



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #09-66-OPE (This Policy Bulletin Obsoletes CD #92-37)

REVISIONS TO THE LETTER OF INTRODUCTION TO OCSE (M-384)

<p>Date: June 16, 2009</p>	<p>Subtopic(s): Forms</p>
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to notify all Job Center staff that the Letter of Introduction to OCSE (M-384) form has been restructured to accommodate the Paperless Office System (POS) and provide directions for using the form through POS. The revisions include the following:</p> <ul style="list-style-type: none"> • The title of the form has been changed from Letter of Introduction to OCSE to Appointment Notice. • The demographic information, including all Cash Assistance (CA) Applicant/Participant information and Office of Child Support Enforcement (OCSE) information, has been eliminated. All demographic information can now be accessed through POS. • The Interview Report by OCSE and the Response by Family Independence Administration (FIA) on page 1 have also been eliminated. • Important Information About Your OCSE Interview on page 2 has been consolidated. • The revised form is now one page in length and includes appointment information, a space for travel directions, and incorporates information from page 2 of the original form. • There is now a space beneath the interview scheduling information for the name(s) of the noncustodial parent(s) of the child(ren). <p>The M-384 form will be made available through POS and through New York City Work, Accountability and You (NYCWAY). POS will use the form for CA applicants, while NYCWAY will use the form for undercare cases recently accepted without a referral to OCSE (pilot process). To make an OCSE appointment in POS, Workers must:</p>

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*

- enter information concerning the noncustodial parent(s) in the **Noncustodial Parent Information** window.
- click **OK**.

If an appointment is required, POS will open the **OCSE Referral** window.

- The Worker must click the **Make a New Appointment** button. POS will open the **Schedule the Appointment** window where all available dates received from NYCWAY are displayed.

Primary Appointment		
Monday	06/15/09	08:00AM

Alternate Appointments		
Monday	06/15/09	09:00
Monday	06/15/09	10:00
Tuesday	06/16/09	08:00
Tuesday	06/16/09	09:00
Tuesday	06/16/09	10:00
Wednesday	06/17/09	08:00
Wednesday	06/17/09	09:00
Wednesday	06/17/09	10:00

Schedule the Appointment

- Select the desired date and click the **Schedule the Appointment** button. This will generate an **M-384** and the form will be printed.

Note: After the form is generated, the Worker must continue the interview.

As a pilot process for the Coney Island Job Center (#63) and the DeKalb Job Center (#64), when a determination is made that an OCSE appointment is required, the **OCSE Appointment** window will not open and appointments will not be made at the time of the interview. Instead, POS will post Action Code **94AP** (OCSE Pilot Referral) in NYCWAY. When the case becomes active, NYCWAY will schedule the OCSE appointment, generate an **M-384** form, and batch mail it to the participant.


Job Center Directors staff must ensure that all previous versions of form **M-384** are removed from circulation and recycled.

A sample of the revised form is attached.

Effective Immediately

Attachments:

- | | |
|------------------|--|
| M-384 | Appointment Notice (Rev. 6/16/09) |
| M-384 (S) | Appointment Notice (Spanish) (6/16/09) |

 Please use Print on Demand to obtain copies of forms.

Notice Date: _____
Case Number: _____
Case Name: _____
Center: _____

Appointment Notice

A child support interview has been scheduled:

On: _____ Time: _____ Telephone: _____
Location Name: _____
Address: _____
City: _____ State: _____ Zip Code: _____

This interview is regarding the noncustodial parent(s) of your child(ren).

Parent's name: _____

If you are unable to keep this appointment, it is important that you call _____ at least 24 hours in advance.

Please bring the following documents with you:

- Documents showing both noncustodial 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 Filiations from family court, if applicable;
- Both noncustodial parents' addresses, telephone numbers and employer's information;
- Both noncustodial parents' dates and places of birth, and parent's names;
- Recent photographs of the noncustodial parents.

If you do not want to cooperate with the child support program because you fear the noncustodial 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.

This is a mandatory eligibility 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.

Travel Directions:

Fecha de Aviso: _____
Número del Caso: _____
Nombre del Caso: _____
Centro: _____

Aviso de Cita

Una entrevista de manutención de niños ha sido programada:

El: _____ Hora: _____ Teléfono: _____
Nombre del Local: _____
Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____

Esta entrevista es con respecto al padre(s) sin custodia de su niño(s).

Nombre de los padres: _____

En caso de que no pueda presentarse a esta cita, es importante que llame al _____ por lo menos con 24 horas de anticipación.

Favor de traer los siguientes documentos consigo:

- Documentos que muestren los número(s) de Seguro Social de ambos padres sin custodia;
- Certificado de nacimiento para cada niño que será listado en la petición;
- Certificado de matrimonio, decreto de divorcio o separación, si corresponde;
- Reconocimiento voluntario de la Paternidad u Orden de Filiación de la Corte de Familia, si corresponde;
- Direcciones, números de teléfono e información de los empleador(es) de ambos padres sin custodia;
- Fechas y lugares de nacimiento y nombres de ambos padres sin custodia;
- Fotografías recientes de los padres sin custodia.

Si usted no desea cooperar con el programa de manutención de niños por temor que el padre o madre sin custodia tome represalias con agresiones físicas o emocionales, infórmele a su trabajador. Usted será enviado(a) al enlace de violencia doméstica, para determinar si puede ser excusado/a de algunos o de todos los requisitos de cooperación con el programa de manutención de niños.

Esta cita de elegibilidad es obligatoria. Si usted no cumple esta cita y no coopera cabalmente con la Oficina de Solicitud para Manutención de Niños (Office of Child Support Enforcement – OCSE), la Administración de Independencia Familiar (Family Independence Administration) recibirá notificación para imponer una sanción sobre los beneficios en efectivo recibidos en nombre de los niños. **Esto significa que los beneficios en efectivo para los niños serán reducidos por un 25%, pero sus beneficios de cupones para alimentos no cambiarán.** Esta sanción continuará en vigor hasta que usted proporcione la información específica solicitada y cumpla con los requisitos de manutención de niños.

Indicaciones de Viaje:

¡La manutención de niños le ayuda a proveer para sus hijos!