



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #12-30-OPE

THE OFFICE OF CHILD SUPPORT ENFORCEMENT'S (OCSE) NONCUSTODIAL PARENTS INITIATIVE

Date: April 12, 2012	Subtopic(s): Child Support
<p> This procedure can now be accessed on the FIAweb.</p> <p>A noncustodial parent may be male or female.</p> <p>POS will identify applying/recertifying noncustodial parents</p> <p>PD #10-08-ELI, Domestic Violence Program</p>	<p>The purpose of this policy bulletin is to introduce Job Center staff to the Office of Child Support Enforcement's Noncustodial Parents Initiative. It is informational for all other staff.</p> <p>The Noncustodial Parents Initiative represents collaboration between HRA's Family Independence Administration (FIA), the Office of Child Support Enforcement (OCSE) and the Back-to-Work (BTW) vendor.</p> <p>Its purpose is to increase the engagement (financial and otherwise) of noncustodial parents (NCP) in the lives of their children, to identify noncustodial parents who are Cash Assistance (CA) applicants/participants, and assist them in managing their child support obligations.</p> <p>At every CA application/recertification interview, the Paperless Office System (POS) will identify NCPs with non-paying child support orders based upon POS' data exchange with OCSE's Child Support Management System (CSMS).</p> <p>POS will display the basic child support information of an identified NCP to the interviewing JOS/Worker and will generate a nonmandatory referral to OCSE.</p> <p>POS <i>will not</i> display child support information in the following situations:</p> <ul style="list-style-type: none"> • if no child support case exists; • the child support obligation and arrears amount both equal zero • the custodial parent has been referred to the Domestic Violence Unit (DVU) and is awaiting a DV assessment outcome; or • the custodial parent has been granted a DV waiver.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
 Call 718-557-1313 then press 3 at the prompt followed by 1 or
 send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

The JOS/Worker must refer the noncustodial parent to OCSE's Customer Services to pursue the details of his/her child support case(s) and to receive counsel about OCSE programs that may be available to assist the NCP in meeting his/her child support obligation.

Attachment A, POS
Child Support Case
Information Screens

In POS, when the JOS/Worker clicks 'Y' for Yes to the question "Does anyone on the case have Child Support obligations and/or arrears?" (see **Attachment A**, Figure 1) in the **Other Expenses** window, a POS/CSMS system interface matches any adult (noncustodial parent) on the CA case with child support obligations and/or arrears information received from OCSE.

Response to Question
screen

When the POS/CSMS match identifies an adult on the CA case as a noncustodial parent, the **Response to Question** screen appears.

The **Response to Question** screen reveals the noncustodial parent's name, social security number, the child support case number, case status, other personal information of the NCP and the child(ren) named in the child support order.

In the **Response to Question** screen, the JOS/Worker must select **Yes** or **No** to answer, "Is participant named in this window present at the interview?"

- If **No** is selected, POS *will not* permit the JOS/Worker to continue the OCSE referral process until a later date when the identified NCP is present.
- If **Yes** is selected, POS *will* continue with the OCSE referral process and print the following system generated notices, which the JOS/Worker must hand to the noncustodial parent:

Form **OCSE-181(E)**

- Services for Noncustodial Parents in Establishing and Paying Child Support Orders (OCSE-181 [E]) - provides the noncustodial parent's first name, last initial, and the current date and information from OCSE about his/her child support case. It also recommends that the noncustodial parent visit the OCSE Customer Service Walk-in Center, located at 151 West Broadway, 4th floor between the hours of 8:00 am and 7:00 pm on Monday through Friday for more assistance.

Form **OCSE-179(E)**

- Noncustodial Parent (NCP) Tips and Benefits in Establishing and Paying Child Support Orders through the Office of Child Support Enforcement (OCSE) (OCSE-179[E]) - provides general information on Child Support Services and advises noncustodial parents of the services available to help them. It also gives Child Support Services contact addresses, websites and telephone numbers for information.

Attachment B, Job Opportunity Specialist (JOS)/Worker OCSE Script

A **Job Opportunity Specialist (JOS)/Worker OCSE Script** has been developed to provide the JOS/Worker with general language to introduce the child support referral to the identified noncustodial parent. The JOS/Worker should print the script (see **Attachment B**) for use as a desk reference until it is available in POS.

- Once the referral has been provided to the noncustodial parent, the JOS/Worker must check “**Yes**” to the question, “Did you provide the participant with information about OCSE?”

NYCWAY Action Code **14NP**

Once the referral is printed and the above question answered, POS will send Action Code **14NP** (Completed Printing of OCSE Referral) to NYCWAY. The **14NP** will flag the NCP for OCSE tracking purposes.

Follow-up on the OCSE referral is not *mandated*.

An identified noncustodial parent’s failure to follow-up at OCSE Customer Service Walk-In Center does not affect his/her eligibility for CA benefits. The JOS/Worker must not defer the CA application or recertification eligibility determination pending the noncustodial parent’s compliance with the OCSE referral process. There will be no notification to the agency on the outcome of the referral.

BTW vendor will have read only access

Once the NCP is identified through the POS/CSMS interface, the child support information is also made available to the BTW vendor. When the NCP appears at the BTW vendor (either through a referral from FIA or OCSE), the Web Based NYCWAY will open the ‘NCP Client OCSE Information’ screen to present this information to the vendor for discussion with the NCP. Upon opening of the screen, NYCWAY will autopost Action Code **14NC** (OCSE NCP Referral).

NYCWAY Action Code **14NC**

The BTW vendor will assign priority status to the noncustodial parent in obtaining employment as part of their broader workforce re-entry service delivery.

As part of OCSE's initiative, the BTW vendor will work with the NCP even if s/he:

- Has a full employment waiver.
- Has a substance abuse waiver.
- Has Needed at Home (NAH) status.
- Is enrolled in Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE).
- Receives services through the HIV/AIDS Services Administration (HASA).

In addition, child support specialists are available at the BTW vendor to assist with other financial aspects of the child support order such as modifications, arrears reduction, etc.


Effective Immediately

Related Items:

[Child Support Manual](#)
[PD #10-08-ELI](#), Domestic Violence Program

Attachments:

- Attachment A** POS Child Support Case Information Screens
- Attachment B** Job Opportunity Specialist (JOS)/Worker OCSE Script
- OCSE-181(E)** Services for Noncustodial Parents in Establishing and Paying Child Support Orders
Rev. 12/21/2011
- OCSE-179(E)** Noncustodial Parent (NCP) Tips and Benefits in Establishing and Paying Child Support Orders through the Office of Child Support Enforcement (OCSE) Rev. 11/15/2011

 Please use Print on Demand to obtain copies of forms.

Attachment A

POS Child Support Case Information Screens

INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU WHO IS APPLYING:	Yes	No
Has Child Or Dependent Care Expenses?	<input type="radio"/>	<input type="radio"/>
Are You Able to Prepare Meals At Home ?	<input type="radio"/>	<input type="radio"/>
Has Additional Expenses?, Specify.	<input type="radio"/>	<input type="radio"/>
Pays Tuition and/or Fees?	<input type="radio"/>	<input type="radio"/>
Pays Child Support?	<input type="radio"/>	<input type="radio"/>
Pays Alimony?	<input type="radio"/>	<input type="radio"/>
Owes At Least Four Months' Court-Ordered Support For A Child Under 18?	<input type="radio"/>	<input type="radio"/>
Buys Or Plans To Buy Meals From A Home Delivery Or Communal Dining Service?	<input type="radio"/>	<input type="radio"/>
Does anyone on the case have Child Support obligations and/or arrears?	<input type="radio"/>	<input type="radio"/>

Figure 1: The JOS/Worker clicks the “Does anyone on the case have Child Support obligations and/or arrears?” show button to initiate a POS/CSMS search that matches any adult (noncustodial parent) on the applying/recertifying CA case with child support obligations and/or arrears information received from OCSE.

POS Child Support Case Information Screens

Response to Question

Instructions

The participant below has been named as the non-custodial parent in at least one child support case. If that person is present at the interview, select 'Yes' in the 'Is participant named in this window present at the interview' question and the OCSE Customer Service Referral letter and Informational Flyer will be printed. If person is not present, select 'No' and this window will close. Do not have a discussion and do not release any information if named participant is not present. Have participant contact the Office of Child Support at 1-888-208-4485, address 151 Broadway, NY, NY for any question he/she might have.'

Is Participant named in this window present at the Interview? Yes No

Non-Custodial Parent Information

Non-Custodial Parent Name	Non-Custodial Parent SSN	Non-Custodial Parent DOB
Nakam Williams	056586548	7/12/1970

Child Support Cases and Obligations

CSMS Number	Court Ordered Support	Custodial Parent Name	Arrears Amount	Monthly Obligation Amount	Last Payment Date
NP75607Z1	Y	DIAZ, MALTA	50	25	

Children on Child Support Cases

CSMS Number	Child Name	Child Date Of Birth	Paternity Established?	Custodial Parent Name
NP75607Z1	WILLIAMS, NAKIM N	12/10/2005	Y	DIAZ, MALTA

Did you provide the participant with information about OCSE (Hand Printout to the participant)? Yes No Row 1 of 2

Figure 2: When the POS/CSMS match indicates that an applying/recertifying adult on the CA case has a child support case, the **Response to Question** screen appears and reveals the child support case number, and personal information of the child(ren) of the order, the custodial parent and the noncustodial parent.

In this instance, because the JOS/Worker *has selected Yes* to answer the question “Is Participant named in this window present at the interview?,” POS will continue with the noncustodial parent referral process and print the **OCSE-181(E)** and **OCSE-179(E)** forms to be handed to the identified noncustodial parent.

Attachment B

Noncustodial Parent Initiative

Job Opportunity Specialist (JOS)/Worker OCSE Script

(to be read only when an applicant/participant has been identified as a noncustodial parent through the OCSE match)

Mr./Ms. (applicant/participant's name)_____.

You have been identified as a Noncustodial Parent with at least one child support order.

The Office of Child Support Enforcement (OCSE) works to make sure that every child receives financial support from both parents.

For noncustodial parents who are experiencing difficulty in making payments, OCSE has services available to help noncustodial parents manage their child support orders.

Here is a referral to the Office of Child Support Enforcement. Visit the OCSE Customer Service Walk-in Center located at 151 West Broadway, Manhattan if you are unable to pay on your existing order, need more details on your child support case, or need assistance with any questions you may have related to your child support obligations.

Additional information can be found on the **OCSE-179(E)** and the **OCSE 181(E)** handouts.

SERVICES FOR NONCUSTODIAL PARENTS in ESTABLISHING and PAYING CHILD SUPPORT ORDERS

Date:

(First Name Last Initial):

The Office of Child Support Enforcement (OCSE) wants to share the following information with you. OCSE works to ensure that parents have the opportunity to raise their children in healthy environments, where both parents contribute financial and emotional support, even during difficult times. If you are seeking assistance, have questions about your current child support order, or want to establish paternity, OCSE would like to help you manage your child support responsibilities.

The chart below will tell you if you have a child support order in place, and the amount that you owe. Box 8 in the chart will tell you whether or not you have a child support order that is actively charging. If Box 8 says "NO," then OCSE is looking to establish a child support order with you. To help you establish a child support order and meet your responsibilities to your child, we have provided you with the following information.

HOW TO OBTAIN OCSE SERVICES

If You Have No Order:

To receive OCSE Services, you must first establish paternity of your child(ren). Paternity provides you with legal parental rights and gives you the right to seek court-ordered custody of your child(ren) and/or a child support order. Paternity can be acknowledged voluntarily or by filing a paternity petition in your local Family Court. If you need to establish paternity through a family court hearing, the court may order a DNA test to verify you are the parent of your child(ren). If you have questions about establishing paternity, please visit your local Family Court. If paternity is already established and Box 4 says yes, you may receive a summons to appear in court, and you must attend the court hearing.

If You Cannot Pay Your Order:

If you cannot pay your child support or you have a high child support debt (arrear), please visit the OCSE Customer Service Walk-In Center, located at 151 West Broadway, Manhattan on the 4th floor, and meet with a customer service representative. Under certain circumstances, your child support order and arrears amount can be **reduced** if it is owed to the government. You can visit the walk-in center on Monday – Friday, between the hours of 8:00 am and 7:00 pm. **You must bring photo identification.**

We encourage you to get as much information as possible about OCSE’s services for noncustodial parents.

1	2	3	4	5	6	7	8
CSMS #	CHILD'S NAME	CHILD'S BIRTH DATE	PATERNITY STATUS	CUSTODIAL PARENT NAME	MONTHLY OBLIGATION AMOUNT	ARREARS AMOUNT	COURT ORDERED SUPPORT

NONCUSTODIAL PARENT (NCP) TIPS and BENEFITS in ESTABLISHING and PAYING CHILD SUPPORT ORDERS through the OFFICE of CHILD SUPPORT ENFORCEMENT (OCSE)

OUR MISSION

The Office of Child Support Enforcement (OCSE) works to make sure that every child receives financial support from his/her parents. Every child should be able to count on both parents for love and support. This is true even when both parents do not live together or were never married to each other. It is best for parents to be involved in their children's lives from birth, but it is never too late to become a responsible and caring parent. This includes providing emotional and financial support.

WHY DOES CHILD SUPPORT MATTER?

1. Raising a child is very expensive. Child support makes sure that both parents share the cost of taking care of their child(ren).
2. Part of child support is establishing who the legal father is. This gives a child inheritance rights and benefits if there are any, such as Veterans benefits and Social Security Administration (SSA) benefits.
3. A family getting child support can be more self-supporting and rely less on public benefits or Cash Assistance.

HOW DOES CHILD SUPPORT HELP CHILDREN?

- OCSE gives **90%** of the total money it collects to families with children. It pays back the remaining 10% to the Department of Social Services (DSS) for Cash Assistance costs.
- OCSE may pay up to the first \$100 of child support collected (or \$200 for two or more children) to families on Cash Assistance in addition to their Cash Assistance grant.

WHAT SERVICES ARE AVAILABLE TO HELP NONCUSTODIAL PARENTS (NCPs)?

- **Modified Department of Social Service (DSS) Order (MDO)** – NCPs whose nonresident children receive Cash Assistance can have their child support order lowered, to reflect their actual income, without going to court.
- **DSS Arrears Cap Initiative** (Child Support Debt) – Arrears owed to DSS that grew while the NCP's income was at or below the federal poverty level may be adjusted down to \$500, without going to court.
- **Arrears Credit Program (ACP)** – NCPs may have their child support debt to DSS lowered by **\$5,000**, if they pay current child support for one year. They may also be able to have it lowered by up to **\$15,000** if they stay in the ACP for three years.
- **Employment Services** – If an NCP has a child support order and is unemployed or under-employed, OCSE can help by getting him/her into an employment program. The employment program can also help prepare him/her for job interviews, contact employers who are hiring, and tell the NCP about places where (s)he can get business clothes.
- **Earned Income Tax Credit (EITC)** – NCPs who pay their current child support in full may be eligible for a New York State Noncustodial Parent Earned Income Tax Credit (NCP EITC). To learn more about this, call 311.
- **Mediation** – Local organizations provide help, at low cost, for parents in settling disagreements.
- **NYC Dads Website (NYC.Gov)** – The NYC Dads website helps fathers learn about and fulfill their important role in the upbringing of their children. The website lists citywide activities in programs, promoted by the Mayor's Office, that give support to fathers.
- **DNA Testing** – DNA testing is the best way to tell who a child's father is. A lab worker uses a cotton swab to take DNA samples from inside the cheeks of the baby, the mother and the man who is thought to be the father. The test can cost as little as \$35.50 per person. The lab will send the results by mail in about two weeks. **This service is available to parents who are not involved in the court process.**

WHY SET UP A CHILD SUPPORT ORDER THAT IS PAYABLE THROUGH OCSE?

- It can provide steady child support money.
- It removes the direct requests from the CP for child support money.
- The NCP always gets credit for payments (s)he made.

IMPORTANT TIPS FOR NONCUSTODIAL PARENTS

Legal Tips

- Always attend your court hearing and bring documents showing how much money you make.
- Read and answer all notices and letters you get in the mail.
- Return to Family Court when there is a change in your life that will affect your child support (e.g. loss of your job or loss of custody of your children).
- OCSE, and Family Court, do **not report** an NCP's immigration status. **DO NOT** let this stop you from showing up for your scheduled court date.

Financial Tips

- Always **pay something** rather than nothing.
- Follow the court order and send the payment to OCSE, not the CP. We cannot credit you for what we do not receive.
- Do not wait for your employer to make payments for you by using wage deductions. To avoid having arrears, make payments yourself until your income deduction is set up.
- Tell OCSE when you have a new employer or your address changes.

IMPORTANT CHILD SUPPORT CONTACTS AND INFORMATION

- **OCSE Customer Service Walk-In Center:** 151 West Broadway, 4th Floor (Manhattan)
Monday – Friday: 8:00 am – 7:00 pm
- **Help Line:** 888-208-4485; **Automated Account Information Line:** 800-846-0773
- Web Sites: www.newyorkchildsupport.com (Personal Account Information)
www.nyc.gov/hra (General Information)
www.nyc.gov/nycdads (Connection to Fatherhood Resources City-Wide)
<http://www.nycourts.gov/courts/nyc/family/index.shtml> (Family Court Website)

WHAT SERVICES DOES OUR CHILD SUPPORT PROGRAM PROVIDE?

- All services having to do with setting up a child support case and taking care of it, such as:
 - Establishing who the father is and setting up a child support order
 - Making sure child support payments are paid, and collecting them
 - Getting employment services for NCPs and connecting them with other needed services