

## Summary of Changes and Improvements to the Desk Review Process

### In General

- The Administrative Directive (ADM) provides an updated, streamlined, and complete resource for requesting, conducting, and reporting the results of desk reviews of the distribution and disbursement of support collections as required by Section 347.25 of Title 18 of the New York Codes, Rules and Regulations.
- The ADM **replaces** previously released instructions, notices, and forms issued with **11-ADM-04**, dated May 24, 2011, and Local Commissioners Memorandum **16-LCM-10**, dated July 14, 2016.
- The ADM introduces revised desk review forms and notices and refines the procedures for local district and State staff to conduct desk reviews.
- The ADM announces the availability of two (2) guidance documents for use by Support Collection Units (SCUs). These documents will be made available on the Electronic Resource System (ERS).

### First-Level Desk Review Process

- The actions to be taken by a recipient prior to requesting a desk review are clarified to indicate that the recipient should 1) review the payment examples provided on the New York State child support website, [childsupport.ny.gov](http://childsupport.ny.gov), and 2) discuss their concerns with their local district Temporary Assistance (TA) worker (see ADM, Section V.A., page 4).
- Changes in procedures will allow the SCUs and TA Units to satisfy regulatory requirements through an updated process that focuses on essential information and actions (see ADM, Section V.B., which begins on page 5).
- The actions to be taken by the TA Unit as a part of reporting the results of the first-level desk review are clarified to require the TA Unit to include the telephone number of the local TA office and the name of the TA Unit worker completing the review on the determination. If contacted by the recipient, the TA Unit worker must speak with the recipient about the outcome of the first-level desk review (see ADM, Section V.B.2.c.ii., page 13).

### Second -Level Desk Review Process

The ADM has been edited to clarify the second-level desk review actions to be taken by the SCU and the TA Unit (see ADM, Section V.C., which begins on page 14).

### New and Revised Forms and Instructions

- Changes have been made to forms and notices to provide clarification and improve readability and ease of use (see Attachments).
- Minor changes have been made to the titles of most desk review forms and notices (see Attachments).

- The *Request for a First-Level Desk Review of Pass-through Payment or Cumulative Excess Support Payment* is now fillable and permits the requestor of a conference to indicate the best time to be contacted by the district support collection unit (see Attachment 2).
- An initial direction and an *Information – Definitions* section has been added to the Information and Instructions for Completing the *Request for a First-Level Desk Review of Pass-through Payment or Cumulative Excess Support Payment* (see Attachment 3).
- A new insert titled *How Do I Know If I Should Request a Desk Review?* is included. The insert is to be provided when a recipient requests a desk review request form (see ADM, Section V.A.3, page 5 and Attachment 4).
- More options for concluding a first-level desk review have been added to the *First Level Desk Review Determination*. Because these choices consider all the issues that prompt a first-level desk review, the check box for *Other (specify)* has been eliminated (see Attachment 5).
- Information has been added to the confirmation of receipt notice titled *We Have Received Your Request for a First-Level Desk Review of Pass-through Payment or Cumulative Excess Support Payment* to advise the recipient of the types of conference available (i.e., in person or by telephone) and the seven (7) business day timeframe (see Attachment 6).
- The *Calculations Worksheet for Desk Review of Pass-through Payments* has been revised to focus on essential information and streamline the calculations (see Attachment 7).
- The information and instructions for completing the *Calculations Worksheet for Desk Review of Pass-through Payments* and the *Calculations Worksheet for Desk Review of Cumulative Excess Support Payments* have been streamlined and consolidated into a single document (see Attachment 8).
- The *Calculations Worksheet for Desk Review of Cumulative Excess Support Payments* has been revised to focus on essential information and streamline the calculations (see Attachment 9).
- The *Request for a Second-Level Desk Review of Pass-through Payment or Cumulative Excess Support Payment* is now fillable.
- More options for concluding a second-level desk review have been added to the *Second-Level Desk Review Determination*. Because these choices consider all the issues that prompt a second-level desk review, the check box for *Other (specify)* has been eliminated (see Attachment 13).