



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #07-26-SYS

AUTOMATED REFERRAL TO OCSE OF ACTIVE CASES NOT PREVIOUSLY REFERRED

<p>Date: February 26, 2007</p>	<p>Subtopic(s): OCSE</p>
<p> This procedure can now be accessed on the FIAweb.</p> <p>This process does not include Homebound cases</p> <p>This process will continue on an as-needed basis as determined by OCSE</p>	<p>The purpose of this policy bulletin is to inform Job Center staff of an automated process for referring active cases (including child only cases) to OCSE when the child is unknown to OCSE but there is a Bureau of Child Support (BCS) Indicator of A (Appropriate for OCSE Referral) in the Welfare Management System (WMS) for that child.</p> <p>Upon case acceptance or the addition of a child to an already active case, the worker is required to assign a BCS indicator to each child placed in active/single issue (AC/SI) status and make a referral to OCSE if appropriate. Some children have been identified as having the BCS indicator A, although they remain unknown to OCSE.</p> <p>To help address the issue of outstanding OCSE referrals beginning December 1, 2006, MIS has developed a process to automatically send referrals to OCSE for cases identified with a recertification due date that is more than six months in the future. In addition, MIS has made changes to the Paperless Office System (POS) to help Workers identify participants who need referral to OCSE. An automated process for referral of Homebound participants to OCSE is being developed. When it is completed, staff will be provided with Instructions.</p> <p>Workers are responsible during recertifications to check both the POS and NYCWAY to verify if the participant needs to be referred to OCSE and if s/he was included in the automated referral process. POS will automatically inform the Worker whether a referral is necessary. If POS indicates a referral is necessary, the Worker must access NYCWAY to verify if Action Code 140E (OCSE FFR Call-In Batch Appointment) appears on the Activity Inquiry screen for the participant.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

OCSE appointments
made by Job Center

- If a **140E** appears, a manual OCSE referral is not necessary.
- If no **140E** appears, refer the participant to OCSE as outlined below

When making an OCSE appointment during the recertification interview, JOS/Workers must use the following process:

- In POS, perform the recertification activity and check to see if a referral to OCSE is required;
- Conduct the scheduled recertification interview and verify the following:
 - the message, “This individual is not known to OCSE,” appears in the Welfare Management System (WMS) message section of the **Household** screen;
 - the message, “[Name of Child] is not known to OCSE. Please evaluate case for possible OCSE appointment,” appears in the **Required Household Information** window;
 - the BCS Indicator code **A** is the correct code for that child based on the circumstances relating to the participant and the absent parent.
- If either of the two messages previously described appears and the BCS indicator is correct, a referral to OCSE is required. Access NYCWAY and enter Action Code **940A** (OCSE Appointment Notice – In-Person Referral) to generate the Mandatory Appointment with the Office of Child Support Enforcement (**W-280H**) form.
- If the BCS Indicator code is incorrect, enter the appropriate code in Element **328** of the Turnaround Document (TAD) (see pages 1.4.9–1.4.10 in the Worker’s Guide to Codes Manual for a listing of BCS codes).

OCSE appointments
made by MIS

For the automated process, MIS will send an Alert to NYCWAY to post Action Code **140E**, for cases that:

- are not currently scheduled for a recertification;
- will not be recertified within the next six months;
- are Center 17 (Family Call Unit) cases which were reviewed by the Bureau of Eligibility Verification (BEV).

A batched OCSE appointment letter (**W-280H**) will be automatically mailed to these cases.

The Division of Financial Review and Processing (DFRP) will monitor all appointments to OCSE (manual and automated) and impose a sanction if the participant does not comply with OCSE.

Effective Immediately

Attachment:

☞ Please use Print on Demand to obtain copies of forms.

W-280H Mandatory Appointment with the Office of Child Support Enforcement (OCSE) (Rev. 11/22/06)

W-280H (S) Mandatory Appointment with the Office of Child Support Enforcement (OCSE) (Spanish) (Rev. 8/28/06)



Date: _____
Case Number: _____
Case Name: _____
Case Type: _____
Center: _____
Caseload: _____
Action Code: _____

Mandatory Appointment with the Office of Child Support Enforcement (OCSE)

As a recipient of Public Assistance on behalf of minor children, you are **required** to cooperate with the Office of Child Support Enforcement. Cooperating with the OCSE worker and providing the information and documentation requested is required in order to receive full public assistance benefits on behalf of the children.

Obtaining child support can give a child the benefits of having a legal father when paternity is questionable, with the opportunity to have health insurance coverage, Social Security Benefits, veterans' benefits, military allowance and a more secure financial future. The NYC Office of Child Support Enforcement (OCSE) can help you get a child support order and receive payments on a regular basis until the children reach age 21, even if a non-custodial parent is not involved in their lives. That's important because child support payments may help support the children and eliminate the need for public assistance.

A child support interview has been scheduled for:

Appointment Date: _____ Time: _____
Location Name: _____
Address: _____

Please bring to your child support interview the following documents.

- Documents showing both non-custodial parents' social security numbers;
- Birth Certificate for each child to be listed on the petition;
- Marriage certificate, divorce decree or separation papers, if applicable;
- Voluntary Acknowledgement of Paternity or Order of Filiation from family court, if applicable;
- Both non-custodial parents' addresses, phone numbers and employers;
- Both non custodial parents' dates and places of birth, and their parents' names;
- Recent photographs of the non-custodial parents.

If you cannot keep this appointment you must call _____ to reschedule PRIOR to or on the appointment date, not afterwards.

This is a mandatory appointment. If you do not keep this appointment and cooperate fully with OCSE, the Family Independence Administration will be notified to impose a sanction on the cash benefits received on behalf of the children. **This means that the cash benefits for the children will be reduced by 25%, but your Food Stamp benefits will not change.** The sanction will remain in effect unless and until you provide the specific information requested and comply with child support.

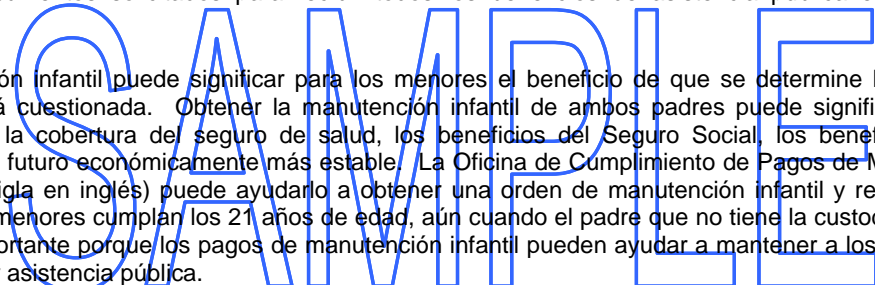
If you do not want to cooperate with child support because you fear the non-custodial parent will retaliate with physical or emotional harm, let the worker know. You will be referred to a domestic violence liaison who will decide if you should be excused from some or all of the requirements to cooperate with the child support program.



Fecha: _____
Número del caso: _____
Nombre del caso: _____
Tipo del caso: _____
Centro: _____
Número de casos atendidos: _____
Código de la acción: _____

**Cita obligatoria con la Oficina de la Oficina de Cumplimiento de Pagos de Manutención Infantil
(Office of Child Support Enforcement, OCSE por su sigla en inglés) (Spanish)**

En su carácter de beneficiario de Asistencia Pública en representación de menores, usted **tiene obligación** de cooperar con la Oficina de Cumplimiento de Pagos de Manutención Infantil. Debe colaborar con el trabajador social de la OCSE y proporcionar la información y los documentos solicitados para recibir todos los beneficios de asistencia pública en representación de los menores.



Obtener la manutención infantil puede significar para los menores el beneficio de que se determine legalmente la paternidad cuando la misma está cuestionada. Obtener la manutención infantil de ambos padres puede significar para los menores la oportunidad de tener la cobertura del seguro de salud, los beneficios del Seguro Social, los beneficios para veteranos, la asignación militar y un futuro económicamente más estable. La Oficina de Cumplimiento de Pagos de Manutención Infantil de la NYC (OCSE por su sigla en inglés) puede ayudarlo a obtener una orden de manutención infantil y recibir los pagos en forma regular hasta que los menores cumplan los 21 años de edad, aún cuando el padre que no tiene la custodia no tenga trato con los menores. Eso es importante porque los pagos de manutención infantil pueden ayudar a mantener a los menores y prescindir de la necesidad de recibir asistencia pública.

Se ha programado una entrevista de manutención infantil para:

Fecha de la cita: _____ Hora: _____
Nombre de la sede: _____
Dirección: _____

Sírvase concurrir a la entrevista de manutención infantil con los siguientes documentos:

- Documentos en los que figuren los números de seguros del seguro social de ambos padres que no tienen la custodia;
- Certificado de nacimiento de cada niño incluido en el pedido;
- Certificado de matrimonio, papeles del divorcio o de la separación, si corresponde;
- Reconocimiento voluntario de paternidad u orden de filiación de una corte de familia, si corresponde;
- Dirección, número de teléfono y empleador de ambos padres que no tienen la custodia;
- Fecha y lugar de nacimiento de ambos padres y nombres de ambos padres que no tienen la custodia;
- Fotografía reciente de los padres que no tienen la custodia.

Si no puede concurrir a esta cita, debe llamar al _____ para programar otra entrevista ANTES de la fecha prevista para la cita o el mismo día, no después.

OCSE Address:
Directions:

Usted tiene la obligación de concurrir a esta cita. Si no concurre a la cita y coopera ampliamente con la OCSE, la agencia impondrá una sanción sobre los beneficios en efectivo que recibe en nombre de los menores. **Esto significa que los beneficios en efectivo de los menores se reducirán un 25% pero no se modificarán los Cupones para Alimentos que recibe.** La sanción se mantendrá en vigencia salvo que usted proporcione la información específica solicitada y cumpla con los requerimientos de manutención infantil.

Si no quiere cooperar con manutención infantil porque teme que el padre que no tiene la custodia tome una represalia física o emocional, hágase saber al trabajador social. Será referido a un asesor de violencia doméstica quien decidirá si usted debe ser eximido de algunas o de todas las obligaciones que tiene de cooperar con el programa de manutención infantil.