



General Information System (GIS) Message

Section 1

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| Transmittal: | 24DC023 Upstate and New York City |
| Date: | May 02, 2024 |
| To: | Subscribers |
| Suggested Distribution: | Commissioners, Temporary Assistance Directors, SNAP Directors, Staff Development Coordinators |
| From: | Valerie Figueroa, Deputy Commissioner, Employment and Income Support Programs |
| Subject: | Tracking Temporary Assistance Child Support Referrals |
| Effective Date: | Immediately |
| Contact Information: | Temporary Assistance Bureau at (518) 474-9344 or tabureau@otda.ny.gov |

Section 2

The purpose of this GIS is to remind local social services districts (districts) of the requirements set forth in [23-ADM-11](#), in which Temporary Assistance (TA) programs must refer individuals to the Child Support Program (Child Support), and to set forth guidelines for documenting referrals from TA to Child Support.

In order to comply with record retention requirements, all referrals to Child Support initiated by TA must be readily retrievable by the New York State Office of Temporary and Disability Assistance (OTDA) for audit purposes. To satisfy this requirement, districts must maintain a list of all child support referrals made that captures at minimum the TA case name and TA case number. If applicable, the list must also capture the name of the person that is in non-compliance with child support requirements and the date the person was determined to be in non-compliance.

It is at district discretion whether the list will be retained by Child Support or TA staff. The list may be kept in electronic or paper format and must be produced upon OTDA request for purposes including State and Federal reviews, such as reviews of Temporary Assistance for Needy Families (TANF) compliance. Districts must keep cases on the list until the youngest child on the case turns twenty-one (21).

As a reminder, districts must document all child support referrals, actions taken and compliance statuses in case records.

For additional information on consequences of refusal or failure to cooperate with Child Support, see [99-ADM-05](#). For additional information on the Child Support Enrollment Form (LDSS-5258), see [23-ADM-11](#).