? *There is a Lien on the NCP bank account but it was not by the CSEU. He was advised by the LD it could have been the DTF.

Answer: Department of Tax and Finance (DTF) should have sent you a notice regarding the lien on your account. You may want to check the notice for a telephone number. If you do not have a copy of the notice, you should be able to obtain the telephone number from the telephone book or from Directory Assistance by dialing 1- (area code)-555-1212.

3.6.88 Question: (CP) What is a Private Violation and what triggers it?

2007

Answer: A private violation is a violation petition filed on behalf of the CP when the NCP has failed to pay as ordered. The word 'Private' is used when there is no money owed to DSS.

3.6.89 **Question: (CP) NCP had a Warrant for his arrest, was picked up and bail was sent. How come they don't take his bail money and put that towards my arrears?**

Answer: The distribution of bail money is determined by the court. You may wish to speak with an attorney or the court as to how to accomplish this.

3.6.90 **Question: (CP/NCP) What exactly is a Purge amount?**

Answer: The purge amount is usually an amount of money the court requires the NCP to pay toward the arrears owed to satisfy a violation petition or remain out of jail.

3.6.91 **Question: (CP/NCP) What is the timeframe for Confidential Wage Report to come back from the employer?**

Answer: The law requires employers to return Wage Health and Benefit Reports no later than 30 days from the date of the Notice.

3.6.92 **Question: (NCP) What is the timeframe to receive an appointment for a payment agreement?**

Answer: After the Child Support Unit has received all paperwork that is required for this process they will contact you within ___

See Appendix B for timeframes.

3.6.93 **Question: (CP) CP's Violation Petition was rejected because the NCP is on Public Assistance. Will Administrative Enforcements still take place?**

Answer: Yes, a violation petition can be filed against a person in receipt of PA. Would you like to have your case reviewed for violation petition on your case?

NYC Assistance - Provide Family Court address for petition filing.

Category: Enforcement

Referral: Local District (ROS) *if indicated on Location Index*

3.6.94 **Question: (NCP) NCP is filling out the DMV paperwork. If the NCP cannot provide Tax documents, will it still be accepted? Can he send something else?**

Answer: You may obtain a copy of your tax return from the IRS. You may either call them or stop into their office to request a copy of your return. We will not be able to proceed with the driver's license process until we have all the information required.

2007

3.6.95 **Question:** **(CP) NCP lives in another state, what is the procedure for CP to have that state enforce NCP portion of the case?**

(CP) How do I file a violation petition on an interstate case when a state other than New York is enforcing the order?

Action: Review CSMS to determine if the order is registered in the other state and the status of all administrative enforcement actions.

a. Order is not registered in other state

b. Order is registered in other state

Answer: **a.** Advise CP of all enforcement actions currently being taken. For the other state to take any action against the NCP you would have to register your NY order in that state. We would not recommend you register the order in the other state unless all administrative enforcement actions have been exhausted.

b. If the order is registered in the other state and enforcement is required a referral will be made to the local district to request enforcement in that state.

Category: Enforcement

Referral: **b.** Local District (ROS and NYC)

3.6.96 **Question:** **(CP) Once an employer compliance notice is sent how long does the employer have to send a payment?**

Answer: An employer makes payments based on the income execution issued. The compliance notice is a reminder that is sent to the employer to withhold and remit payments based on the IEX issued previously. If the employer fails to comply with the IEX, you may wish to file a violation petition.

Action: If CP wishes to file a violation petition - refer to petition filing index to determine how to advise the CP to file a violation petition.

NYC Assistance - Provide Family Court address for petition filing.

Category: Enforcement

Referral: Local District (ROS) *if indicated on Location Index*

3.6.97 **Question:** **(CP) When they get this fine does the county child support collection unit get this fine or where does that fine money go to? *CP is inquiring about employer violations.**

Answer: The court should identify the beneficiary of this money in the same order that requires the employer to pay the fine.

2007

3.6.98 **Question:** **(CP) When will enforcement actions resume if they have been suspended due to a bankruptcy case?**

Answer: The executor of the bankruptcy is required to send notice to the Child Support Unit when the bankruptcy has been discharged (settled). At that time, the Child Support Unit will restart all enforcement actions appropriate for your case.

3.6.99 **Question:** **(CP) Can child support take the remaining balance of a life insurance policy to pay for back child support?**

Answer: For any account that is submitted to the DTF, they check with the Comptroller's office and if there are unclaimed funds, they seize them on behalf of the Child Support Unit. See qualification for submission to DTF for collection.

3.6.100 **Question:** **(CP) If there are unclaimed funds on behalf of the NCP can you take them to pay off his arrears amt? *CP wants to know if NCP has overpaid to another company such as Department of Motor Vehicles and he has not claimed that money can we take that overpayment for child support?**

Answer: No, we cannot seize money from another agency such as DMV. If there is unclaimed money being held by the Comptroller's Office that may be seized. *See response to 3.6.99 (Can child support take the remaining balance of a life insurance policy to pay for back child support?)*

3.6.101 **Question:** **(NCP) The department of tax and finance took money from my account. How long does it take for that to go to my child support account? * Money was garnished from NCP bank account by the department of tax and finance and he wants to know how long it takes for those funds to apply to his child support case?**

Answer: Money seizures by DTF are sent to Child Support approximately 2 to 3 weeks after the seizure. The payment will be applied to your account upon receipt.

3.6.102 **Question:** **(CP) How long does it take for the bank to send in the payment once they receive the execution notice to release the money? * CP is inquiring how long it takes for the payment from the NCP bank account to be applied to the account once the bank releases the funds.**

Answer: The bank or asset holder has 30 days from the date they receive the execution to release the money to the Child Support Unit.

3.6.103 **Question:** **(CP) CP wants to have NCP passport suspended but it was issued in another country. Can child support suspend a passport from another country?**

Answer: We can not suspend a passport issued by another country. Because the NCP is not making payments as ordered you may wish to file a violation petition. Would you like assistance if filing a violation petition?

Action: If assistance is requested in filing the petition:

NYC Assistance - Provide Family Court address for petition filing.

Category: Enforcement

Referral: Local District (ROS) *if indicated on Location Index*

3.6.104 Question: (NCP) I have a warrant out for my arrest right now for back child support and I have it paid up and I have my receipts. I was wondering how to go about clearing the warrant up? *NCP paid his arrears off and he wants to know how to have the warrant dropped.

Answer: You will need to contact the court that issued the warrant, and provide them with proof that you have complied with your court order.

3.6.105 Question: (CP) How do I get Florida to enforce this order when it is already set up as an interstate case and the NCP is not making payments?

Action: Review CSMS for payments
a.) If payments have been received.
b.) If no payments have been received or payments do not meet the court ordered obligation, review RR and status to determine if the LD has contacted the other jurisdiction (Florida) requesting enforcement.

Answer: a.) Payments are being received on your account. No further action would be taken at this time.
b.) If the LD has contacted the other jurisdiction (Florida) in the past 30 days, provide the CP with this information. If the LD has not contacted the other jurisdiction (Florida) within the past 30 days, advise the CP the case would be referred for enforcement action.

Category: Enforcement
Referral: Local District (ROS and NYC)

3.6.106 Question: (CP) Can a violation petition be filed against an NCP if he or she is on public assistance?

Answer: Yes, a violation petition can be filed against a person in receipt of PA. Would you like to have your case reviewed for violation petition on your case?

Action: If assistance is requested in filing the petition:
ROS Local District Assistance – Create referral if indicated on Location Index
NYC Assistance - Provide Family Court address

Category: Enforcement

Referral: Local District (ROS)

3.6.107 **Question:** **(CP) If NCP goes on Social Security Disability in another state would you automatically get a garnishment from it?**

Answer: Yes, the location of the NCP will not affect the IEX being issued to the Social Security Administration.

3.6.108 **Question:** **(CP) Can a violation petition be filed on an arrears only case?**

Action: Review CSMS to determine the following:
a. Are payments being received?
b. Is this a judgment ledger?

Answer: **a.** If payments are not being received and this is not a judgment ledger, a violation petition can be filed if the NCP has failed to make payments or provide an income source. No violation petition can be filed if payments are being made on the arrears balance.
b. If this is a judgment ledger and no payments have been made a modification petition can be filed requesting lump sum payments on the judgment.

3.6.109 **Question:** **(NCP) NCP needs his license to work and it will be suspended before he can fill out a DMV affidavit and he can not make payment in full. He knows he owes arrears but he can not make payment if he is not employed. What can he do?**

Answer: For the license suspension to be stopped you would have to comply with one of the three options provided. We can mail the forms needed or you can visit the local Child Support Unit to obtain these forms. You may also want to contact the Department of Motor Vehicle to review any other options that may be available, such as a restricted license.

3.6.110 **Question:** **(CP) The NCP on my case lives on an Indian reservation. Is this in any way going to effect enforcements my case?**

Answer: Indian nations are considered sovereign nations, as such the rules of enforcement of child support orders is based on the Indian Nations laws. We'll refer this to have someone research this issue. (Timeframe to research may be up to 20 days.)

Category: Enforcement
Referral: Local District

3.6.111 **Question:** **(NCP) Child support is being taking from both employers but the full time employer is sending in the full obligation amount and there are no arrears owed. Does the Child Support Unit have to wait until the part time employer sends in a payment before a termination notice can be sent?**

Action: Review CSMS. Are payments from the first IEX meeting the obligation amount?

a) If yes.
b) If no.

Answer: a) No, you do not have to wait for payments to be received. I can have a supervisor review your account to determine what action needs to be taken for the second IEX.
b) The amount from the first IEX is not meeting your full obligation amount. The IEX with your second employer will remain in effect until obligation is satisfied.

Category: Enforcement

Referral: a) ROS and NYC

3.6.112 Question: **(NCP) I have more than 1 account with arrears and my taxes have been intercepted. What is the amount that will apply to each account? How is this determined?**

Answer: The payments received from tax intercept are pro-rated based on the balance due on each of the accounts at the time you are submitted for tax certification. This certification is usually done at the end of August each year.

3.6.113 Question: **(CP) Can I obtain a copy of the IEX that was sent to the NCP's employer?**

Answer: Due to confidentiality regulations, that is not a document that can be provided to you.

3.6.114 Question: **(CP) Can Family court issue a subpoena for the NCP's bank records to determine the NCP's income? The reason for this question is that the NCP is self employed and CP believes the NCP may be lying about his income.**

Answer: You may wish to contact the Family Court with your question. They will be able to advise you what records they can require as proof of income.

3.6.115 Question: **(NCP) I have a payment agreement to keep my license, if my obligation is lowered from a downward modification will my payment agreement be affected?**

Answer: Your payment agreement states that you must pay the current child support plus an additional amount for arrears. If the current child support is decreased that amount of the agreement will also decrease. The additional amount for payment of arrears as stated in your payment agreement for the arrears due will not change.

3.6.116 Question: **Is the Department of State notified for passport reinstatement electronically or by mail?**

Answer: The Department of State is notified by fax when a passport should be reinstated.

If you have any questions, please contact the CMU. Thank you.

3.6.117 Question: NCP: What is a Confession of Judgment for the purpose of an Affidavit of Net Worth?

Answer: The Confession of Judgment is a legal document that authorizes the Child Support Unit to file a judgment with the appropriate county clerk's office against you in the amount of arrears owed. Upon the filing of the judgment, the Child Support Unit will then begin charging interest on the amount of arrears owed.

If you have any questions, please contact the CMU. Thank you.

3.7 MEDICAL SUPPORT ESTABLISHMENT AND ENFORCEMENT

Child support services also include obtaining and enforcing court ordered health insurance for children. If health insurance is available from either parent, the court may order one or both parents to cover the child under their health insurance. If an existing order does not include health insurance coverage, the child support agency will help file a petition with Family Court to get health insurance included in the support order, and will enforce it if it is available through the non-custodial parent's employer, but has not been provided.

In keeping with federal standards, a National Medical Support Notice (NMSN) is used by child support agencies to enforce health insurance provisions in child support orders. In New York State the notice is known as MEDX. A MEDX Notice is sent to a NCP's employer when his/her support order includes health insurance coverage.

Questions from Employers regarding the MEDX Notice should be transferred to the Employer Helpline.

3.7.1 Question: Does the NCP have to put the child(ren) on his medical insurance?

Answer: CP - NPA
If your court order includes medical support and the NCP is responsible for obtaining health insurance, then he/she must add the child(ren) to the health insurance if his employer offers a plan with dependent coverage, and the employee is eligible for enrollment. The child support agency will enforce the order for you.

If your order does not include medical support, the child support agency will help you file a petition in Family Court to obtain it. Or, you can file a petition with family court. Would you like to do that?
ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance - Provide Family Court address

Answer: CP – PA/MA
If the children are receiving medical services through Social Services, the child support agency will establish and/or enforce medical support in your case on your behalf.

Subcategory: Medical Support

Referral: (CP NPA) Local District (ROS)

3.7.2 **Question: (CP) Do I still qualify for Medicaid if you get the NCP to add the child(ren) to his/her health insurance?**

Answer: Only your Social Services caseworker is able to tell you if you qualify for Medicaid. However, when you applied for PA, you assigned your rights to child support and medical support to the local DSS. Enforcement of medical support by the child support agency provides reimbursement for medical services being provided to your children by the State of NY.

3.7.3 **Question: Can I get the NCP to pay the medical bills for the child(ren)?**

Answer: **CP - NPA**
If your child support order specifies that the NCP pay certain medical expensesand the NCP has failed to pay them, the child support agency can assist you with filing a Violation Petition with Family Court.

If you believe the order needs to be modified to cover specific medical expenses, the agency will assist you in filing a Modification Petition with Family Court.

Action: Gather all relevant information
ROS Local District Assistance – Create referral *if indicated on Location Index*

NYC Assistance - Provide Family Court address

Subcategory: Medical Support

Referral: Local District (ROS)

3.7.4 **Question: The MEDX Notice sent to my employer names children that are not mine. Can you help me?**

Answer: Yes. If you believe the MEDX is in error, your case can be reviewed. You need to submit in writing to the Child Support Office all information regarding this claim. If the review determines an error was made, your employer will receive an amended or terminated MEDX Notice. Until that determination is made your employer must comply with the Notice. If your employer has questions, he/she should contact the number provided on the Notice.

Action: Obtain details of error.

Category: Medical Support

Subcategory: Child Info

Referral: Local District

3.7.5 **Question: (NCP/CP) Is MEDX withholding a new requirement?**

Answer: No. Most employers are already familiar with the requirement to withhold premiums from employees when a parent is court ordered to provide health insurance coverage for his or her child(ren). The National Medical Support Notice is new and is federally required.

3.7.6 **Question: (NCP) Am I required to complete the paperwork required to enroll my child in the health care plan. What can my employer do if I don't?**

Answer: The National Medical Support Notice is a form authorized by law to enforce court ordered requirements for an NCP to provide health care through an employer. If an employee refuses to sign an enrollment application, the employer will write "court ordered" in place of the employee signature on the MEDX form.

3.7.7 **Question: (NCP) The language in the instructions document is a little confusing, what pages of the Notice must my employer return to the Issuing Agency?**

Answer: If your employer has any questions he/she can contact the Employer Helpline at 1-888-208-4485.

3.7.8 **Question: (NCP) My employer offers both medical and dental coverage, however the withholding limit will only allow the employer to enroll the child in one of these coverage's, not both. What should the employer do?**

Answer: The employer should place the priority on medical coverage, followed by dental.

3.7.9 **Question: (NCP) What are the withholding limits for health insurance?**

Answer: As specified in the National Medical Support Notice, the total amount withheld (the medical insurance premium plus the amount withheld for support), is limited under the Consumer Credit Protection Act (CCPA).
The total amount withheld for child support purposes includes the amount for the medical insurance premiums plus the amount withheld for child support. Employers are provided with a "Health Insurance Premium Withholding Limitations Worksheet" which each MEDX to assist them with determining if the total deductions put you aggregate disposable weekly earnings above the withholding limitations.

3.7.10 **Question: (NCP) My income varies week-to-week, how will my withholding limits be calculated?**

Answer: When your income fluctuates, employer may use an average monthly amount of disposable income or aggregate disposable weekly earnings (ADWE) to determine if the wages are within the withholding limits.

2007

3.7.11 Question: (NCP) What happens if I am temporarily laid off or am a seasonal employee?

Answer: If health insurance remains available to you while you are on temporarily laid off or are seasonally employed and you have wages available for the withholding of the premium, and the withholding complies with all the other terms of the National Medical Support Notice (e.g., the withholding limits), the employer will continue withholding the health insurance premium. If insurance is not available or if there is no income to withhold premiums from, the employer should notify the Issuing Agency (listed in upper-left corner of the National Medical Support Notice) by returning a copy of Part A and checking box 3 or 4 as appropriate.

3.7.12 Question: (NCP) Who should my employer contact with questions about the Notice?

Answer: The contact for Employers is the Employer Helpline at 1-888-208-4485 (toll free)

3.7.13 Question: (NCP) Will I be notified by the child support agency about the withholding for health insurance premiums or does the employer notify me?

Answer: A copy of the National Medical Support Notice is sent to you at the same time it is sent to your employer. This provides you with notice of the health insurance requirement. The employer needs to provide you with the actual amounts of withholding.

3.7.14 Question: (NCP) What does the employer need to do if I quit or am laid off for a long term?

Answer: The employer should notify the Issuing Agency (listed in upper-left corner of the National Medical Support Notice) by checking Box 3, completing and then forwarding Part A of the notice to the issuing agency.

3.7.15 Question: (NCP) Can my employer charge me a processing fee for complying with the NMSN?

Answer: No. The New York State statute does not permit charging a fee for sending an insurance premium payment to the appropriate provider.

3.7.16 Question: (NCP) What is the priority of withholding from my salary for child support obligations and insurance premiums?

Answer: If your principal place of employment is located in New York State, deductions to satisfy cash child support obligations, including any additional deductions to satisfy past due cash child support obligation(s), shall have priority over deductions for the employee's share of health insurance premiums (NYS CPLR section 5241 (h)).

If you are employed in another state, the priority of withholding is determined by that state's statute.

3.7.17 **Question:** **(NCP) Who selects the plan for the child when multiple options are available? What if my employer offers health insurance from three different providers? I have joint custody that allows either of us to make medical decisions for the child. I want the child enrolled in the same HMO I am enrolled in. Does the other parent have a right to choose another health plan?**

Answer: The employer must follow the NMSN instructions. If you are enrolled in family coverage the children listed on the NMSN may be enrolled in that coverage. If you are not enrolled in family coverage and there is more than one option available you must give Part B to the Plan Administrator who, in turn, will provide the Issuing Agency with plan options. In consultation with the custodial parent coverage will be elected.

3.7.18 **Question:** **(NCP) What if I have elected not to maintain health insurance?**

Answer: The National Medical Support Notice requires the employer to enroll eligible child/ren in a health insurance plan regardless of whether or not you want health insurance for yourself. If the plan requires that the you be enrolled in order for the child(ren) to be enrolled, and you are not currently enrolled, the Plan Administrator pursuant to the notice must enroll both you and the child(ren).

3.7.19 **Question:** **(NCP) When I am ordered to provide medical does the medical need to include vision and dental? What if the vision and dental are an additional cost?**

Answer: Yes. The National Medical Support Notice requires the employer to provide any available health insurance benefits. In New York the definition of health insurance includes any health care coverage that is available. If any program is available (medical, dental, optical, prescription drugs and health care services or benefits) it must be provided for the child.

3.7.20 **Question:** **(NCP) I want to enroll my child/ren in an outside insurance plan. Is my employer responsible for taking action regarding the NMSN?**

Answer: Yes. The employer is still responsible to enroll the child/ren in a health insurance plan. If the CP agrees that the outside coverage you wish to enroll the child(ren) in is comparable and acceptable, both you and the CP must contact the issuing agency to verify "alternative coverage" is acceptable and is being provided. The issuing agency may then issue a "termination" notice to the employer.

3.7.21 **Question:** **(NCP) Can my company force me to sign the health insurance enrollment application?**

Answer: No. The employer cannot force an employee to sign an enrollment application. All insurance companies, however, must honor the NMSN. If an employee refuses to sign an enrollment application, the employer will write "court ordered" in place of the employees' signature line.

3.7.22 **Question: (NCP) My employer did not receive the Notice before the open enrollment period. Can they wait until the next open enrollment period to sign up the minor child/ren?**

Answer: No. Upon receipt of the NMSN the employer must begin coverage at the earliest possible time. The Notice is considered to be a Qualified Medical Child Support Order (QMCSO). By law, a QMCSO requires an employer to permit the enrollment of any child, who is otherwise eligible for health insurance coverage, without regard to enrollment period restrictions. If the plan requires that you be enrolled in order for the child(ren) to be enrolled, and you are not enrolled, the Plan Administrator must enroll you and the child(ren). All enrollments are to be made without regard to open seasonal restrictions.

3.7.23 **Question: (NCP) How long does my employer need to keep my child covered?**

Answer: The Issuing Agency will notify your employer when your medical support obligation has been terminated. Coverage of a child as a dependent will end when similarly situated dependents are no longer eligible for coverage under the terms of the plan. However, the continuation coverage provision of ERISA may entitle the child to continuation coverage under the plan.

3.7.24 **Question: (NCP) My company only offers health insurance to employees, not their spouses or child/ren. What do they need to do to comply with the NMSN?**

Answer: Complete Part A, and check box 1 of the Employer Response and return it to the Issuing Agency. NO FURTHER ACTION IS NECESSARY.

3.7.25 **Question: (NCP) If the child does not reside in my insurer's service area, what should my Employer do?**

Answer: The employer's responsibilities under NMSN are the same regardless of the child's residence and must enroll the child(ren).

3.7.26 **Question: (NCP) If my Union provides health insurance coverage, what should the Employer do?**

Answer: The employer should consider the union the "Plan Administrator" and forward Part B of the Notice to the union

3.7.27 **Question:** **(NCP) I am already covering the child/ren on the Notice. Does my employer need to do anything?**

Answer: If the children listed on the Notice are the same children covered by your insurance, the employer should provide Part B to the plan administrator who then should complete the insurance information on Part B of the Notice and return it to the Issuing Agency. If any children listed on the Notice are not covered by your insurance, the employer must add them to your ~~the~~ health insurance plan.

3.7.28 **Question:** **(NCP) My employer won't enroll the child/ren in a health plan because they don't know who the child's primary care physician is.**

Answer: Upon receipt of the NMSN it is the Plan Administrator's responsibility to enroll the child. Communication between the Plan Administrator and the custodial parent should take place to identify the primary care physician.

3.7.29 **Question:** **(NCP) How will insurance cards be distributed to the custodial parents with a violence indicator?**

Answer: The Plan Administrator will provide the information to the substituted official as directed by the notice.

3.7.30 **Question:** **(NCP) Am I responsible for paying all costs for family Health Insurance coverage? Or does my employer have to pay the balance if I do not make enough money to cover the premium?**

Answer: No. As noted on Page 4 of the MEDX, under "Possible Sanctions", the employer is not required to purchase health insurance benefits for your dependents if your disposable wages do not meet or exceed the limitations.

3.7.31 **Question:** **(NCP) What is the limit on how much can be with held from my pay?**

Answer: As stated in the Notice on Page 3 of 5, of Part A an employer cannot withhold from an employee's aggregate disposable weekly earnings (ADWE) for both cash and medical support premiums an amount exceeding the percentage allowed by the Federal Consumer Protection Act (15 U.S.C. 1673 (b)) i.e. the 50-55% or 60 -65% limitation.

3.7.32 **Question:** **(NCP) At the time of the support order, I was ordered by the court to enroll my child in Child Health Plus. Is CHP good enough coverage for the child?**

Answer: No. Under NYS Law, a judge may only order a custodial parent to "apply" for public coverage (either CHIP or Medicaid, as appropriate) in the event that neither parent has health insurance available to them. Since CHP is not a substitute for private coverage, the order should also provide that a legally responsible relative must enroll the dependent children in any employer based coverage when it becomes available. The employer must

proceed with submitting Part B of the MEDX to their plan if the employee is in fact eligible for available coverage.

3.7.33 **Question:** **(NCP) The custodial parent pays the insurance through his/her job and I pay the support, but I just received a medical support notice.**

Answer: Under NYS Law either or both parents may be ordered by the court to provide the health insurance coverage. The employer must proceed as instructed with the MEDX. If you have health insurance coverage available, the employer must submit Part B of the MEDX to their plan administrator. You may contact the Local District if you were not ordered to provide health care coverage under the order so that they may review and correct (if appropriate) their records. If the order does require that you must provide health care coverage and the parties agree that the custodial parent's coverage is comparable coverage, and the order was entered prior to 10/2/02 the parties must contact the issuing agency to verify "alternative coverage" is being provided. The issuing agency may then issue a "termination" notice to the employer. If the order was entered 10/2/02 or thereafter you or the CP may file a petition to modify the order to remove the requirement for you to also provide coverage. In either case - the enrollment must proceed until the employer is so notified of a termination of the MEDX.

Action: At the request of the NCP provide the address of the Local District.

3.7.34 **Question:** **(NCP) How are children covered in NY I am in another state?**

Answer: Some employers participate in indemnity plans which would cover alternate recipients in other states or participate in HMO or other types of insurance that provide for reciprocal coverage. If the dependent is enrolled in coverage which the child cannot access, either you or the CP may seek a modification of the order to terminate your obligation to provide medical support from the employer.

3.7.35 **Question:** **(NCP) I am receiving worker's compensation. Will my employer deduct the medical insurance premium or is it done by worker's compensation?**

Answer: If your employer chooses to continue to extend the health care benefit to you while you are on worker's compensation your Health Insurance premiums may be paid on behalf of you by your employer or you may be responsible for the premiums. You should check with your employer.

3.7.36 **Question:** **(NCP) The insurance company needs proof that the child is in school and the CP and I have no contact at all. How does the insurance company obtain this information?**

Answer: The NMSN is a legal notice for action. The Plan Administrator will have to contact the CP at the address listed on the NMSN to obtain the child's school information.

3.7.37 **Question:** **(NCP) I have an order of protection against the CP. How do I go about the process so the CP does not get my new name or address?**

Answer: You do not need to contact the CP. The NMSN directs the Plan Administrator to provide the enrollment information to the CP.

3.7.38 **Question:** **(NCP) What should my employer do if the plan administrator refused to fill out Part B?**

Answer: The employer should advise the plan administrator that Part B is legal process served against the employer and plan pursuant to CPLR Section 5241. As provided in the MEDX under "Possible Sanctions" failure to enroll eligible dependents named in the execution may make the employer liable for any health care costs incurred while the child was eligible to be enrolled. To avoid court action, the plan administrator must take such actions as directed to in Part B of the MEDX.

3.7.39 **Question:** **(NCP) The MEDX form does not have the child's SS# or DOB on it. This information is needed to enroll the child. I have no contact with the CP. How does my employer obtain the information needed?**

Answer: The employer may contact the custodial parent directly to obtain the information at the address provided on the MEDX. If there is no custodial parent contact information, they would contact the substituted official as provided on the MEDX. The local IV-D agency may request a faxed or written request for the information that is needed.

3.7.40 **Question:** **(NCP) I am a Native American and am entitled to free health insurance. Am I still required to obtain insurance thru my employer?**

Answer: Yes, the employer must enroll the dependent named in the notice. If you are ordered to provide health insurance coverage and the CP agrees that the outside coverage is comparable and acceptable, both you and the CP must contact the issuing agency to verify "alternative coverage" is being provided. The issuing agency may then issue a "termination" notice to the employer.

Action: At the request of the NCP provide the address of the Local District.

3.7.41 **Question:** **(NCP) After doing the calculations on the limitations worksheet, I am eligible for health coverage, but will fall under the poverty level. Does this matter?**

Answer: The employer is required to determine availability based upon the CCPA limits only, not the Self Support Reserve. The NCP may ask the court if the cost is "reasonable" by filing a modification petition.

3.7.42 **Question: (NCP) My employer states that they do not offer insurance and refuses to fill out the forms. Are they required to?**

Answer: The notice is legal process and the employer must complete and return Part A in this circumstance. The employer can be held legally liable for failing to comply with the requirements of this Federally required administrative notice.

3.7.43 **Question: (CP) My child is covered through the NCP's employer, but I do not have medical cards. How do I obtain the cards?**

Answer: We can assist you with that. We will contact the employer on your behalf and request the necessary cards and paperwork. Please allow 20 business days for this information to be obtained and forwarded to you.

Category: Medical Enforcement
Referral: ROS and NYC

3.7.44 **Question: (NCP) How can I get reimbursed for money I paid through my employer for health insurance when my child was already covered? OR (NCP) How will I be reimbursed for medical coverage I've provided after my order was terminated?**

Answer: You will need to speak to your employer in regards to this reimbursement.

3.7.45 **Question: (NCP) I need the child's SSN in order to place the child on my medical insurance.**

Answer: If you are ordered to provide medical insurance for the child(ren) a Notice will be generated to your employer to enroll the child(ren). This Notice contains all the information the employer needs to enroll the child. If any additional information is needed the Notice directs the employer or plan administrator to contact the custodial parent or the local district directly.

3.7.46 **Question: (CP) I need to know what benefits are provided under this policy so that I can see if there are any Co-Payments , Deductibles, etc. How do I go about getting this information from these people who will not deal with me?**

Answer: You may contact the NCP, the employer, or employer's health insurance carrier directly to obtain the needed information. If you are not successful in obtaining the information, you could file a violation petition.

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3.7.47 **Question: (CP) If medical expenses are to be paid 50/50, How do I get reimbursed for the money that I have paid out? *How does CP get back the 50% that the NCP is supposed to cover for medical expenses?**

Answer: If you wish to receive the reimbursement directly from the NCP, you should follow the instructions that were provided by the court. The instructions should be contained in your court order or contact the court if no instructions were provided.
If you would like the reimbursement payments to be made thru the Child Support Unit, they can assist you in filing a violation petition to collect these expenses. Would you like assistance from the Child Support Unit?

Action: If assistance is requested in filing the petition:
ROS Local District Assistance - Create referral *if indicated on Location Index*
NYC Assistance - Provide Family Court address.

Category: Medical Enforcement
Referral: Local District (ROS)

3.8 COST OF LIVING ORDER REVIEW AND ADJUSTMENT (COLA)

Cost of Living Order Review and Adjustment is an administrative process that by law can be done only if the order is at least two (2) years old and the Consumer Price Index – Urban (CPI-U) is 10% or greater. The CPI-U is a measure of the average change in prices over time for goods and services people buy, and is published by the U.S. Department of Labor.

3.8.1 **Question: (NCP/CP) I heard that child support orders can be increased when the cost of living goes up. Is that true?**

Answer: Generally speaking the order may be automatically reviewed every two (2) years for a cost of living adjustment. If the review shows the order meets the eligibility criteria, notices of COLA adjustment will be provided to all parties.

3.8.2 **Question: (CP) Can I request a review for a cost of living (COLA) increase?**

Answer: Yes you can if you are not currently receiving Public Assistance and your order meets the criteria for COLA. If you are currently receiving Public Assistance, your case is automatically reviewed for a COLA increase.

Action: Review the account to determine if it qualifies for COLA

a) Case not eligible-notify the caller that the case does not meet the COLA requirements at this time but may be eligible _____ and provide the caller with the specific reason. The order does not qualify. Advise the caller that if they wish to file a modification petition they may do so.

b) Case is eligible-notify the caller of COLA status
i) A notice was sent on _____date. (advise caller must complete the Notice and return to address indicated if whish to initiate COLA) If the caller did not receive the Notice or lost it, advise he/she must write to the local district indicating that no Notice was received.

ii) If the caller wishes to immediately begin COLA, update CSMS to initiate COLA and advise the caller that a Notice will be sent _____

3.8.3 **Question: (CP) Can I object to the outcome of a COLA?**

Answer: Yes, you can object if you are not currently receiving public assistance and you have reason to believe that the non-custodial parent's income has increased which would result in a child support obligation greater than the COLA amount or if medical insurance is not included in the current order. You will receive a coupon with the COLA Notice. You may check the "I disagree" box on the coupon and return it to the address provided in the notice.

Action: CSR: Why would you object to an increase in your child support order?
Document call
Update CSMS appropriately

3.8.4 **Question: (CP) Will my child support order automatically increase as soon as the NCP turns 21?**

Answer: No, there is not an automatic increase in the order. Child support orders are based on the NCP's financial ability. Child support agencies automatically review child support orders every two years to see if they qualify for a Cost of Living Adjustment (COLA). Or, you can file a modifieation petition with family court. I can provide you the address if desired.

3.8.5 **Question: (CP) Does the NCP turning 21 have any affect on the amount of my child support order?**

Answer: No, unless your court order specifically states a change in the amount when the NCP turns 21.

3.8.6 **Question: (NCP) NCP is objecting to the COLA. Will the COLA be placed on hold until he goes to Court?**

Answer: If the Child Support Unit reeeives a copy of the objection prior to the date provided on the 'Adjusted Order of Support', the COLA will be placed on hold. It will remain on hold until the court makes a decision on the objection.

3.8.7 **Question: (NCP) How do I object to a COLA?**

Answer: You must submit your objection in writing to the court listed on the 'Adjusted Order of Support' and a copy of the objection must also be mailed to the Child Support Unit. The court must receive your objection by the date provided on 'Adjusted Order of Support'.

3.9 ORDER MODIFICATION

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3.9.1 Question: How do I get my order modified/stopped?

Answer: **CP**
If you are not receiving public assistance, the child support agency can assist you with filing for a modification at any time there is change of circumstances (e.g. a change in custody, wage increase, promotion, loss of earnings, unemployment, change of custody, incarceration etc.)
The child support agency will contact you to assist you with filing a petition for modification with the Family Court that issued your order. Or, I can provide you with the family court address.

If you are receiving public assistance the child support agency may file for modification after reviewing the NCP's change of circumstances.

If you have new information regarding au improved financial circumstance for the NCP, I can update your case.

Action: Gather the new NCP financial information
ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance - Provide Family Court address

Subcategory: Modification

Referral: Local District (ROS)

Answer: **NCP**
You can file a petition for modification with the Family Court. If you believe your circumstances have changed to the extent you cannot meet your child support obligation or the child(ren) is/are living with you, you can contact any New York State Family Court for assistance.
You must continue to comply with your support as ordered until you have the ordered modified through the court.

I can assist you in locating the address for the Family Court.

3.9.2 Question: I received my court order modification and I disagree.

Answer: **CP (NPA)**
If you disagree, read the instructions that came with the court order and:
- Complete it as directed
- Return it as instructed

Or
The child support agency can assist you in filing the objection.

Answer: **CP (PA)**
I can take the information and forward it to the child support agency

Action: Gather information relevant to reason for objection

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Create referral for PA case and if a NPA requests assistance.
ROS Local District Assistance – Create referral
NYC Assistance - Provide Family Court address

Subcategory: Objection

Referral: Local District (ROS)

3.9.3 **Question: (CP) The court just modified my order, is it in the child support system yet?**

Answer: Have you received a copy of your court order?

Action: If the CP reports no, advise that the Child Support Unit will not be able to update their records until a copy of the court order is received by them. The Child Support Unit usually receives a copy of the court order at approximately the same time as the CP. Upon receipt of the order the account will be adjusted. Provide timeframe for the account to be adjusted.
See Appendix B for timeframes.

If CP reports yes, or if ASSET$/CSMS indicates yes, review CSMS and determine if account has been updated. If yes, advise caller of the same.

If the modification occurred more than __ days ago,
- Check CSMS for modified order in Remarks Screen
- If yes, review CSMS to determine if the new order has been built.
- If built, check for CSMS modified ledgers

If the CSMS ledger(s) do not match court order:
Inform caller that a referral will be made.
If CSMS does not reflect receipt of the order advise CP to mail a copy of the order to the Child Support Unit.

Category: Account Adjustment

Referral: Local District (aged only)

3.9.4 **Question: (NCP) How does my child's death affect my child support order?**

Answer: There is no affect unless the court modifies the order. You should file a Petition for Modification. The local district can assist you with this, or I can provide you with the family court address.

Action: Take the information from the caller

Category: Account Adjustment

Referral: Local District (Public Assistance case only)

3.9.5 **Question:** **(NCP) What happens to my child support order when my child gets married before the age of 21?**

Answer: The child support obligation for the child remains in effect. A petition should be filed with the Family Court to modify the order of support.

Action: Gather information relevant to the change in circumstances.
If the caller would like assistance with filing a modification petition:
ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance – Provide Family Court address.

Subcategory: Modification

Referral: Local District (ROS)

3.9.6 **Question:** **(NCP) The caller wishes to obtain custody of a child(ren).**

Answer: Refer to Family Court or private attorney as to how to proceed.

3.9.7 **Question:** **(CP) My child just started receiving SSI payments, will that affect his/her child support?**

Answer: Once an order has been established by the court, the only way to change the court ordered obligation amount is to file a petition and bring the issue before the court. Generally speaking, when a child receives SSI benefits the court would not reduce the court ordered obligation amount based only on the receipt of SSI benefits.

3.9.8 **Question:** **(NCP) My court order was terminated retroactively back to an earlier date. How do I get my money back for child support that was already sent out, what steps do I need to take?**

Answer: The child support unit cannot refund money that has been paid to a custodial parent as required by court order. If you wish to pursue this issue you may consult with an attorney.

3.9.9 **Question:** **(CP) How do I go about dropping the arrears? (*CP wants to know how does she forgive the arrears?)**

Answer: If you wish to forgive arrears owed to you, the order would need to be modified. To accomplish this you will need to file a modification petition. The agency can assist you in filing a modification petition with Family Court if you wish.

Action: If the caller would like assistance with filing a modification petition:

ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance – Provide Family Court address.

Category: Modification

Referral: Local District – ROS *(if indicated on Location Index)*

3.9.10 **Question: (CP/NCP) I have a NYS child support order. I now live in another state and the other parent has also moved out of state. I filed a modification petition with the county in NYS and they dismissed my petition saying neither one us live in NYS, so that order must go to the state where the child lives. Is there anything I can do? (The client does not want the order moved from NYS.)**

Answer: As neither party to the order lives in New York State, the family court of this State no longer has continuing exclusive jurisdiction. To modify the order, the party requesting the modification must register the order for modification in the state in which the non-requesting party resides. Once the order is registered in the home state of the non-requesting party, that state's court or tribunal will assume continuing exclusive jurisdiction for both enforcement as well as modification. As it stands now, the court of this State is limited to enforcement only.

3.9.11 **Question: (CP) I am out of state what will they do call me on the phone, I don't have to come back to NY do I? *CP is inquiring about a modification and how she will appear at Court being that she lives out of state.**

Answer: You are required to appear in person or telephonically. To obtain the details on appearing telephonically you need to contact the Family Court where the hearing is scheduled. This information is contained in the notice you received. They can advise you if this option is available and the procedure.

3.9.12 **Question: (NCP/CP) Will NYS accept an order that has been modified by a court outside NYS? (*NCP filed in Maryland instead of Georgia where the CP lives. If the NCP sends in a copy to the SCU will they accept it?)**

Answer: Yes, NY will accept an order that has been modified by another court. You should mail in a copy of your order to the Child Support Unit in NY.
Do you need the address of the Child Support Unit?

Action: Provide the address of the Child Support Unit if requested.

3.9.13 **Question: (NCP) How much does it cost to file for a Downward Modification?**

Answer: Family Court does not charge for the filing of any petitions.

3.9.14 Question: (NCP) How do I go about getting a Financial Disclosure Form sent to me? *NCP is doing a modification and was told this form is needed

Answer: The Family Court where you obtained your petition can provide you with this form.

3.9.15 Question: (NCP/CP) I filed for a reduetion through a county in NYS and the judge dropped it because I've been in another state for over two years. The original state (not NY) also won't do anything. Who do I go through?

Action: Review CSMS to determine if the order is registered for enforcement only in NY.

Answer: If an order is registered in NY, in most cases NY cannot modify it. Advise the caller that if neither party of the order resides in the state that originally made the order he/she may wish to apply for child support services in the state he/she currently reside or contact a private attorney for assistance if filing the correct petition in the correct jurisdiction.

3.9.16 Question: (NCP) NCP needs to serve CP papers for a downward mod but he does not know where the CP is to do so. How does NCP get the CP address to serve her papers?

Answer: Due to laws on confidentiality, we are unable to provide that information to you. We would suggest that you contact the Family Court for assistance.

3.9.17 Question: (CP) Am I required to register the new money judgment with the county clerk?

Answer: Upon receipt of the order requiring money judgment the Child Support Unit will file the appropriate forms with the County Clerks office to record the judgment.

3.10 CASE CLOSURE/CASE CLOSURE FORM

3.10.1 Question: How do I close my case?

Answer: CP (PA)
Your case will remain open with the child support agency as long as there is an assignment of rights and/or arrears are due to your local DSS.

Answer: CP (NPA)
Can you tell me what you want to have happen when we "close" your case?

Action: CSR is looking for one of the following:
(1) CP wants the child support payments to go DIRECTLY to her/him
In Non-TANF cases, closing the IV-D child support case means:

- The payments will no longer be processed by the State. The NCP will pay child support DIRECTLY to the CP.
- Payment history will no longer be recorded

➢ The child support agency will no longer provide enforcement services
Advise caller to submit their request for case closure in writing to the local child support agency.
Provide the correct local agency address

(2) CP wants the child support order terminated
If the CP wants the order terminated, advise caller they can file a petition in Family Court or receive local district assistance in filing a petition.
Gather information relevant to why CP wants order terminated.
ROS Local District Assistance – Create referral *if indicated on Location Index*
NYC Assistance - Provide Family Court address

Subcategory: Case Closure

Referral: Local District (ROS)

3.10.2 **Question: (CP) My child(ren) has grown up and I have not received child support or heard from your agency in some time. Why did you send me this notice?**

Answer: The child support automated case closure process has identified that your case may no longer be eligible for child support services. We are notifying you in writing before we close your case to ensure that you are aware this is being done and have no objection to your case being closed.

3.10.3 **Question: (CP) I don't have any information on the location of the non-custodial parent. If I close my case can it be reopened at a later time if I have more information?**

Answer: Yes, you can fill out an application for child support services at anytime until your youngest child is 21 years of age.

3.10.4 **Question: (CP) If I have never had a court order of support because you have not been able to find the father, if he is located now can I get money he should have been paying since the child was born?**

Answer: Support orders are retroactive to the date of petition but can be set earlier including to the birth of the child at the discretion of the court in paternity proceedings.

3.10.5 **Question: (CP) The non-custodial parent still owes me money according to your records. Even though my children are grown up, can you try to collect this money for me?**

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Answer: Yes, as long as the case can remains open.

3.10.6 **Question: (CP) I was advised that you want to close my case because there has been no contact. Can I give you my new address over the telephone and keep my case open?**

Answer: Yes and your case can remain open. I would be glad to take that information from you.

Action: CSR must obtain from the caller their must current mailing and residential address and telephone number and update CSMS accordingly. Upon confirming the information with the caller, update the case closure indicator on CSMS to a "U".

3.10.7 **Question: (CP) I was advised that you want to close my case because I was not cooperative and an action by me is essential for the next step in providing services. I want to keep my case open. What do I need to do?**

Answer: In order to keep your case open, please confirm your mailing and residential addresses and your telephone number. Your call will be referred to my supervisor for case review and you should expect a call back to review the requirements of your case.

Action: CSR must obtain from the caller their current mailing and residential address and telephone number and update CSMS accordingly.

Subcategory: Case Closure

Referral: Local District (ROS)

3.10.8 **Question: (CP) I was advised that you want to close my case because the non-custodial parent (or putative father's) location is unknown. I have a new address to provide. What should I do?**

Answer: An insert was included with the notice you received with an area to provide updated information concerning the case. Please fill in the insert and return it to the address on the insert. By doing this you will ensure that your case remains open.

3.10.9 **Question: (CP) I was advised that you wish to close my case because you cannot locate the non-custodial parent. My children are still very young and I hope that you will be able to find the parent, sometime in the future, even though I don't have a new address. Can you keep my case open?**

Answer: Please send in the insert we provided you with the notice you received and fill in all of the information requested on the case. That way we can check our records to ensure that we do have the most up-to-date information on our records. If you return the notice and state that you wish to keep your case open it will remain open.

3.10.10 Question: (CP) "The children don't live with me anymore". (It might be a relative who had the children temporarily, the children might have moved with the respondent, etc)

Answer: Please send in the insert we provided you with the notice you received and indicate if you do or do not wish to continue to receive services. If you do wish to continue to receive services, fill in all of the information requested on the case. That way we can check our records to ensure that we do have the most up-to-date information on our records.

3.10.11 Question: (CP/NCP) How long for a case to be administratively closed?

Answer: Closure of your case may take up to 20 business days from the date your request is received by the Child Support Unit. You may wish to contact us after the 20 day timeframe to verify your case has been closed.

3.10.12 Question: (CP/NCP) When the child reaches the age of emancipation will the case close automatically?

Answer: The account will automatically stop charging current support upon the youngest child of the order reaching the age of 21. The account will close at that time if there is no balance due. If a balance is due the account will close when the arrears are paid in full.

3.11 NON-IV-D

A Non-IV-D case is one with a child support order handled by a private attorney as opposed to the State/Local child support enforcement (IV-D) agency. This is normally a supreme court order.

A Non IV-D order is one where the State:

- Is not currently providing service under the State's Title IV-A, Title IV-D, Title IV-E, or Title XIX programs.
- Has not previously provided State services under any of these programs.
- Has no current application for services
- Is not payable through an SCU

A Non IV-D order can be converted to a IV-D case when a parent makes the appropriate application for IV-D services, or when the custodial parent begins receiving benefits from State programs requiring an assignment of support.

3.11.1 Question: Can you tell me if my support payment has been sent to me?

Answer: One moment please.

Action: CSR follows the same caller verification process, but upon discovery the case is a Non-IV-D case:

- Advise caller they are being transferred to the unit that can access their payment information and respond to their question.
- Provide caller with the main Non-IV-D telephone number for future reference: (518) 869-7016
- Transfer call to extension 3140

Note: The Non-IV-D telephone number is a direct line for Non-IV-D callers to use. It is separate and apart from the Child Support Information Line (CSIL).

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NEW YORK STATE
DIVISION OF CHILD SUPPORT ENFORCEMENT

CHILD SUPPORT PROCESSING CENTER

2007

CUSTOMER SERVICE HELPLINE

USER MANUAL

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1 Overview

The New York State Child Support Processing Center (NYSCSPC) provides a call center service known as the Customer Service Helpline (CSH). The call center provides general program and case specific information. It also provides responses to questions for notices generated by the Child Support Management System (CSMS). This manual describes the call center processes and presents information in support of the CSH.

When a caller accesses the CSH they are greeted by an interactive voice response (IVR) system. The IVR is the first step in the Customer Support Information Line (CSIL); however they are often used interchangeably. The caller can select to receive payment and/or disbursement information from the Voice Response Unit (VRU) or speak with a Customer Service Representative (CSR). Scripts of Frequently Asked Questions (FAQs) have been established to assist when responding to callers.

When a CSR receives a call the following actions occur:

1. The caller's identity is validated.
2. A question is asked/ received.
3. CSMS is navigated.
4. A response is provided.
5. A Local District/DCSE referral is created, if necessary.

The above actions result in an incident. An incident is an electronic record or transaction kept in the incident tracking system, known as Onyx. When an incident is forwarded for review to a Local District or DCSE it is known as a referral. Referrals are accessed via ASSETS. A section of this manual is devoted to FAQs and systems training for accessing and updating referrals.

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2 Call Center Services

2.1 Overview

The CSH provides several services to callers and maintains a performance standard for each service. This section reviews the telephone services available for accessing the helpline, the call center hours, qualifying calls, as well as information on the call center staffing.

2.2 Telephone Access

The CSH telephone number is 888-208-4485. This is a toll free number for the United States, its territories and Canada. International calls from Germany, Norway, Poland, Sweden, and the United Kingdom can reach the call center through the universal ITF# 800-80099800.

Persons with disabilities can access the call center's toll free Teletypewriter (TTY) telephone number, 866-875-9975, or by using a Video Relay Service that is a recognized carrier. The Federal Communications Commission maintains a list at http://www.fcc.gov/cgb/dro/trs_providers.html.

2.3 Call Center Hours

CSRs are available for calls from 8:30am - 5:00pm, Eastern Standard Time, Monday thru Friday. The helpline is closed for state holidays. Callers can access the VRU 24 hours a day, 365 days a year.

2.4 Qualifying Callers

The CSH processes calls received from custodial and non-custodial parents, other state child support staff, attorneys and the general public. Calls are categorized as anonymous, potential client, custodial parent (CP), non-custodial parent (NCP), out of state (OOS), third party and misdirected. When a call is processed the caller is categorized as one of these categories.

2.5 Call Recording

Part of the CSH Quality Assurance (QA) process is the recording of every call received. The CSH has developed an internal audit program designed to ensure that the information provided to and/or gathered is highly accurate, reflective of the CSMS case records, and is in conformance with DCSE goals and objectives. The QA program includes unannounced monitoring of conversations with

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callers. All calls are recorded to ensure the quality of the information provided and requested meets or exceeds required performance standards. To listen to a call Local District must have external speakers or a headset for internal speakers.

2.6 Call Center Staffing

The CSH maintains a staff of 125 CSRs. The call center is primarily English speaking with Spanish language available. The call center staffs a contingent of agents that speak Spanish. Spanish speaking callers have access to Spanish language phone menus and a queue of Spanish speaking agents. Every CSR receives, at minimum, a 4 week training in CSMS, the child support programming, customer service techniques with callers and call center tools, prior to accepting calls. Ongoing training is performed 6 times per year or as needed. Each CSR receives ongoing review and is evaluated every month by the QA staff.

2.7 Standard of Services

The CSH maintains the following standard of service:

Every caller will be categorized, validated and receive a courteous response. They will have their question answered to the best ability of the representative and their resources. If a response cannot be provided at the time of the call, a response will be obtained and a call back made within 6 hours.

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3 Interactive Voice Response Menu

3.1 Overview

When a caller accesses the CSH they are greeted by an interactive voice response menu. The caller navigates the menu options in order to connect to either the VRU (Voice Response Unit) or a CSR. There are 2 Interactive Voice Response (IVR) menus available: Business Hours and Non-Business Hours. The following illustrations demonstrate the menu option call flows for the CSH.

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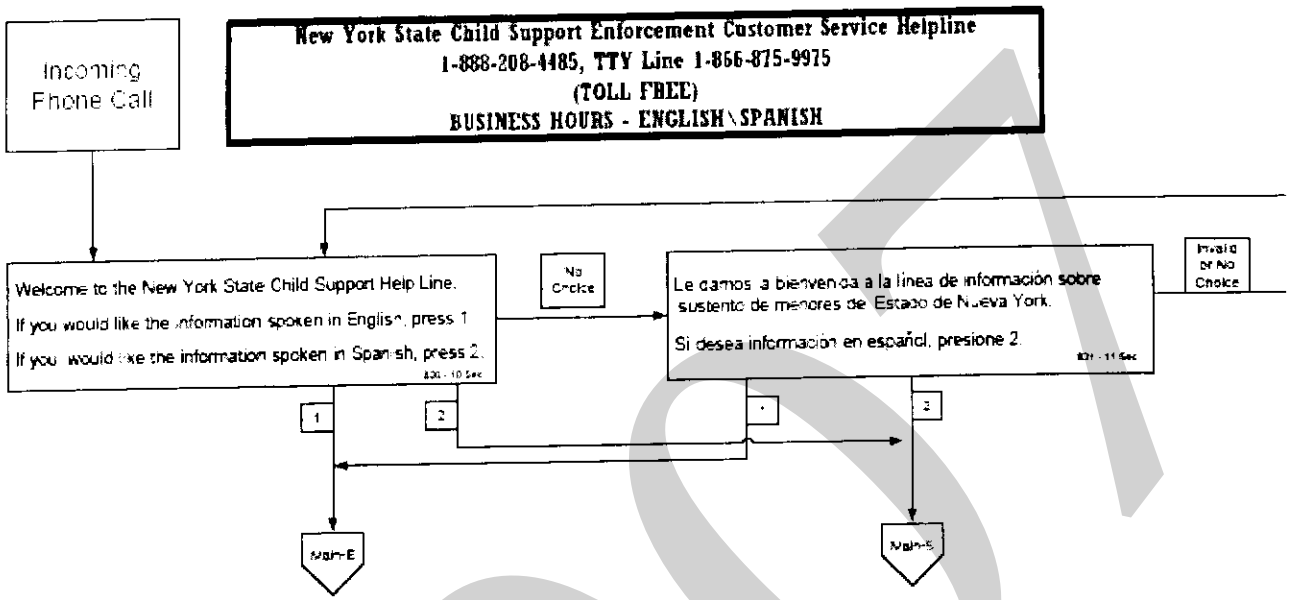
3.2 Business Hours

Illustration 1.0a



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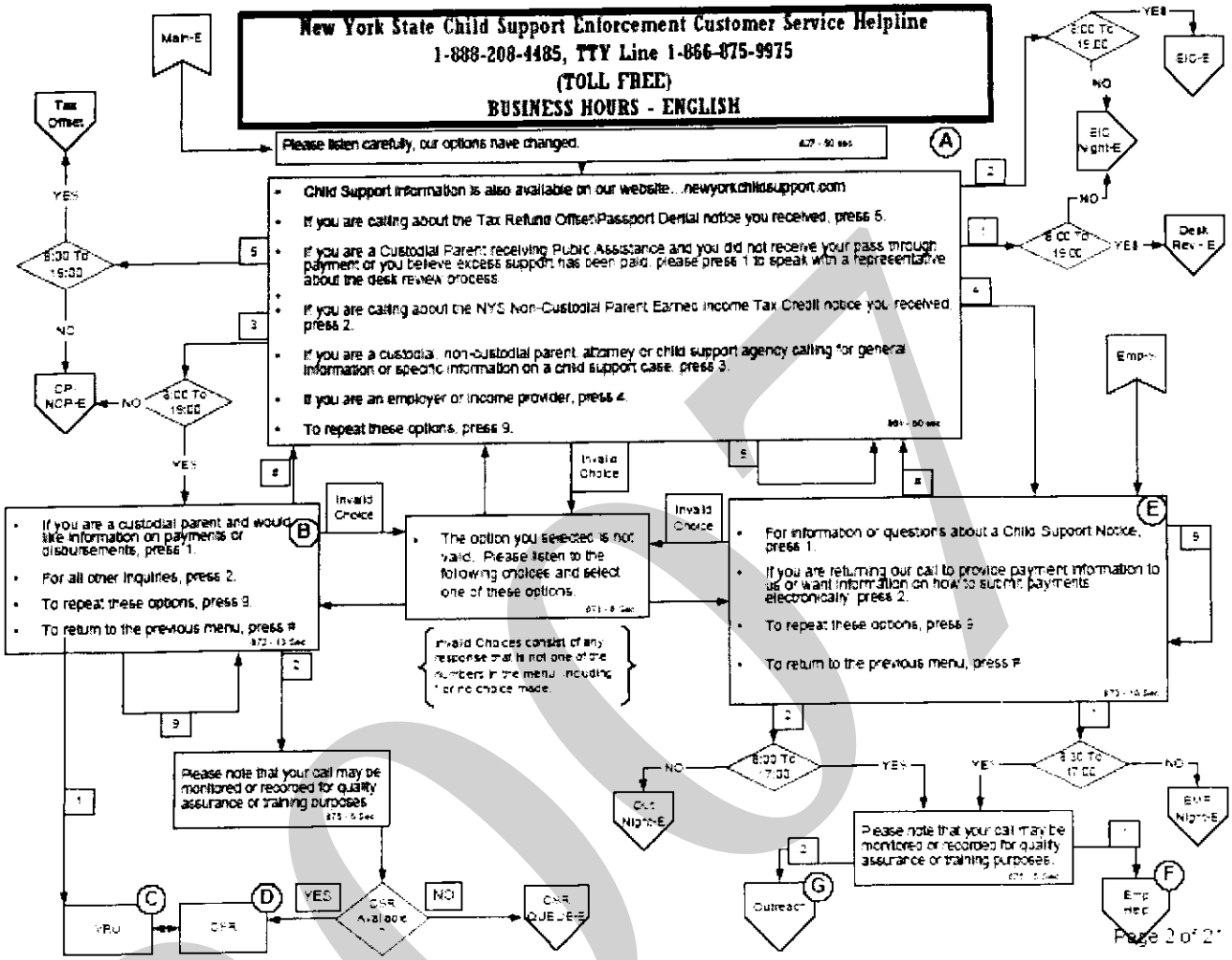
New York State Child Support Enforcement Customer Service Helpline
1-888-208-4485, TTY Line 1-866-875-9975
(TOLL FREE)
BUSINESS HOURS - ENGLISH
Main-E
Tax Offset
Please listen carefully, our options have changed.
A
Child Support information is also available on our website...newyorkchildsupport.com
If you are calling about the Tax Refund Offset/Passport Denial notice you received, press 5.
If you are a Custodial Parent receiving Public Assistance and you did not receive your pass through payment or you believe excess support has been paid, please press 1 to speak with a representative about the desk review process.
If you are calling about the NYS Non-Custodial Parent Earned Income Tax Credit notice you received, press 2.
If you are a custodial, non-custodial parent, attorney or child support agency calling for general information or specific information on a child support case, press 3.
If you are an employer or income provider, press 4.
To repeat these options, press 9.
YES
NO
8:00 To 19:00
CP-NCP-E
Invalid Choice
If you are a custodial parent and would like information on payments or disbursements, press 1.
For all other inquiries, press 2.
To repeat these options, press 9.
To return to the previous menu, press #
B
The option you selected is not valid. Please listen to the following choices and select one of these options.
Invalid Choices consist of any response that is not one of the numbers in the menu, including 1 or no choice made.
For information or questions about a Child Support Notice, press 1.
If you are returning our call to provide payment information to us or want information on how to submit payments electronically, press 2.
To repeat these options, press 9.
To return to the previous menu, press #
E
Emp-Y
EIC-E
EIC Night-E
Desk Rev-E
Please note that your call may be monitored or recorded for quality assurance or training purposes.
8:30 To 17:00
Out Night-E
EMP Night-E
Outreach
Emp Help
G
F
C
D
VRU
CSR
CSR Available
CSR QUEUE-E
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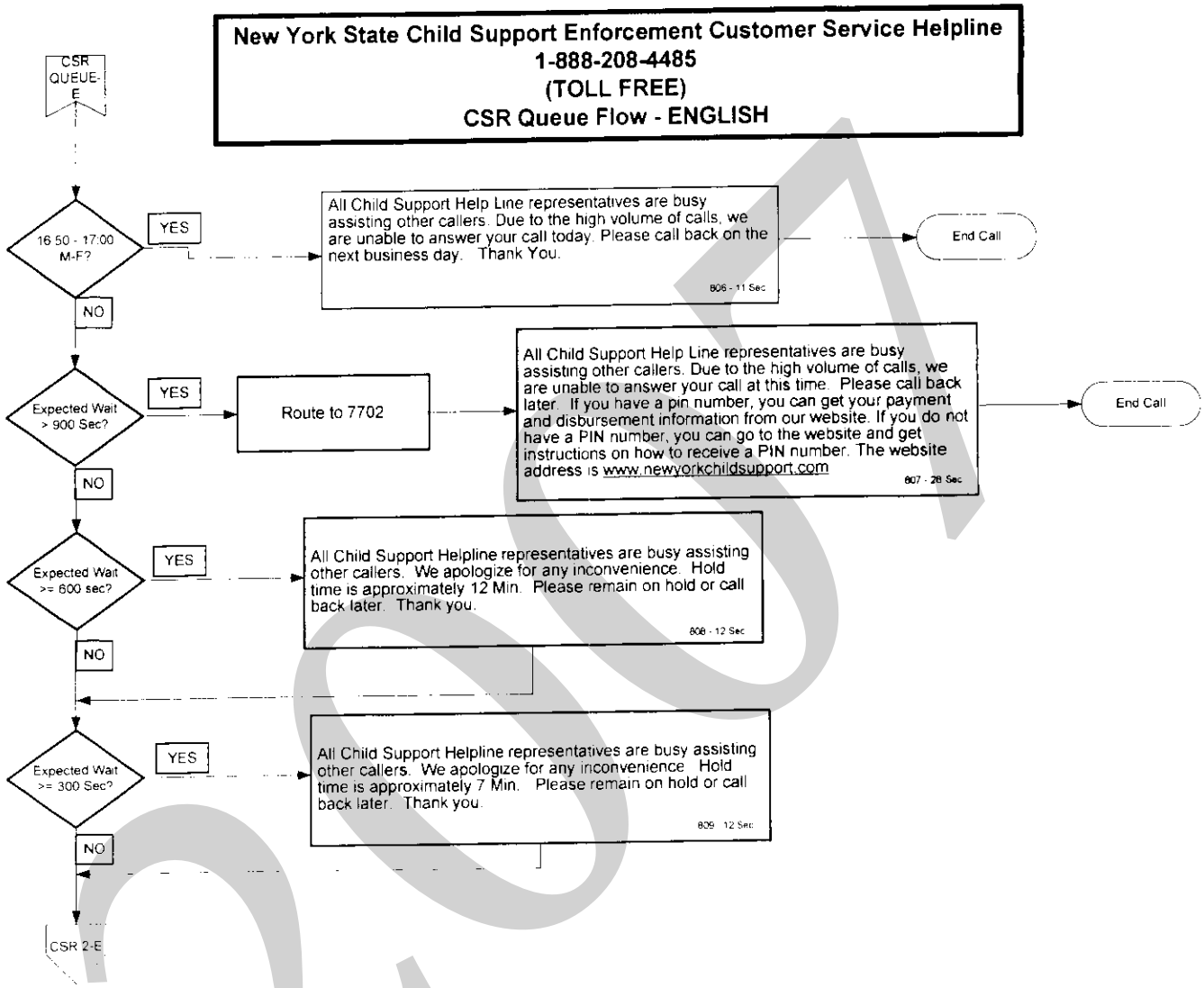
CSR Queue Flow

Illustration

1.0b



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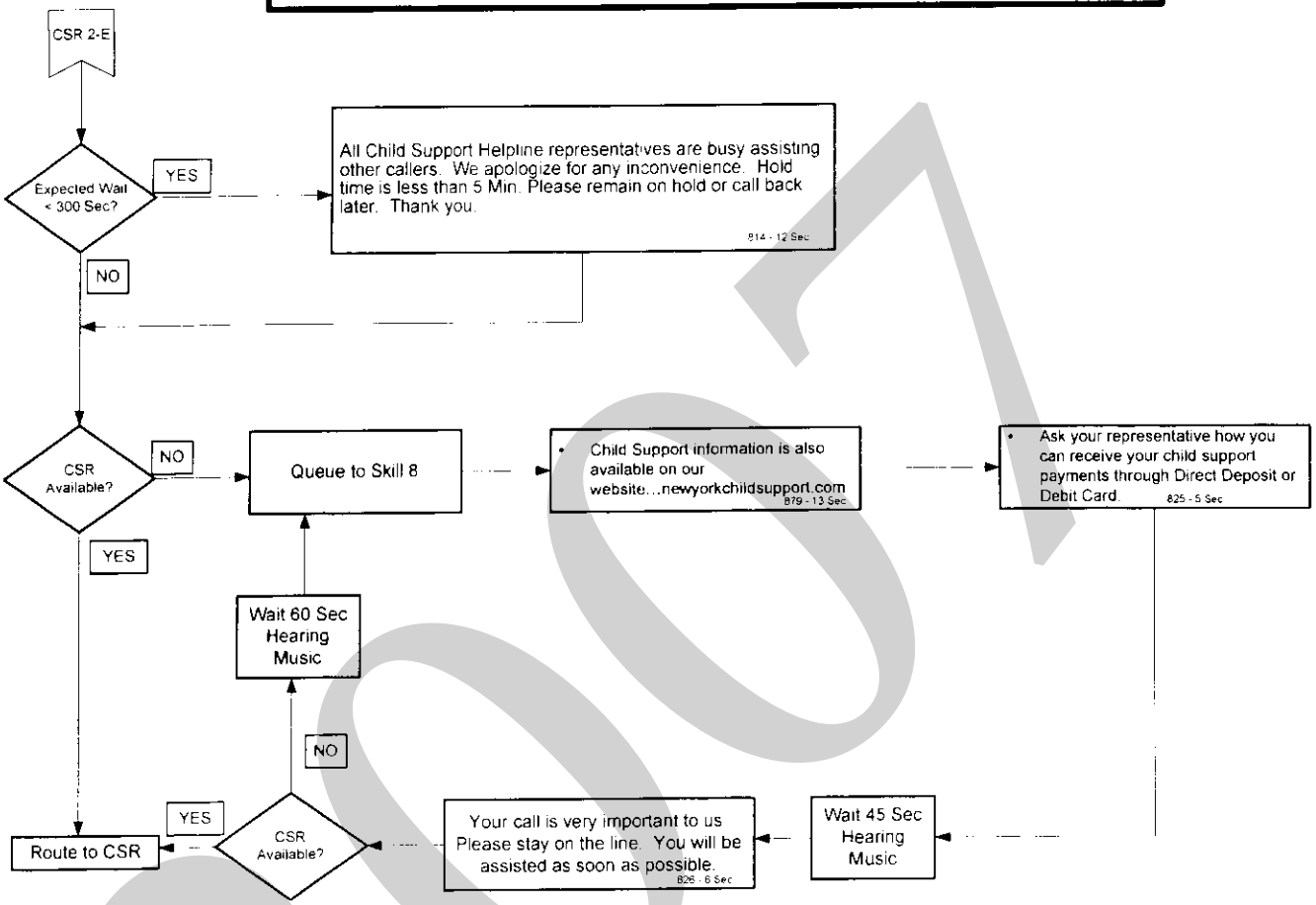
New York State Child Support Enforcement Customer Service Helpline
1-888-208-4485
(TOLL FREE)
CSR Queue Flow 2 - ENGLISH



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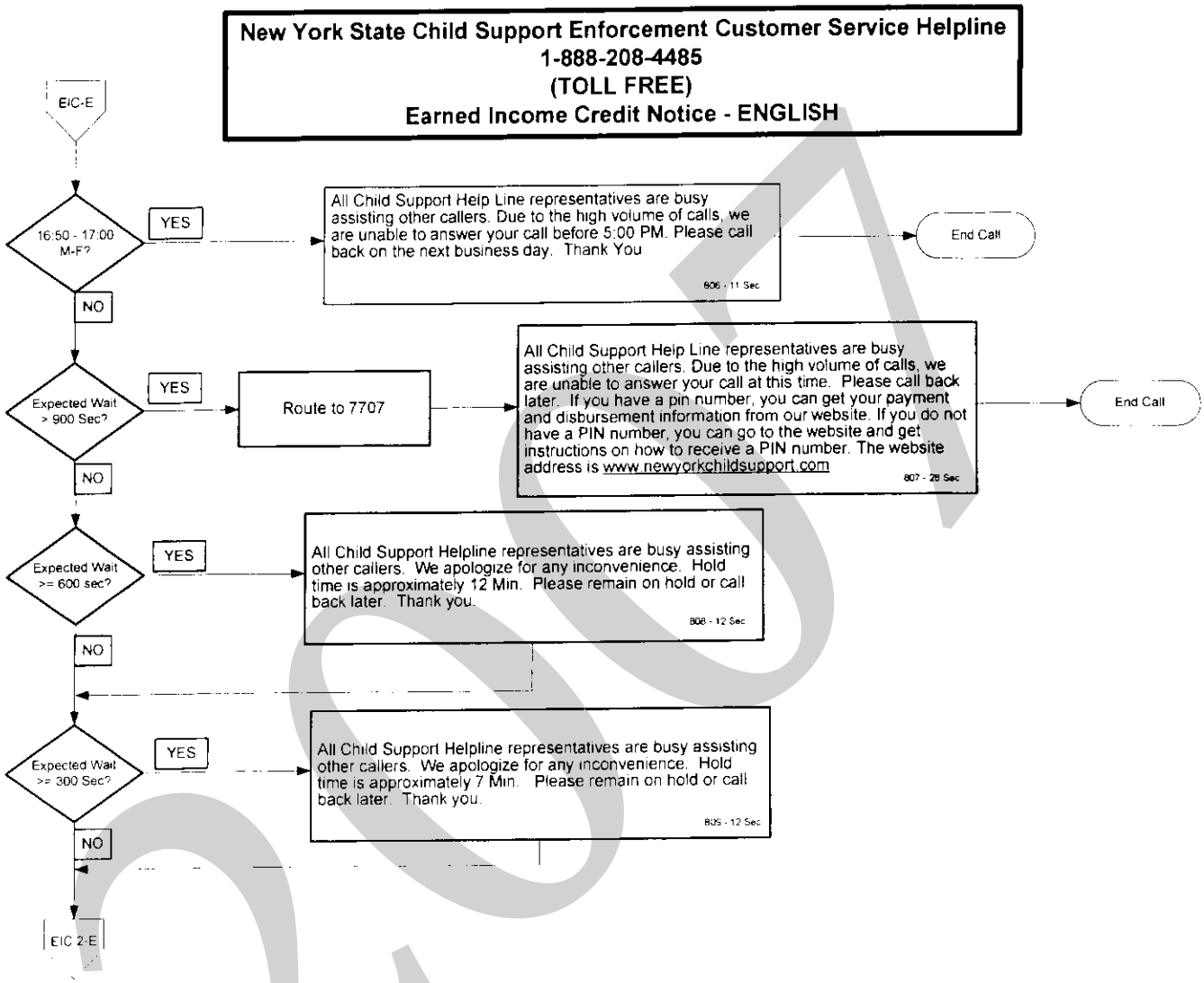
3.3 EIC


New York State Child Support Enforcement Customer Service Helpline
1-888-208-4485
(TOLL FREE)
Earned Income Credit Notice - ENGLISH
EIC-E
16:50 - 17:00 M-F?
YES
NO
All Child Support Help Line representatives are busy assisting other callers. Due to the high volume of calls, we are unable to answer your call before 5:00 PM. Please call back on the next business day. Thank You
806 - 11 Sec
End Call
Expected Wait > 900 Sec?
YES
NO
Route to 7707
All Child Support Help Line representatives are busy assisting other callers. Due to the high volume of calls, we are unable to answer your call at this time. Please call back later. If you have a pin number, you can get your payment and disbursement information from our website. If you do not have a PIN number, you can go to the website and get instructions on how to receive a PIN number. The website address is www.newyorkchildsupport.com
807 - 26 Sec
End Call
Expected Wait >= 600 sec?
YES
NO
All Child Support Helpline representatives are busy assisting other callers. We apologize for any inconvenience. Hold time is approximately 12 Min. Please remain on hold or call back later. Thank you.
808 - 12 Sec
Expected Wait >= 300 Sec?
YES
NO
All Child Support Helpline representatives are busy assisting other callers. We apologize for any inconvenience. Hold time is approximately 7 Min. Please remain on hold or call back later. Thank you.
809 - 12 Sec
EIC 2-E

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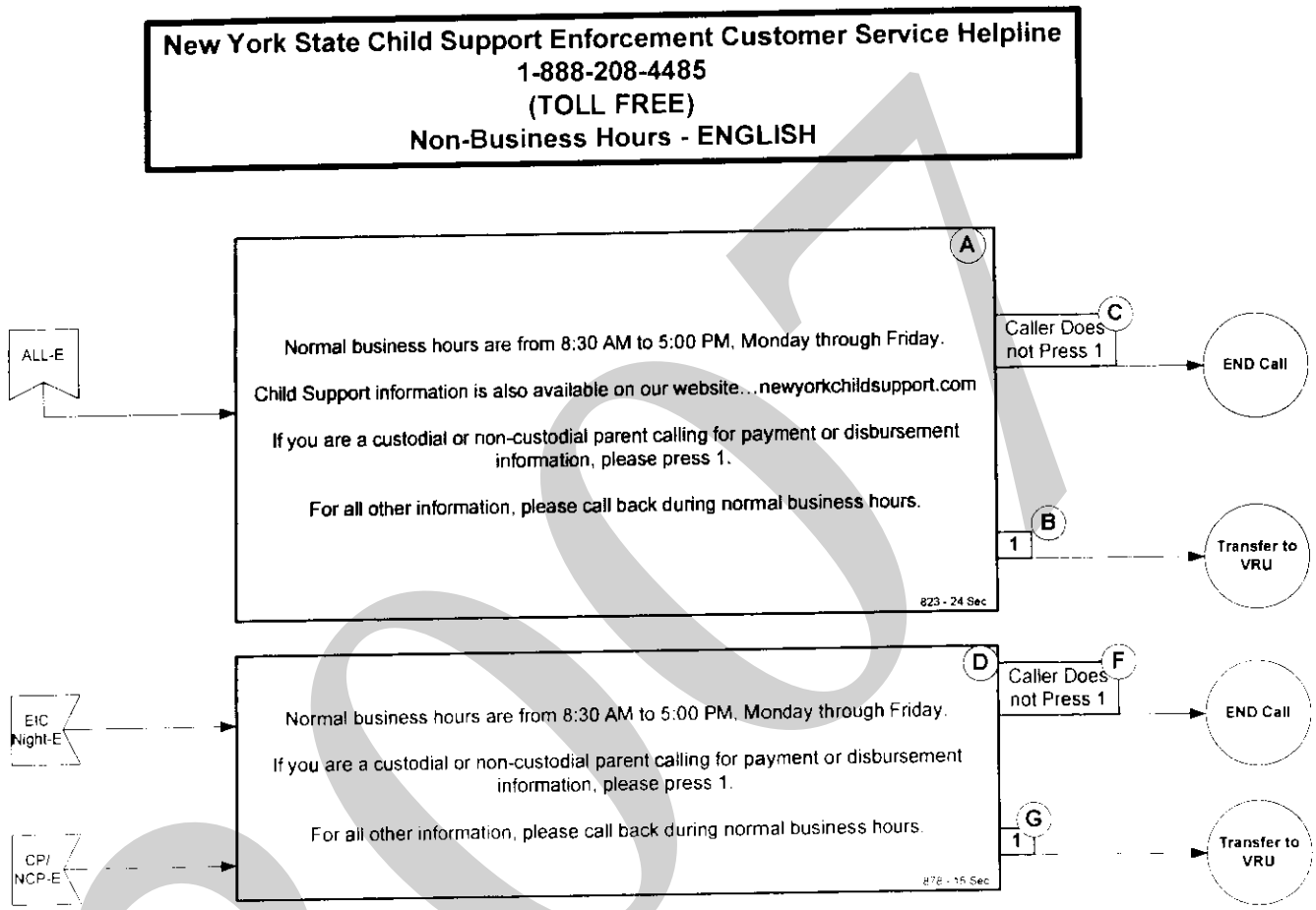
3.4 Non Business Hours



3.5 Desk Review

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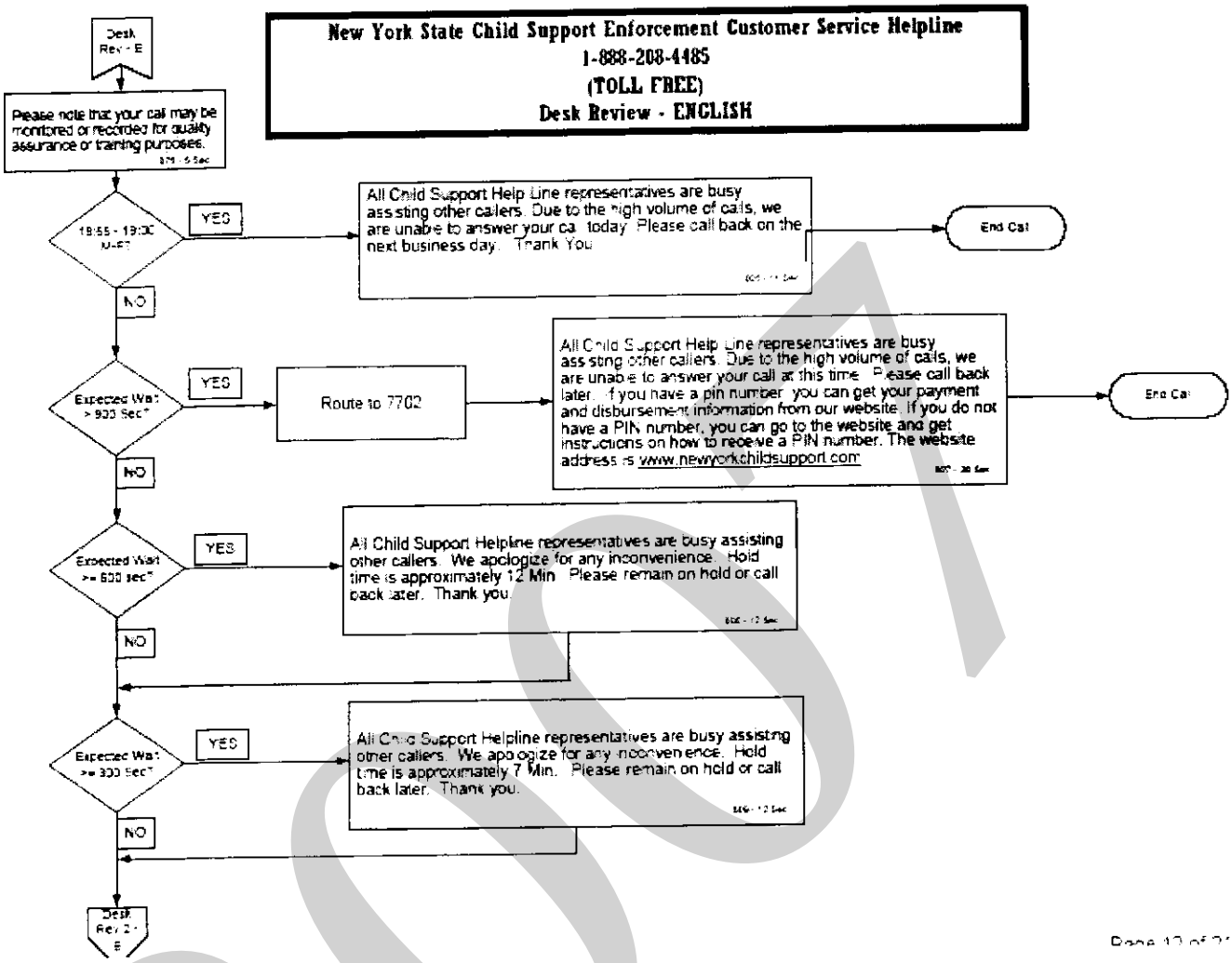
New York State Child Support Enforcement Customer Service Helpline
1-888-208-4485
(TOLL FREE)
Desk Review - ENGLISH
Desk Rev - E
Please note that your call may be monitored or recorded for quality assurance or training purposes.
YES
All Child Support Help Line representatives are busy assisting other callers. Due to the high volume of calls, we are unable to answer your ca today. Please call back on the next business day. Thank You
End Cal
NO
YES
Route to 7702
All Child Support Help Line representatives are busy assisting other callers. Due to the high volume of calls, we are unable to answer your call at this time. Please call back later. If you have a pin number you can get your payment and disbursement information from our website. If you do not have a PIN number, you can go to the website and get instructions on how to receive a PIN number. The website address is www.newyorkchildsupport.com
End Cal
NO
YES
All Child Support Helpline representatives are busy assisting other callers. We apologize for any inconvenience. Hold time is approximately 12 Min. Please remain on hold or call back later. Thank you.
NO
YES
All Child Support Helpline representatives are busy assisting other callers. We apologize for any inconvenience. Hold time is approximately 7 Min. Please remain on hold or call back later. Thank you.
NO

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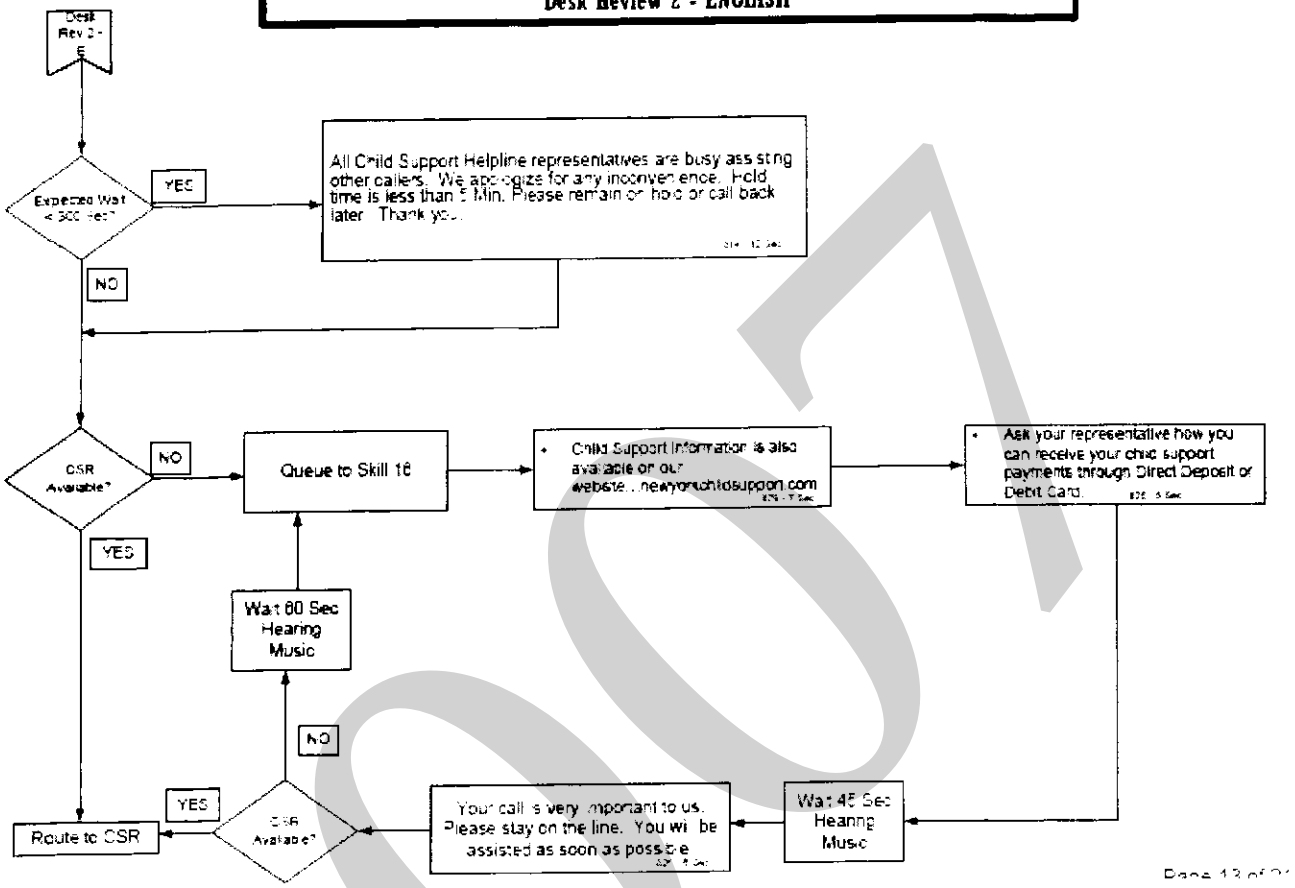
New York State Child Support Enforcement Customer Service Helpline
1-888-208-4485
(TOLL FREE)
Desk Review 2 - ENGLISH



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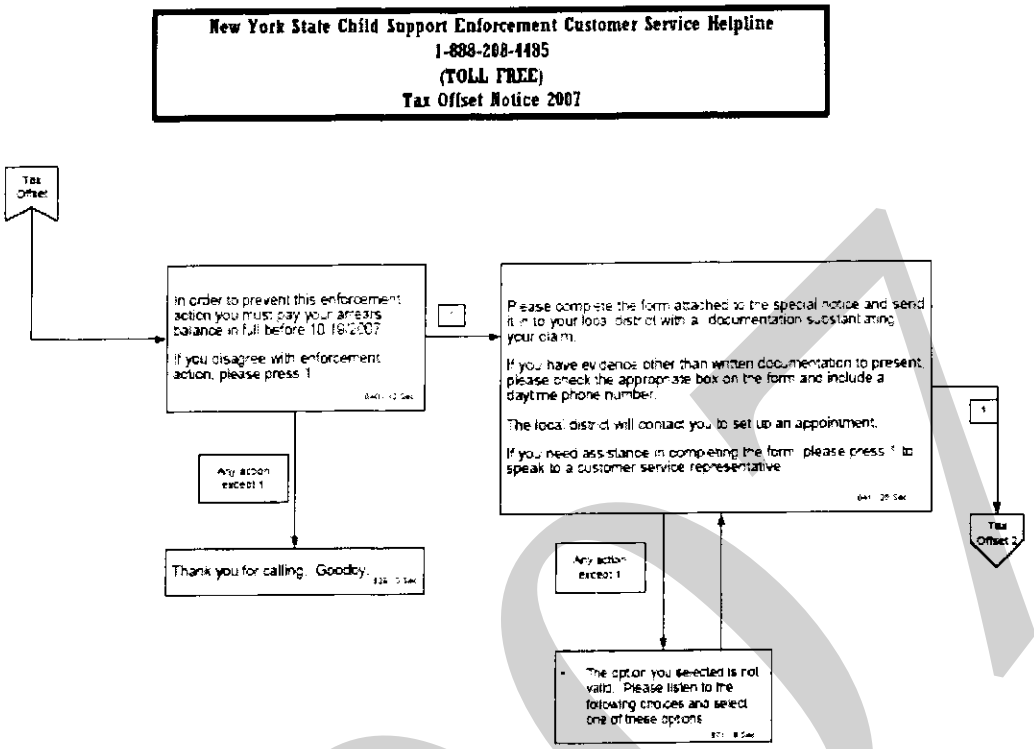
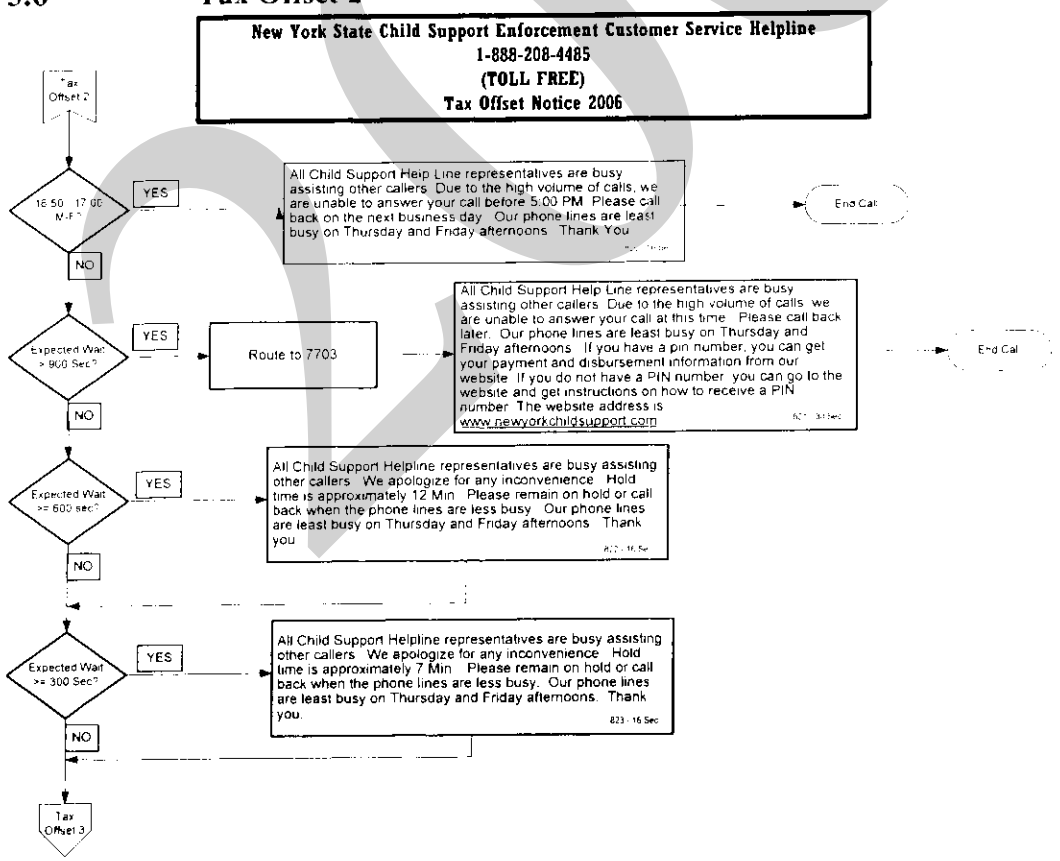
Tax Offset 1



3.6 Tax Offset 2



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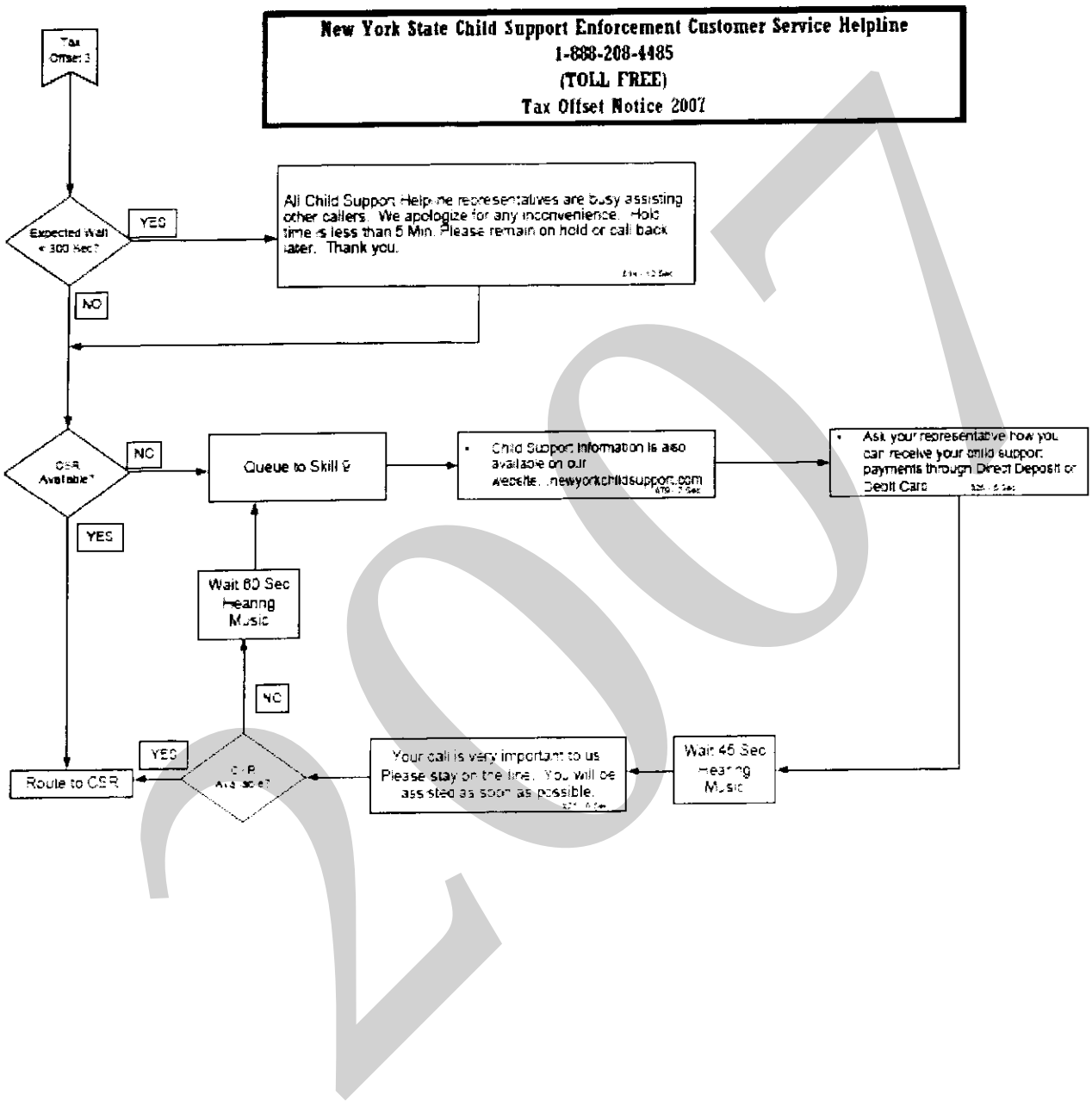
3.7 Tax Offset 3



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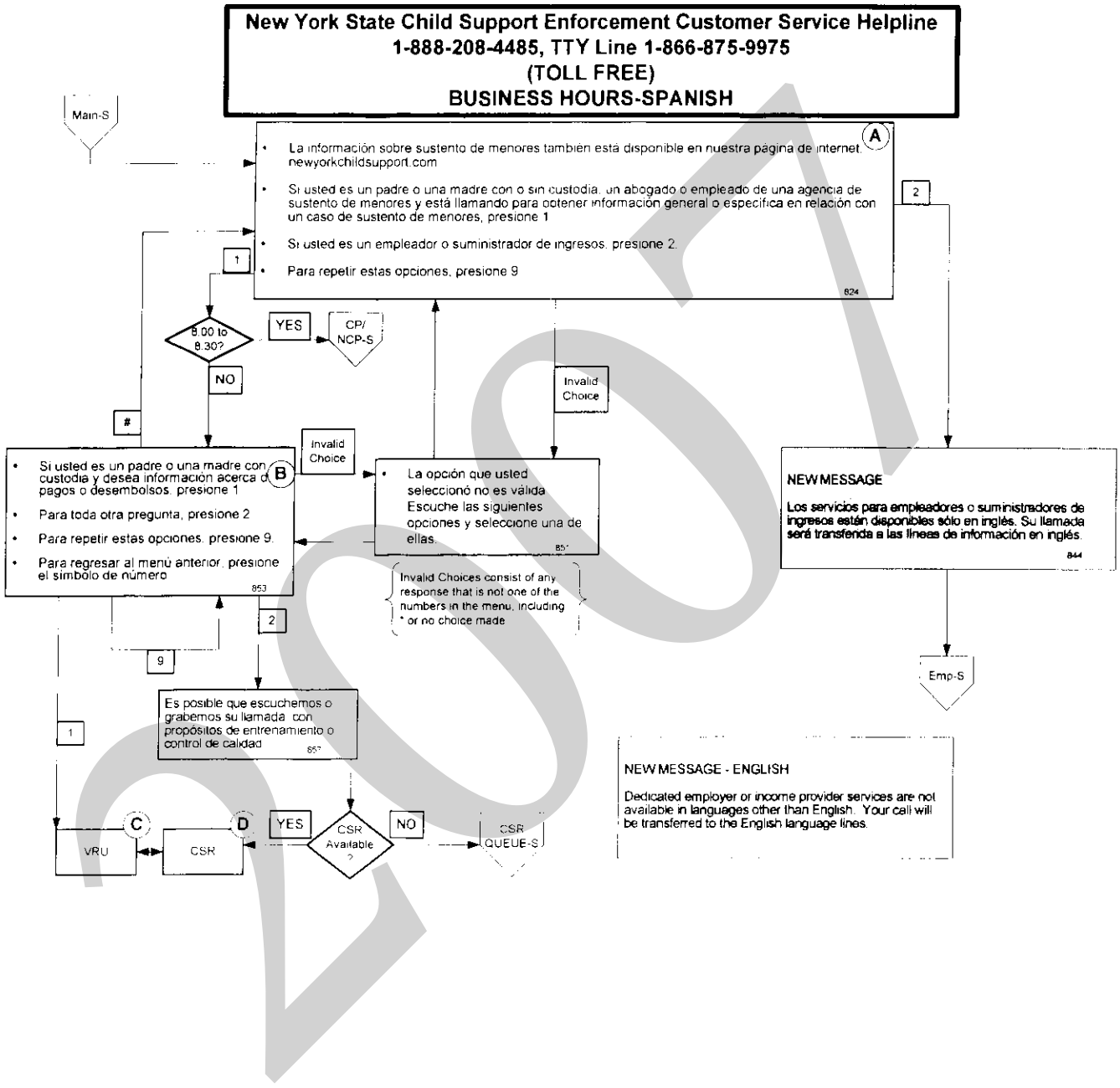
3.8 Spanish Main



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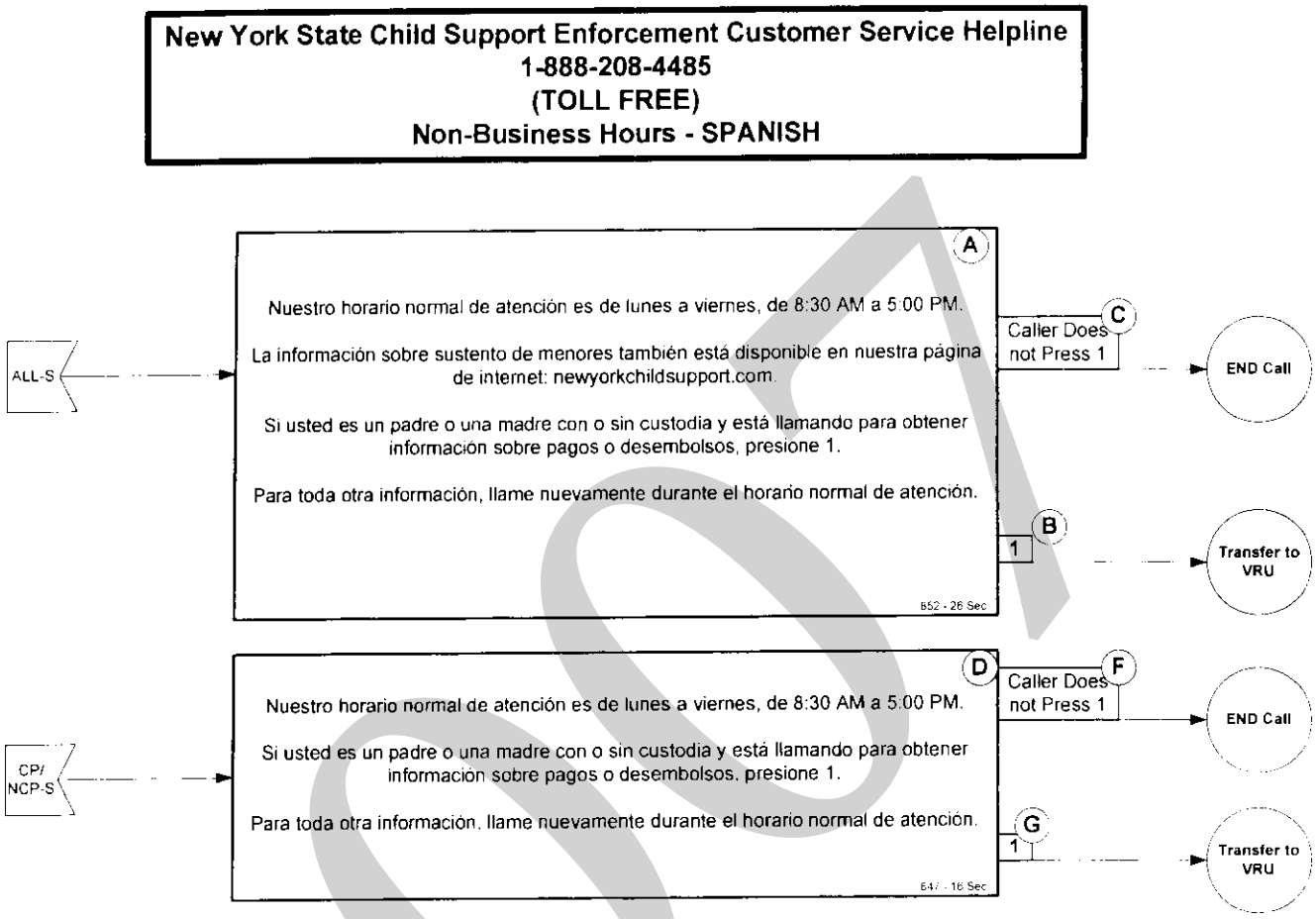
3.9 Spanish Night



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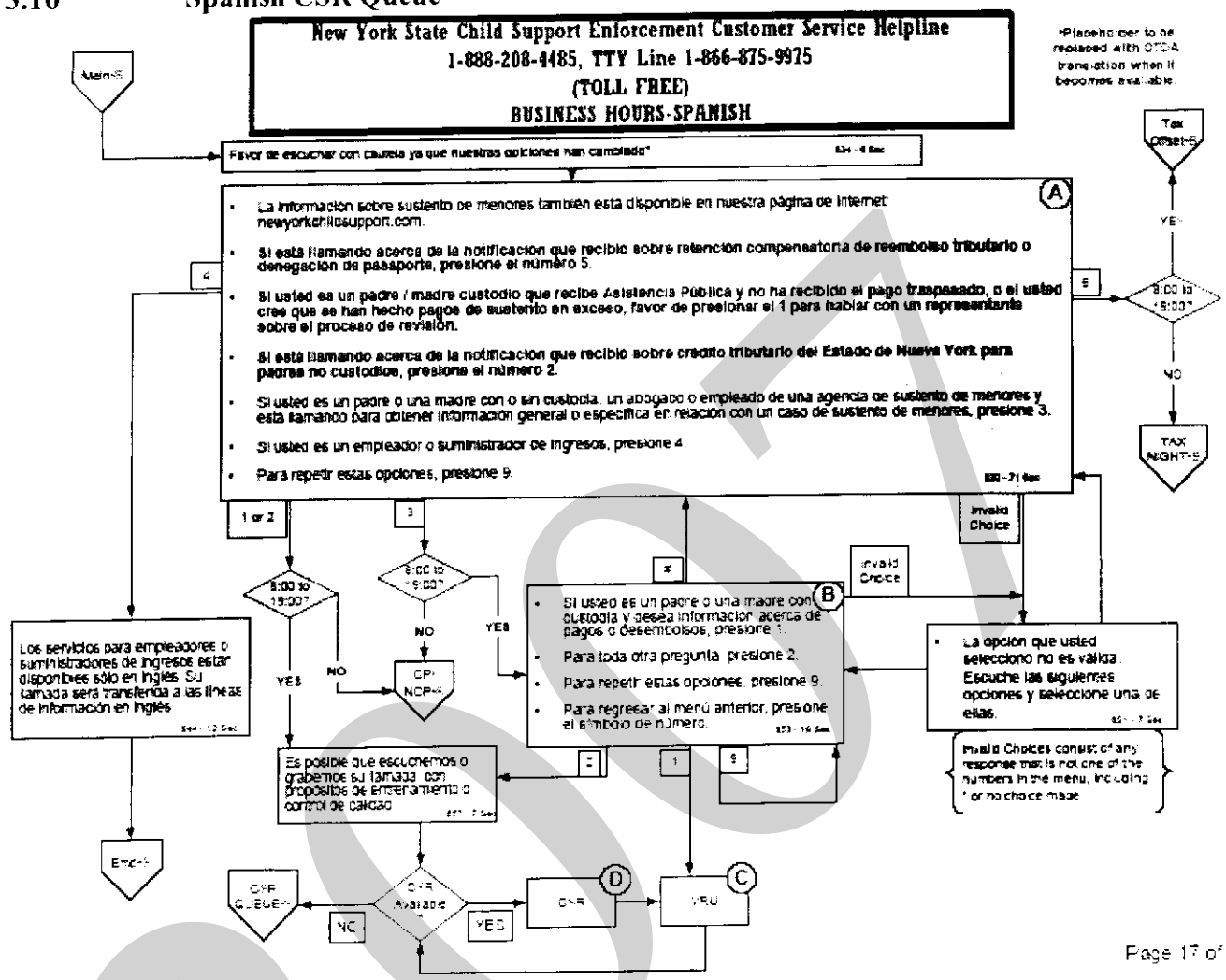
3.10 Spanish CSR Queue



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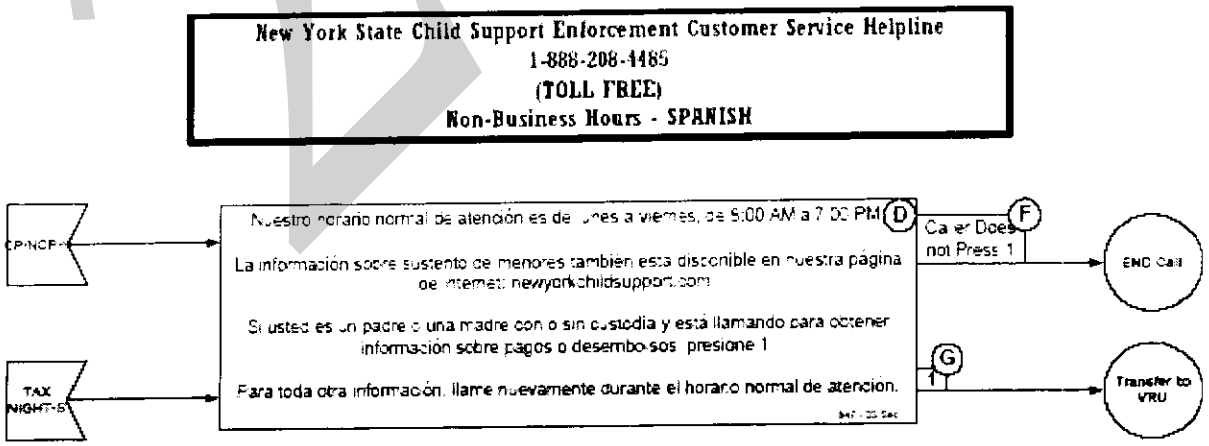

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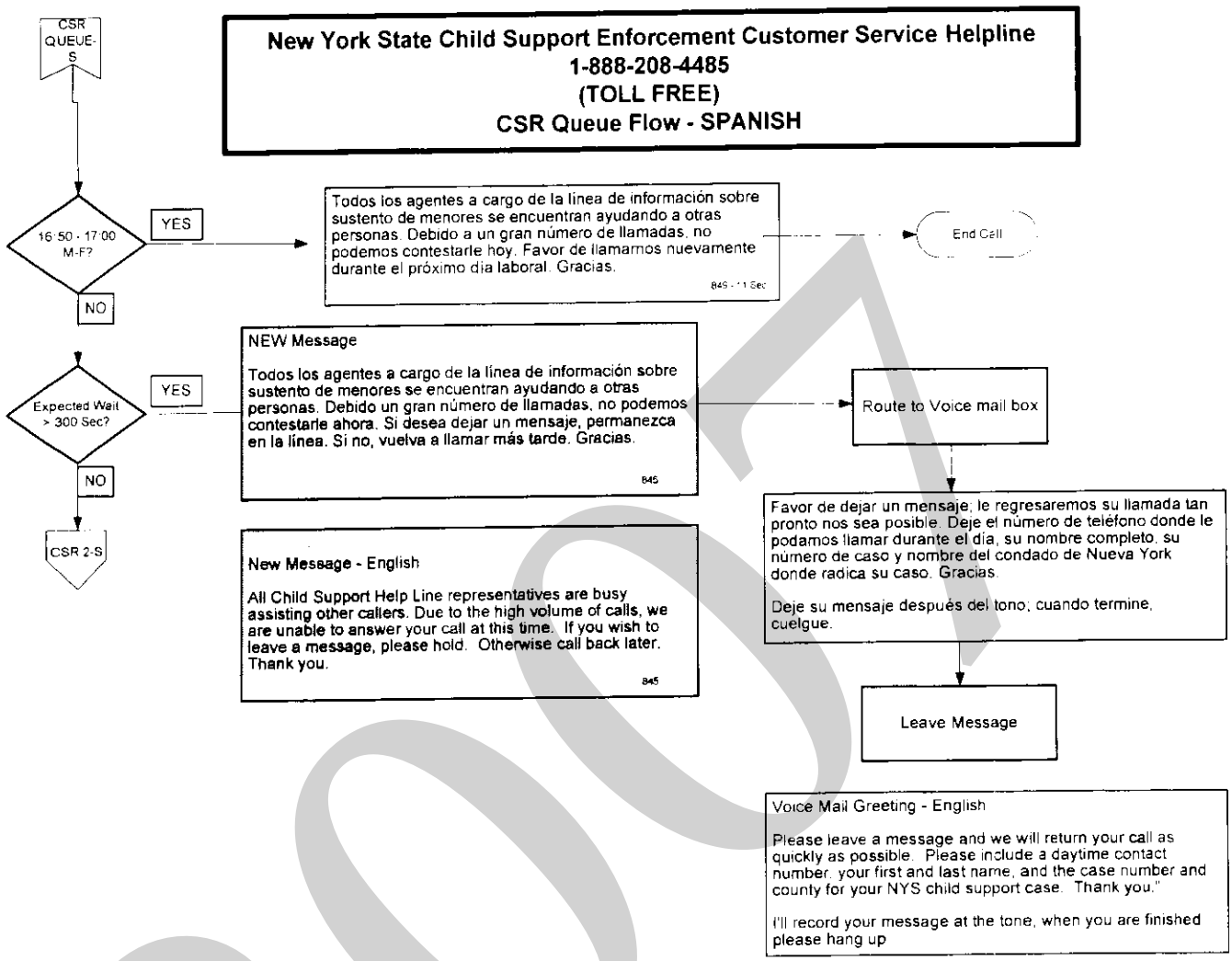
New York State Child Support Enforcement Customer Service Helpline
1-888-208-4485
(TOLL FREE)
CSR Queue Flow - SPANISH
CSR QUEUE-S
16:50 - 17:00 M-F?
YES
NO
Todos los agentes a cargo de la línea de información sobre sustento de menores se encuentran ayudando a otras personas. Debido a un gran número de llamadas, no podemos contestarle hoy. Favor de llamarnos nuevamente durante el próximo día laboral. Gracias.
End Call
Expected Wait > 300 Sec?
YES
NO
NEW Message
Todos los agentes a cargo de la línea de información sobre sustento de menores se encuentran ayudando a otras personas. Debido un gran número de llamadas, no podemos contestarle ahora. Si desea dejar un mensaje, permanezca en la línea. Si no, vuelva a llamar más tarde. Gracias.
Route to Voice mail box
CSR 2-S
New Message - English
All Child Support Help Line representatives are busy assisting other callers. Due to the high volume of calls, we are unable to answer your call at this time. If you wish to leave a message, please hold. Otherwise call back later. Thank you.
Favor de dejar un mensaje, le regresaremos su llamada tan pronto nos sea posible. Deje el número de teléfono donde le podamos llamar durante el día, su nombre completo, su número de caso y nombre del condado de Nueva York donde radica su caso. Gracias.
Deje su mensaje después del tono; cuando termine, cuelgue.
Leave Message
Voice Mail Greeting - English
Please leave a message and we will return your call as quickly as possible. Please include a daytime contact number, your first and last name, and the case number and county for your NYS child support case. Thank you."
I'll record your message at the tone, when you are finished please hang up

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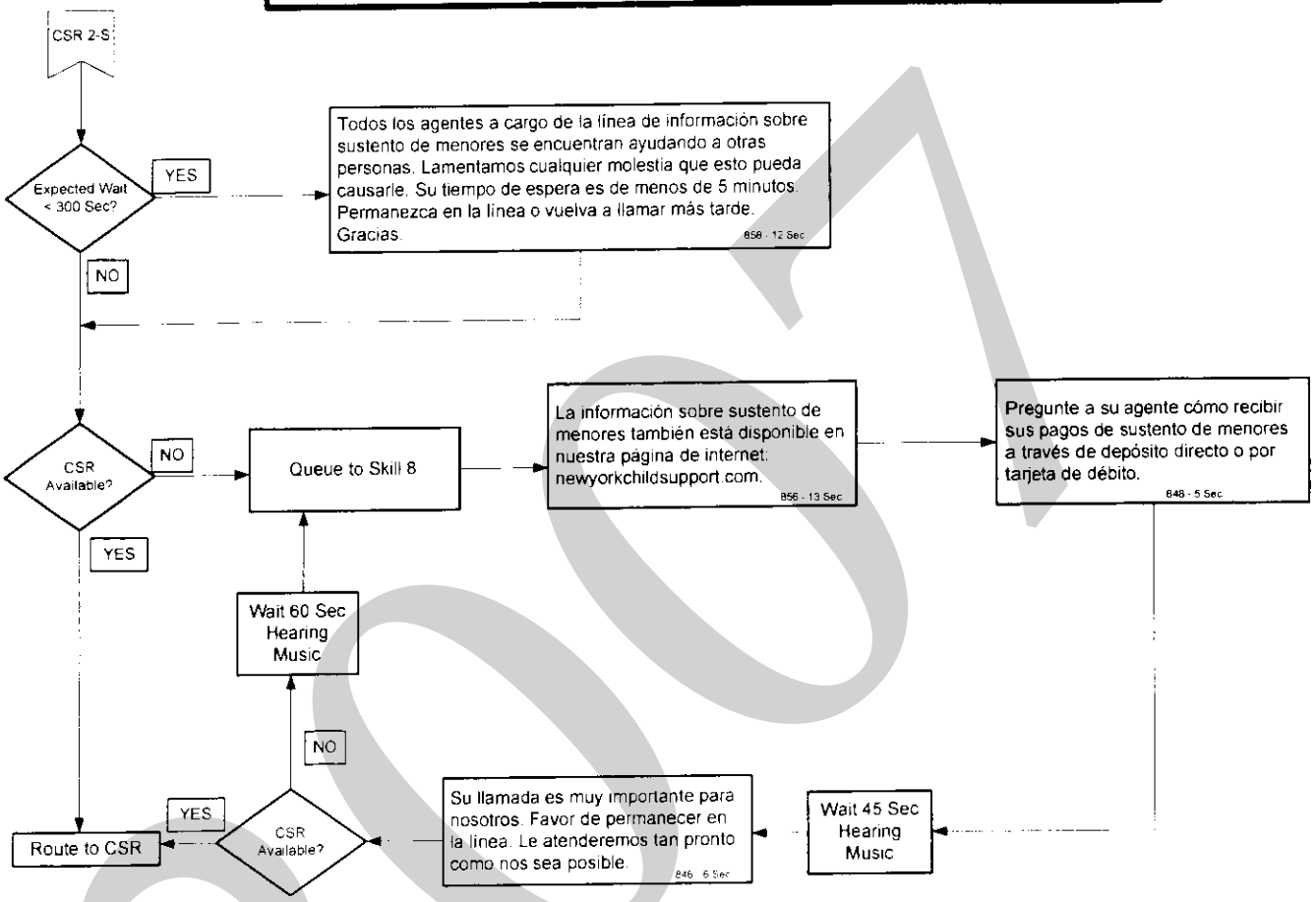
New York State Child Support Enforcement Customer Service Helpline
1-888-208-4485
(TOLL FREE)
CSR Queue Flow 2 - SPANISH



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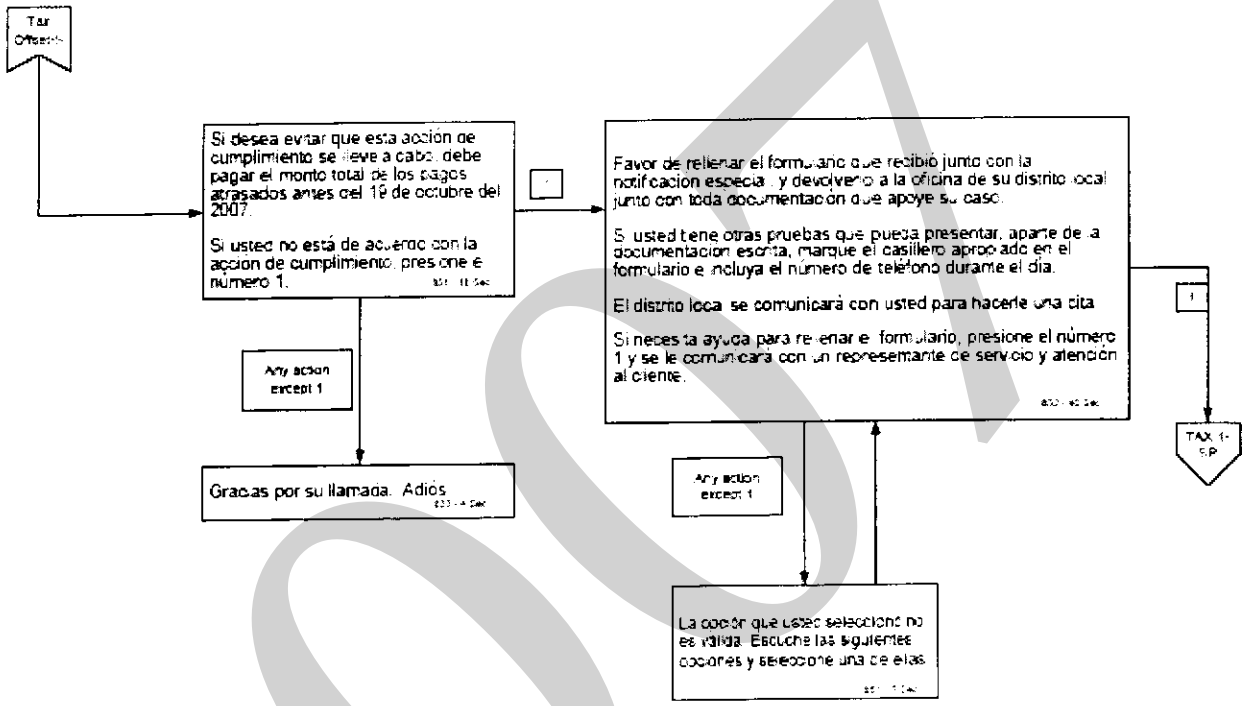
Tax offset

New York State Child Support Enforcement Customer Service Helpline
1-888-208-4485
(TOLL FREE)
Tax Offset Notice 2007 - Spanish



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4 Call Processing

4.1 Overview

The CSRs and supporting staff at the helpline follow certain procedures when handling calls. These procedures ensure each call is handled properly. The CSRs validate and categorize each caller, respond to the callers questions, and handle specific situations outside of the FAQs. These situations require special processing procedures. They are:

Caller Validation:	Categorization and authenticating of the call and role in the case.
Out of State:	Procedures for other state child support agencies.
Escalations:	Procedures for calls that require the attention of DCSE or the Local District.

4.2 Call Greeting

CSRs are trained to answer each call with the following greeting:

*"Thank you for calling the Child Support Helpline, my name is _____. In order to assist you and to protect your privacy I need to verify some information. Would you **please** give me your first and last name and spell them for me?"*

If Caller Refuses to Provide information:
"If you prefer to remain anonymous I can provide general information for you. How can I help you?

4.3 Caller Validation

Every caller is processed through a validation process. The CSR first determines the caller type as either - CP (Custodial Parent), NCP (Non Custodial Parent), P (Potential Client), A (Anonymous), OOS (Out of State) or M (Misdirected). In order to validate the caller must produce the following information to the CSR:

Validation Criteria	CP	NCP	Potential	Anonymous	Misdirect	OOS
Name	♦	♦	♦			♦
SSN #	♦	♦	♦			♦

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DOB	♦	♦	♦			♦
Address	♦	♦	♦			♦
Case/County	♦	♦				♦
Phone	♦	♦	♦			♦
Employer *if Del Sw <> 5*		♦				♦
Agency						♦
State						♦
Caller name						♦
Call back number						♦

Only the above information will be used to validate a caller. The information will be asked in the order listed. All information will be placed into the ONYX individual screen and ensure it matches the CSMS case number. If any information is blank in CSMS, it will be added once validation is complete. If primary validation fails, secondary validation will be attempted using the following:

Childs Name

Childs SSN

Childs DOB

For any call received from an NCP the CSR must review the delinquency switch on CSMS. If the delinquency switch is other than a '5', the CSR must gather and update the employer information for the NCP.

2. Information provided by the caller will be entered into the incident tracking system (Onyx):

3. Information gathered from the call is verified in CSMS.

- NCP's or CP's social security
- NCP's employer name, address and telephone number
- NCP's address and telephone number
- CP's name(s) of child(ren)
- CP's address

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4. The CSR then reviews the CSMS records pertaining to the case in question, analyzes the information presented and responds to inquiries in a manner consistent with the DCSE requirements.

5. Upon completion of the call as described above, if the CSR has obtained any of the following:

- Social security number
- DOB
- Telephone number
- Address
- Employment
- Other income source

The CSR will ask the caller if they have another case(s) in NYS. If the caller identifies another case(s) in NYS, the CSR will take actions in a manner consistent with the DCSE requirements on all case(s) identified by the caller.

CPs and NCPs are not to be provided with personal information pertaining to the other party. This information includes SSN, DOB, address, telephone number and employer.

4.4 Third Party Callers

A third party caller is anyone that calls the CSH and is not the CP or NCP or OOS as described below. The CSH will not provide any case specific information to third party callers.

When an out-of-state/other NY Local District (OOS) caller validates and a review of CSMS indicates that there is a relationship between the NY Local District and the other state or NY Local District, the CSR is to provide any information requested by the caller and make any CSMS systems update that is required.

If a review of CSMS does not indicate that there is a relationship with the OOS, the CSR will provide any information requested by the caller but will not make any CSMS systems updates. If an update needs to be made to CSMS outside of the required remarks. the caller is to be advised that they must send a Transmittal or letter to the Local District requesting or advising of something that requires an update to CSMS. Payment histories can be sent to the requesting OOS.

If the caller is an attorney or an agent acting on behalf of a CP/NCP, the CSR will obtain or attempt to determine the child support case number for the call. They will document the following call information:

CSMS Case ID

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Caller Name
Contact Telephone Number
Contact Address
Reason for the call

The caller will be advised that their request will be forward to a supervisor for response and a referral is provided to the appropriate local district. The CSH will not create a referral if the caller is a friend and or relative of the CP or NCP unless the third party or anonymous caller provides location or income/resource information for the NCP. If this occurs, the CSR will build the appropriate RE/RA records and generate the appropriate Notices without verifying any of the information. The remarks screen will be updated.

4.5 Validation Failure

If the caller can not or will not complete validation the following script will be followed by the CSR:

If the information is not successfully validated:
"I apologize for the delay but I am having trouble validating your information. Can I please have your _____ again? [Target questions to areas where validation failed]

Review the information again for validity

If the Information is now validated:
"Thank you for your assistance. I have validated your information. How may I help you?"

If the information does not validate or Caller is unwilling to provide information:
"I am sorry but in the interest of confidentiality I am unable to provide any case specific information at this time. However, I would be happy to answer any general questions."

4.6 Call Closure

CSRs are trained to close each call with the following script:

Mr/Mrs/Ms (Caller's Last Name), have I answered all your questions today?"

"Other than what we have already discussed, is there anything else I can help you with today?"
"Thank you for calling the Child Support Helpline."

If Connecting to the VRU:
"I am connecting you to the Child Support Information Line to retrieve the payment information you have requested. Please listen carefully to the selections and have your PIN number ready."

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"Thank you for calling the Child Support Helpline."

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4.7 Call Center Data and Security

The CSH maintains a broad scope of mechanisms to insure the safety and security of information collected and access to stored information. There are controls on the access to CSMS, the Onyx incident tracking software and archival of call recordings.

Access by call center personnel to CSMS is tightly controlled. All calls are recorded and archived. Security level access to the Onyx incident tracking software is restricted to Call Center and Authorized DCSE staff only. The manager, senior CSRs, and CSRs are required to sign a confidentiality agreement, which prohibits the release of case related information to unauthorized individuals. They are instructed as to what information must be obtained and verified before releasing any information to the caller.

Authorized customer service staff are assigned a secure sign-on and password by DCSE. Supervisors ensure that access to CSMS is limited to authorized CSRs and that they properly sign off from CSMS whenever they leave their workstations.

4.8 CSMS Updating

Each authorized CSR has a limited update capability in CSMS. The scope of the updates is defined by DCSE. An overview of all screens and update capability are listed in the following table.

CSMS SCREEN	TRANSACTION	UPDATING I / F*	CONDITION
IVDQRY UPDATE – IVDQY1 PASSOFF – I	DLNQ-SWITCH (15 DLNT)	I	DLNT SW 07 not to be entered if current DLNT= 00, 01, 02, 03, 14,19, 85 or 86
	BILL-SW (16 BLSW)	I	Only change is to 7, if current DLNT SW ≠ 5, 11-13 or 50-55
IVDJRA	RESPONDENT NAME	F	

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UPDATE – IVDRA1 PASSOFF – RA	ADDRESS SOURCE CODE	I	
	ADDRESS C/O STREET CITY STATE ZIP	I	
IVDJCA PASSOFF - CA			
IVDJRI UPDATE – IVDRI1 PASSOFF - RI	DOB	I	IF BLANK ADD, IF NOT ADD TO IVDJRI AND IVDJRR
	SEX	I	ENTER M/F IF BLANK IF NOT ADD TO IVDJRR
	ETH CD	I	
	PHONE	I	
	SSN	I	IF BLANK ADD, IF NOT ADD TO IVDJRS AND IVDJRR
IVDJRS UPDATE – IVDJRS PASSOFF - RS		I	ONLY IF NOT PRESENT
IVDJRL UPDATE – IVDRL1 PASSOFF - RL	FATHER NAME	I	
	MOTHER'S MAIDEN NAME	I	
	BIRTH: CITY STATE	I	
	OOS: CITY STATE	I	
	HEIGHT	I	
	WEIGHT	I	
	MIL CODE	I	
	MIL BRANCH	I	
	VETERAN IND	I	
	COURT IND	I	
IVDJSI UPDATE – IVDSI1 PASSOFF - SI	STAT CODE	I	
	MISC		
IVDENF PASSOFF - EN			
IVDJCE UPDATE – IVDCE1 PASSOFF - CE	EMPLOYER NAME EMPLOYER ADDRESS	I I	
	EMPLOYER PHONE	I	
	EMPLOYER ID NO	I	
	OCCUPATION	I	
	SOURCE CODE	I	
	VER IND	I	
	PIC CASE ID	I	

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UPDATE IVDPIC PASSOFF - PI	PIC CLAIM NO	I	
	PIC CODE	I	
	ASSET/ADDRESS	I	
	SSN REPORTED	I	
UPDATE IVDRPA PASSOFF - PX	PROP CASE ID	I	
	PROP EXE CODE	I	
	SOURCE NAME	I	
	ASSET/ADDRESS	I	
	SSN REPORTED	I	
IVDJCH UPDATE – IVDCH1 PASSOFF - CH	SEX	I	
	ETH	I	
	DOB	I	IF BLANK ADD, IF NOT ADD TO IVDJRR
	SSN	I	IF BLANK ADD, IF NOT ADD TO IVDJRR
	PHONE	I	IF BLANK ADD, OR IF DIFFERENT UPDATE IVDJCH WITH PRIMARY, IF MORE THAN ONE NUMBER PROVIDED ADD SECOND TO IVDJRR AND DEFINE WHAT THE NUMBER REPRESENTS
	MAIL ADDR	I	
	RES ADDR	I	
	CHILD(REN) NAME	F	
	CHILD(REN) SEX	I	IF BLANK ADD, IF NOT ADD TO IVDJRR
	CHILD(REN) DOB	I	IF BLANK ADD, IF NOT ADD TO IVDJRR
	CHILD(REN) SSN	I	IF BLANK ADD, IF NOT ADD TO IVDJRR
IVDJRE UPDATE – IVDRE1 PASSOFF - RE	EMPLOYER NAME	I	
	EMPLOYER ADDRESS	I	
	EMPLOYER PHONE	I	
	EMPLOYER ID NO	I	
	SOURCE CODE	I	
	VER IND	I	
	IEX IND	I	
IVDJRR UPDATE – IVDRR1 PASSOFF - RR	MUST ENTER: DATE OF CALL TIME OF CALL	I	

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	"CSH" CSR IDENTIFICAITON ALPHA/NUM SUMMARY OF CALL REFERRAL # IF APPROPRIATE		
IVDRMK PASSOFF - R			
IVDHTM PASSOFF – M			
IVDHTO PASSOFF - O			

I = Immediate F = Future availability to Helpline staff.

4.9 CSH Abbreviations

Overview:

The CSH uses abbreviations when adding notes to the CSMS IVDJRR screen. The same abbreviations are used when completing notes in the incident tracking software (Onyx). The following are lists of some common abbreviations, usually by the CSR:

The notes written by the CSR using these abbreviations and others are considered to be 'soft language.'

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Common Program Abbreviations:

Common Program Specific Abbreviation	
adv	advised
af	alleged father
amt	amount
ap	absent parent
app	application
arr	arrears
chk	check
cis	customer interaction specialist
cl	client
cld	called
cllr	caller
conf	confidentiality
cp	custodial parent
cr	case record
cra	credit reporting agency process
cs	child support
cseu	child support enforcement unit
cssa	child support standards act
cty	county
cw	case worker
dbtcrd	debit card
dd	direct deposit
dl	drivers license
disb	disbursement
eft	electronic funds transfer
emp	employer
enf	enforcement
eppic	epic card
fc	family court

Common Program Specific Abbreviation	
iex	income execution
int	intercept
inq	inquiry
ld	local district
medx	medical support enforcement
med	medical
mod	modification
ncp	non-custodial parent
oblig	obligation
oos	out of state
ord	order
pat	paternity
pd	paid
pet	petition
pex	property execution
pot	potential
pymt	payment
rcvd	received
ref	referred
refnd	refund
rep	representative
resp	respondent
rfrl	referral
rt#	routing transit number
sa	support award
sc	support collections
scu	support collection unit
systm	system

Rules for Abbreviating

1. Use common abbreviations
2. Use acronyms
3. Use only the first syllable
4. Use first syllable and first letter of second syllable
5. Eliminate vowels from the middle of words
6. Add "s" to form plurals
7. Use apostrophe + "g" to represent "ing" endings
8. Leave out the articles
9. Leave out unimportant verbs
10. Don't attempt to abbreviate short words

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Common Action Abbreviations:

FAQ CALL CATEGORY	ABBREVIATED NOTES	DEFINITION
GENERAL		
	GENERAL QUESTIONS – NO CASE	GENERAL QUESTIONS – NO CASE
	ANONY CHLD WLF RPTS	ANONYMOUS CHILD WELFARE REPORTS
	ANONY WELF FRAUD RPTS	ANONYMOUS "WELFARE FRAUD" REPORTS
	APPL RQST – NO CASE	APPLICATION REQUEST – NO CASE
	RQST FOR APPL STATUS	REQUEST FOR APPLICATION STATUS
SUPPORT COLLECTION		
	PAYMENT INQUIRY	
	CONFIRMATION OF RECIEPT	
	RQST PIN	REQUEST FOR PIN
	RQST VRU TECH ASSIST	REQUEST FOR VRU TECHNICAL ASSISTANCE
	REPORT OF NON-RECIEPT	
	CIRCULATING IN DL'VRY WINDOW 10/5	INSIDE 10 DAY DELIVERY PERIOD
	POSTAL RETURN – VALID ADDRESS	POSTAL RETURN –VALID ADDRESS
	POSTAL RETURN – INVALID ADDRESS	POSTAL RETURN – INVALID ADDRESS
	CIRCULATING OUTSIDE DL'VRY WINDOW	OUTSIDE 10 DAY DELIVERY PERIOD
	DISB HOLD	DISBURSEMENT HOLD
	REPORT OF UNDERPAYMENT	
	ENF REQD	ENFORCEMENT REQUIRED
	RQST FOR REISSUE OF A STALE DATED CHECK	REQUEST FOR RE-ISSUE OF STALE-DATED CHECK
	RQST FOR REISSUE OF LOST OR STOLEN CHECK	REQUEST FOR REISSUE OF A LOST OR STOLEN CHECK
	RQST PYMT HIST	REQUEST FOR PAYMENT HISTORY
	CONTESTED ARR	CONTESTED ARREARAGE
	CONTEST OF OBL - FREQ OR AMT	CONTEST OF OBLIGATION - FREQUENCY OR AMOUNT
	RPT OF NON- RCPT OF DISREGARD PYMT	REPORT OF NON-RECEIPT OF DISREGARD PAYMENT
	RQST FOR DIRECT PYMT CREDIT	REQUEST FOR DIRECT PAYMENT CREDIT
	RQST TO REG/CANCEL/CHANGE DIR DEP	REQUEST TO REGISTER/CANCEL/CHANGE DIRECT DEPOSIT
	RQST TO RECEIVE DEBIT CARD	REQUEST TO RECEIVE DEBIT CARD
	RQST FOR NCP DIRECT PYMT OPT	REQUEST FOR NCP DIRECT PAYMENT OPTIONS
	REQ FOR ESCHEATED FUNDS	REQUEST FOR ESCHEATED FUNDS
ORDER MODIFICATION		
	RQST FOR MOD	REQUEST FOR MODIFICATION
	ENTRY OF NEW OR MOD CRT ORD	ENTRY OF NEW OR MODIFIED COURT ORDER

DRAFT

	MINOR NCP IS OF MAJOR AGE	MINOR NCP IS OF MAJOR AGE
	RPT OF CHANGE TO CHILD STAT	REPORT OF CHANGE TO CHILD STAT
	RQST FOR CONT OF SERVS	REQUEST FOR CONTINUATION OF SERVICES
	MARRIED/SELF SPTING	MARRIED/SELF SUPPORTING
COLA		
	RQST FOR COLA	REQUEST FOR COST OF LIVING ADJUSTMENT
	MINOR NCP IS OF MAJOR AGE	MINOR NCP IS OF MAJOR AGE
MEDICAL SUPPORT ESTAB AND ENF		
	RQST FOR MED SPT	REQUEST FOR MEDICAL SUPPORT
CASE MANAGEMENT/ UPDATE		
	UPDT CP/NCP/CHILD DMOGRAPH	CHANGE TO CP/NCP/CHILD DEMOGRAPHICS
	ADDR	ADDRESS ADD ADDRESS NCP & PCL TO CSMS
	OTHER DMOGRAPH	OTHER DEMOGRAPHIC
	RPT OF NCP ASET	REPORT OF NCP ASSET
	REPORT OF CHANGE TO CP STATUS	REPORT OF CHANGE TO CP STATUS
	DECEASED	DECEASED
	LIVING WITH NCP	LIVING WITH NCP
	RECONCILED WITH NCP	RECONCILED WITH NCP
	MOVED – NO FORWARDING	MOVED – NO FORWARDING
	REPORT OF CHANGE TO NCP STATUS	REPORT OF CHANGE TO NCP STATUS
	DECEASED	DECEASED
	REPORT OF CHANGE TO CHILD STATUS	REPORT OF CHANGE TO STATUS OF CHILD
	DECEASED	DECEASED
LOCATION		
	RQST FOR LOC SERVS	REQUEST FOR LOCATE SERVICES
PATERNITY		
	RQST FOR PAT SERVS	REQUEST FOR SERVICES TO ESTABLISH PATERNITY
ESTABLISHMENT		
	RQST FOR CHILD SPT ESTAB	REQUEST FOR SERVICES TO ESTABLISH CHILD SUPPORT
	CHANGE IN PHYS POSS	CHANGE IN PHYSICAL POSSESSION
	RQST FOR CHILD CARE SERVS	REQUEST FOR CHILD CARE SERVICES SUPPORT
	RQST FOR EDUC SPT	REQUEST FOR EDUCATIONAL SUPPORT
ENFORCEMENT		
	ADMINISTRATIVE ENFORCEMENT	ADMINISTRATIVE ENFORCEMENT

	IEX	INCOME EXECUTION
	INTERSTATE WAGE WITHHOLDING	INTERSTATE WAGE WITHHOLDING
	UIB INTERCEPT	ATTACHMENT OF UNEMPLOYMENT BENEFITS
	WRKRS COMP ATTACHMT	ATTACHMENT OF WORKERS' COMPENSATION BENEFITS
	PEX	PROPERTY EXECUTION
	FED IRS INTERCEPT	FEDERAL IRS INTERCEPT
	STATE TAX INTERCEPT	STATE IRS INTERCEPT
	LOTTERY INTERCEPT	LOTTERY INTERCEPT
	DRIVERS LIC SUSP	DRIVER'S LICENSE SUSPENSION
	PROF LIC SUSP	PROFESSIONAL LICENSE SUSPENSION
	PASSPRT REV	PASSPORT REVOCATION
	COURT ENFORCEMENT	COURT ENFORCEMENT
	VIOLATION PET	VIOLATION PETITION
	RQST FOR CRIM PROSEC	PETITION FOR CRIMINAL PROSECUTION IN FEDERAL COURT
	VISITATION ISSUES	*VISITATION ISSUES*
	RPT OF CHANGE IN EMPL STATUS	REPORT OF CHANGE IN EMPLOYMENT/EMPLOYMENT STATUS
	RPT OF NEW EMP	REPORT OF NEW EMPLOYER
	RPT OF UNEMPL	REPORT OF UNEMPLOYMENT
	RPT OF UNEMPL – INCARCERATED	REPORT OF UNEMPLOYMENT – INCARCERATED
	RPT OF WRKRS COMP	REPORT OF WORKERS' COMPENSATION
	RPT OF DISABILITY – NON JOB-RELATED	REPORT OF DISABILITY – NON JOB-RELATED
ESCALATION TO DCSE		
	RPT OF UNFULFILLED SERVS	
ACTION INFORMATION		
	CP DOB ADD CSMS	ADDED CP DOB TO CSMS
	NCP DOB ADD CSMS	ADDED NCP DOB TO CSMS
	CH DOB ADD CSMS	ADDED CHILD DOB TO CSMS
	CP SSN ADD CSMS	ADDED CP SSN TO CSMS
	NCP SSN ADD CSMS	ADDED NCP SSN TO CSMS
	CH SSN ADD CSMS	ADDED CHILD SSN TO CSMS
	NCP ALT SSN ADD CSMS	ADDED ALT SSN TO CSMS
	CP PHONE ADD CSMS	ADDED CP PHONE TO CSMS
	NCP PHONE ADD CSMS	ADDED NCP PHONE TO CSMS
	CHLD SEX ADD CSMS	ADDED CHILD(REN) SEX TO CSMS
	NCP EMP ADD CSMS	ADDED NCP EMPLOYER TO CSMS
	CP EMP ADD CSMS	ADDED CP EMPLOYER TO CSMS
	NCP RL INFO CSMS	ADDED NCP LOCATION INFORMATION TO CSMS
	GEN IEX CSMS	GENERATED IEX TO CSMS
	GEN PCL CSMS	GENERATED PCL TO CSMS
	TRANS TO VRU	TRANSFERRED TO VRU
	ESC TO SUPV	ESCALATED TO SUPERVISOR

Some examples are:

- CSH815099 X2 CP INQ ABOUT PEX ADV CP MUST ALLOW TIME FOR PEX TO PROCESSED // CP RQST PYMNT HIST ADV CP CSR WILL SEND
- NCP INQ STATUS ON REFUND AND LAST PYMNT REC'VD HE ALSO WANTED BALANCE ON ACCT//PER NS62421Z1 $79 WAS SENT 5/5/05 AND 5/2/05 WAS LAST PYMNT REC'VD $0.04 IS ON ACCT AS OVERPYMNT

5 Frequently Asked Questions (FAQs)

5.1 Overview

A set of scripted FAQs and answers have been established for the CSH calls. The FAQs include general program questions through specific questions for each service provided by the child support program. The FAQs section should be viewed as a "living" document open to continual growth as new FAQs and answers are recorded by the CSH. The Questions and Answers are sectioned into two major topics, General Inquiries and Program Support.

5.2 FAQ Listing

The FAQs can be found in the linked document. Click on the link below to obtain the listing.

CSH_FAQA.3.13.03

5.3 No Existing FAQ

Overview

When the call center receives a question from a caller that is not listed in the FAQs it is necessary to obtain a response to the inquiry in a timely manner. The FAQs can be found in the linked document. Click on the link below to obtain the listing.

CSH_FAQA.3.13.03

Outlined below is the procedure for receipting a no FAQ call.

1. **CSR references "Question Not in FAQ" scripting to inform caller and proceeds as follows:**
   a. Validate caller
   b. Documents question received by caller.
   c. Identifies to caller that they are not able to respond to the inquiry and that a CSR will return the call within 6 hours.
   d. Close call using Call Closure Scripting (see 4.6).

2. **CSR then completes a referral to DCSE providing specific call information and requesting an official response.**
3. **Upon receipt of the response from DCSE a CSR returns the call to the inquiring party.**
4. **If the call back reaches the caller, the CSR will identify the NYSCSH and provide the original question(s) along with the response(s) as provided from the DCSE.**
5. **If the call back reaches an answering service the CSR will leave the following message:**

   "You have received a follow up call from the New York State Child Support Helpline.

   We have a response to your recent inquiry and request that you contact us at your earliest convenience.

   When you call and a representative answers, please inform them that you are calling in reference to a message you received and you have an Message (Incident)ID#_____.

   Please provide the Message ID # to the representative and they will be happy to assist you further."

6. **The newly established FAQ is then incorporated in to the official FAQ listing.**

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6 Electronic Referral Process

Overview
The vast majority of calls received by the CSH are responded to at the time of the call and no further action is required by DCSE or Local Districts. In the event that further action is required an electronic referral is created within the incident tracking system (Onyx) and sent to the DCSE or Local District for action. Approximately 25% of the calls received result in a referral. There are two types of referrals; FAQ referrals to Local Districts and DCSE referrals. Section 6.1 contains the index of referrals that require action.

FAQ referrals to Local Districts are created when a call to the CSH requires case processing be performed by the Local District. DCSE referrals are created when a call to the CSH requests that standardized program information be sent to the caller. Section 6.2 contains images of the cover pages and standardized program information sent to callers. No Local District action is necessary for DCSE referrals.

The Local District review of FAQ referrals is performed thru an electronic referral system also known as the "Onyx Portal". This section provides a link to the "Customer Service Electronic Referral System" manual and instructions for accessing a recorded training session for the referral system.

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6.1 Referral Index

Below is a list of the numbered FAQ, as listed in the FAQ document, which result in referrals to DCSE or a Local District.

Referrals to DCSE:

Application	2.5 2.8 2.14 2.18 2.22 2.27 2.33 3.2.18 3.2.21 3.2.36 3.2.40 3.4.6		Acknowledgment Direct Deposit	3.4.1 3.1.17 3.1.18 3.1.20 3.1.79
			Stop Payment	3.1.7 d/e 3.1.9
			DMV	3.6.25 3.6.26
Account Summary	3.1.11		Desk Review	3.1.7b 3.1.14 3.1.65 3.1.67
Debit Card	3.1.33		PIN	3.1.1 3.1.4
EIC	3.2.32			

Referrals to Rest of State (ROS) and NYC:

Acct Adjustment	3.1.7 g 3.2.1 3.9.4 3.1.12 3.9.3		Enforcement (general)	3.6.45 3.6.58 3.6.106 3.6.60 3.6.61 3.6.110 3.6.65 3.6.71 3.6.111 3.6.76 3.6.78 3.6.85 3.6.96 3.6.103 3.6.105
Case Closure	3.10.7		Enforcement (DTF)	3.2.7
Direct Deposit	3.1.26b		Family Court	3.2.2
Desk Review	3.1.68		General	2.47
Employer Compliance	3.6.10		Legal Services	2.29 2.23
NCP Stop Pay	3.1.85		Medical Support	3.7.4
			PEX/PIC	3.2.6 3.6.39 3.6.62
			Undisbursed	3.1.15 3.3.7b 3.1.25 3.1.27
			Tax Intercept	3.6.73

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Referrals to ROS only:

Case Closure	3.10.1 3.10.7		Modification	2.16 2.19 3.2.9 3.2.10 3.2.11 3.5.2 3.5.3 3.9.1 3.9.5 3.9.9
Enforcement (Violation)	3.6.43 3.6.44 3.6.93		Objection	3.9.2
Medical Support	3.7.1 3.7.3 3.7.47			

6.2 DCSE Referral Documents

The cover pages and program information sent out in response to DCSE referrals are as follows:

1. General Cover Letter
2. Child Support Program Brochure and Application
3. Direct Deposit/Debit Card Application
4. Direct Deposit Cancellation with cover letter and form.
5. ROS Acknowledgment of Paternity Form
6. NYC Acknowledgment of Paternity Form
7. Stop Payment Form
8. Account Statement
9. DMV Package
10. Desk Review Cover Letter and Form for Disregard/Pass-Through Payment(s)
11. EIC Cover Letter and form to Request Review

Please note that data provided on the sample forms is fictitious and is used to illustrate the forms only.

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ASHFORD ASHFORD
43 MILTON ST
ROCHESTER NY 14619

Dear ASHFORD ASHFORD :

Thank you for your recent telephone call to the New York State Child Support Customer Service Helpline. As requested, we are sending you the following document(s):

[x] Application for Child Support Services - DSS Form 2521
(Child Support Services brochure, Pub. 1950, also included)
- Complete the application form and deliver it to the OCSE office at the following address:

  Monroe County SCU
  33 North Fitzhugh Street
  Rochester NY 14614

[ ] Direct Deposit Application/Cancellation Form
(Frequently Asked Questions and Answers also included)
- Complete the application and return it to the following address:

  NYS Child Support Processing Center
  PO Box 15367
  Albany, NY 12212-5367

[ ] Voluntary Acknowledgment of Paternity Form
- Complete the application form
- Contact the birthing hospital for the address of the birth registrar

[ ] Stop Payment Request Form
- Complete the form and return it to:

[ ] Account Statement

Additional information regarding the child support program is available on our website at newyorkchildsupport.com or our voice response system at (800) 846-0773. If you have any questions, please feel free to call the Customer Service Helpline at (888) 208-4485.

Enclosure(s)
NYC 11/23/04 (rev 02/28/05)

Initialed: _____

CS-CL 04/04/05

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New York State Child Support Enforcement Program

Child Support Services for You and Your Child

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LDSS-2521(Rev. 3/04)

CSH

APPLICATION FOR CHILD SUPPORT SERVICES

NYS OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

NAME OF REFERRING OFFICIAL		TELEPHONE NO.
UNIT	DATE OF REFERRAL	APPLICATION TYPE ☐ Original ☐ Supplemental

A Applicant/Petitioner

NAME (Last, First, M.I.)	RELATIONSHIP TO CHILDREN	SOC. SEC. NO.	DATE OF BIRTH
ADDRESS - Legal Residence (Street, City, State, Zip)		TELEPHONE NUMBER (Incl. Area Code) (N/P = No Phone)	HOME
SUPPORT COLLECTION UNIT APPLICATION ONLY — I have applied for or am in receipt of ☐ HR ☐ ADC ☐ MA	☐ I have not applied for nor am I in receipt of HR/ADC/MA		BUSINESS

B Absent Parent/Respondent

NAME (Last, First, M.I.)	RELATIONSHIP TO APPLICANT	SOC. SEC. NO.	DATE OF BIRTH
ADDRESS - Legal Residence (Street, City, State, Zip) Current or Last Known		TELEPHONE NUMBER (Incl. Area Code) (N/P = No Phone)	HOME
EMPLOYER'S NAME/ADDRESS (Current or Last Known)			BUSINESS
PLACE OF BIRTH	MOTHER'S MAIDEN NAME	FATHER'S FULL NAME	DATE OF DESERTION

C Child Subject of Application

NAME (Last, First, M.I.)	DATE OF BIRTH	NAME (Last, First, M.I.)	DAT OF BIRTH

D Services Requested Applicant/Petitioner

- ☐ File Search (location)
- ☐ Paternity Establishment
- ☐ Child Support Establishment
- ☐ Medical Support Establishment
- ☐ Child Support Collection
- ☐ Medical Support Collection
- ☐ Child Support Enforcement
- ☐ Medical Support Enforcement
- ☐ Field Investigation - Child Support*
- ☐ Field Investigation - Medical Support*
- ☐ Legal Representative - Child Support*
- ☐ Legal Representation - Medical Support*

DATE OF COURT ORDER | DOCKET NO.

COURT

Right to Recovery MUST Be Signed in the presence of a IV-D Unit Staff Member, and Notarized to Be Eligible for Field Investigation or Legal Services.

E Affirmation

AFFIRMATION - I hereby apply pursuant to Social Services Law § 111-g and 111-h for child support services under Title IV-D of the Social Security Act as amended. I subscribe and affirm under penalty of perjury that this application is made for the sole purpose(s) of obtaining assistance in establishing paternity and/or obtaining child support from an individual who is (or may be) legally responsible for the support of dependent children; and that statements made in this application or accompanying document have been examined by me and to the best of my knowledge and belief are true and correct.

SIGNATURE X | DATE

F Right to Recovery (Supplement)

I assign to the _____ Department of Social Services and New York State the title to and right to receive up to 25% of each child support payment to be received by me on behalf of the children listed above until such time that DSS is reimbursed for actual costs incurred in providing the necessary service(s) I requested.

If child support payments are made payable through the Support Collection Unit (S.C.U.) I authorize the S.C.U. to pay the _____ Department of Social Services the amounts assigned above.

I understand that if I do not reimburse the _____ Department of Social Services and New York State for these costs out of child support payments received by me, they may initiate a civil proceeding, the total costs for which I will be responsible to pay.

X _____ SIGNATURE _____ DATE

State of

SS:

Direct Deposit Enrollment Form

If you wish to enroll in Direct Deposit you must fill out this form and return it to us.

1. Complete and return this form, ONLY if you wish to enroll in Direct Deposit.
2. Return the completed form to: NYS Child Support Processing Center, PO Box 15367, Albany, NY 12212-5367

Required Information for Enrolling in Direct Deposit

_____ I would like to enroll in Direct Deposit.

Your Name

Email Address (optional)

_____ _____ _____ Phone Number ( ) -
Last First MI

Your Address:

CSMS County Code

Street_____ CSMS Case ID

City_____ State_____ Zip Code_____

Social Security Number - - Date of Birth(MM/DD/YYYY) ____/____/_____ (Month-Day- Four Digit Year)

Account Number Routing Transit Number

I certify that I am entitled to child support and/or spousal support payments for the above child support account. I authorize the Support Collection Unit to send my child support and/or spousal support payments to the financial institution named below to be deposited in the account indicated by the financial institution. This authorization will remain in force until the Support Collection Unit receives a written notification from me of termination. The Support Collection Unit shall have a reasonable time to process the termination.

Signature Date ____/____/____

Please take this form to your bank or credit union for their signature and the following information:

Bank Information: Name of Financial Institution (bank or credit union):

Address City State Zip

Account Information: Checking Savings

Account Number Routing Transit Number

As representative of the above named Financial Institution I certify this Financial Institution is ACH capable and agrees to receive and deposit the child support payments to the account shown above.

Representative Signature Representative Printed Name Date

To Request Continuing to Receive a Check: If you desire to continue to receive a check, you MUST submit your request in writing, along with the reason for your request to: PO Box 15367, Albany, NY 12212-5367. If you do nothing, you will receive a New York debit MasterCard® card and payments will be posted to this account.

DDENROLL 03/15/07

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DDCANCEL - 1

NYS CHILD SUPPORT ENFORCEMENT
CUSTOMER SERVICE HELPLINE
PO BOX 15038
ALBANY NY 12212-5038

Date: February 14, 2007

[redacted]

Dear [redacted]:

Thank you for your recent telephone call to the New York State Child Support Customer Service Helpline. As requested, we are sending you the "Direct Deposit Cancellation" form.

Please return the completed form to the following address:

NYS Child Support Processing Center
PO Box 15367
Albany, NY 12212-5367

Upon receipt of your cancellation, you will be automatically pre-enrolled in the New York debit MasterCard® program. You will receive the New York debit MasterCard® information packet once your cancellation has been processed.

Additional information regarding the child support program is available on our website at newyorkchildsupport.com or our voice response system at (800) 846-0773. If you have any questions, please feel free to call the Customer Service Helpline at (888) 208-4485.

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Direct Deposit Cancellation Form

To cancel your enrollment in Direct Deposit, you must fill out this form and return it to the following address:

NYS Child Support Processing Center
PO Box 15367
Albany, NY 12212-5367

Upon receipt of your cancellation, you will be automatically pre-enrolled in the New York debit MasterCard® program. You will receive the New York debit MasterCard® information packet once your cancellation has been processed.

Required Information for Cancelling Direct Deposit

☐ **I would like to cancel my enrollment in Direct Deposit.**

Your Information: **CSMS County Code** _____

Name [redacted] **CSMS Case ID** [redacted]

Address: **Phone Number** (___) ___ - ____

[redacted]

City [redacted] State [redacted] Zip Code [redacted]

Direct Deposit Bank Account Information:

Account Number _____ Routing Transit Number ___ ___ ___ ___ ___ ___ ___ ___ ___

Name of Financial Institution (bank or credit union): _____

I HEREBY REQUEST A CANCELLATION OF DIRECT DEPOSIT OF FUNDS TO THE ABOVE NOTED FINANCIAL INSTITUTION BANK ACCOUNT.

Signature _____ **Date** ____ / ____ / ____

2007

LDSS-4418 (Rev. 5/98)
NEW YORK STATE DEPARTMENT OF HEALTH
NEW YORK STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
Pursuant to Section 4135-b of Public Health Law

ACKNOWLEDGMENT OF PATERNITY

(Please Type or Print with black ink)

(For Official Use Only)
Hospital Code: _____ (4 DIGIT PFI No.)
Local district birth number: _____
Local register number: _____

INDICATE, BY CHECKING THE APPROPRIATE BOX, WHERE THE ACKNOWLEDGMENT IS BEING SIGNED:
☐ HOSPITAL ☐ CHILD SUPPORT OFFICE ☐ BIRTH REGISTRAR ☐ OTHER _____

INFORMATION ABOUT THE CHILD FOR WHOM THE ACKNOWLEDGMENT OF PATERNITY IS SIGNED:

PRINT CHILD'S FULL NAME AS IT NOW APPEARS ON THE BIRTH CERTIFICATE: (First) (Middle) (Last)	PRINT CHILD'S NAME AS IT WILL APPEAR ON NEW BIRTH CERTIFICATE: (First) (Middle) (Last)

PLACE OF BIRTH. *(Name and Address of Hospital where child was born)*	DATE OF BIRTH			SEX
	MONTH	DAY	YEAR	☐ FEMALE ☐ MALE

ACKNOWLEDGMENT OF PATERNITY BY FATHER:

I, _____ (First Middle Last Name), residing at _____ (House/Apt. Number and Street)

In the City of _____, State of _____, Zip Code _____

my place of birth, *(City, State, Or Foreign Country)* _____, my date of birth ____/____/____ (Month Day Year).

Social Security Number: ___-___-____, hereby acknowledge that I am the biological father of the child named above.

I UNDERSTAND THAT SIGNING THIS ACKNOWLEDGMENT WILL ESTABLISH THE PATERNITY OF THE CHILD AND HAVE THE SAME FORCE AND EFFECT AS AN ORDER OF FILIATION ENTERED AFTER A COURT HEARING INCLUDING AN OBLIGATION TO PROVIDE SUPPORT FOR THE CHILD, EXCEPT THAT ONLY IF THIS ACKNOWLEDGMENT IS FILED WITH THE REGISTRAR WHERE THE BIRTH CERTIFICATE IS FILED WILL THE ACKNOWLEDGMENT HAVE SUCH FORCE AND EFFECT WITH RESPECT TO INHERITANCE RIGHTS. I HAVE RECEIVED WRITTEN AND ORAL NOTICE OF MY LEGAL RIGHTS AND THE CONSEQUENCES OF SIGNING THE ACKNOWLEDGMENT OF PATERNITY, AND I UNDERSTAND WHAT THE NOTICE STATES. A COPY OF THE WRITTEN NOTICE HAS BEEN PROVIDED TO ME. I CERTIFY THAT THE ABOVE INFORMATION IS TRUE.

SIGNATURE: _____ Date ____/____/____ (Month Day Year)

The above named _____, signed and affirmed before us this ____ day of _____, ____, that the information contained herein is true.

_____ First Witness _____ Second Witness

(Witnessed by two people not related to the mother or father.)

ACKNOWLEDGMENT OF PATERNITY BY MOTHER:

I, _____ (First Middle Last Name), residing at _____ (House/Apt. Number and Street)

In the City of _____, State of _____, Zip Code _____

my place of birth, *(City, State, Or Foreign Country)* _____, my date of birth ____/____/____ (Month Day Year).

Social Security Number: ___-___-____, hereby consent to the acknowledgment of paternity for my child named above, and acknowledge that the man named above is the only possible father of my child who was born to me. I state that I was not married at any time during the pregnancy or when the child was born OR, I state that I was not married when the child was born or at any time during the pregnancy but I have subsequently married the child's biological father.

I UNDERSTAND THAT SIGNING THIS ACKNOWLEDGMENT WILL ESTABLISH THE PATERNITY OF THE CHILD AND HAVE THE SAME FORCE AND EFFECT AS AN ORDER OF FILIATION ENTERED AFTER A COURT HEARING INCLUDING AN OBLIGATION TO PROVIDE SUPPORT FOR THE CHILD, EXCEPT THAT ONLY IF THIS ACKNOWLEDGMENT IS FILED WITH THE REGISTRAR WHERE THE BIRTH CERTIFICATE IS FILED WILL THE ACKNOWLEDGMENT HAVE SUCH FORCE AND EFFECT WITH RESPECT TO INHERITANCE RIGHTS. I HAVE RECEIVED WRITTEN AND ORAL NOTICE OF MY LEGAL RIGHTS AND THE CONSEQUENCES OF SIGNING THE ACKNOWLEDGMENT OF PATERNITY, AND I UNDERSTAND WHAT THE NOTICE STATES. A COPY OF THE WRITTEN NOTICE HAS BEEN PROVIDED TO ME. I CERTIFY THAT THE ABOVE INFORMATION IS TRUE.

I am currently in receipt of public assistance and/or child support services from a social services district in New York state.

☐NO ☐YES If "Yes", identify the county and address of the social services district, if known: _____

SIGNATURE _____ Date ____/____/____ (Month Day Year)

My maiden name is *(Last name only)*: _____

The above named _____, signed and affirmed before us this ____ day of _____, ____, that the information contained herein is true.

_____ First Witness _____ Second Witness

(Witnessed by two people not related to the mother or father.)

IMPORTANT NOTICE: This form must be completed and filed with the registrar of the district in which the birth occurred and in which birth certificate has been or will be filed.

2007

LDSS-4418 (Rev. 8/98)
NEW YORK STATE DEPARTMENT OF HEALTH
NEW YORK STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

NOTICE REGARDING YOUR LEGAL RIGHTS AND THE CONSEQUENCES OF SIGNING AN ACKNOWLEDGMENT OF PATERNITY

This notice is to help you decide whether or not you wish to sign an Acknowledgment of Paternity. An Acknowledgment provides you with a way to legally establish paternity for your child. New York Law says that you must receive oral and written notice of your legal rights and the consequences of signing an Acknowledgment of Paternity. Before signing an Acknowledgment of Paternity, PLEASE READ the following information.

WHAT YOU SHOULD CONSIDER BEFORE SIGNING AN ACKNOWLEDGMENT OF PATERNITY:

YOU MAY NOT SIGN AN ACKNOWLEDGMENT OF PATERNITY IF:

- **The mother was married at any time** during the pregnancy or when the child was born because her husband (or former husband) is considered the legal father of the child unless a court determines otherwise; **or**
- **The mother is unmarried and more than one man** could be the father of the child; **or**
- **The child is not yet born**. You may only sign an Acknowledgment of Paternity **after** the birth of the child.

You may wish to speak to a lawyer before signing an Acknowledgment of Paternity. You have a right to seek legal representation and supportive services including counseling. Hospital staff are prepared to speak to you about questions you may have regarding establishing paternity. Hospital staff will also provide you with the telephone number of the support collection unit to answer questions you may have regarding the Acknowledgment of Paternity or establishing paternity.

WHAT IT MEANS IF YOU SIGN AN ACKNOWLEDGMENT OF PATERNITY:

An Acknowledgment of Paternity signed by both the mother and the father will legally establish who the child's father is. An Acknowledgment of Paternity will have the same force and effect as a court order establishing paternity for the child. It will eliminate the need to have a family court hearing to decide who the child's father is and will establish the duty of both parents to provide support for the child which may be retroactive to the birth of the child.

When a man signs an Acknowledgment of Paternity, he waives his right to a court hearing to determine if he is the father of the child.

Signing an Acknowledgment of Paternity may be the basis for the father to establish custody and visitation rights to the child, and may also be the basis for requiring his consent prior to an adoption proceeding.

When an Acknowledgment of Paternity is filed with the birth registrar in the district where the birth certificate is filed it will establish the child's right to inheritance from the father. Filing the Acknowledgment with the Putative Father Registry may establish the child's right to inheritance from the father. The Putative Father Registry is the state registry which maintains a record of the name and address of persons who acknowledge paternity or who have been determined by a court to be the father of a child born out of wedlock. The Putative Father Registry may only release the name and address of such persons upon request to a court or authorized agency or to another person but only by order of a court.

The child may have the last name of either parent, a combination of last names, or any other last name the parents agree on. The choice of name will not affect the legal status of the child. Please indicate on the Acknowledgment of Paternity the child's full name as it appears on the birth certificate. If the birth certificate was already filed and you wish to change the child's name enter both the name as it appears on the birth certificate and the new name.

NYC Acknowledgment

LDSS-4418 NYC (Rev. 10/02)
NEW YORK CITY DEPARTMENT OF HEALTH & MENTAL HYGIENE, Vital Records
NEW YORK STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
Pursuant to Section 4135-b of Public Health Law

(For Official Use Only)
Hospital Code: _____ (Birth No.)
Birth Number: _____

ACKNOWLEDGMENT OF PATERNITY

(Please Type or Print with black ink)

INDICATE, BY CHECKING THE APPROPRIATE BOX, WHERE THE ACKNOWLEDGMENT IS BEING SIGNED

☐ HOSPITAL ☐ CHILD SUPPORT OFFICE ☐ BIRTH REGISTRAR ☐ OTHER _____

INFORMATION ABOUT THE CHILD FOR WHOM THE ACKNOWLEDGMENT OF PATERNITY IS SIGNED:

PRINT CHILD'S FULL NAME AS IT NOW APPEARS ON THE BIRTH CERTIFICATE *(First, M.I., Last)*	PRINT CHILD'S LAST NAME ONLY AS IT WILL APPEAR ON NEW BIRTH CERTIFICATE

PLACE OF BIRTH *(Name and Address of Hospital where child was born)*	DATE OF BIRTH MONTH	DAY	YEAR	SEX
				☐ FEMALE ☐ MALE

ACKNOWLEDGMENT OF PATERNITY BY FATHER:

I, _____ (First / Middle / Last Name), residing at _____ (House/Apt. Number and Street)
In the City of _____, State of _____, Zip Code _____
my place of birth, *(City, State, Or Foreign Country)* _____, my date of birth ___/___/___ (Month Day Year),
Social Security Number: ___-___-____, hereby acknowledge that I am the biological father of the child named above.

I UNDERSTAND THAT SIGNING THIS ACKNOWLEDGMENT WILL ESTABLISH THE PATERNITY OF THE CHILD AND HAVE THE SAME FORCE AND EFFECT AS AN ORDER OF FILIATION ENTERED AFTER A COURT HEARING INCLUDING AN OBLIGATION TO PROVIDE SUPPORT FOR THE CHILD, EXCEPT THAT ONLY IF THIS ACKNOWLEDGMENT IS FILED WITH THE REGISTRAR WHERE THE BIRTH CERTIFICATE IS FILED WILL THE ACKNOWLEDGMENT HAVE SUCH FORCE AND EFFECT WITH RESPECT TO INHERITANCE RIGHTS. I HAVE RECEIVED WRITTEN AND ORAL NOTICE OF MY LEGAL RIGHTS AND THE CONSEQUENCES OF SIGNING THE ACKNOWLEDGMENT OF PATERNITY, AND I UNDERSTAND WHAT THE NOTICE STATES. A COPY OF THE WRITTEN NOTICE HAS BEEN PROVIDED TO ME. I CERTIFY THAT THE ABOVE INFORMATION IS TRUE.

SIGNATURE: _____ Date ___/___/___ (Month Day Year)

The above named _____, signed and affirmed before us this ___ day of _____, ____, that the information contained herein is true.

_____ First Witness _____ Second Witness
(Witnessed by two people not related to the mother or father.)

ACKNOWLEDGMENT OF PATERNITY BY MOTHER:

I, _____ (First / Middle / Last Name), residing at _____ (House/Apt. Number and Street)
In the City of _____, State of _____, Zip Code _____
my place of birth, *(City, State, Or Foreign Country)* _____, my date of birth ___/___/___ (Month Day Year),
Social Security Number: ___-___-____, hereby consent to the acknowledgment of paternity for my child named above, and acknowledge that the man named above is the only possible father of my child who was born to me. I state that I was not married at any time during the pregnancy or when the child was born OR, I state that I was not married when the child was born or at any time during the pregnancy but I have subsequently married the child's biological father.

I UNDERSTAND THAT SIGNING THIS ACKNOWLEDGMENT WILL ESTABLISH THE PATERNITY OF THE CHILD AND HAVE THE SAME FORCE AND EFFECT AS AN ORDER OF FILIATION ENTERED AFTER A COURT HEARING INCLUDING AN OBLIGATION TO PROVIDE SUPPORT FOR THE CHILD, EXCEPT THAT ONLY IF THIS ACKNOWLEDGMENT IS FILED WITH THE REGISTRAR WHERE THE BIRTH CERTIFICATE IS FILED WILL THE ACKNOWLEDGMENT HAVE SUCH FORCE AND EFFECT WITH RESPECT TO INHERITANCE RIGHTS. I HAVE RECEIVED WRITTEN AND ORAL NOTICE OF MY LEGAL RIGHTS AND THE CONSEQUENCES OF SIGNING THE ACKNOWLEDGMENT OF PATERNITY, AND I UNDERSTAND WHAT THE NOTICE STATES. A COPY OF THE WRITTEN NOTICE HAS BEEN PROVIDED TO ME. I CERTIFY THAT THE ABOVE INFORMATION IS TRUE.

I am currently in receipt of public assistance and/or child support services from a social services district in New York state.

☐ NO ☐ YES If "Yes", identify the county and address of the social services district, if known: _____

SIGNATURE: _____ Date ___/___/___ (Month Day Year)

My maiden name is *(Last name only)*: _____

The above named _____, signed and affirmed before us this ___ day of _____, ____, that the information contained herein is true.

_____ First Witness _____ Second Witness
(Witnessed by two people not related to the mother or father.)

IMPORTANT NOTICE: This form must be completed and filed with the New York City Department of Health & Mental Hygiene

(For Official Use Only)
The above ACKNOWLEDGMENT OF PATERNITY is hereby filed with the New York City Department of Health & Mental Hygiene on ___/___/___ (Month Day Year)
This is to certify that I have examined the original record which this document seeks to amend. There are no obliterations or alterations in this document that renders it unacceptable from amending the record. This document is accepted for amendment.

LD55-4418 NYC (Rev. 10/02)

MAIL pages 3 and 4 of this form to:

New York City Department of Health & Mental Hygiene
Office of Vital Records
Attention: Corrections Unit, Room 144
125 Worth Street, Box 4
New York, NY 10013

If you want to obtain a new birth certificate, either:
Enclose a check or money order for $15.00, or
Return a newborn birth certificate (Form no. VR-133); it may not be a photocopy, and it must have been issued within the last year.

FATHER

Name _____

Address _____ Apt. _____

City _____ State _____ Zip _____

Mailing address of Father must be printed here.

A copy of this Acknowledgment will be mailed to him when it is filed with the New York City Department of Health & Mental Hygiene.

Fold Here)

Fold Here)

Mother's telephone number(s)
Daytime _____
Evening _____

MOTHER

Name: _____

Address _____ Apt. _____

City: _____ State: _____ Zip _____

Mailing address of Mother must be printed here.

A copy of this Acknowledgment will be mailed to her when it is filed with the New York City Department of Health & Mental Hygiene.

2007

LDSS-4418 NYC (Rev 10/02)
NEW YORK CITY DEPARTMENT OF HEALTH & MENTAL HYGIENE, VITAL RECORDS
NEW YORK STATE OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE

NOTICE REGARDING YOUR LEGAL RIGHTS AND THE CONSEQUENCES OF SIGNING AN ACKNOWLEDGMENT OF PATERNITY

This notice is to help you decide whether or not you wish to sign an Acknowledgment of Paternity. An Acknowledgment provides you with a way to legally establish paternity for your child. New York Law says that you must receive oral and written notice of your legal rights and the consequences of signing an Acknowledgment of Paternity. Before signing an Acknowledgment of Paternity, PLEASE READ the following information.

WHAT YOU SHOULD CONSIDER BEFORE SIGNING AN ACKNOWLEDGMENT OF PATERNITY:

YOU MAY NOT SIGN AN ACKNOWLEDGMENT OF PATERNITY IF:

- **The mother was married at any time** during the pregnancy or when the child was born because her husband (or former husband) is considered the legal father of the child unless a court determines otherwise; or
- **The mother is unmarried and more than one man could be the father of the child; or**
- **The child is not yet born.** You may only sign an Acknowledgment of Paternity **after** the birth of the child.

You may wish to speak to a lawyer before signing an Acknowledgment of Paternity. You have a right to seek legal representation and supportive services including counseling. Hospital staff are prepared to speak to you about questions you may have regarding establishing paternity. Hospital staff will also provide you with the telephone number of the support collection unit to answer questions you may have regarding the Acknowledgment of Paternity or establishing paternity.

WHAT IT MEANS IF YOU SIGN AN ACKNOWLEDGMENT OF PATERNITY:

An Acknowledgment of Paternity signed by both the mother and the father will legally establish who the child's father is. An Acknowledgment of Paternity will have the same force and effect as a court order establishing paternity for the child. It will eliminate the need to have a family court hearing to decide who the child's father is and will establish the duty of both parents to provide support for the child which may be retroactive to the birth of the child.

When a man signs an Acknowledgment of Paternity, he waives his right to a court hearing to determine if he is the father of the child.

Signing an Acknowledgment of Paternity may be the basis for the father to establish custody and visitation rights to the child, and may also be the basis for requiring his consent prior to an adoption proceeding.

When the Acknowledgment is filed with the New York City Department of Health & Mental Hygiene, it will establish the child's right to inheritance from the father. Filing the Acknowledgment with the Putative Father Registry may establish the child's right to inheritance from the father. The Putative Father Registry is the state registry which maintains a record of the name and address of persons who acknowledge paternity or who have been determined by a court to be the father of a child born out of wedlock. The Putative Father Registry may only release the name and address of such persons upon request to a court or authorized agency or to another person but only by order of a court.

The child may have the last name of either parent, a combination of last names, or any other last name the parents agree on The choice of name will not affect the legal status of the child. Please indicate on the Acknowledgment of Paternity the child's full name as it appears on the birth certificate. If the birth certificate has already been filed and you wish to change the child's last name enter both the last name as it appears on the birth certificate and the new last name.

Either parent has a right to ask the court to cancel the Acknowledgment of Paternity by filing a petition with the family court The request must be made within the earlier of 60 days from the date of signing an Acknowledgment of Paternity or the date o an administrative or judicial proceeding (including a proceeding to establish a support order) relating to the child in whic either parent is a party. The "date of an administrative or judicial proceeding" is the date by which the party is required t answer the petition. When more than 60 days have passed since the signing of an Acknowledgment of Paternity, either paren may only challenge the Acknowledgment of Paternity in court on the basis of fraud, duress, or material mistake of fact, with th burden of proof on the party challenging an Acknowledgment of Paternity.

WHAT IT MEANS IF YOU DO NOT SIGN AN ACKNOWLEDGMENT OF PATERNITY:

If an Acknowledgment of Paternity is not signed by both parents, the man will not have a duty to support the child unless a order is made after a hearing in family court establishing him as the father of the child. If the court declares the man to be th father of the child, the court may make an order of support which may be retroactive to the birth of the child.

If you are named as the father of a child in a court hearing to establish paternity, you have a right to free legal representatio if the court determines you are unable to pay for legal representation. You also have a right to genetic marker tests or to DNA tests, which will help the court determine if you are the child's father.

If you refuse to sign an Acknowledgment of Paternity, your refusal **cannot** be considered to be a failure to **cooperate** in establishing paternity for the child if you apply for or receive public assistance for the child.

The father's name **cannot** appear on the child's birth certificate **unless both parents sign** an Acknowledgment of Paternity or unless a court determines paternity.

WHAT NEEDS TO BE DONE WITH THE ACKNOWLEDGMENT OF PATERNITY AFTER YOU SIGN IT:

If you sign an Acknowledgment of Paternity at a hospital or a social services agency for a child born in New York City, the original will be filed for you with the New York City Department of Health & Mental Hygiene. The Acknowledgment of Paternity also will be filed with the Putative Father Registry.

If you are signing an Acknowledgment of Paternity without assistance from the hospital or social services agency, you must file the original with the New York City Department of Health & Mental Hygiene at 125 Worth Street, Box 4, New York, NY 10013 - Attention: Corrections Unit, Room 144. A copy will be filed with the Putative Father Registry.

IMPORTANT:

- By signing the Acknowledgment of Paternity before two witnesses who are not related to you, you are stating that you have received oral and written notice regarding your legal rights and the consequences that result from signing an Acknowledgment of Paternity, and that a copy of this notice has been provided to you.
- If you have any doubts about the child's paternity, after reading this notice and having received oral notice, **do not** sign an Acknowledgment of Paternity.
- If you wish to sign an Acknowledgment of Paternity, after reading this notice and having received oral notice, please complete the Acknowledgment of Paternity on Page 3 of this form.

2007

CSH-DOCREQ-2

NEW YORK STATE CHILD SUPPORT
CUSTOMER SERVICE HELPLINE

SUPPORT COLLECTION UNIT
STOP PAYMENT FORM

NOTE: If you received this form by mail, please return the completed form to the address provided at the bottom.

Petitioner Name: _____ County Name: _____

Social Security #: _____ CCSMS Case ID #: [redacted]

Address: _____ Respondent Name: _____

_____ Docket #: _____

_____

PLEASE STOP PAYMENT ON THE FOLLOWING CHECKS:

1.) Check #: [redacted] Dated: 7/28/2006 Amount: $ 100.00

Reason: _____

2.) Check #: [redacted] Dated: 8/11/2006 Amount: $ 200.00

Reason: _____

3.) Check #: [redacted] Dated: 8/22/2006 Amount: $ 200.00

Reason: _____

4.) Check #: _____ Dated: _____ Amount: $ _____

Reason: _____

Check Payee's Signature: _____ Date: ____/____/_____

_____ _____ ____/____/_____
OCSE Representative Signature Section/Group Date

[redacted]
20

2007

Erie County Office of Child Support Enforcement
Support Obligation Summary

STATEMENT DATE: 05/19/2006 **DOCKET NUMBER:** F31

CUSTODIAL PARTY NAME: [redacted] **CASE ID**

NON-CUSTODIAL PARENT NAM [redacted] **REVIEW PERIOD END DATE:** 05/18/2006

PREPARED B [redacted]

I. SUMMARY OF ACCOUNT

TOTAL AMOUNT CHARGED (DUE):	$47,358.00
TOTAL PAID:	$44,787.68
CASE NET DUE(TOTAL AMOUNT OWED):	$2,570.32

Includes last payment(s) on 05/11/2006 , in the amount(s) of $105.00 , $102.00 ,

II. DETAIL OF OBLIGATIONS AND AMOUNT OWED

A) CURRENT SUPPORT OBLIGATION(S)

TYPE	FROM	TO	RATE / FREQUENCY	COLA	NET DUE
Current Child Support	03/10/06	05/12/06	$105.00/Week - Payment Due Every 7 days	NO	$550.32

TOTAL CURRENT SUPPORT OBLIGATION(S) OWED $550.32

B) PAST DUE SUPPORT OBLIGATION(S)

TYPE	FROM	TO	RATE / FREQUENCY	ARREARS BALANCE	NET DUE
Arrears On Support			$0.00/Week - Payment Due Every 7 days	$1,550.00	$1,550.00

TOTAL PAST DUE SUPPORT OBLIGATION(S) OWED $1,550.00 $1,550.00

Amount Unapplied: $0.00

Amount Undisbursed: $0.00

REMARKS

2007

*** SENSITIVE INFORMATION ***

Erie County Office of Child Support Enforcement
Payment History

STATEMENT DATE: 05/21/06
CUSTODIAL PARENT: Beck, Beck
NON-CUSTODIAL PARENT: Beck,Beck
CSMS #: [redacted]

REVIEW PERIOD BEGIN DATE: 02/24/98 **REVIEW PERIOD END DATE:** 05/21/06

PAYMENTS MADE DURING THE REVIEW PERIOD

PAYMENT DESCRIPTION

CODE	TRANSACTION TYPE	DATE CREDITED	AMOUNT	PAYMENT ID
57	Employer(IEX)	05/15/2006	$480.00	[redacted]
57	Employer(IEX)	05/12/2006	$116.24	
57	Employer(IEX)	05/05/2006	$160.00	
57	Employer(IEX)	04/30/2006	$160.00	
57	Employer(IEX)	04/21/2006	$155.10	
57	Employer(IEX)	04/14/2006	$136.00	
57	Employer(IEX)	04/07/2006	$160.00	
57	Employer(IEX)	03/31/2006	$160.00	
57	Employer(IEX)	03/24/2006	$98.15	
57	Employer(IEX)	03/17/2006	$160.00	
57	Employer(IEX)	03/10/2006	$113.47	
57	Employer(IEX)	03/10/2006	$64.85	
57	Employer(IEX)	02/17/2006	$97.03	
57	Employer(IEX)	02/10/2006	$160.00	
57	Employer(IEX)	02/03/2006	$101.00	
57	Employer(IEX)	01/27/2006	$160.00	
57	Employer(IEX)	01/20/2006	$126.93	
57	Employer(IEX)	01/13/2006	$160.00	
71	From/To Ledger/Account	01/11/2006	$160.00	
57	Employer(IEX)	01/09/2006	$12.02	
57	Employer(IEX)	01/03/2006	$5.15	
57	Employer(IEX)	12/27/2005	$160.00	
57	Employer(IEX)	12/19/2005	$141.31	
57	Employer(IEX)	12/12/2005	$160.00	
57	Employer(IEX)	12/06/2005	$160.00	
57	Employer(IEX)	12/05/2005	$150.36	
57	Employer(IEX)	11/14/2005	$160.00	
57	Employer(IEX)	11/04/2005	$161.98	
57	Employer(IEX)	11/02/2005	$193.64	
57	Employer(IEX)	10/20/2005	$114.52	
57	Employer(IEX)	10/14/2005	$166.61	
57	Employer(IEX)	10/07/2005	$137.25	
57	Employer(IEX)	09/30/2005	$228.97	
57	Employer(IEX)	09/23/2005	$171.35	
57	Employer(IEX)	09/19/2005	$228.79	
57	Employer(IEX)	09/12/2005	$86.35	
57	Employer(IEX)	09/06/2005	$214.60	
57	Employer(IEX)	08/26/2005	$233.62	
57	Employer(IEX)	08/22/2005	$233.10	
57	Employer(IEX)	08/15/2005	$222.03	
57	Employer(IEX)	08/05/2005	$240.00	
57	Employer(IEX)	07/31/2005	$240.00	
57	Employer(IEX)	07/25/2005	$240.00	
57	Employer(IEX)	07/18/2005	$51.94	
57	Employer(IEX)	07/11/2005	$240.00	
57	Employer(IEX)	07/05/2005	$240.00	
57	Employer(IEX)	06/22/2005	$480.00	
57	Employer(IEX)	06/06/2005	$240.00	

Support Obligation Summary: Explanation of Terms

Account: Consists of one or more obligations to pay child support. There are usually several parties in an account: the non-custodial parent, the custodial party and the children.

Amount Unapplied: A payment or portion of a payment that has not yet been applied to a specific obligation on an account. For example, if a payer makes an advance payment, the payment will be "unapplied" until it is actually due.

Arrearage or Arrears: Past due unpaid support owed by the non-custodial parent.

Assignment of Support Rights: The legal precedence by which a person receiving public assistance agrees to turn over to the State any right to child support (including arrearages) paid by the non-custodial parent, in exchange for receiving a cash assistance grant and other benefits. Child support payments are then paid to the Department of Social Services district that administers the Public Assistance program.

Assistance Type: Describes if all of the family for whom support is owed or the custodial parent receives public assistance. In this case, will fall into one of the following categories: Full assistance, Former assistance, or Mixed beneficiary. (Mixed beneficiary is when there is a support obligation owed to the custodial party and an obligation owed to the Department of Social Services on the same account. For example, if at least one child is the custodial parent's stepchild and receives public assistance but all parties do not receive public assistance).

Case ID: A unique identification number assigned to a case.

Case Net Due: The past-due balance owed. Consists of the total amount owed for each obligation on the account.

Current Support Obligations: An order or agreement to pay an amount of money for ongoing support. See below for column definitions.

- **Type:** A description of the kind of support obligation. For example, child support, childcare, future medical expenses.
- **COLA:** Cost of Living Adjustment (COLA) is an administrative procedure in which court-ordered current support obligation amount can be amended to reflect changes in the cost of living.
- **From:** The last charge date in the month in which an order was processed on the account. It is not always the same as the commencing date ordered by the court.
- **To:** The date of the last charge on an obligation.
- **Rate:** The amount of the support payment.
- **Frequency:** The interval of payment. (For example: weekly, monthly).
- **Net Due:** The amount owed to the custodial party or obligee for the specific obligation, after deducting the payments applied.

Custodial Party: The person who has primary care, custody and control of the children. "Payee" and "obligee" are other terms used.

Docket Number: A case identification number assigned by the court.

Judgment (Money judgment): The decision of a court that a specific amount of money is owed to the prevailing party. A money judgment can be awarded in some circumstances when support arrears are owed. A judgment can be enforced under provisions of NYS Civil Practice Law and Rules. Once a judgment is docketed by the Clerk of the County court it is subject to the accrual of interest.

Non-Custodial Parent: The person who does not have primary care, custody or control of the child and has an obligation to pay child support. "Payor" and "obligor" are other terms used.

Obligation: The Amount of money to be paid as support by a non-custodial parent. An obligation may be established by a court or administrative order. An obligation is recurring and ongoing until the order is terminated. The order may be amended or modified as circumstances change.

Obligee: The person, State agency, or other institution to whom child support is owed. The obligee is the custodial parent with whom the child resides or to the person to whom custody of the child.

Past Due Support Obligations: An order or agreement to pay an amount of money owed for ongoing support. See below for column definitions.

- **Type:** A description of the kind of support obligation. For example, child support, childcare, future medical expenses.
- **From:** The date of the first charge of an obligation.
- **To:** The date of the last charge of an obligation.
- **Rate:** The amount of the support payment.
- **Frequency:** The interval of payment. (For example: weekly, monthly).
- **Arrears Balance:** The amount of an arrearage that is owed for a specific obligation.
- **Net Due:** The amount owed and owed to the custodial party or obligee for the specific obligation, after deducting the payments applied.

Public Assistance: Describes whether the family receives federal, state or local public assistance. Applicable categories are: Full assistance (for the full support obligation), Former assistance, Medical Assistance, Assignment of Support Rights or Never.

Review Period end date: The date that an obligation was last updated. Due to be updated by Support Magistrate.

Third and fourth parties: Obligations that are part of the account to reflect the payment of expenses for the benefit of the child(ren) other than the custodial party. For example, to pay a medical or educational expense for a child that is not provided.

Total Amount Charged (Due): Total dollar amount of all current charges on the account since the account was open. If the current amount or frequency changes, a new line is created on the account each week.

Total Arrears Owed: The total amount owed by the non-custodial parent on an account. The total arrears owed is equal to the total of the net due for each Current Support Obligation plus the arrears balance for each Past due Support Obligation on the account.

Total Paid: Total dollars amount paid on the account since the account was open.

DMV Cover and Affidavit

DMV-AFF-1 ** 0000001

NYS CHILD SUPPORT ENFORCEMENT
CUSTOMER SERVICE HELPLINE
PO BOX 15038
ALBANY NY 12212-5038

Date January 3, 2007

County ANY COUNTY

Account No(s) ZZ12345Z1

********** AUTO 4-DIGIT
SMITH, JOHN
ANY PLACE APARTMENTS
1001 ANY ST #1
ANYTOWN NY 12345-6789

'1 2 3 4 5 6 7 8 9 0 9 0'

Dear Sir/Madam:

Thank you for your recent call to the New York State Child Support Helpline regarding Driver's License Suspension. In accordance with the **New York State Driver's License Suspension Program**, you are required to complete an **Affidavit of Net Worth** (attached). This Affidavit **must** be filled out in its entirety, supporting documents for all assets and holdings must be attached to the completed form and it **must** be notarized by a Notary Public.

You are required to mail or deliver the affidavit along with all supporting documentation to your local child support office at the following address:

ANY COUNTY SCU
GOVERNMENT CTR
1000 COUNTY AVE
COUNTY SEAT NY 12345-6789

The following supporting documentation, along with the Affidavit of Net Worth are required to complete the review. If you fail to provide this information your case may not be reviewed and the drivers' license suspension process will proceed.

- Driver's license or other photo ID (copy)
- Federal and State tax returns (most recent) with W-2's and/or 1099's (copies)
  (If you did not file a tax return for last year you must provide a letter from IRS stating no tax return was filed for tax year 200_)
- Pay stub (current) (copy)
- Most recent 18 month employment history - must include wages earned

If it is determined that your income **is below** the self-support reserve, you will be required to sign a Confession of Judgment for arrears that are not already reduced to a judgment.

If it is determined that your income **is above** the self-support reserve, you will be required to sign a payment plan as well as a Confession of Judgment for arrears that are not already reduced to a judgment.

Sincerely,

NYS Child Support Customer Service

CSHDMV 05/02/05

2007

RESPONDENT: **DATE:**
CLIENT:
ACCOUNT NO: **SCU WORKER:**

DMV AFFIDAVIT

I, _____, being duly sworn, swear that the following is an accurate statement of my income, deductions, expenses, health insurance information, employer information, and home address information:

1. Did you file a Federal Income Tax Return for tax year **2006**?

_____ YES _____ NO

a. If "YES", indicate your "Total Income" as reported on your **2006** Federal Income Tax Return:

Copy from: **2006** IRS Form 1040, Line 22; or
2006 IRS Form 1040-A, Line 15; or
2006 IRS Form 1040EZ, Line 4. 1a. _____

b. If "NO", calculate your "Total Income" for **2006** as should be reported on your Federal Income Tax Return by completing the following:
(If none, write "0")

1.	Wages, salaries, tips, etc.	1. _____
2.	Taxable interest income	2. _____
3.	Dividend income	3. _____
4.	Taxable refunds, credits, or offsets of state and local taxes	4. _____
5.	Alimony received	5. _____
6.	Business income or (loss)	6. _____
7.	Capital gain or (loss)	7. _____
8.	Other gains or (losses)	8. _____
9.	Taxable amount IRA distributions	9. _____
10.	Taxable amount of pensions and annuities	10. _____
11.	Rental real estate, royalties, partnerships, S Corp., trust, etc.	11. _____
12.	Farm income or (loss)	12. _____
13.	Unemployment compensation	13. _____
14.	Taxable amount of social security benefits	14. _____
15.	Other income [identify] _____	15. _____

Total (add lines 1 thru 15) 1b. _____

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2. What amount of the following types of your **2006** income, if any, is not included in 1a. or 1b. above? (If all such income was included, or if you had no income of that type, make a checkmark in the column that applies):

Type of Income	Amount Not Included Above	All Included Above	None Received
a. Investment Income (Less amount expended)			
b. Deferred Income/Compensation			
c. Worker's Compensation			
d. Disability Benefits			
e. Unemployment Insurance Benefits			
f. Social Security Benefits			
g. Veteran's Benefits			
h. Pensions and Retirement Benefits			
i. Fellowships and Stipends			
j. Annuity Payments			

Total (add lines a. thru j.) 2.

3. Were you self-employed at any time during **2006**?

YES NO (skip to question 4)

If "YES", indicate the dollar amount of self-employment deductions you had in **2006** for the following:

a. Depreciation deduction greater than depreciation calculated on a straight-line basis for purposes of determining business income or investment credits. (If none, write "0") 3a.

b. Entertainment and travel allowances deducted from business income to the extent those allowances reduced personal expenditures. (If none, write "0") 3b.

NWA-2 05/02/06

4. Were you employed by or did you receive compensation from a corporation, S corporation, limited liability corporation, partnership, limited liability partnership, sole proprietorship or other business entity at any time during **2005**?

____ YES ____ NO (skip to question 5)

If "YES", indicate the dollar amount of perquisites and fringe benefits received as part of compensation for employment:

a. Meals, lodging, memberships, automobiles or other perquisites to the extent they constitute expenditures for personal use, or which directly or indirectly confer personal economic benefits (if none, write "0").

4a._____

b. Fringe Benefits (if none, write "0"). 4b._____

5. Indicate the dollar amount of money, goods, or services provided by relatives and friends during **2005** (if none, write "0"):

a. Money _____

b. Goods _____

c. Services _____

Total (add lines a, b, and c) 5._____

6. Indicate the current dollar value of non-income producing assets (if none, write "0"):

a. Houses/Buildings _____

b. Land _____

c. Automobiles _____

d. Boats _____

e. Motor Homes _____

f. Campers/Trailers _____

g. Motorcycles _____

h. Snowmobiles _____

i. Coin, Stamp, Art collection _____

j. Jewelry _____

k. Other Assets _____

Total (add lines a. - k.) 6._____

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4. Were you employed by or did you receive compensation from a corporation, S corporation, limited liability corporation, partnership, limited liability partnership, sole proprietorship or other business entity at any time during **2006**?

___ YES ___ NO (skip to question 5)

If "YES", indicate the dollar amount of perquisites and fringe benefits received as part of compensation for employment:

a. Meals, lodging, memberships, automobiles or other perquisites to the extent they constitute expenditures for personal use, or which directly or indirectly confer personal economic benefits (if none, write "0"). 4a. _____

b. Fringe Benefits (if none, write "0"). 4b. _____

5. Indicate the dollar amount of money, goods, or services provided by relatives and friends during **2006** (if none, write "0"):

a. Money _____

b. Goods _____

c. Services _____

Total (add lines a, b, and c) 5. _____

6. Indicate the current dollar value of non-income producing assets (if none, write "0"):

a. Houses/Buildings _____

b. Land _____

c. Automobiles _____

d. Boats _____

e. Motor Homes _____

f. Campers/Trailers _____

g. Motorcycles _____

h. Snowmobiles _____

i. Coin, Stamp, Art collection _____

j. Jewelry _____

k. Other Assets _____

Total (add lines a. - k.) 6. _____

9. Are your children in the court order covered by health insurance provided by your employer or any organization such as a labor union?

____Yes, my children are currently enrolled in a health insurance plan provided by my employer/organization:

Insurance carrier
(PLEASE PRINT)_____

Address of carrier
(PLEASE PRINT)_____

Plan Number _____ Policy Number _____

Type coverage _____

___No. Although health insurance for my children is available from my employer, they are not currently enrolled.

___No. Health insurance for my children is not available from my employer or organization.

___No. I am not currently employed.

10. If you changed employers or sources of income during the past year, list prior employers and income sources (PLEASE PRINT - attach additional pages if needed):

a. Prior employment: Name, Address and Telephone number of each prior employer:

Gross Salary (before deductions)_____per (hr/day/wk/bi-monthly/monthly/annual)

b.Other prior sources of income:

Type	Amount of Income	How Often Received

11. Indicate your child care expenses and child educational expenses, if any (PLEASE PRINT -and attach supporting documentation such as copies of bills or a letter from the childcare provider):

a. Childcare for children while custodial parent is employed or receiving elementary, secondary or higher education or vocational training:

$_____per_____

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6a. List below the type of and dollar value of any assets you transferred within the past three years:

7. Indicate the amount, if any, of the following expenses, payments or income which you have incurred, paid or received during **2006** (if none, write "0"):

a. Unreimbursed employee business expenses except to the extent said expenses reduce personal expenditures. a._____

b. Alimony or maintenance actually paid to a spouse who is not a party to this action (provide copy of court order or validly executed written agreement). b._____

c. Alimony or maintenance actually paid to a spouse who is a party to this action (provide copy of court order or validly executed written agreement). c._____

d. Child Support actually paid on behalf of any child who is not subject to this action (provide copy of court order or validly executed written agreement, and proof of payment). d._____

e. New York City or Yonkers income taxes or earnings taxes actually paid. e._____

f. Federal Insurance Contributions Act (FICA) taxes actually paid f._____

Total (add lines a thru f) 7._____

8. List your current sources of income (PLEASE PRINT - attach additional pages if needed):

a. Employment: name, address, and telephone number of each current employer:

Gross Salary (before deductions) _____ per (hr day wk bi-monthly monthly annual)

b. Other current sources of income:

Type	Amount of Income	How Often Received

9. Are your children in the court order covered by health insurance provided by your employer or any organization such as a labor union?

___ Yes, my children are currently enrolled in a health insurance plan provided by my employer organization:

Insurance carrier
(PLEASE PRINT) _____

Address of carrier
(PLEASE PRINT) _____

Plan Number _____ Policy Number _____

Type coverage _____

___ No, Although health insurance for my children is available from my employer, they are not currently enrolled.

___ No, Health insurance for my children is not available from my employer or organization.

___ No, I am not currently employed.

10. If you changed employers or sources of income during the past year, list prior employers and income sources (PLEASE PRINT - attach additional pages if needed):

a. Prior employment: Name, Address and Telephone number of each prior employer:

Gross Salary (before deductions) _____ per (hr/day/wk/bi-monthly/monthly/annual)

b.Other prior sources of income:

Type	Amount of Income	How Often Received

11. Indicate your child care expenses and child educational expenses, if any (PLEASE PRINT -and attach supporting documentation such as copies of bills or a letter from the childcare provider).

a.Childcare for children while custodial parent is employed or receiving elementary, secondary or higher education or vocational training:

$ _____ per _____

Name of child(ren) in childcare:

b. Child care for children while custodial parent is seeking employment:

$ _____ per _____

Name of child(ren) in childcare:

c. Education expenses for children:

$ _____ per _____

Name of child(ren) with education expenses:

Please print the following information:

(name)

(address)

(city) (state) (zip code)

( ) ( ) -
daytime phone number evening phone number social security number

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AFFIRMATION:
"All of the information I have provided on this affidavit and the supporting documentation consisting of ____ pages, which I have attached to this affidavit, are true and correct to the best of my knowledge."

_____ _____
(your signature) **(date)**

Sworn to me this
_____ day of _____. _____
(notary signature)

RETURN THIS COMPLETED AFFIDAVIT TO THE CSEU AT THE FOLLOWING ADDRESS:

IMPORTANT: PLEASE BE SURE TO INCLUDE ALL OF YOUR SUPPORTING DOCUMENTATION FOR THIS AFFIDAVIT AS WELL AS ALL OTHER DOCUMENTS YOU ARE REQUIRED TO SUBMIT.

2007

Desk Review

DR-REQ - 1

NYS CHILD SUPPORT ENFORCEMENT
CUSTOMER SERVICE HELPLINE
PO BOX 15038
ALBANY NY 12212-5038

Date December 22, 2006

[redacted]

Dear [redacted]

Thank you for your recent telephone call to the New York State Child Support Customer Service Helpline. As requested, we are sending you the "Request for a First-Level Desk Review of the Distribution of Child Support Payments" form.

Please return the completed form to the following address:

[redacted]
Room 728
Buffalo NY 14202

Additional information regarding the child support program is available on our website at newyorkchildsupport.com or our voice response system at (800) 846-0773. If you have any questions, please feel free to call the Customer Service Helpline at (888) 208-4485.

2007

DR-REQ - 3

Request for a First-Level Desk Review of the Distribution of Child Support Payments

BEFORE COMPLETING THIS FORM - *Please read the other side of this form for information regarding the desk review and further instructions.*

I am *(check one box)* ☐ a current ☐ a former public assistance recipient and I request that a desk review be conducted of the collections and disbursements made on my behalf for the type of payment(s), time period(s) and reason(s) indicated below.

Identification: Please provide all information requested in this section.

Recipient Name _____ SSN/ITIN _____

Current Mailing Address _____ *apt.*
number and street address (or post office box)

City _____ State _____ Zip _____

Telephone Number _____ Best Time to Contact You: ☐ Daytime ☐ Evening

Public Assistance Case Number(s) (CAN) _____ CIN No _____

Noncustodial Parent Name(s) _____

SSN/ITIN(s) _____

Child Support Case ID Number(s) _____

Type of Payment in Question: Please check the appropriate box(es) and identify the type of desk review request.

☐ pass-through payments (up to the first $50 of current support collected during the month per public assistance family)
☐ excess current support payments (amount in excess of total public assistance paid to you for the month)
☐ excess arrears support payments (amount of payment in excess of total public assistance paid to you for past months)

Time Periods of Desk Review: Please identify the correct month(s) and year(s) of your request.

For the period _____ *(month/year)* through _____ *(month/year)*

Reason(s) for Desk Review Request: Please state your reason(s) for requesting a desk review. Be specific.

_____

_____

_____

Are you attaching documentation to support your reason(s) for the desk review request? ☐ yes ☐ no

If yes, please identify the documentation.

_____

A conference with SCU staff is available. Are you requesting such a conference? ☐ yes ☐ no

Completed and Submitted By:

_____ _____ _____
signature of person requesting desk review — print name of person requesting desk review — date

Return completed form to the SCU address identified on the cover letter.

Information and Instructions for Completing the "Request for a First-Level Desk Review of the Distribution of Child Support Payments" Form

You may request a desk review if you believe that you did not receive a child support pass-through payment or excess support payment in an amount that you believe you were entitled to receive by completing a "Request for a First-Level Desk Review of the Distribution of Child Support Payments" as follows. Note that a support payment must be received from the noncustodial parent before you can receive a child support pass-through payment or excess support payment. You may verify that a support payment was received by contacting 1-888-208-4485 or by visiting the child support website at: newyorkchildsupport.com.

Public assistance recipient status: Check the appropriate box to identify if you are a current public assistance recipient, meaning you are currently receiving assistance, or as a former public assistance recipient, meaning you formerly received assistance but are not receiving it now.

Personal information: Enter your name, Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN), current mailing address, contact telephone number, and the best time to reach you at that number. An ITIN is a nine digit number beginning with "9" which is issued by the Internal Revenue Service to foreign nationals and others who are required to have a U.S. taxpayer identification number but do not have, and are not eligible to obtain, an SSN from the Social Security Administration.

Case information: Enter your public assistance case number(s) (CAN), CIN No, and/or child support account number(s), and the identity of the noncustodial parent(s), including name(s) and SSN/ITIN(s). You must include as much of this information as you have in order to properly identify your case(s).

Type of payment in question: Check the appropriate box or boxes identifying the type of desk review based on the type of payments. Pass-through payments include up to the first $50.00 of current child support collected during the month up to the amount of the obligation due for the month. Current support is support paid in the month when it is due. If current obligations are not paid timely, they become past-due and are called "arrears." Excess support payments occur when support collected and retained exceeds the amount of public assistance paid to you. Excess support may include current support collected or collection towards arrears.

Time period: Enter the required month(s)/year(s) that applies to your request. Please note that if your desk review request is in regards to a payment not received in a particular month, you will need to include the preceding month in your desk review request. For example, you did not receive a $50.00 pass-through for July 2006, so your desk review request would include the period of June 2006 through July 2006.

Note that a desk review is limited to an accounting of the collections and disbursements made during the calendar year in which the desk review is requested and the calendar year preceding the calendar year in which the desk review is requested. Your desk review time period cannot exceed this limitation.

Reason for the desk review request: Clearly state the reason(s) why your desk review request is being submitted. For example, you did not receive a $50.00 pass-through payment for May 2006.

Documentation: You may also include documentation to support your desk review request, such as copies of the monthly "Report of Support Collected" received for each period of the review. If you wish to include documentation that supports your claim that the distribution was incorrect, select the "Yes" box and describe the type of documentation you are including.

Conference with SCU: As part of your desk review, you may request a conference with the Support Collection Unit (SCU) by checking the "yes" box as indicated on this form. The conference may be in person or by telephone and will allow you to offer documentation and discuss the reasons why you believe that you are entitled to additional payments.

Completed and Submitted by: Sign and print your name and date the request for a desk review where indicated.

Once you have completed the "Request for a First-Level Desk Review of the Distribution of Child Support Payments," **submit the completed form and documentation to the SCU at the address provided on the cover letter**. After you send in the completed form and documentation, the SCU and Social Services District (SSD) will review your case and issue you a written response within 45 calendar days of the date that your written request is received, or, under certain circumstances, within 75 calendar days.

The desk review results will determine whether you are owed an additional payment, whether you have received the correct amount of support, or whether too much support has been paid to you. If you are owed an additional payment, the SSD may distribute that payment to you on your Electronic Benefits (EBT) card or, in some circumstances, by check, not later than 15 calendar days from the determination letter. If too much support has been paid to you, the SSD may recoup the overpayment through the monthly benefits process within 30 calendar days from the date of the determination letter.

If you have questions or concerns regarding the notice or instructions provided, contact the Customer Service Helpline at 1-888-208-4485.

EIC Request

NCP-NYS-EIC-1

NYS CHILD SUPPORT ENFORCEMENT
CUSTOMER SERVICE HELPLINE
PO BOX 15038
ALBANY NY 12212-5038

Date: February 8, 2007

[redacted]

Dear [redacted]

Thank you for your recent telephone call to the New York State Child Support Customer Service Helpline. As requested, we are sending you the "Request for Review of Child Support Qualifications for Noncustodial Parent New York State Earned Income Tax Credit (NCP NYS EIC)" form(s) for each of your child support cases.

Please complete the form(s) and return them by mail to the address provided at the bottom of the form(s). Please note that you may need to return your completed forms to different Support Collection Unit addresses.

Additional information regarding the child support program is available on our website at newyorkchildsupport.com or our voice response system at (800) 846-0773. If you have any questions, please feel free to call the Customer Service Helpline at (888) 208-4485.

Sincerely,

Child Support Customer Service Helpline

2007

NCP-NYS-E/C-2

SCU Name: Erie County SCU CSMS Case ID No: [redacted]

Request for Review of Child Support Qualifications for Noncustodial Parent New York State Earned Income Tax Credit (NCP NYS EIC)

Based on your request for a review by the SCU of your child support case and qualifications for the NCP NYS EIC, we are submitting this form to you. Please complete this form, attach copies of any and all documentation that supports your claim and mail this form and attachments to the SCU at the address shown at the bottom of this form. You **must** complete and return all forms sent to you (one for each CSMS Case ID Number identified.)

Noncustodial Parent Name: _____ Social Security Number: _____

Mailing Address: _____
Number & Street or Post Office Box *Apt.*

City: _____ State: _____ Zip: _____

Review requested for: _____ *(Tax Year)* Daytime Phone Number: _____

☐ I am requesting a review for the purpose of claiming the NCP NYS EIC (check each statement that applies to your case and provide required information/documentation):

☐ I am the parent of a minor child or children that does not reside with me. List names, dates of birth and social security numbers of children (attach a separate sheet if necessary):

_____

☐ I have an order requiring me to make child support payments through a Support Collection Unit in New York State, and the order has been in effect for at least one-half of the tax year listed above.

☐ The amount of current child support due during the tax year for the order requiring me to make child support payments through the SCU was:

CSMS Case ID Number _____ Amount Due: $ _____

☐ The amount of current child support I paid during the tax year for the order requiring me to make child support payments through the SCU was:

CSMS Case ID Number _____ Amount Paid: $ _____

☐ I believe the SCU has failed to credit my account. I am attaching a list of payments (including the date and amount) and copies of proof of payments.

☐ I believe that this case should not be considered for review.

Mail completed form and documentation to: [redacted]
PO Box 831, Canal Street Station
Room 728
Buffalo NY 14202

ODTA 06-ADM-12
(Rev. 1/2007)

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6.3 Customer Service Electronic Referral System Manual

The Customer Service Electronic Systems Manual can be found in the linked document. Click on the link below to obtain the listing.

CSH_Electronic_Referral_System_2.07.doc

6.4 Recorded Training Session

A training session to support the Electronic Referral System has been recorded and is available to all users. The session is located on ERS and listed under "Training". This training session takes approximately one (1) hour. To access the recording a user must take the following steps:

1. Signon to Centraport.
2. Under Functional Areas; click on "Child Support Enforcement".
3. Click on "ERS Homepage."
4. Click on "Training."
5. Click on "Customer Service ERS."
6. Under DCSE Training, click on "CSH Electronic Referral System".
7. To close the session, Click on the "X" in the upper right corner of the screen.

To ensure equalized sound a user should use a headset when listening to the recorded training session. The personal computer and headset volume controls must be maximized.

7 Local District Processing Time Frames

Time frames have been established for specific case processing tasks. When a call is received by the CSH that identifies one of these tasks, the caller is advised of the case processing time frame. It is important to the success of the call center that Local Districts complete the tasks within the established time frame. In the event that the task cannot be completed the Local District must communicate directly with the caller. The established time frames are as follows:

ACTION	LOCAL DISTRICT	BUSINESS DAY TIMEFRAME
1. Request for Application → Mailing	All Districts	5 days
2. Receipt of Application → Case Opening	All Districts	5 days
3. Location → Petition Filing	New York City	18 days
	Rest of State Local Districts	15 days

4. Court Appearance → Account Establishment/Adjustment	New York City	5 days
	Rest of State Local Districts	20 days
5. Request for an Account Summary → Mailing of Account Statement	All Districts	5 days
6. Conversion of Account from TANF/SN → Non TANF/SN	New York City	7 days
	Rest of State Local Districts	30 days
7. Referral of all other Inquires for Information → Providing Requested Information	All Districts	20 days
8. Referral from other state child support agencies → Providing Requested Information	All Districts	COB Next Business Day
9. Request for Review of Child Support Qualifications for NCP NYS EIC or Desk Review→	All Districts	45 Days
10. Request for Confidentiality	All Districts	20 Days

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8 Escalations

An escalation occurs when a CSR receives a call that requires the attention of DCSE, or a Local District. There are three types of escalations that result in a referral. They are as follows:

1. Referral Inactivity
2. Bodily Harm Threat
3. Imminent Danger Situation

Escalations are communicated immediately to DCSE and Local Districts via telephone, fax and email.

8.1 Local District Contacts

To facilitate the notification of escalations, Local District contacts are established at the time of call center implementation. A Local District contact is established to identify a contact person at the Local District when an escalation occurs. A listing of Local District escalation contacts are maintained by the CSH. When escalations occur the CSR immediately communicates with DCSE and the respective Local District contact via telephone, fax and email. Refer to section 9, Local District Forms, to add or modify Local District contact information.

8.2 Referral Inactivity

An escalation for Referral Inactivity occurs when a call is received and it is identified that a referral was previously sent to a Local District, and the required action has not been completed with in the established time frame. See section 7, Local District Processing Time Frames, for more information. A CSR takes the following action when creating an escalation for referral inactivity:

1. Following caller validation the CSR reviews the IVJRR screen to determine that the requested action has not been completed.

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2. The CSR completes an Escalation Memorandum Form. A sample of this form follows this section.
3. The form is delivered to DCSE. DCSE contacts the Local District by fax and email.
4. Local Districts must immediately resolve the escalation, the outstanding referral and contact the caller.

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NYS Child Support Payment Processing Center

Child Support Helpline

ESCALATION MEMORANDUM

Date: 04/06/05
To: DCSE
From: Customer Service Helpline Supervisor
CC: SDU Project Manager
SDU Deputy Project Manager
Subject: Referral Inactivity

The following call was received by the Customer Service Helpline. The caller has made a request which requires a special escalation to DCSE.

Caller name: [redacted] **Case Number:** [redacted] **County: 66**

Phone #: [redacted] **Incident Number:** [redacted] **Date: 04/22/05**

Question 857: CP calling about address update a referral was created on 3/4/05 address should be [redacted]

Previous Referral Date: 3/04/2005

Best call back time: Anytime

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8.3 Bodily Harm Threat

A Bodily Harm Threat is a specific threat using words such as bomb or blow up, gun, shoot or a statement of causing harm to another person. It is also when a caller feels threatened by the other party to the child support case. When a Bodily Harm Threat is recognized by the CSR the following actions are taken:

1. The CSR records the incoming caller ID.
2. The CSR immediately confirms the threat by using the following clarification statement: "I'm sorry for interrupting; did I understand you correctly what you just said was _____ (repeat the threat)? I must remind you that all calls are recorded and what you said can be considered threatening and I must report this call to my supervisor."
3. The CSR immediately signals for a supervisor to assist with the call. The supervisor speaks with the caller and explains that the issues discussed on the call will be reviewed.
4. An Escalation Memo for Bodily Harm Threat is completed. A sample form follows in section 8.4.
5. The form is immediately delivered to DCSE. DCSE contacts the Local District by telephone, fax and email. A copy of the call recording is also provided by email. This recording is also known as a .wav file.
6. The Local District must assess the memo and immediately follow Local District established procedures.
7. The CSR will enter notes indicating the call resulted in a threat on the IVDJRR. No specific information regarding the threat is to be indicated on the RR screen.

2007

8.4 Imminent Danger Situation

Imminent Danger is when conditions or practices at a caller's location are such that danger exists which could reasonably be expected to cause serious physical harm or death. Examples of the danger include, but are not limited to, the caller is involved in an altercation, the caller is attempting suicide or an intruder is attempting to enter the residence. When an imminent danger call is recognized by the CSR the following actions are taken:

Validation of caller is successful:

1. The CSR records the incoming caller ID.
2. The CSR immediately calls 911 and reports the incident.
3. An Imminent Danger Escalation Memo is completed. A sample form follows this section.
4. The form is immediately delivered to DCSE. DCSE contacts the Local District by telephone, fax and email. A copy of the call recording is also provided by email. This recording is also known as a .wav file.
5. The Local District must assess the report of imminent danger and follow established Local District procedures.
6. The CSR will enter notes indicating the call resulted in a threat on the IVDJRR. No specific information regarding the threat is to be indicated on the RR screen.

Validation of caller is unsuccessful:

1. The CSR records the incoming caller ID.
2. The CSR advises the caller to disconnect the call and to immediately call '911'.

2007

NYS Child Support Payment Processing Center

Child Support Help Line

ESCALATION MEMORANDUM

Date: 04/18/05

To: DCSE

From: Customer Service Helpline Supervisor

CC: SDU Project Manager

SDU Deputy Project Manager

Subject: Bodily Harm Threat / Imminent Danger Situation

The following call was received by the Customer Service Helpline. The caller has made a request which requires the attention of DCSE.

Caller name: [redacted] **Case Number:** [redacted] **County: 66**

Phone #: [redacted] **Incident Number:** [redacted] **Date: 04/22/05**

Question 1027: 04/22/2005 11:39 AM [redacted] PAYMENT INQUIRY NCP CALLED SAID TAXES WERE INTERCEPTED AND THAT DMV ACTION WAS BEGINNING. TAX INTERCEPT WOULD PAY ARREARS AND DMV WAS NOT NECESSARY. ADVISED NCP OF ARREARS AMOUNT. CW WORKING ON CASE AS OF 04/19/05 PER R SCREEN TAXES WERE NOT APPLIED AS OF YET

Threat Occurs at 7:25 on .wav file

Manager's Comments: Several times [redacted] asked who he had to cut in order to get this straightened out? Our Representative handled the call very well. [redacted]

2007

8.5 Abusive Callers

An abusive caller is defined as any caller that demonstrates a level of un-professionalism that jeopardizes the ability of a CSR to provide quality customer service. This includes callers that are verbally abusive, use profanity on any level, or that are not in control of their emotions (yelling or screaming). When a caller becomes an abusive caller the following action is taken:

1. The CSR recognized the behavior and allows the caller an opportunity to correct their behavior. "Sir/Ma'am, I am happy to help you with your concern today I can only do so if you remain calm and clearly identify your concerns on this call. I understand you are upset, please remain calm or I will have to ask you to call back."

2. If the caller corrects the behavior, the call is continued.

3. If the caller continues the abusive behavior, the call is terminated, by stating the following to the caller:
   "Sir/Ma'am, as I explained, you must remain calm and clearly identify your concerns. I must disconnect this call, please call back when you have had an opportunity to calm down. Thank you for calling the Child Support Helpline."

4. The CSR allows for an immediate change in behavior, if there is no change the call is disconnect.

5. If the call has been validated or not been properly validated, but sufficient information was obtained to identify the CSMS case, the CSR will enter a brief summary of the call on the IVDJRR.

2007

9 Local District Forms

The CSH maintains information specific to each Local District for use when interacting with callers. This information is established by DCSE during the implementation phase of the CSH. It is imperative that Local Districts periodically review this contact information and provide updated information as needed. Updates to this information are made by faxing the completed forms to the Contract Monitoring Unit at the fax number provided on the forms.

Each Local District must complete the following forms to communicate a change to the Local District contact listings.

- Local District Customer Service Information: This form is used to identify Local District Customer Service information such as hours of operation, fax number, and the addresses for the following activities: Mailing, Stop pay, Family Court(s), Petition Filing (if different), Child Support Applications and walk-ins.

- Escalation Contact: This form is used to identify the Local District person(s) that are contacted when an escalation occurs at the call center. See section 8.2 for information on escalation contact.

- Emergency Contact: This form is used to identify the Local District person(s) that are contacted when a threat is received at the call center. See section 8.3 for information on Emergency contact.

These forms should be reproduced as needed.

2007

DIVISION OF CHILD SUPPORT ENFORCEMENT
CUSTOMER SERVICE HELPLINE
Local District Customer Service Information

COUNTY NAME:_____

The Customer Service Helpline resolves many questions with essential information specific to each Local District. Please complete updates as needed providing the required information. Fax completed form to 518-869-0125

Child Support Agency Mailing Address			
Name:			
Address Line 1:			
Address Line 2			
City:			
State:		Zip:	

Child Support Customer Service Address (walk-ins)			
Name:			
Address Line 1:			
Address Line 2			
City:			
State:		Zip:	
M-F Hours :			
Extended Hours:			
Weekend Hours:			
Comments:			

2007

Family Court Address			
Name:			
Address Line 1:			
Address Line 2			
City:			
State:		Zip:	
M-F Hours :			
Extended Hours:			
Weekend Hours:			
Comments:			

Stop Pay Address			
Name:			
Address Line 1:			
Address Line 2			
City:			
State:		Zip:	
M-F Hours :			
Extended Hours:			
Weekend Hours:			
Comments:			

2007

Petition Filing Information Custodial Parent			
Name:			
Address Line 1:			
Address Line 2			
City:			
State:		Zip:	
M-F Hours :			
Extended Hours:			
Weekend Hours:			
Comments:			
Non-Custodial Parent			
Name:			
Address Line 1:			
Address Line 2			
City:			
State:		Zip:	
M-F Hours :			
Extended Hours:			
Weekend Hours:			
Comments:			

Completed:

Date: _____ Name: _____

Title: _____

Email Address: _____

Telephone Number: _____

Fax Number: _____

2007

DIVISION OF CHILD SUPPORT ENFORCEMENT
CUSTOMER SERVICE HELPLINE
ESCALATION CONTACT LIST

COUNTY NAME: _____

Local District contacts to be used in the event that a referral must be escalated to the Local District for action/resolution. The names listed below are to be used in the order provided. Fax completed form to 518-869-0125

1. Staff Name: _____
   Title: _____
   Email Address: _____
   Telephone Number _____
   Fax Number: _____

2. Staff Name : _____
   Title: _____
   Email Address: _____
   Telephone Number: _____
   Fax Number: _____

Completed:

Date: _____ Name: _____

Title: _____

Email Address: _____

Telephone Number: _____

Fax Number: _____

2007

DIVISION OF CHILD SUPPORT ENFORCEMENT
CUSTOMER SERVICE HELPLINE
EMERGENCY CONTACT LIST

COUNTY NAME: _____

Local District contacts to be used in the event of an emergency/threat. The names listed below are to be used in the order provided. Fax completed form to 518-869-0125

1. Staff Name : _____
   Title: _____
   Email Address: _____
   Telephone Number: _____
   Fax Number: _____
2. Staff Name : Title: _____
   Email Address: _____
   Telephone Number: _____
   Fax Number: _____
3. Staff Name : _____
   Title: _____
   Email Address _____
   Telephone Number: _____
   Fax Number: _____

In the event that an emergency/threatening telephone call is received at the CSH, and contact cannot be made with any one of the staff names above, the CSR will call 911. An email will be provided to the names listed above.

Completed:

Dated: _____ Name: _____

Title: _____

Email Address: _____

Telephone Number: _____ Fax: _____

2007

10 Local District Assistance

DCSE is responsible for the operation of the CSH. If you have any questions regarding this manual or experience any inconsistencies in the CSH, please feel free to contact the DCSE Contract Monitoring Unit (CMU) at 1-800-343-8859, Ext. 30574.

2007

H-4
DATA CAPTURE

2007

COLA

2007

COLA3174 - 1

NYS Office of Child Support Enforcement
P.O. Box 15364 C
Albany, NY 12212-5364

COLA1

Non-Custodial Parent: SMITH, JOHN
CSMS Case #: ZZ00000Z1
Custodial Parent: SMITH, JANE
Local District Code: 00
Date: 07/01/2005

SMITH, JANE
ANYPLACE APARTMENTS
123 ANYWHERE ST APT 1
ANYTOWN NY 10000-0000

Client

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

New York State law requires that this notice be sent to both parties to your support order.

This notice is to inform you that upon the request of either party to your child support order, the Support Collection Unit (SCU) will issue an adjusted order of child support with a new order amount which adds a cost of living adjustment (COLA) to your current child support order.

The relevant provisions of New York law governing this process are Family Court Act sections 413 and 413-a; Domestic Relations Law sections 240 and 240-c; and Social Services Law sections 111-h and 111-n.

The adjusted order of child support issued by the SCU will have the same force and effect as an order issued by the court. Except for the obligation amount, **all other provisions of your current child support order remain unchanged**, including but not limited to the persons for whom support is payable, and any amounts payable for child care expenses, health insurance, health care expenses not covered by health insurance, educational expenses for the child, and spousal support. (Please note: The issuance of an adjusted order does not affect the amount, if any, of existing arrears/past due support.)

****The SCU will take no action to adjust your child support order without a request from one of the parties to the order.****

The COLA is based on accumulated changes from year to year in the annual average consumer price index for all urban consumers (CPI-U), as published each year by the United States Department of Labor. The CPI-U is a measure of the average change in prices over time for food, clothing, shelter, fuel, transportation, medical services, and other items which people buy for day-to-day living.

Your case is eligible for a COLA because your child support order is at least two years old, and the sum of the percent changes in the CPI-U annual average since the year of your last court order is at least 10%.

- Your current child support order amount is $100.00 Monthly .
- The sum of the average annual CPI-U percent changes for child support orders issued during the year your order was issued (or 1994, whichever is later) is 10.00 %.
- The COLA is 10.00 % of $100.00 , or $10.00.
- **The new order amount under the adjusted order issued by the SCU would be** $110.00 Monthly **which would be the child support obligation amount, as increased by the COLA, rounded to the nearest dollar.**
- The amounts, if any, ordered for child care, health insurance, health care expenses not covered by health insurance, educational expenses for the child and spousal support will not be changed by the adjusted order.

You can expect to receive the adjusted order within approximately forty-five (45) days from the date the SCU receives a written request for the application of a COLA. You and the other party to your support order each have the right to object to the adjusted order. Directions and timeframes for filing objections will be provided with the adjusted order. Where objections are filed, the COLA will not be applied. Instead, a hearing which you and the other party will be required to attend will be held in the court which issued the order being adjusted. You and the other party will be required to provide full financial disclosure.

As a result of this hearing, the court will determine the new amount of your child support order based on the Child Support Standards Act (CSSA) and the actual income and resources of both parties. Under the CSSA, the person who pays child support is generally expected to pay the following percent of gross income: one child, 17%; two children, 25%; three children, 29%; four children, 31%; five or more children, no less than 35%. The CSSA and other New York law provide for the enrollment of the children in a parent's health insurance plan, and the award of future reasonable health care expenses of the children not covered by insurance, and, where appropriate, for the award of child care and educational expenses for the child.

AS A RESULT OF AN OBJECTION TO THE COLA, THE ORDER ISSUED BY THE COURT COULD BE:

HIGHER THAN YOUR CURRENT ORDER, OR
LOWER THAN YOUR CURRENT ORDER, OR
THE SAME AS YOUR CURRENT ORDER.

*****PLEASE NOTE*****

- The COLA WILL BE APPLIED TO THE CURRENT CHILD SUPPORT ORDER **ONLY** IF A PARTY TO THE ORDER REQUESTS IT. **YOU MUST USE THE MAILER PROVIDED TO INFORM THE SCU IF YOU WANT TO REQUEST A COLA.** IF YOU DO NOT RETURN THIS MAILER WITH THE COLA CHOICE SELECTED, NO COLA WILL BE APPLIED, UNLESS A COLA IS REQUESTED BY THE OTHER PARTY.

- You may request the application of the COLA any time provided that your child support order is at least two years old, and the sum of the percent changes in the CPI-U annual average since the year of your last court order is at least 10%.

- A CPI-U is issued for each calendar year. If another CPI-U has been issued by the time you or the other party to the order request a COLA, it will be used in calculating the amount of the COLA. The use of an additional CPI-U will increase the amount of the COLA.

- This notice is being sent to both parties to your order. The SCU will apply the COLA upon the request of either party, even if the other party makes no request.

- If you have any questions or wish to correct any information contained in this notice, contact the SCU at

LOCAL COUNTY SCU
COLA UNIT
COUNTY OFFICE BLDG
LOCALTOWN NY 10000-0000
(000)000-0000 EXT. 0000

Enc. Request for a Cost of Living Adjustment return mailer.

2007

COLA3174 - 5

NYS Office of Child Support Enforcement
P.O. Box 15364
Albany, NY 12212-5364

COLA2

Non-Custodial Parent Name: SMITH, JOHN
CSMS Case #: ZZ00000Z1
Custodial Parent Name: SMITH, JANE
Local District Code: 00
Date: 07/01/2005

SMITH, JANE
ANYPLACE APARTMENTS
123 ANYWHERE ST APT 1
ANYTOWN NY 10000-0000

Client

Request for a Cost Of Living Adjustment (COLA)

Upon the request of either party, as explained in the **"Notice of Your Right to Request a Cost Of Living Adjustment to Your Child Support Order"**, the Support Collection Unit (SCU) will issue an adjusted order of child support with a new order amount which adds a Cost Of Living Adjustment (COLA) to your current child support order. Please indicate by checking the box below if you want the SCU to add the COLA and issue an adjusted order. This notice is being sent to both parties to your order. **The SCU will take no action to adjust your child support order without a request from one of the parties to the order.**

MARK BOX BELOW TO REQUEST A COLA

☐ I request that the Support Collection Unit **add a COLA** to my current child support order and issue an adjusted order.

If this form is not returned, the SCU will **take no action** unless a request is received from the other party to this order.

(Please **Sign Below**, **Detach**, and **Return** in pre-addressed, postage paid envelope.)

_____ (Signature) _____ (Date)

00 ZZ00000Z1
SMITH, JANE

OO

ZZ00000Z1

Client

2007

CASE CLOSURE

CUSTODIAL PARENT

2007

NYS CHILD SUPPORT PROCESSING CENTER
PO BOX 15365
ALBANY NY 12212-5365

DATE:

CASE CLOSURE NOTICE

COUNTY NAME:
CSMS ID:
CUSTODIAL PARENT:
NON-CUSTODIAL PARENT:
JCA WORKER:

TO:

ATTENTION
YOUR CHILD SUPPORT CASE WILL BE CLOSED IN 60 DAYS

Our records indicate that you are in receipt of child support enforcement services from us with regard to the above referenced case. For the reason(s) indicated below, we are notifying you of our intention to close your child support case.

If you receive a public assistance grant, this does not affect the grant.

You have **60** days from the date of this letter to contact us in regards to this decision. **Please complete and return the enclosed "Notice to Agree or Disagree with Our Decision to Close the Case" indicating to us whether you agree or disagree with our decision to close your case.** If you disagree with our decision, you must provide the requested information as indicated. If you agree with our decision to close your case, or if you do not provide a response or fail to provide the requested information on the enclosed notice within the 60 days or by , we will close your child support case. You may contact us at any time to receive child support services again if still eligible.

NOTE: IF YOU HAVE A CHILD SUPPORT ORDER, PLEASE READ THE FOLLOWING

Your child support order requires the non-custodial parent to make payments to the Support Collection Unit. Based on the reason(s) stated above it is our intention to close your case. We will, however, continue to process and record payments received for your case for the next 60 days. We will also hold any payments we have made to you that have been returned to us for 60 days pending contact from you. After 60 days, we will refund any payments we receive that are owed to you to the non-custodial parent.

Sincerely,

Child Support Enforcement Unit
Telephone Number - Ext

2007

NYS CHILD SUPPORT PROCESSING CENTER
PO BOX 15365
ALBANY NY 12212-5365

DATE:

COUNTY NAME:
CSMS ID:
CUSTODIAL PARENT:
NON-CUSTODIAL PARENT:
JCA WORKER:

NOTICE TO AGREE OR DISAGREE WITH OUR DECISION TO CLOSE THE CASE

Please check the appropriate box to indicate if you agree or disagree with our decision to close your case:

☐ I agree with your decision. Please close the case.

☐ I disagree with your decision. Please do not close the case.

If you disagree with our decision to close the case and want the case to remain open, please also update our records by providing the following requested information. If information is unknown to you, write "unknown" in the space provided.

Please complete and return this notice to the address above.

****

YOUR (CUSTODIAL PARENT) INFORMATION:

SSN _____
Date of Birth _____
Address _____
_____
_____

Telephone Number to Contact _____

NON-CUSTODIAL PARENT INFORMATION:

SSN _____
Date of Birth _____
Address _____
_____
_____

Telephone Number to Contact _____

Employer Name _____
Employer Address _____
_____

Employer Telephone Number to Contact _____

Completed and Submitted By:

Name _____
Address _____
_____

Telephone Number _____

2007

CASE CLOSURE

INTERSTATE

2007

NYS CHILD SUPPORT PROCESSING CENTER
PO BOX 15365
ALBANY NY 12212-5365

DATE:

CASE CLOSURE NOTICE

COUNTY NAME:
CSMS ID:
CUSTODIAL PARENT:
NON-CUSTODIAL PARENT:
JCA WORKER:

TO:

ATTENTION

THE ABOVE CHILD SUPPORT CASE WILL BE CLOSED IN 60 DAYS

Our records indicate that you, as the referring state (district), requested child support enforcement services from us on behalf of the above referenced case. For the reason(s) indicated below, we are notifying you of our intention to close that child support case in New York State.

You have **60** days from the date of this letter to contact us in regards to this decision. **Please complete and return the enclosed "Notice to Agree or Disagree with Our Decision to Close the Case" indicating to us whether you agree or disagree with our decision to close the above child support case.** If you disagree with our decision, you must provide the requested information as indicated. If you agree with our decision to close the case, or if you do not provide a response or fail to provide the requested information on the enclosed notice within the 60 days or by , we will close the child support case. You may contact us at any time to receive child support services for the above case again if still eligible.

NOTE: IF THERE IS A CHILD SUPPORT ORDER, PLEASE READ THE FOLLOWING

The child support order requires the non-custodial parent to make payments to the Support Collection Unit. Based on the reason(s) stated above it is our intention to close the case. We will, however, continue to process and record payments received for the case for the next 60 days. We will also hold any payments we have made to you that have been returned to us for 60 days pending contact from you. After 60 days, we will refund any payments we receive that are owed to you to the non-custodial parent.

Sincerely,

Child Support Enforcement Unit
Telephone Number - Ext

NYS CHILD SUPPORT PROCESSING CENTER
PO BOX 15365
ALBANY NY 12212-5365

DATE:

COUNTY NAME:
CSMS ID:
CUSTODIAL PARENT:
NON-CUSTODIAL PARENT:
JCA WORKER:

NOTICE TO AGREE OR DISAGREE WITH OUR DECISION TO CLOSE THE CASE

Please check the appropriate box to indicate if you agree or disagree with our decision to close your case:

☐ We agree with your decision. Please close the case.

☐ We disagree with your decision. Please do not close the case.

If you disagree with our decision to close the case and want the case to remain open, please also update our records by providing the following requested information. If information is unknown to you, write "unknown" in the space provided.

Please complete and return this notice to the address above.

****

CUSTODIAL PARENT INFORMATION:

SSN _____
Date of Birth _____
Address _____
_____
_____
Telephone Number to Contact _____

NON-CUSTODIAL PARENT INFORMATION:

SSN _____
Date of Birth _____
Address _____
_____
_____
Telephone Number to Contact _____

Employer Name _____
Employer Address _____
_____
Employer Telephone Number to Contact _____

Completed and Submitted By:

Representative Name _____ Title _____
Name of Other State or Jurisdiction _____
Address _____
_____
Telephone Number _____

2007

MEDX

2007

NATIONAL MEDICAL SUPPORT NOTICE

(Medical Support Execution for Support Enforcement – NYS Civil Practice Law and Rules § 5241)

PART A
NOTICE TO WITHHOLD FOR HEALTH CARE COVERAGE

This Notice is issued under section 466(a)(19) of the Social Security Act, section 609(a)(5)(C) of the Employee Retirement Income Security Act of 1974 (ERISA), and for State and local government and church plans, sections 401(e) and (f) of the Child Support Performance and Incentive Act of 1998.

Issuing Agency: Medical Support Unit PO Box 15369 Albany NY 12212-5369 Date of Notice: Case Number: Telephone Number: 1-888-208-4485 (option 3) Fax Number: (518) 869-7195	Court or Administrative Authority: Date of Support Order: Support Order/Docket #: Worker Code: Employer Number:

Employer / Withholder's Federal EIN Number

Employer / Withholder's Name

Employer / Withholder's Address

Employee's Name (Last, First, MI)

Employee's Social Security Number

Employee's Mailing Address

Custodial Parent's Name (Last, First, MI)

Custodial Parent's Mailing Address

Substituted Official/Agency Name and Address

Child(ren)'s Mailing Address (if different from Custodial Parent's) or; Name, Mailing Address and Telephone Number of a Representative of the Child(ren)

Child(ren)'s Name(s)	Date of Birth	Social Security Number	Record No.

The order requires the child(ren) to be enrolled in [x] Any health coverages available; or [ ] Only the following coverage(s): _____ Medical; _____ Dental; _____ Vision; _____ Prescription Drug;_____ Mental Health; ____ Other (specify): _____

2007

EMPLOYER RESPONSE

If either 1, 2, or 3 below applies, check the appropriate box and return this Part A to the **Issuing Agency** within 20 business days after the date of the Notice, or sooner if reasonable. NO OTHER ACTION IS NECESSARY. If neither 1, 2, nor 3 applies, forward **Part B** to the appropriate plan administrator(s) within 20 business days after the date of the Notice, or sooner if reasonable. Check number 4 and return this **Part A** to the **Issuing Agency** if the Plan Administrator informs you that the child(ren) is/are enrolled in an option under the plan for which you have determined that the employee contribution exceeds the amount that may be withheld from the employee's income due to State or Federal withholding limitations and/or prioritization.

☐ 1. Employer does not maintain or contribute to plans providing dependent or family health care coverage.

☐ 2. The employee is among a class of employees (for example, part-time or non-union) that are not eligible for family health coverage under any group health plan maintained by the employer or to which the employer contributes.

☐ 3. Health care coverage is not available because employee is no longer employed by the employer:

Date of termination: _____

Last known address: _____

_____

Last known telephone number: _____

New employer (if known): _____

New employer address: _____

_____

New employer telephone number: _____

☐ 4. State or Federal withholding limitations and/or prioritization prevent the withholding from the employee's income of the amount required to obtain coverage under the terms of the plan.

Employer Representative:

Name: _____ Telephone Number: _____

Title: _____ Date: _____

EIN (if not provided by the Issuing Agency on Notice to Withhold for Health Care Coverage): _____

CSMS Case ID:	County Code:	JRE No:	Worker Code:

2007

INSTRUCTIONS TO EMPLOYER

This document serves as notice that the employee identified on this National Medical Support Notice is obligated by a court or administrative child support order to provide health care coverage for the child(ren) identified on this Notice. This National Medical Support Notice replaces any Medical Support Notice that the Issuing Agency has previously served on you with respect to the employee and the children listed on this Notice. If the employee already has enrolled the child(ren) in health care coverage, the employer should contact the Issuing Agency to provide the coverage information.

The document consists of **Part A - Notice to Withhold for Health Care Coverage** for the employer to withhold any employee contributions required by the group health plan(s) in which the child(ren) is/are enrolled; and **Part B - Medical Support Notice to the Plan Administrator**, which must be forwarded to the administrator of each group health plan identified by the employer to enroll the eligible child(ren), or completed by the employer, if the employer serves as the health plan administrator.

EMPLOYER RESPONSIBILITIES

1. If the individual named above is not your employee, or if family health care coverage is not available, please complete item 1, 2, or 3 of the Employer Response as appropriate, and return it to the Issuing Agency. NO FURTHER ACTION IS NECESSARY.

2. If family health care coverage is available for which the child(ren) identified above may be eligible, you are required to:

   a. Transfer, not later than 20 business days after the date of this Notice, a copy of **Part B - Medical Support Notice to the Plan Administrator** and **Plan Administrator Response Addendum** to the administrator of each appropriate group health plan for which the child(ren) may be eligible, and

   b. Upon notification from the plan administrator(s) that the child(ren) is/are enrolled, either:

      1) withhold from the employee's income any employee contributions required under each group health plan, in accordance with the applicable law of the employee's principal place of employment and transfer employee contributions to the appropriate plan(s), or

      2) complete item 4 of the Employer Response to notify the Issuing Agency that enrollment cannot be completed because of prioritization or limitations on withholding.

   c. If the plan administrator notifies you that the employee is subject to a waiting period that expires more than 90 days from the date of its receipt of **Part B** of this Notice, or whose duration is determined by a measure other than the passage of time (for example, the completion of a certain number of hours worked), notify the Issuing Agency of the enrollment timeframe and notify the plan administrator when the employee is eligible to enroll in the plan and that this Notice requires the enrollment of the child(ren) named in the Notice in the plan.

LIMITATIONS ON WITHHOLDING

The total amount withheld for both cash and medical support cannot exceed (***see 1. below***) ____% of the employee's aggregate disposable weekly earnings. The employer may not withhold more under this National Medical Support Notice than the lesser of:

1. The amounts allowed by the Federal Consumer Protection Act (15 U.S.C., section 1673 (b));
2. The amounts allowed by the State of the employee's principal place of employment; or
3. The amounts allowed for health insurance premiums by the child support order, as indicated here:__

The Federal limit applies to the aggregate disposable weekly earnings (ADWE). ADWE is the net income left after making mandatory deductions such as State, Federal, local taxes; Social Security taxes; and Medicare taxes. As required under section 2.b.2 of the Employer Responsibilities on prior page, complete item 4 of the Employer Response to notify the Issuing Agency that enrollment cannot be completed because of prioritization or limitations on withholding.

PRIORITY OF WITHHOLDING

If withholding is required for employee contributions to one or more plans under this notice and for a support obligation under a separate notice and available funds are insufficient for withholding for both cash and medical support contributions, the employer must withhold amounts for purposes of cash support and medical support contributions in accordance with the law, if any, of the State of the employee's principal place of employment requiring prioritization between cash and medical support as described here: **if the employee's principal place of employment is New York State, deductions to satisfy cash child support obligations, including any additional deductions to satisfy past due cash child support obligation(s), shall have priority over deductions for the employee's share of health insurance premiums (NYS CPLR section 5241 (h)).** As required under section 2.b.2 of the Employer Responsibilities on prior page, complete item 4 of the Employer Response to notify the Issuing Agency that enrollment cannot be completed because of prioritization or limitations on withholding.

DURATION OF WITHHOLDING

The child(ren) shall be treated as dependents under the terms of the plan. Coverage of a child as a dependent will end when similarly situated dependents are no longer eligible for coverage under the terms of the plan. However, the continuation coverage provisions of ERISA may entitle the child to continuation coverage under the plan. The employer must continue to withhold employee contributions and may not disenroll (or eliminate coverage for) the child (ren) unless:

1. The employer is provided satisfactory written evidence that:

    a. The court or administrative child support order referred to above is no longer in effect; or
    b. The child (ren) is or will be enrolled in comparable coverage which will take effect no later than the effective date of disenrollment from the plan; or

2. The employer eliminates family health coverage for all of its employees.

POSSIBLE SANCTIONS

An employer may be subject to sanctions or penalties imposed under State law and/or ERISA for discharging an employee from employment, refusing to employ, or taking disciplinary action against any employee because of medical child support withholding, or for failing to withhold income, or transmit such withheld amounts to the applicable plan(s) as the Notice directs.

Pursuant to New York State law, failure of the employer, organization or group health plan administrator to enroll the eligible dependent(s) in any plan, option or coverage as the notice directs, or failure to deduct from the employee's income the employee's share of the premium or cost therefore, shall make the employer, organization or group health plan administrator jointly and severally liable for all medical expenses incurred on behalf of the employee's dependents named in this Notice while such dependents are not so enrolled to the extent of the health insurance benefits or coverage's that should have been provided pursuant to this notice. (NYS CPLR section 5241 (g)(4)).

Nothing contained in this notice shall require a plan to provide any type of benefit, or any option, not otherwise provided under the plan, except to the extent necessary to meet the requirements of a law

relating to medical child support described in Title 42 U.S.C. section 1396(g)(1). The employer, organization or group health plan administrator shall not be required to purchase or otherwise acquire health insurance benefits for such dependents that would not otherwise be available to the employee by reason of employment or membership. (See NYS CPLR 5241(c)(2)(xi) and 5241(c)(2)(vi)).

NOTICE OF TERMINATION OF EMPLOYMENT

In any case in which the above employee's employment terminates the employer must promptly notify the Issuing Agency of such termination. This requirement may be satisfied by sending to the Issuing Agency a copy of any notice the employer is required to provide under the continuation of coverage provisions of ERISA or the Health Insurance Portability and Accountability Act.

EMPLOYEE LIABILITY FOR CONTRIBUTION TO PLAN

The employee is liable for any employee contributions that are required under the plan(s) for enrollment of the child(ren) and is subject to appropriate enforcement. The employee may contest the withholding under this Notice based on a mistake of fact (such as the identity of the obligor). Should an employee contest the withholding under this Notice, the employer must proceed to comply with the employer responsibilities in this Notice until notified by the Issuing Agency to discontinue withholding. To contest the withholding under this Notice, the employee should contact the Issuing Agency at the address and telephone number listed on (Part A Page 1 of 5) of the Notice. With respect to plans subject to ERISA, it is the view of the Department of Labor that Federal Courts have jurisdiction if the employee challenges a determination that the Notice constitutes a Qualified Medical Child Support Order.

CONTACT FOR QUESTIONS

If you have any questions regarding this Notice, you may contact the Issuing Agency at the address and telephone number listed on **Part A – Notice to Withhold for Health Care Coverage** (Part A Page 1 of 5) of this Notice.

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