



Administrative Directive Memorandum

Section 1

Transmittal:	25-ADM-01
To:	Social Services District Commissioners
Issuing Division/Office:	Child Support Services
Date:	March 27, 2025
Subject:	Modernization of the Child Support Program - Online Enrollment Wizard
Suggested Distribution:	Child Support Program Coordinators Support Collection Unit Supervisors Temporary Assistance Directors Foster Care Supervisors IV-D Attorneys DSS Attorneys
Contact Person(s):	Child Support Services – County Representative otda.sm.dcse.bpo@otda.ny.gov
Attachments:	Attachment 1 - ASSETS New and Updated Fields - Intake Module Search-Review

Filing References

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
03 ADM 5 10-ADM-02 23-ADM-11		18 § NYCRR 347.18(a)	45 CFR §§ 302.15, 302.33, 303.2; SSL § 111-g		22-INF-09 06-ADM-05 Dear Colleague Letter issued September 16, 1998 Dear Colleague letter issued August 10, 2007

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
					Dear Colleague letter issued September 22, 2010

Section 2

I. Summary

This Administrative Directive Memorandum (ADM) informs social services districts (districts) of the deployment of the Online Enrollment Wizard on the New York Child Support Services website, childsupport.ny.gov. Starting on Thursday, March 27, 2025, customers with a NY.GOV ID account may use the self-service Online Enrollment Wizard to apply for child support services under Social Services Law § 111-g.

II. Purpose

The purpose of this ADM is to provide information and instructions to districts on the implementation of the Online Enrollment Wizard (hereafter referred to as “online enrollment”).

III. Background

States are required to provide child support services to individuals not receiving assistance under Title IV-A of the federal Social Security Act (Temporary Assistance for Needy Families [TANF]), provided such individuals file an application for child support services (Title 45 Code of Federal Regulations [CFR] § 302.33). Further, the Child Support Enforcement Unit/Support Collection Unit (hereafter “CSEU”) must maintain records regarding the application for child support services (45 CFR § 302.15[a][1]). This requirement is met through the State-mandated enrollment form (i.e., LDSS-5258, *Child Support Enrollment Form*, the online enrollment [LDSS-5258[E]]), or by application made through the court. The online enrollment enhances monitoring and compliance with these requirements and offers another access point to apply for child support services.

Additionally, the online enrollment will assist CSEU staff by decreasing the amount of data entry of enrollee information into the Automated State Support Enforcement and Tracking System (ASSETS) Intake Module.

Information and instructions for using the self-guided online enrollment will be available at childsupport.ny.gov/enroll. The online enrollment allows the customer to:

- Apply for child support services without printing or downloading a paper copy of the LDSS-5258, thereby eliminating the cost of printing, mailing, or delivering a paper form to the district;

- Complete a single online enrollment for multiple children and other parent combinations;
- Submit supporting documentation in multiple formats, including documents and images in jpg, jpeg, png, or pdf; and
- Download a copy of their submission in a single pdf titled *Child Support Enrollment Summary* which satisfies the federal and State notification requirements.

The online enrollment provides enrollees with definitions for various child support and legal terms and offers enhanced domestic violence resource information. Additionally, the online enrollment gives the enrollee the ability to select a translation from a list of common non-English languages spoken by individuals with limited English proficiency (LEP) in New York State. The online enrollment questions and navigation bar will be displayed in the translated language to facilitate online completion. Note: The information entered into the online enrollment will be in English and will appear as such on the resulting enrollment documents.

Benefits of the online enrollment for CSEU staff include:

- Reducing the need to manually enter enrollment information from a paper form into ASSETS (see Section VI., below, for more information);
- Addition of a “Safety Concerns” identifier on the ASSETS Intake Module Search/Review screen (see Section VI., below, for more information) to flag online enrollments when the enrollee indicates they have family safety concerns with pursuing child support services; and
- Availability of the LDSS-5258(E) and submitted supporting documentation in electronic format, making it no longer necessary to scan the hard copy LDSS-5258 and other paperwork submitted by the enrollee (see Section VI., below, for more information).

IV. Program Implications

Pursuant to 45 CFR § 303.2(b) and New York Codes, Rules, and Regulations (NYCRR) § 347.18(a), the CSEU must establish a case record within 20 calendar days of receiving an application for child support services. The online enrollment will strengthen compliance with this requirement as the date of submission will be recorded in the electronic record.

The online enrollment will strengthen document availability for the federal data reliability audit (DRA) as all online enrollment forms will be stored electronically.

V. Required Action

A. Receiving Online Enrollments

CSEU staff must check ASSETS for online enrollments at least daily. See Section VI., below, for further information. Online enrollments will be submitted to ASSETS in near real-time. Importantly, online enrollments submitted outside of the core business hours of 9 a.m. through 4 p.m. will be posted as received on the next business day (e.g., if an online enrollment is submitted at 8 a.m. on a non-holiday Monday, the online enrollment will be considered received as of 9 a.m. that day. However, if an online enrollment is submitted at 11 p.m. on a non-holiday Friday, then the enrollment will be considered received as of 9 a.m. on the following non-holiday Monday).

Additionally, when an enrollment is submitted with multiple children and other parent combinations a separate LDSS-5258(E) will be created for each other party with a unique sequence number in the ASSETS Intake Module. See **Attachment 1** for further information.

B. Case Building

CSEU staff must proceed with building the case, as appropriate, pursuant to instructions in [23-ADM-11](#), *Child Support Enrollment Form (LDSS-5258)*, Section V.A. and V.B. As part of this process, all information automatically populated from the online enrollment into the ASSETS Intake Module **must be reviewed and validated for completeness.**

As with the paper LDSS-5258 (see [23-ADM-11](#)), the resulting LDSS-5258(E) from the Online Enrollment Wizard includes several fields that are not on the ASSETS Intake Module, and the Intake Module contains several optional fields that are not on the LDSS-5258 and LDSS-5258(E). All information should be reviewed alongside the LDSS-5258(E) for each specific enrollment to ensure accuracy and completeness. See also Section VI., below.

C. Safety Concerns

When an enrollee indicates a safety concern, CSEU staff must proceed pursuant to previously issued policy guidance (e.g., [23-ADM-11](#), Section V.G.; Informational Letter [22-INF-09](#); [Dear Colleague Letter \(DCL\) dated August 10, 2007](#); [03-ADM-05](#)).

Additionally, CSEU staff must provide the enrollee with information about Domestic Violence Resources (i.e., [Approved Domestic Violence Service Providers](#)).

D. County of Enrollment

The *County of Enrollment* field has been added to the online enrollment to allow direction of a submitted LDSS-5258(E) to the CSEU of the selected county. The field on the online enrollment will be a free format field where predictive text options are provided once the enrollee begins to type the name of the county. The CSEU staff may find an enrollee has selected a County of Enrollment on the online enrollment that differs from the county where their mailing and/or home address is located.

If it appears that the online enrollment was directed to the incorrect county, the CSEU staff must contact the enrollee to:

- Determine if the enrollee intended to enroll in the county selected; and
- Discuss any benefits there may be to having another county provide child support services (e.g., closer to home, court proceeding site, and location of other potential governmental services).

If the enrollee agrees to have the enrollment forwarded to another county for the provision of child support services, the CSEU staff must:

- Notify the other county (see [ERS - Contacts – County offices](#)) of the forthcoming enrollment form;
- Download the LDSS-5258(E) and the supporting documents;
- Forward the downloaded documents via encrypted email or use of the Electronic Document Exchange (EDE) application on the federal Child Support Portal (see the [EDE Quick Start Guide](#) on the Electronic Resource System [ERS] for more information);
- Close out the online enrollment Sequence Number with a disposition of “Erroneous” (see the *ASSETS User Guide* for the definition of this term); and
- Click on the *Add/View Notes* button in the header region of the *ASSETS Application* page, or click the link in the Notes column of the Application Search results table, to add a note that indicates:
 - The LDSS-5258(E) was downloaded; and
 - The county to which the LDSS-5258(E) was forwarded.

E. Enrolling Party

Noncustodial parents (NCPs) can apply for child support services in the same way custodial parents (CPs) do – by filing an application for services (e.g., the LDSS-5258, online enrollment, or application through a court filing). This includes NCPs who request services when a case already exists for a CP (refer to the [DCL dated September 22, 2010](#) and the [DCL dated September 16, 1998](#) concerning services available to NCPs).

If the online enrollee indicates they are the NCP, the CSEU staff **must** contact the enrollee to confirm they are the NCP as very few NCPs request child support services. If the enrollee is the NCP, take the next appropriate step in the provision of child support services.

F. Reasonable Accommodation

When an enrollee indicates the need for a reasonable accommodation, CSEU staff must provide any appropriate reasonable accommodation pursuant to previously issued policy guidance (i.e., [06-ADM-05](#)).

VI. Systems Implications

Upon submission of the online enrollment by the enrollee, certain information entered into the online enrollment will automatically populate to corresponding data fields within the ASSETS Intake Module. Online enrollments will be listed in the table on the ASSETS *Application Search* screen. See *ASSETS New and Updated Fields: Intake Module Search/Review (Attachment 1)* for more information.

If necessary, the information in the Intake Module may be edited and/or additional information may be recorded prior to building the case.

VII. Additional Information

A. Child-Focused Enrollment

The online enrollment was designed to be child-focused and is divided into three parts:

- Enrollee Information;
- Child and Other Party Information; and
- Documentation.

B. Status of Enrollment

Once an enrollee starts and saves an online enrollment, the next time they log in with their NY.GOV ID account they will see a dashboard that displays the most recent status of their enrollment:

- Submitted;
- In Progress; or
- Expired (after 60 days).

C. County of Enrollment

When enrollees submit their online enrollment, they will receive an enrollment number that starts with CS-XX. The third and fourth positions of the enrollment number (i.e., "XX") indicate the county code of the county of enrollment selected by the enrollee. This enrollment number will be used by the Child Support Helpline (CSH) should a customer call checking on the status of their online enrollment and require a referral to the local district for follow-up.

D. Enrollee Changes after Submission

At this time, once an enrollee submits their online enrollment they cannot make any changes to the submission.

VIII. Effective Date

This ADM is effective March 27, 2025.

Issued By:

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Division/Office: Division of Child Support Services