



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #10-90-OPE (This Policy Bulletin Replaces PB #09-66-OPE)

REVISIONS TO THE APPOINTMENT NOTICE (M-384) FOR REFERRALS TO THE OFFICE OF CHILD SUPPORT ENFORCEMENT (OCSE)

Date: August 19, 2010	Subtopic(s): Forms
<p> This procedure can now be accessed on the FIAweb.</p> <p>NYCWAY currently only uses the M-384 for the Coney Island and DeKalb Job Center pilot process in which all individuals are referred to OCSE after the case is accepted.</p>	<p>The purpose of this policy bulletin is to advise all Job Center staff that the Appointment Notice (M-384) used for referrals to the Office of Child Support Enforcement (OCSE) has been revised as follows:</p> <ul style="list-style-type: none"> • The title of the form has been changed from Appointment Notice to OCSE Appointment Notice. • Several items in the list of documentation/information to bring to the OCSE interview were revised to clarify the language. • An asterisk has been added to indicate that the requested documents/information must be provided for both parents if both of the child’s parents are absent from the home. • Lines have been added to capture the signature of the Cash Assistance (CA) applicant/participant and the date signed. <p>The M-384 form is available through POS and through New York City Work, Accountability and You (NYCWAY). POS uses the form for CA applicants, while NYCWAY uses the form for CA participants recently accepted without a referral to OCSE. To make an OCSE appointment in POS, Workers must:</p> <ul style="list-style-type: none"> • enter information concerning the noncustodial parent(s) in the Noncustodial Parent Information window. • click OK. If an appointment is required, POS will open the following OCSE Referral window.

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

Version 13.1 - Paperless Office System - [ABSENT/LRR's] 9:59:59 AM Thursday, June 11, 2009

File Edit Tools Window Help

SOME REQUIRED HOUSEHOLD INFORMATION Show

Anyone Applying Under 21 Whose Parent(s) Is (Are) Absent?

OCSE Referral

Instructions

An OCSE Appointment is necessary for this case. Please click the 'Make a New Appointment' button to request available appointment dates. If the appointment is already scheduled and you need to change the date of the appointment, click on the 'Reschedule the Existing Appointment' button. You can cancel the existing appointment by clicking on the 'Cancel the Existing Appointment' button, but remember that you will have to schedule a new appointment for this case.

Casename	Latest OCSE Appointment Date	Office ID
Flower Child	05/01/09 08:00 AM	003

Result of OCSE Appt Did Not Cooperate Detail

Follow Up Action

If there is an appointment already existing, POS will display the appointment information and allow the rescheduling of the appointment date, if necessary.

- To make a new appointment, the Worker must click the **Make a New Appointment** button. POS will open the **Schedule the Appointment** window and display all available dates received from NYCWAY.

Schedule the Appointment

Instructions

If the date displayed in the 'Primary Appointment' field is acceptable, click on the 'Take Primary Appointment' radio button to select it. If the date displayed in the 'Primary Appointment' field is not acceptable, click on the 'Choose an Alternate Appointment' radio button and select one of the dates displayed in 'Alternate Appointments' field. After selecting a date click on the 'Schedule the Appointment' button to schedule that an appointment in NYCWAY.

Take Primary Appointment
 Choose an Alternate Appointment

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

- Select the desired date and click the **Schedule the Appointment** button. This generates and prints the **M-384** form.

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


For the Coney Island Job Center (#63) and the DeKalb Job Center (#64) pilot process, when it is determined that an OCSE appointment is required, the **OCSE Appointment** window will not open. No OCSE appointments are made at the time of the application interview. Instead, POS posts Action Code **94AP** (OCSE Pilot Referral) in NYCWAY. When the case becomes active, NYCWAY schedules the OCSE appointment, generates an **M-384** form, and batch mails it to the participant.

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

Samples of the revised form are attached.

Attachments:

- M-384** OCSE Appointment Notice (Rev. 8/19/10)
- M-384 (S)** OCSE Appointment Notice (Spanish) (Rev. 8/19/10)

 Please use Print on Demand to obtain copies of forms.

Notice Date: _____

Case Number: _____

Case Name: _____

Center: _____

OCSE Appointment Notice

A child support interview has been scheduled:

On: _____ Time: _____ Telephone: _____

Location Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

For an interview regarding the noncustodial parent 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 the noncustodial parent's Social Security number;
- 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;
- The noncustodial parent's address, telephone numbers and employer's information;
- The noncustodial parent's date and place of birth, and parents' names; and
- Recent photograph of the noncustodial parent.

*If both parents of the child(ren) to be listed on the petition are absent from the home, please provide the requested documents/information for both 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 the Office of Child Support Enforcement (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:

Applicant/Participant's Signature

Date

Child support helps you provide for your children!

Fecha de Aviso: _____

Número del Caso: _____

Nombre del Caso: _____

Centro: _____

Aviso de Cita de OCSE

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/madre sin custodia de su(s) niño(s).

Nombre del Padre/Madre: _____

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 el número de Seguro Social del padre/madre 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, número(s) de teléfono e información de los empleador(es) del padre/madre sin custodia;
- Fecha y lugar de nacimiento del padre/madre sin custodia y nombres de los padres; y
- Fotografía reciente del padre/madre sin custodia.

*Si ambos padres del niño(s) que serán indicados en la petición están ausentes del hogar, por favor proporcione los documentos solicitados/información de ambos padres.

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 la manutención de niños.

Indicaciones de Viaje:

Firma del Solicitante/Participante

Fecha

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