



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN #22-43-SYS

CHILD CARE AND CHILD SUPPORT UPDATES ON ACCESS HRA (AHRA)

Date: July 7, 2022	Subtopic(s): CA, POS
<p>Table of Contents</p> <p>Purpose 2</p> <p>Procedure 2</p> <p>Child Care Updates 2</p> <p>Child Support Updates 5</p> <p> Online Equivalent to the LDSS-4279 6</p> <p> Good Cause Child Support Question 6</p> <p> OCSE Referral Instructions for Staff 7</p> <p>Related Items:..... 9</p> <p>Attachments: 9</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 Fax* or fax to: (917) 639-0298

Purpose

The purpose of this policy bulletin is to inform staff on the expansion of ACCESS HRA (AHRA) to include [child care](#) and [child support](#) updates for online Cash Assistance (CA) applications and CA recertifications which began on April 30, 2022. This bulletin provides instructions to staff on how to handle and process child care and child support requests submitted by applicants/participants on AHRA.

Procedure

Child Care Updates

Refer to **Attachment A** for screenshots of the *Add or change child care* option on AHRA.

CA participants are now able to submit a request to add or change child care on AHRA. Refer to **Attachment A** for screenshots.

The AHRA *Work Schedule* page will collect the same information as the **FIA-1100**.

The Work Schedule page on AHRA will now collect the same information that is requested on the Work Schedule for Child Care (**FIA-1100**) form. Applicants/Participants will enter the work schedule on AHRA for all jobs of each parent who is employed. The screen will cycle through each household member with employment, starting with the employment information loaded from the Paperless Office System (POS), and then with any employment they may have entered during the Case Change flow. The information collected will populate screens in POS and allow child care workers to process these requests.

For self-employment, staff must review the AHRA summary PDF document.

Note: In POS, the child care questions within the “Is Employed?” question will be prepopulated. For self-employment, there is no question in POS to prefill for the applicant/participant’s work schedule with the “Is Self-Employed” questions set, and staff must carefully review the AHRA summary PDF document to make the necessary referrals.

The PDF is a summary of all the data that the applicant/participant entered into AHRA as part of their online submission. The PDF summary is automatically committed to the HRA OneViewer for every CA Special Grant or Case Change submission. Staff may access the PDF from the HRA OneViewer at any time.

The name of the AHRA summary PDF is as follows:

Name of the AHRA summary PDF.

- For CA Special Grants only – “ACCESS HRA Special Grant Request Summary.”
- For CA Case Changes including Special Grants – “ACCESS HRA CA Case Change Request Summary.”

Screenshots of the “Is Employed?” Question in POS

Screenshots of the POS “Is Employed?” question.

Version 25.2 - Paperless Office System - [EMPLOYMENT INFORMATION]

File Edit Tools Window Help

INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU THAT IS APPLYING:		Yes	No
Is Employed? (Including Babysitting or Potential Income That May Not Yet Been Received)		<input checked="" type="radio"/>	<input type="radio"/>
Is Self-Employed? (Including Potential Income That May Not Yet Been Received)		<input type="radio"/>	<input type="radio"/>
Is Unemployed? (Currently Not Working)		<input type="radio"/>	<input type="radio"/>
Could You Accept a Job Today?		<input type="radio"/>	<input type="radio"/>
Participating In A Strike?		<input type="radio"/>	<input type="radio"/>
Is Anyone in the Household a Migrant or Seasonal Farm Worker?		<input type="radio"/>	<input type="radio"/>
Has Child Care Expenses Or Dependent Care Expenses Including Cost of Transportation to Dependent Care Facilities?			
Who	<input type="text"/>	Start Date	00/00/0000
Type of Work	Clerical	Expected End Date..	00/00/0000
Employer	<input type="text"/>	Gross Income	\$.00 \$.00 \$.00 \$.00
Street	<input type="text"/>	Frequency	BW
City	Rego Park	Hours/Freq...	<input type="text"/>
State	NY	Taxes Withheld	<input type="radio"/> Yes <input type="radio"/> No
Zip	11374-	Day Paid	<input type="text"/>
Contact	<input type="text"/>	Is Health Insurance Available through Your Employer (even if you are not participating)? <input type="radio"/> Yes.. <input type="radio"/> No	
Title	<input type="text"/>	Do you have child or dependent care expenses due to employment (including job search)? <input type="radio"/> Yes.. <input type="radio"/> No	
Phone	<input type="text"/>	Do you have other employment-related expenses (including job search)? <input type="radio"/> Yes <input type="radio"/> No	
Document...		Scan	Comment
<input type="text"/>		<input type="checkbox"/>	<input type="text"/>

OK Cancel

Version 25.2 - Paperless Office System - [EMPLOYMENT INFORMATION]

File Edit Tools Window Help

INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU THAT IS APPLYING:

Is Employed? (Including Babysitting or Potential Income That May Not Yet Been Received)	<input checked="" type="radio"/> Yes <input type="radio"/> No
Is Self-Employed? (Including Potential Income That May Not Yet Been Received)	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is Unemployed? (Currently Not Working)	<input checked="" type="radio"/> Yes <input type="radio"/> No
Could You Accept a Job Today?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Participating In A Strike?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is Anyone in the Household a Migrant or Seasonal Farm Worker?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Has Child Care Expenses Or Dependent Care Expenses, Including Cost of Transportation to Dependent Care Facilities?	<input type="radio"/> Yes <input checked="" type="radio"/> No

Drill Down Window

Instructions: To receive child care or continue receiving it (if subsidized child care is already in place), a client must provide her/his weekly work schedule officially verified by the employer. If a work schedule changes often, record the most commonly worked schedule. Also, if a client's travel time varies each day, record the longest travel time and multiply by five (5). For example: Two (2) days a week travel time is two (2) hours, and three (3) days a week travel time is one (1) hour. So, the travel time should be 5x2=10 hours. Round result to the nearest hour.

Who Has Expense: Type of Expenses: Child Care Dependent Care Relationship to Child:

Employer: Street Address:

City: State: Zip: Schedule Type: Standard Scheduled Verified: Yes No Pending

Rego Park NY 11374- Standard Yes No Pending

OK Cancel

Drill Down Window

Work Location if Different from Employer's Address:

The Employer has a total of:
 11 or more employees
 10 or fewer employees

Weekly Schedule

Days	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Start Time	11:00 AM	11:30 AM	11:30 AM	11:30 AM	11:30 AM	11:30 AM	11:30 AM
End Time	05:30 PM	05:30 PM	05:30 PM	05:30 PM	05:30 PM	05:30 PM	05:30 PM
Number Of Hours Worked	06.50	06.00	06.00	06.00	06.00	06.00	06.00

Total Weekly Travel Time: Total Weekly Hours Worked: 042.50

OK Cancel

Staff must wait until after the child or children have been enrolled before they budget any income reported in the AHRA child care request.

Note: Staff must not budget the income reported in the AHRA child care request until after the child or children have been enrolled, provided that the case is eligible for child care. By doing so, if the applicant/participant is no longer eligible for CA after budgeting the income, the case may be flagged for Transitional Child Care (TCC) benefits in the Automated Child Care Information System (ACCIS).

Staff must not send applicants/participants the **FIA-1100** or request this information if the applicant/participant has already submitted the work schedule information through AHRA. Child care liaisons and Customer Service Information Center (CSIC) supervisors must check for any documents in the HRA OneViewer before deferring a case.

When a child care request is submitted through AHRA, the CA Change Case Data Activity will be assigned to the Job Center's **CA E-Change** queue for processing.

Screenshot of the POS Queue

Screenshot of POS queue when an AHRA child care request is submitted.

Pending Activities Notification		
Case Number	Worker	Activity
has the following activities currently pending. Any activity highlighted in green means that the activity you are attempting to perform is already suspended in that person's queue.		
CA EChg. 063	ECH063	CA Change Case Data

The add or change child care request may be submitted with other case changes or grant requests in AHRA. If the Homelessness Diversion Unit (HDU) or CSIC staff receive a change request related to child care, they must send the request to the CSIC supervisor. These cases will be assigned to child care specialists for the required processing, as per current procedure.

Since the add or change child care request can be submitted with other case changes or grant requests in AHRA, all requests containing child care additions or changes must be handed over to the child care specialist as they are CSIC staff and also process other case changes and grant requests. This will ensure that child care specialists are able to review all the requests submitted through AHRA for any particular case and can defer or process the request as necessary.

For detailed information on child care, refer to [PD #16-05-EMP](#) and [PD #16-08-EMP](#).

Please refer to [PD #16-05-EMP](#) and [PD #16-08-EMP](#) for more information.

Child Support Updates

The following information has been added to the CA Application, CA Recertification, and CA Case Change and Emergency Grant Request in AHRA:

- The online equivalent to the Notice of Responsibilities and Rights for Support (**LDSS-4279**) form.
- The good cause child support question *“Are you able to cooperate in pursuing child support?”*.

The addition of the **LDSS-4279** online equivalent and good cause child support question in AHRA will allow the Department of Social Services (DSS) to automate the referral to the Domestic Violence Liaisons (DVL) or to the Office of Child Support Services (OCSS).

Refer to **Attachment B** for screenshots.

Refer to **Attachment B** for screenshots of the **LDSS-4279** online equivalent and the good cause child support question.

Online equivalent to the **LDSS-4279**.

Online Equivalent to the LDSS-4279

If there is a child in the household under the age of 21 and the applicant/participant indicates that one or both parents are not living in the household, but is not deceased, they will be presented with the “*Parents Not in the Household Information*” page.

On this page, applicants/participants are required to complete the online equivalent to the **LDSS-4279**. Staff are no longer required to print and mail the **LDSS-4279** as applicants will complete the online equivalent in AHRA.

Note: Printing functionality for the **LDSS-4279** is currently turned off in CA POS due to the COVID-19 pandemic.

Good Cause Child Support Question

Good cause child support question in AHRA.

On the “*Parent Not in the Household Information*” page, applicants/participants will also be required to answer the good cause child support question “*Are you able to cooperate in pursuing child support?*”.

This question allows the applicant/participant to indicate whether or not they are able to cooperate in pursuing child support without exposing themselves or their child/children to physical or emotional harm.

If an applicant/participant’s response indicates that they cannot pursue child support without exposing themselves or their child/children to physical or emotional harm, the following case comment will be populated in POS:

A case comment is populated in POS if an applicant/participant indicates in AHRA that pursuing child support would expose them or their child/children to harm.

“Client indicated on ACCESS HRA that they or their child would be at risk of harm if given a child support referral. You must schedule an assessment with a Domestic Violence Liaison.”

POS will record the good cause claim as a case comment; however, it will not prefill the question to “Yes” on the Office of Child Support Enforcement (OCSE) screen.

Before processing a case, staff must review the POS case comment. If the case comment indicates that an individual and/or their child/children would be at harm if given a child support referral, staff must ensure that the “Parents Information” on the **Individual Detail** screen for the child on the case is accurately supplied prior to navigating to the **Referrals Screen**.

Please refer to the “OCSE Referral Instructions” section at the end of this procedure for instructions on how to complete the **Individual Detail** screen for OCSE referrals.

Once on the **Referrals** screen, staff should mark the good cause question as “Yes” and generate the required special assessment referrals.

Screenshot of the Referrals Screen

Screenshot of the Referrals screen in POS.

Additionally, the applicant/participant’s response to the good cause question has been added to the following in AHRA:

- CA Application Summary Form,
- CA Recertification Summary Form, and
- CA Case Change or Emergency Grant Summary Form.

Note: These summary forms are automatically committed to the HRA OneViewer.

OCSE Referral Instructions for Staff

OCSE referral instructions.

1. Start the Action.
2. On the **Individual Detail** screen, type the correct name of the parents. If the parent is in the household or on the case, open the dropdown menu and choose the name of the parent with a Client Identification Number (CIN).
3. For the Noncustodial Parent (NCP), if more than one child has the same NCP, type the first and last name for one child; however, for the rest of the children with the same NCP, open the dropdown menu and select the parent. Please see the screenshots below for examples.

Refer to [FF #22-05](#) for information on scheduling interview appointments for OCSS referrals.

The NCP check to the OCSE database will be made once for the same single NCP, which will ensure accurate data and allow the appointment to be scheduled.

Note: Please refer to [FF #22-05](#) for instructions on scheduling in-person or telephone interview appointments for referrals to OCSS.

Screenshots for OCSE Referrals

Demographics									
Case Number	Suf	Ln	CIN	First Name	Middle	Last Name	Sex	DOB	Relationship
	1	3					F		Natural Daughter
SSN	Valid	Date SSN Card Applied For		Marital Status	Country of Birth	State	County Of Birth	Birth Ce	(NYC C
	1	00/00/0000		Single/Never Ma	United States	NY	Brooklyn	156-10	
Ethnic/Race Affiliation									
Hispanic/Latino			Asian			Native Hawaiian/			
<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Unkn			<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Unkn			<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Unkn			
Alaska Native/			Black or African American			White			
<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Unkn			<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unkn			<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Unkn			
Parents Information									
Residing in the household?					Mother's Name				
<input checked="" type="radio"/> Yes <input type="radio"/> No					Mother Name 01/01/1900 AB12345V				
Residing in the household?					Father's Name				
<input type="radio"/> Yes <input checked="" type="radio"/> No									
Citizen/Immigrant Information									
US Citizen / National <input checked="" type="radio"/> Yes <input type="radio"/> No									
John Doe #1									

Bureau of Eligibility Verification (BEV)	
Special Assessment	
Office of Child Support Enforcement (OCSE)	
Response to Question	
Instructions	
Below are the Non-Custodial Parents for all applying individuals who are under the age of 21. If the parents are not legal they are considered non-custodial parents for OCSE purposes and must be evaluated for an Office of Child Support Ref	
Non-Custodial Parent	Relationship to the Casehead
John Doe #1	Non-Legal Union
Child's Name	Deprivation Factor /Help? Abandonment/De
Date of Death	Good Cause Claim /Help? <input type="radio"/> Yes <input checked="" type="radio"/> No
Was death job related? <input type="radio"/> Yes <input checked="" type="radio"/> No	Is there a prior or existing OCSE sanction for this person/household? <input type="radio"/> Yes <input checked="" type="radio"/> No
Does custodial parent have documentation to verify death? <input type="radio"/> Yes <input checked="" type="radio"/> No	Document... Scan Comment...

Effective Immediately

Related Items:

[PD #16-05-EMP](#)

[PD #16-08-EMP](#)

[PB #21-59-SYS](#)

[FF #22-05](#)

Attachments:

Attachment A

Attachment B

FIA-1100 (E)

LDSS-4279 (E)

W-280a (E)

Add or Change Child Care on ACCESS HRA

Notice of Responsibilities and Rights for

Support, and Good Cause Child Support

Question on ACCESS HRA

Work Schedule for Child Care (Rev. 12/27/16)

Notice of Responsibilities and Rights for

Support (Rev. 1/10)

Information for All Potential Child Support

Applicants About Getting Child Support Safely

(Rev. 2/1/22)

Add or Change Child Care on ACCESS HRA

ACCESS HRA
YOUR WAY

Log Out jsmith@gmail.com

Home Benefits Appointments Documents Payments E-Notices Partners

Case Changes & Emergency Grants

Because of COVID-19, you do not need to come to your Center for an interview or appointment. We will contact you about your request for a case change or emergency grant.

Please ignore ANY instructions that tell you to come to your Center. Do not come to your Center.

What do you need help with?

Select the case changes or grants you would like to apply for. You can select multiple options. Click on each box for more details about what you can apply for.

I need to change my case:

- Change case member(s)
- Change address
- Make changes to my income
- Close my case
- Add or change child care**

I need financial help to:

- Pay for housing costs I owe
- Pay for utility bills I owe
- Pay moving costs
- Pay for home repairs
- Pay for storage
- Get a restaurant allowance
- Get ready for a new baby
- Recover after a crisis

For more information on how to get help paying for other expenses like child care, work-related expenses, or burial costs or if the help you need is not available above please [go to the CA FAQ page](#)

Cancel Continue

Contact Us Terms of Use Privacy Policy English

For participants receiving Cash Assistance benefits, ACCESS HRA will offer the ability to add or change child care. The "Add or change child care" icon has been added to the "I need to change my case" section.

Participants will need to provide documentation supporting the request upon submission.

Case Changes & Emergency Grants

Work Schedule

The *Work Schedule* page on ACCESS HRA will now collect the same information from applicants/participants as the Work Schedule for Child Care (**FIA-1100**) form. Participants will enter the work schedule on AHRA for all jobs of each parent who is employed.

The screen will cycle through each household member with employment, starting with the employment information loaded from the Paperless Office System (POS), and then with any employment they may have entered during the Case Change flow.

The information collected will populate screens in POS and allow child care workers to process these requests.

Parents' Work Schedule

We need information about the work schedule of each parent of the children on your case. You will be shown this screen again if you need to enter schedules for more than one parent.

Are you able to provide the work schedule now for a job that **John (1980)** already has on your case? Required
(We will ask for the work schedules of jobs you added during this application later.)

Yes

No, I will submit documents showing the work schedule later

Note: You will be asked to submit documents later with the work schedules if you do not give us this now. HRA may not be able to process your request if you do not submit each parent's work schedules. If your work schedule hasn't changed and you are just requesting a new provider, you will not have to provide a work schedule.

Next

[Contact Us](#)

[Terms of Use](#)

[Privacy Policy](#)

English



Notice of Responsibilities and Rights for Support, and Good Cause Child Support Question on ACCESS HRA

Cash Assistance Application

< Back

STEP 3 OF 8

Household

Your Household: Jon (1975)

Is one of <name>'s parents not living in the household? Required

Yes

No

Once you have submitted this application, please download the ACCESS HRA Child Support mobile app to submit a Referral for Child Support Services - nyc.gov/childsupportmobile

Parent Not in the Household Information

Please provide the following information for the parent not living in the household.

First Name:

Middle Initial:

ACCESS HRA (AHRA) will now include the online equivalent to the Notice of Responsibilities and Rights for Support (**LDSS-4279**) form and the good cause question “*Are you able to cooperate in pursuing child support?*” in the CA Application, CA Recertification, and CA Case Change and Emergency Grant.

If there is a child in the household and the applicant/participant indicates that one of the parents are not living in the household, they will be presented with the “*Parent Not in the Household Information*” page.

These applicants/participants are asked to download the ACCESS HRA Child Support mobile app to submit a Referral for Child Support Services.

Last Name:

Social Security Number:

Individual Taxpayer Identification Number (ITIN):
This is an identification number issued by the Internal Revenue Service (IRS) if you are self-employed.

Date of Birth:
M/D/YYYY

Is this parent currently deceased? Required

Yes

No

Is this parent currently incarcerated? Required

Yes

No

Information must be provided for a parent who is not living in the household.

Attachment B

Parent Not in the Household Address

Bldg #: Street Name:

Apt/Suite:

City: State:

ZIP Code:

For more information about how to get Child Support safely, [click here.](#)

NOTICE OF RESPONSIBILITIES AND RIGHTS FOR SUPPORT
YOUR RESPONSIBILITIES
When you sign a Temporary Assistance (TA) Medical Assistance (MA) application, and for as long as you get TA and/or MA, you must:

- I. Tell your worker if you are pregnant or were pregnant in the last two months because some of the requirements below may not apply to you at this time.
- II. Turn over ("assign") to the State and your local Department of Social Services ("the Department") your rights and the

Are you able to cooperate in pursuing child support? Required

Yes, I can cooperate in pursuing child support without exposing my child(ren) or myself to physical or emotional harm.

No, I cannot pursue child support as it would expose my child(ren) or myself to physical or emotional harm.

Second Parent Not in the Household Required

Does <name> have another parent that is not in the household?

Yes

No

These applicants/participants are presented with the online equivalent to the **LDSS-4279** and the good cause child support question "Are you able to cooperate in pursuing child support?".

If an applicant/participant answers "No" to the good cause question, the following case comment will be populated in POS:

"Client indicated on ACCESS HRA that they or their child would be at risk of harm if given a child support referral. You must schedule an assessment with a Domestic Violence Liaison."

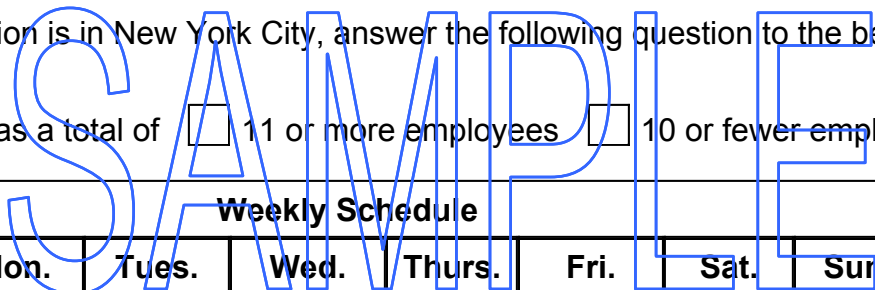
Work Schedule For Child Care

You must complete this form to get child care. This form asks about your employer and the days and hours you work. If the days and hours you work change often, give the days and hours you work the most.

Applicant/Participant's Name:	Cash Assistance Case Number:
Employer's Name:	
Employer's Address:	
Work Location if Different from Employer's Address:	

If the work location is in New York City, answer the following question to the best of your knowledge.

The employer has a total of 11 or more employees 10 or fewer employees



Weekly Schedule							
Days	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Start Time:							
End Time:							
Number of hours worked:							
							Total Weekly hours worked:

Total Weekly Travel Time: If your travel time changes each day, use your longest travel time and multiply by five (5). For example: Two (2) days a week your travel time is two (2) hours, and three (3) days a week your travel time is one (1) hour, your total travel time should be $5 \times 2 = 10$ Hours.

Total Weekly Travel Time:

Work Schedule For Other Adults in Household

Relationship to Child: Parent Guardian

Applicant/Participant's Name:	Cash Assistance Case Number:
Employer's Name:	
Employer's Address:	
Work Location if Different from Employer's Address:	

If the work location is in New York City, answer the following question to the best of your knowledge.

The employer has a total of 11 or more employees 10 or fewer employees

Weekly Schedule								
Days	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.	
Start Time:								
End Time:								Total Weekly hours worked:
Number of hours worked:								

Total Weekly Travel Time: If your travel time changes each day, use your longest travel time and multiply by five (5). For example: Two (2) days a week your travel time is two (2) hours, and three (3) days a week your travel time is one (1) hour, your total travel time should be $5 \times 2 = 10$ Hours.

Total Weekly Travel Time:

I swear or affirm that the Information on this form is true and correct.

Applicant/ Participant's Signature: _____ **Date:** _____

NOTICE OF RESPONSIBILITIES AND RIGHTS FOR SUPPORT

YOUR RESPONSIBILITIES

When you sign a Temporary Assistance (TA) Medical Assistance (MA) application, and for as long as you get TA and/or MA, you must:

- I. **Tell your worker if you are pregnant or were pregnant in the last two months because some of the requirements below may not apply to you at this time.**
- II. **Turn over (“assign”) to the State and your local Department of Social Services (“the Department”) your rights and the rights of any applying family member to get support (including medical support) from anyone else. [Social Services Law (SSL) 158 and 348] The assignment of support is limited to support which accrues during the period that you and/or any family member receives assistance. If you are applying only for MA, you assign to the State and the Department your rights and the rights of any applying family member to get medical support including the rights to any medical benefits. [SSL 366(4)(h)]**
- III. **Cooperate with the Department to legally name who the father of your child is (“establish paternity”) and to get any support (including medical support) owed to you and any child living with you [SSL 132-a, 158, 349-b and 366(4)(h)]. If you have a good reason not to cooperate, be sure to read the “YOUR RIGHTS IF YOU DO NOT COOPERATE” section below.**

To cooperate means you will have to:

- ◆ Go to the TA office and, if required, to the child support office and court to sign papers or tell what you know about the absent parent. Some things that you may be asked you may already know. See the back of this form for the section on **“Information You May Already Have On The Absent Parent”**.
- ◆ Name the absent parent of any child applying for or getting TA or MA, and tell what you know to help find that parent.
- ◆ Help the court in establishing paternity of any child who was born to unmarried parents.
- ◆ Tell what you know about the absent parent’s income and whether the absent parent has access to health insurance benefits to help the Department help you or any child getting TA or MA to get financial and/or medical support.

NOTE: By signing the TA/MA application, you are attesting under penalty of perjury that you will give true and complete information. If you don’t know information about the parent of your child, you must sign a form saying you don’t know.

A child should get support from both parents. By cooperating, you are investing in your child’s future. Some of the benefits of cooperating are:

- ◆ Finding the absent parent
- ◆ Establishing the paternity of your child is (see the back of this form for the section on **“Fathers’ Rights When Paternity is Established in Court”**)
- ◆ Up to **\$100** per month of current support collected is given to you if there is one child active on your TA case (this is called a “pass-through” or “bonus” check); up to \$200 per month of current support collected is given to you if there are two or more children active on your TA case.”
- ◆ Getting support that could help you so that you might not need TA
- ◆ Your child gains inheritance rights to medical and life insurance
- ◆ You and your child gain rights to future Social Security, Veteran’s or other government benefits.

YOUR RIGHTS IF YOU DO NOT COOPERATE

- I. **If you feel that cooperating would not be good for you or your child:**
 - A. You have the right to make a “good cause claim” for not cooperating. The following are reasons that the Department will use to see if it can approve your good cause claim:
 - ◆ Your cooperation is likely to cause physical or emotional harm to you or your child
 - ◆ Your child came from a pregnancy due to incest or rape
 - ◆ You are working with the court or an authorized adoption agency to have your child adopted.
 - B. You have the right to make a “good cause claim” at any time by telling a worker. If you make a good cause claim, you must:
 - ◆ Give evidence to the Department to prove this. See the back of this form for the section on **“Examples Of Evidence You Can Give For A Good Cause Claim”**. If you need help getting the evidence, the Department will give you reasonable help. If your claim is due to fear of physical harm, and you cannot get the evidence, the Department may still be able to approve your good cause claim.
 - ◆ Give your evidence **within 20 days** of making your good cause claim. You may only have 20 days even if you have a hard time getting evidence.
- NOTE:** If you are applying for TA or MA, you must give evidence and tell what you know about the absent parent, or you will get less TA and you will not get MA for yourself.

Once you make a good cause claim, the Department will do one of the following:

- ◆ Approve your claim based on the evidence you have given to prove one of the good cause reasons listed in Section I.A. above. If your claim is approved, you will not have to cooperate with the Department.
- ◆ Deny your claim because the evidence you gave was not enough to prove one of the reasons listed in Section I.A. above.
- ◆ Look into (“investigate”) your claim further so that the Department can get the information it needs to see if it can approve your claim. You may have to tell what you know about the absent parent, such as their name and address. The Department will not contact the absent parent without telling you first.

NOTE: The Child Support Enforcement Unit (CSEU) may review the Department’s findings and the good cause decision. If you ask for a hearing on your good cause claim, the CSEU may be involved with that hearing. If your good cause claim is approved, the CSEU may try to establish paternity or collect support only if the Department decides that this can be done without risk to you or your child. This will not be done without telling you first.

- II. If you do not cooperate and do not have a good cause claim or domestic violence waiver that was approved:
 - ◆ You will get less TA and will not get MA for yourself.
 - ◆ TA for your child may be paid to someone else called a “protective payee”.

I have read the front and back of this notice, <input type="checkbox"/> I can cooperate in pursuing child support without exposing my children or myself to physical or emotional harm. <input type="checkbox"/> I cannot pursue child support, as it would expose my children or myself to physical or emotional harm.	<input type="checkbox"/> I have given the applicant/recipient a copy of this notice.
--	--

SIGNATURE OR APPLICANT/RECIPIENT	DATE	SIGNATURE OF WORKER	DATE
----------------------------------	------	---------------------	------

I. INFORMATION YOU MAY ALREADY HAVE ON THE ABSENT PARENT(S)

You will be asked to give as much information about the absent parent(s) as possible. Social Security Number(s) and date(s) of birth are especially important. This information may be found on the absent parent's following documents:

- ◆ Pay stubs
- ◆ Tax returns (may be joint returns)
- ◆ Tax Department forms and letters
- ◆ Unemployment Benefits (UIB) booklet
- ◆ Social Security/Veterans Administration records
- ◆ Workers' Compensation statement
- ◆ School/College records
- ◆ Life and auto insurance policies
- ◆ Bank books (current and old)
- ◆ Medical/Dental records and bills
- ◆ Marriage certificate
- ◆ ID cards (health insurance, school ID, alien registration)
- ◆ Other personal records

II. EXAMPLES OF EVIDENCE YOU CAN GIVE FOR A GOOD CAUSE CLAIM:

- ◆ Birth Certificate, or medical or law enforcement records, which show that your child came from a pregnancy due to incest or rape
- ◆ Court records or other records which show that action on a legal adoption is pending in court.
- ◆ Court, medical, criminal, child protective services, social services, psychological or law enforcement records which show that the alleged or absent parent might physically or emotionally harm you or your child.
- ◆ Medical records which show emotional health history and present health history and present health status of you or your child; or written statements from mental health staff showing a diagnosis or prognosis on the emotional health of you or your child.
- ◆ A written statement from a public or private agency that you are being helped to decide whether to keep or give up your child for adoption.
- ◆ Sworn statements from people including friends, neighbors, clergy, social workers and medical staff who would know your situation and could confirm the basis of your good cause claim.

If you need help in getting evidence, ask the Department. The Department will give you reasonable help in getting the evidence you need.

III. FATHERS' RIGHTS WHEN PATERNITY IS ESTABLISHED IN COURT

When a court has established who is the father of a child, or when a mother and father acknowledge that he is the child's father by signing an Acknowledgment of Paternity form anytime after the child is born, the father may ask to:

- ◆ Get custody of the child
- ◆ Visit with the child
- ◆ Take part in any adoption or foster care plans for the child
- ◆ Disagree with any adoption or foster care placements of the child
- ◆ Inherit from the child

INFORMATION FOR ALL POTENTIAL CHILD SUPPORT APPLICANTS ABOUT GETTING CHILD SUPPORT SAFELY

Benefits of opening a child support case

Raising a child alone in New York City can be difficult. The Office of Child Support Services (OCSS) is committed to making the child support process as safe as possible for you and your children. OCSS offers many services including parentage and support order establishment.

					WITH PARENTAGE ESTABLISHED:	
						
Legal parentage	Child support payments	Parent-child relationship	Health Insurance	Neutral Intermediary	Pension Funds	Military allowance

Safety considerations

To apply for child support services, you must provide information about yourself, your child, and the noncustodial parent. As you read the steps below, you may want to think about any safety concerns this may raise.

- **Parentage Establishment:** If parentage is unknown, OCSS will help you file a petition for parentage establishment with the Family Court. Both parents will be required to **appear in court** (virtually or in person) to testify about the facts and circumstances of the case. You can request that the court order **genetic testing appointments** at separate times and days.
- **Support Establishment:** OCSS will help you file a child support petition with the Family Court. You will be required to **appear in court** (virtually or in person). Both parent's **income and expenses will be presented** and used to determine the amount of the child support order.
- **Support Collection:** A noncustodial parent's **employer will be contacted** to deduct court ordered child support payments from their paycheck to be sent to the OCSS. If an employer is not known, a **monthly billing statement** is mailed to the noncustodial parent and they are expected to pay OCSS directly.
- **Modification:** When circumstances change, you or the noncustodial parent may file a petition requesting the Family Court to **modify an existing order of support** because the child's needs have changed and/or the noncustodial parent's income has changed.
- **Support Enforcement:** If the noncustodial parent misses payments, **enforcement actions** are initiated in accordance with legal timeframes. These actions can occur at the same time and include the following:
 - Federal and State tax refund intercept
 - Lottery intercept
 - Reporting debt to credit agencies
 - Suspension of driver license
 - Bank account seizure
 - Referral to the New York State Department of Taxation and Finance
 - U.S. passport denial
 - Intercept of personal injury settlements/workers compensation
- **Cost of Living Adjustment (COLA):** Child support orders at least two years old are eligible for COLA review. This review may **increase the amount of child support** that the noncustodial parent must pay without going to court.

Staying safe while seeking child support

The Child Support Program and the Court have ways to help you access child support services safely.



Request electronic testimony instead of an in-person appearance in court by completing the Electronic Testimony Application available at <https://www.nycourts.gov/LegacyPDFS/FORMS/familycourt/pdfs/4-24.pdf>.



Request the Court to not reveal your location, residence, or employer. The Court can offer additional precautions before, during, and after a hearing for your physical safety.

Learn more about Address Confidentiality at <https://www.nycourts.gov/CourtHelp/Family/confidentiality.shtml>.



Your location/residence or employment information can be removed from petitions, notices, or any required financial disclosures. **While your address can be suppressed from all forms, it is not possible to suppress the name of the county, child support agency or the court that issued the order.**



Request your laboratory appointment for genetic testing to establish parentage be scheduled separately from the other parent.



File for an Order of Protection by completing the Family Offense Petition. Learn more at <https://www.nycourts.gov/CourtHelp/Safety/familyfiling.shtml>.

SAMPLE

If you need to talk to someone immediately about safety, contact:

NYS Domestic and Sexual Violence Hotline	Call: 1-800-942-6906	Text: 1-844-997-2121	Chat: www.opdv.ny.gov
NYC Domestic Violence Hotline:	Call: 1-800-621-HOPE	1-800-621-4673	

Highly-trained advocates are available 24/7/365 to talk confidentially with anyone experiencing domestic or sexual violence, seeking resources or information, or questioning unhealthy aspects of their relationship.

To learn more about what constitutes family, domestic, and sexual violence and what resources are available, visit <https://opdv.ny.gov/about-domestic-violence> and www.nycourts.gov/CourtHelp/Safety/DVindex.shtml.

You can update information about safety at ANY TIME. Even if you've already told the child support worker that you didn't have any safety concerns, things change and OCSS wants to help you stay safe.

About public benefits and child support

If you are, or are considering, applying for or receiving Cash Assistance, a child support case may be opened automatically and will require you to cooperate with the Child Support Program. There are steps that OCSS can take to keep you and your children safe throughout the process. A domestic violence waiver and/or good cause determination can release you from all or part of the requirements to cooperate with the Child Support Program.