



FAMILY INDEPENDENCE ADMINISTRATION

James K. Whelan, Executive Deputy Commissioner (Acting)

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #14-20-ELI

(This Policy Directive Obsoletes PD #08-34-ELI)

REVISIONS TO OFFICE OF CHILD SUPPORT ENFORCEMENT SANCTION PROCESSING

Date: September 8, 2014	Subtopic(s): Cash Assistance, NYCWAY, POS
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AUDIENCE The instructions in this policy directive are for Job Center staff, Division of Financial Review and Processing staff, and are informational for all other staff.

REVISIONS TO PRIOR PROCEDURE This policy directive has been revised to:

- Introduce the new Office of Child Support Enforcement (OCSE) Appointment Scheduling subsystem within the New York City Work Accountability and You (NYCWAY) system.
- Introduce new action codes in NYCWAY related to child support activities.
- Introduce new NYCWAY Worklists for the OCSE sanction processing.
- Advise staff of changes to the existing NYCWAY Worklists for the OCSE sanction processing.
- Replace all references to Food Stamps (FS) with the Supplemental Nutrition Assistance Program (SNAP).
- Replace the Limited English Speaking Ability (LESA) language with the updated Limited English Proficient (LEP) language.

POLICY Cash Assistance (CA) applicants/participants are required to provide information on a noncustodial parent (NCP) and cooperate with the OCSE in an effort to locate the NCP and to establish, modify, or adjust orders of support.

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

When an applicant/participant fails to report to an appointment or comply with OCSE requirements without good cause, the following penalties will result:

- The non-compliant applicant/participant will remain on the CA case but the total standard of need allowance for which the entire household would otherwise be eligible will be reduced by 25%. All of the non-compliant individual's non-exempt income will be counted when calculating the household's benefit amount.
- The non-compliant applicant/participant becomes ineligible for Medicaid unless she is pregnant or he/she has a child less than two months old.
- The 25% reduction in CA is not counted as a reduction in income in the SNAP calculation for participants. For applicants, the SNAP benefit would be calculated by counting the reduced CA amount as income. As a result, SNAP benefits will not increase due to the reduction in CA.
- The 25% reduction applies before any pro rata sanction reductions. It also applies in cases where the non-compliant individual is not a part of the CA case (e.g., payee cases or child-only cases).

There can only be one OCSE sanction per non-compliant individual applied to a CA case regardless of the number of OCSE infractions associated with the non-compliant individual. However, it is possible to have more than one OCSE sanction on a CA case if there are multiple individuals that require a referral to OCSE and the individuals are subsequently non-compliant.

BACKGROUND

See the **W-205A** to determine whether a paper referral is sufficient instead of an in-person referral.

All CA cases must be evaluated to determine whether an in-person, or paper referral to OCSE is necessary. See the Desk Guide for Referrals to the Office of Child Support Enforcement (OCSE) (**W-205A**) for the referral criteria.

The Paperless Office System (POS) interfaces with the following external databases during the POS **Application Interview** and **Recertification Interview** activities:

New Information.

- NYCWAY OCSE Appointment Scheduling (NOAS) – a NYCWAY subsystem that is used by OCES to reschedule OCSE appointments and enters action codes into NYCWAY electronically, without the need for paper transactions.
- Automated State Support Enforcement and Tracking System (ASSETS) – a New York State system used to build and track child support cases.

- Child Support Management System (CSMS) – a New York State computer system which provides full case management for child support cases created by OCSE. CSMS transmits case information between ASSETS and the Welfare Management System (WMS).

Revised information.

Based on this data exchange, POS will indicate if a referral is required. The Job Opportunity Specialist (JOS)/Worker will then verify the information received from the NOAS and ASSETS/CSMS with the applicant/participant.

Refer to [PB #07-151-SYS](#) for additional information on the POS OCSE Noncustodial Parent Interface.

If POS determines that an applicant/participant requires an in-person referral to OCSE and/or is found to have been previously non-compliant with OCSE requirements, the JOS/Worker must schedule a mandatory appointment with OCSE using the POS **OCSE Referral** window. When this OCSE initial appointment is scheduled, POS will send one of the following action codes to NYCWAY:

- **940A** (OCSE Appointment Notice – In Person Referral) will be posted for individuals in Applying (AP) or Single Issue (SI) status for CA at the time of the appointment.
- **140A** (OCSE Appointment Notice – In Person Referral) will be posted for individuals in Active (AC) status for CA at the time of the appointment.

NOAS Supplementary Application.

The NYCWAY OCSE Appointment Scheduling (NOAS) system is a new supplementary application within NYCWAY. At the conclusion of an OCSE appointment, the OCSE Worker will determine whether the applicant/participant complied with OCSE requirements. NOAS provides a list of action codes to choose from that indicate the CA applicant's/participant's compliance at the OCSE appointment. The OCSE Worker selects an action code from the '**Available Actions to Post**' window of NOAS and a code is posted in NYCWAY. See the NYCWAY Action Codes Related to Child Support Activities (**Attachment A**) for a full list and description of the NYCWAY action codes discussed in this policy directive.

Refer to **Attachment A**.

The resulting action code and additional comments, if any, can be examined when the JOS/Worker views a case in NYCWAY and selects the Activity Inquiry (**ActInq**) button or **F6** key on select screens in NYCWAY. An exclamation point (!) will appear next to action codes posted by the OCSE Workers that contain additional comments. To see the additional comments, the JOS/Worker must select the action and then select the **Additional Comments** field.

New Information. The applicant's/participant's compliance and/or noncompliance with OCSE requirements is classified as follows:

- OCSE **Case Level** refers to OCSE cases associated with a particular applicant/participant when the circumstances of the non-custodial parent(s) are unknown to OCSE.
- OCSE **NCP Level** refers to OCSE cases associated with a particular applicant/participant when the circumstances of the non-custodial parent(s) are known to OCSE.

OCSE Appointment Cancelled. If the OCSE appointment needs to be cancelled, the OCSE Worker selects one of the following action codes from the '**Available Actions to Post**' window in NOAS:

- **140X** (OCSE Appointment Cancellation) to cancel an OCSE initial appointment.
- **14RX** (OCSE Cancel Appointment) to cancel an OCSE return or administrative return appointment.

New NYCWAY Action Code.

OCSE Initial Appointment Rescheduled. If an applicant/participant is unable to keep his/her scheduled OCSE initial appointment, the individual can reschedule the appointment by going to a Borough Office or by calling OCSE within the five business-day grace period. OCSE reception staff are allowed to reschedule an appointment only once upon request from the applicant/participant.

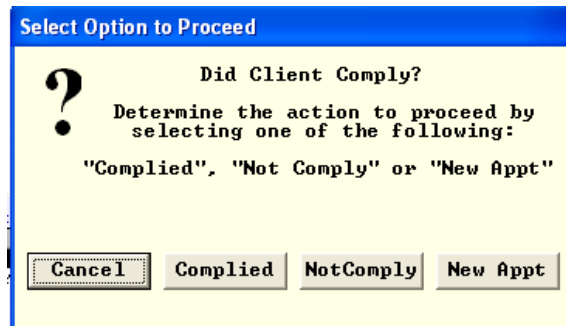
The OCSE Worker reschedules the OCSE initial appointment by selecting one of the following action codes from the '**Available Actions to Post**' window in NOAS:

- New NYCWAY Action Codes.
- **9RSI** (Telephone Rescheduled OCSE Initial Appointment) for applicants/participants that call OCSE.
 - **9RSJ** (Online Rescheduled OCSE Initial Appointment) for applicants/participants that walk into a Borough Office.

The Rescheduled Appointment Confirmation Letter (**OCSE-301**), which indicates the date and time for the rescheduled appointment, will print as part of a batch and be mailed out by the print to mail system.

OCSE Appointment Kept. At the conclusion of an OCSE appointment, NOAS presents the OCSE Worker with three possible outcomes regarding the applicant's/participant's compliance with OCSE requirements:

- **Complied** – the applicant/participant has complied fully with OCSE requirements and provided all required information and documentation.
- **New Appointment** – the applicant/participant is attempting to comply with OCSE requirements but requires additional time to obtain information and documentation. An OCSE return appointment is required.
- **Not Comply** – the applicant/participant is unwilling to comply with OCSE requirements and a budgetary sanction is recommended until the required information and documentation is provided to OCSE.



The OCSE Worker is also able to provide additional details regarding the applicant’s/participant’s appointment in the ‘**Available Actions to Post**’ window by selecting Action Code **94AA** (OCSE Case Note Entry). An **OCSE Case Note Entry** window will appear for the OCSE Worker to enter the case note and click ‘OK.’ The **94AA** will post in NYCWAY.

If the applicant/participant complies by reporting to OCSE and providing all required information and documentation, the OCSE Worker will select the **Complied** option. The OCSE Worker indicates that the individual has complied with OCSE requirements by selecting one of the following action codes from the ‘**Available Actions to Post**’ window in NOAS:

- **9400** (Client Cooperated with OCSE).
- **94BO** (Client Cooperated with OCSE – NCP Level).

New NYCWAY Action Code.

Note: The use of Action Code **94BO** requires the OCSE Worker to enter a case note. The **OCSE Case Note Entry** window will open and the system will not allow the OCSE Worker to leave the window until a case note entry is made.

OCSE Return Appointment Scheduled.

If an applicant/participant does not have all of the required information and/or documentation to comply at the time of his/her OCSE initial appointment, the OCSE Worker can select the **New Appointment** option. The OCSE Worker schedules the return appointment by selecting one of the following action codes from the **'Available Actions to Post'** window in NOAS:

New NYCWAY Action Codes.

- **94RA** (OCSE Return Appointment Missing Documents) for CA applicants (AP or SI status).
- **14RA** (OCSE Return Appointment Missing Documents) for CA participants (AC status).

The Return Appointment Letter (**OCSE-272a**), which indicates the date and time of the return appointment and the specific information and documentation that should be brought to the appointment, will be mailed out by the print to mail system.

Rescheduled OCSE Return Appointment.

If an applicant/participant is unable to keep the OCSE return appointment, it is his/her responsibility to call the OCSE reception staff and have the appointment rescheduled. The OCSE Worker reschedules the return appointment by selecting the following action code from the **'Available Actions to Post'** window in NOAS:

New NYCWAY Action Codes.

- **9RSR** (Telephone Rescheduled OCSE Return Appointment).

The Rescheduled Appointment Confirmation Letter (**OCSE-301**), which indicates the date and time for the rescheduled appointment, will be mailed out by the print to mail system.

OCSE Administrative Return Appointment Scheduled.

OCSE Workers conduct case reviews in the absence of applicants/participants. If the OCSE Worker discovers that information or documentation is insufficient or inadequate, the OCSE Worker will schedule an administrative return appointment for the applicant/participant. The OCSE Worker can also schedule an additional administrative return appointment to give the applicant/participant additional time to obtain information and documents.

The OCSE Worker schedules the administrative return appointment by selecting one of the following action codes from the **'Available Actions to Post'** window in NOAS:

New NYCWAY Action Codes.

- **94AR** (OCSE Administrative Return Appointment Letter) for applicants/participants that are not present when the appointment is scheduled.

- **94AT** (OCSE Administrative Return Appointment) for applicants/participants that are present when the appointment is scheduled.

The Administrative Return Appointment Letter (**OCSE-281**), which indicates the date and time for the administrative return appointment, will be mailed out by the print to mail system.

Rescheduled OCSE Administrative Return Appointment.

If an applicant/participant is unable to keep the OCSE administrative return appointment, it is his/her responsibility to call the OCSE reception staff and have the appointment rescheduled. The OCSE Worker reschedules the appointment by selecting the following action code from the '**Available Actions to Post**' window in NOAS:

New NYCWAY Action Code.

- **9RSA** (Telephone Rescheduled OCSE Administrative Return Appointment).

The Rescheduled Appointment Confirmation Letter (**OCSE-301**), which indicates the date and time for the rescheduled appointment, will be mailed out by the print to mail system.

Return and Administrative Return Appointments combined with an existing OCSE appointment.

In some situations, applicants/participants that require an OCSE return or administrative return appointment may already have an existing OCSE appointment scheduled at a future date for another OCSE case (with a different NCP). When NOAS detects an existing OCSE appointment for an applicant/participant, the following window is displayed to the OCSE Worker:



Appointments combined.

If the applicant/participant agrees to combine the appointments, the OCSE Worker selects '**Yes**' and NOAS will post one of the following action codes in NYCWAY:

New NYCWAY Action Code.

- **14RB** (Return Appointment Same Date/Time – Different NCP) for individuals that require an OCSE return appointment.

New NYCWAY Action Codes.

- **9RSS** (Rescheduled Return Appointment – Same Date/Time – Different NCP) for individuals that request to have an OCSE return appointment rescheduled.
- **94AS** (Administrative Return Appointment Same Date/Time – Different NCP) for individuals that require an OCSE administrative return appointment.
- **9RSB** (Rescheduled Administrative Return Appointment – Same Date/Time – Different NCP) for individuals that request to have an OCSE administrative return appointment rescheduled.

The corresponding appointment letter will be generated by NOAS and mailed to the applicant/participant to inform him/her of the change to their appointment.

Appointments not combined.

If the applicant/participant does not agree to combine the appointments, the OCSE Worker selects '**No**'. The OCSE Worker will then select an action code from the '**Available Actions to Post**' window in NOAS. NOAS will post the action code for a separate OCSE appointment, as described on pages 6 – 7, in NYCWAY.

Failure to Keep an OCSE Appointment

The four business-day grace period applies to all OCSE appointments.

For all OCSE appointments, a four business-day grace period is allowed before any negative action is initiated against the case. The four business-day grace period begins the day after the scheduled appointment. On the fifth business day, NYCWAY will initiate the sanctioning process if the applicant/participant failed to report to OCSE within the four business-day grace period.

Existing or Pending OCSE Sanction.

If the applicant/participant fails to report (FTR) to any OCSE appointment within the grace period, the CA case will appear on the **OCSE** Worklist. MIS processes the **OCSE** Worklist through a nightly run to determine which action code must be posted to the CA case.

If an existing or pending OCSE sanction is detected on the CA case, the System will post one of the following action codes in NYCWAY:

- **9SAN** (Under Sanction – Cannot Infract 2nd Time) for individuals that have an existing OCSE sanction.
- **9SIP** (Sanction in Process – Cannot Infract 2nd Time) for individuals that have a pending sanction.
- **9BIP** (Borough Office Sanction in Process – Cannot Infract 2nd Time) for individuals that that did not comply at an OCSE return or administrative return appointment and already have a pending sanction.

Initial Appointment

If the applicant/participant FTR to his/her OCSE initial appointment within the grace period following the appointment date, the CA case will be placed on the OCSE Worklist. If an existing or pending OCSE sanction is not detected during the nightly run after the five business-day grace period ends, NYCWAY will post Action Code **940R** (Client Failed to Appear at OCSE).

Action Code **940R** is a system generated code.

It is no longer possible for an OCSE Worker to enter Action Code **940R**. Action Code **940R** can only be posted by NYCWAY when the original appointment has not been satisfied by a compliance code or a return appointment code. The **940R** allows NYCWAY to post subsequent action codes on a CA case based on:

- The CA case status when the OCSE infraction occurred.
- The OCSE sanction processing level selected by the OCSE Worker, either **Case Level** or **NCP Level**.

Note: The terms **Case Level** and **NCP Level** are used by OCSE to identify the area of noncompliance in the OCSE process. Regardless of the OCSE sanction process level selected by the OCSE Worker, all OCSE sanctions affect the household budget.

All cases with open Action Code **940R** will appear on the **OCSEF** Worklist for one day. After the one day pend, the System will post one of the following action codes in NYCWAY, which will close out the **940R**:

FTR OCSE Case Level
Information Sanction
Codes.

- **940E** (FTR to OCSE Appointment – Sanction Required – Applicant).
- **940F** (FTR to OCSE Appointment – Sanction Required for Active Clients).

Return or Administrative Return Appointment

If the applicant/participant FTR to his/her OCSE return or administrative return appointment, within the grace period, the CA case will be placed on the OCSE Worklist. If an existing or pending OCSE sanction is not detected during the nightly run, the System will post one of the following action codes in NYCWAY:

FTR OCSE NCP Level
Information Sanction
Codes.

- **9BOE** (FTR Sanction for AP/SI Case – NCP Level).
- **9BOF** (FTR Sanction for AC Case – NCP Level).

New NYCWAY Action
Codes.

Failure to Comply with OCSE (Appointment Kept)

FTC OCSE Case Level
Information Sanction
Codes.

If the applicant/participant keeps the OCSE initial appointment and fails to comply (FTC), the OCSE Worker indicates that the individual has not complied by selecting one of the following action codes from the **'Available Actions to Post'** window in NOAS:

- **940C** (Failure to Provide Information – Sanction Required Applicant).
- **94BH** (FTC Sanction for Active Case – Case Level).

New NYCWAY Action
Code.

Note: Action Code **94BH** replaces previously used Action Code **940H** (Failure to Provide Information – Sanction Required for Active Client). Cases that have an existing **940H** will not have the **940H** changed to a **94BH**.

OCSE Return or
Administrative Return
Appointment Kept but
Individual FTC.

If the applicant/participant keeps the OCSE return or administrative return appointment and fails to comply, the OCSE Worker indicates that the individual has not complied by selecting one of the following action codes from the **'Available Actions to Post'** window in NOAS:

FTC OCSE NCP Level
Information Sanction
Codes.

- **9BOC** (FTC Sanction for AP/SI Case – NCP Level).
- **9BOH** (FTC Sanction for AC Case – NCP Level).

The use of Action Code **940C**, **94BH**, **9BOC**, or **9BOH** requires the OCSE Worker to enter a case note. The system will open the **OCSE Case Note Entry** window and will not allow the OCSE Worker to leave the window until an entry is made.

Sanction Processing Worklists

When a sanction is required on a CA case, the case will appear on a NYCWAY Worklist based on the action code posted in NYCWAY.

Division of Financial Review and Processing (DFRP) Worklists

DFRP Worklists.

DFRP is responsible for processing the sanction for active CA cases. DFRP is responsible for ensuring that the OCSE sanction is processed on cases with infraction codes that appear on the **DFRP** and **DFRP4** Worklists. Job Center staff must not take any action on these cases.

- **DFRP** – lists all cases where Action Code **940W** (DFRP Manual OCSE Notice) or **94ER** (DFRP WMS Transaction Error) has been posted.

- New Worklist.
- **DFRP4** – lists all cases where Action Code **94BH**, **94BV** (Borough Office – Automated Notice of Intent (NOI) Sent), **94BW** (Borough Office – NOI – Referred to DFRP), or **9BOH** has been posted.

NOICS Worklist. If DFRP is unable to process a sanction for a case that appears on the **DFRP** or **DFRP4** Worklist, or is unable to process sanction requests received manually (not through NYCWAY) such as court sanctions, the DFRP Worker will post Action Code **94DC** (DFRP Referred to Center). **94DC** places these cases on the **NOICS** Worklist, which indicates that the case must be processed by the responsible Job Center. DFRP sends a referral packet to the Regional Manager's office for follow-up. The referral packet will contain a cover letter indicating the reason why DFRP is unable to initiate or complete the case action and the required action to be taken by the Job Center. The documents in the referral packet are also scanned into the electronic case record by DFRP.

Typical reasons why DFRP cannot process the OCSE sanction on a case include:

- Case is in error status due to an action taken by the Job Center and is awaiting correction.
- Case has an expired expected date of confinement (EDC).
- Household is residing in a homeless shelter.
- Case is in receipt of a special grant that would be compromised if the sanction were processed.
- Medical Insurance and Community Services Administration (MICSAs) case.
- Anti-Domestic Violence Eligibility Needs Team (ADVENT) case.
- Aid to Continue (ATC) has been granted for the OCSE issue but the status has not yet been updated in the case record.
- Training and Employment Assistance Program (TEAP) case.
- Parks Opportunity Program (POP) case.

New Information.

Job Center Worklists

Job Center Worklists. Job Center staff are responsible for processing the sanction for CA cases in AC status that cannot be processed by DFRP and the sanction for all CA cases in AP or SI status. Job Center staff are responsible for ensuring that the OCSE sanction is processed on cases with infraction codes that appear on the **NOICS** and **OCSSA** Worklists.

Revised Information.

- **NOICS** – lists all cases where Action Code **94DC** has been posted.
- **OCSSA** – lists all cases where Action Code **940C, 940E, 940H, 9BOC, or 9BOE** has been posted.

Note: If a case becomes AC while it is on the **OCSSA** Worklist, it will be deleted from the **OCSSA** Worklist and moved to the appropriate DFRP Worklist.

Fail to Report (FTR) to an OCSE Appointment After CA Application Rejected or Case Closed

Cases rejected/closed prior to OCSE initial appointment.

If the CA application is rejected or withdrawn or the CA case is closed, the System will post Action Code **94CL** (Shut Down OCSE Actions When CA Case Status is Inactive) in NYCWAY. The posting of Action Code **94CL** will prevent the processing of an OCSE sanction for applicants/participants with an inactive CA case that FTR to an OCSE appointment. Action Code **94CL** will remove cases from all sanction processing Worklists.

New Information.

An individual whose CA application has been rejected or withdrawn is still eligible to receive child support services and can receive the services by visiting an OCSE Worker at the family court in his/her borough.

Revised Information.

The following action codes, developed for rejected CA applications and closed CA cases were never programmed in NYCWAY:

- **940L** (OCSE Appointment Cancelled – Case closed/rejected – 4 or more days) will post when a CA case was rejected/closed four or more days prior to an OCSE initial appointment.
- **940M** (OCSE Appointment Cancelled – Case closed/rejected – 3 or less days) will post when a CA case was rejected/closed three or less days prior to an OCSE initial appointment.

These action codes were previously referenced but have never been applied to CA cases. The creation of Action Code **94CL** has replaced the **940L** and **940M**, which are now obsolete.

REQUIRED ACTION

Active Cases that Fail to Report (FTR)/Fail to Comply (FTC) with OCSE

NOICS Worklist.

When the Regional Manager receives the referral packet from DFRP, the Regional Manager will forward the referral packet to the responsible Job Center. Center staff must take the appropriate case action as indicated on the cover letter and if appropriate, process the OCSE sanction and generate the sanction notice through CNS. The Job Center should receive a referral packet for each case on their **NOICS** Worklist.

When the JOS/Worker receives the **NOICS** Worklist, he/she must review the case to ensure that the action is still required, as the affected individual may have complied after the case was placed on the worklist or the sanction may have already been processed. If neither situation has occurred, the Job Center Worker must access POS and complete the **CA Change Case Data** activity to process the OCSE sanction as follows:

Refer to [PD #14-02-SYS](#) for additional information on generating CNS notices.

- Calculate a new budget. The budget must contain the sanction code of **44** (CA Budget Reduction – CA Budget Deficit is Reduced Due to Non Compliance with IV-D Requirements for Participant or Re-Applying Household).
- Update the individual status reason code on the **TAD Data - Undercare** window to **V30** (Failure to Comply with IV-D).

Note: The individual’s line status will not be changed but the reason code **V30** indicates non-compliance with OCSE and a budgetary reduction is imposed.

See **Attachment B**.

- Reject (**RJ**) the individual line for MA with reason code **Y99** (Other – Manual Notice Required) unless the applicant is pregnant or has a child less than two months old. The other household members remain eligible for MA.
- Generate the appropriate CNS fill notice. See the Guide to Generating Fill Notices in CNS for OCSE-Sanctioned Active Cases (**Attachment B**).
- Enter the notice number from CNS into the POS **TAD** window.
- Process the TAD and authorize the budget with the sanction. Post Action Code **94BB** (OCSE Sanction Completed) in NYCWAY to close Action Code **94DC**.

Application/Re-Applying Cases that Fail to Report (FTR)/Fail to Comply (FTC) with OCSE

OCSSA Worklist.

If the case is still in AP/SI status when the JOS/Worker receives the **OCSSA** Worklist, he/she must review the case to ensure that the action is still required, as the affected individual may have complied after the case was placed on the worklist. The Worker must take all required actions to process the OCSE sanction as follows:

- Calculate a new budget. The budget must contain one of the following sanction codes:
 - **45** (CA Budget Reduction – CA Budget Deficit is Reduced Due to Non Compliance with IV-D Requirements for Applicant Households) entered for applicant households with no previous OCSE sanction; or
 - **44** (CA Budget Reduction – CA Budget Deficit is Reduced Due to Non Compliance with IV-D Requirements for Participant or Re-Applying Household) entered for re-applying households with a previous OCSE sanction in effect.

Note: In POS, the budget line will pre-fill code **45** on the POS **Individual Income/Needs Budget** window. If the re-applying household did not previously comply with OCSE, the JOS/Worker will have to change the **45** to **44**.

For instructions on processing an OCSE sanction, see [PD #03-48-ELI](#).

- Update the status on the **Eligibility Determination** window. This will change the status on the Turn-Around Document (TAD), enter the status reason code **V30** on the **TAD Data Entry** window.

Note: The individual line status will not be changed but the reason code **V30** indicates non-compliance with OCSE and a budgetary reduction is imposed.

- Reject (**RJ**) the individual line for MA with reason code **Y99** (Other – Manual Notice Required) unless the applicant is pregnant or has a child less than two months old.
- Process the TAD and authorize the budget with the sanction.

See **Attachment C**.

- Generate the appropriate sanction notice, using Form **LDSS-4013A NYC** in POS for a sanction imposed when making the eligibility determination for an applicant (Action Codes **940C**, **940E**, **9BOC** and **9BOE**). See the Guide to Generating Form LDSS-4013A NYC in POS for OCSE-Sanctioned Application Cases (**Attachment C**).
- Post Action Code **94BB** (OCSE Sanction Completed) in NYCWAY to close Action Code **940C**, **940E**, **9BOC**, or **9BOE**.

PROGRAM IMPLICATIONS

Model Center Implications

There are no Model Center Implications.

Paperless Office System (POS) Implications

The POS implications are detailed within this policy directive.

Supplemental Nutrition Assistance Program (SNAP) Implications

When a 25% budget reduction has been initiated for failure to comply with OCSE, the reduction amount is counted as income toward the SNAP calculations for participants. The SNAP benefit must be calculated by counting the reduced amount as income. As a result, the SNAP benefit amount is not increased as a result of the sanction.

Medicaid Implications

Individuals that fail to report for their OCSE appointment (**940F**, **94BV**, or **94BW**) without good cause must be denied Medicaid, unless she is pregnant or has a child less than two months old.

The non-compliant participant must have his/her Medicaid coverage discontinued until compliance has been verified by OCSE. However, the Medicaid coverage for the remaining household members continues unchanged.

LIMITED ENGLISH PROFICIENT (LEP) AND HEARING IMPAIRED IMPLICATIONS

For Limited English Proficient (LEP) and hearing-impaired applicants and participants, staff must make sure to obtain appropriate interpreter services in accordance with PD #14-18-OPE and PD #11-33-OPE.

FAIR HEARING IMPLICATIONS

Avoidance/ Resolution

Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences

An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If an applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. In Model Centers, the Receptionist at Main Reception will issue an FH&C ticket to the applicant/participant to route him/her to the FH&C Unit and does not need to verbally alert the FH&C Unit staff.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant, review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain the reason for the Agency's action(s) to the applicant/participant.

The AJOS/Supervisor I will forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken. In addition, if the adverse case action still shows on the "Pending" (08) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (LDSS-3722), change the 02 to a 01 if the case has been granted aid continuing (ATC), or prepare and submit a PA Recoupment Data Entry Form (LDSS-3573) to delete a recoupment. The AJOS/Supervisor I must complete a Conference Report (M-186a).

If the participant fails to show good cause for the infraction or if it is determined that the Agency's action(s) should stand, the AJOS/Supervisor I will explain to the applicant/participant why he/she cannot SIC. The AJOS/Supervisor I must complete an M-186a.

Should the applicant/participant elect to continue his/her appeal by requesting a Fair Hearing or proceeding to a hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal is properly controlled and that appropriate follow-up action is taken in all phases of the Fair Hearing process.

Evidence Packets All Evidence Packets must contain a detailed history (e.g., copies of POS “Case Comments” and/or NYCWAY “Case Notes,” History Sheet [**W-25**]), copies of relevant WMS screen printouts, notices sent, and other documentation relevant to the action taken.

REFERENCES

[NYS OTDA Temporary Assistance Source Book](#), Chapter 9,
Section S
[99-ADM-5](#)
[12-ADM-03](#)
18NYCRR 347.5; 351.25, 360-3.2

RELATED ITEMS

Child Support Enforcement Manual
[PD #03-48-ELI](#)
[PB #06-84-SYS](#)
[PB #07-130-SYS](#)
[PB #07-151-SYS](#)

ATTACHMENTS

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

- Attachment A** NYCWAY Action Codes Related to Child Support Activities
- Attachment B** Guide to Generating Fill Notices in CNS for OCSE-Sanctioned Active Cases
- Attachment C** Guide to Generating Form LDSS-4013A NYC in POS for OCSE-Sanctioned Application Cases

NYCWAY Action Codes Related to Child Support Activities (by type)

Action Code	NYCWAY Long Description of Action Code	Description of Action Code	CA Status	Worklist	Action Required
ACTION CODES USED BY JOB CENTER STAFF					
140A	OCSE APPOINTMENT NOTICE	In-Person Referral to OCSE - Participant	AC		JOS/Worker prints OCSE Appointment Notice (M-384)
940A	IN PERSON REFERRAL	In-Person Referral to OCSE - Applicant	AP/SI		
94BB	OCSE SANCTION COMPLETED	OCSE Sanction Completed	ALL		JOS/Worker posts this action code after the budgetary reduction has been imposed.
ACTION CODES USED BY OCSE STAFF					
9RSI	TEL RESCHEDULED OCSE INITIAL APPOINTMENT	Rescheduled OCSE initial appointment - by phone	ALL		None
9RSJ	ONLINE RESCHEDULED OCSE INITIAL APPOINTMENT	Rescheduled OCSE initial appointment - walks into Borough Office to reschedule			
140X	OCSE APPOINTMENT CANCELLATION	Cancellation of an OCSE initial appointment	ALL		None
14RX	OCSE CANCEL APPOINTMENT	Cancellation of an OCSE initiated return or administrative return appointment			
14RA	OCSE RETURN APPT MISSING DOCUMENTS	OCSE initiated return appointment to provide missing documentation - Participant	AC		None
94RA		OCSE initiated return appointment to provide missing documentation - Applicant	AP/SI		
14RB	RTN APPT SAME DATE/TIME-DIFF NCP	OCSE initiated return appointment - a return appointment is required and the Applicant/Participant has an existing OCSE appointment for a different NCP; and he/she agrees to combine the appointments	ALL		
9RSR	TEL RESCHEDULED OCSE RETURN APPOINTMENT	Rescheduled OCSE return appointment - by phone	ALL		None
9RSS	RESCHED RTN APPT-SAME DATE/TIME DIFF NCP	Rescheduled OCSE return appointment - a required return appointment is rescheduled for the Applicant/Participant who has an existing OCSE appointment for a different NCP; and the Applicant/Participant agrees to combine the appointments			

NYCWAY Action Codes Related to Child Support Activities (by type)

Action Code	NYCWAY Long Description of Action Code	Description of Action Code	CA Status	Worklist	Action Required
ACTION CODES USED BY OCSE STAFF (CONTINUED)					
94AR	OCSE ADMIN RETURN APPOINTMENT LETTER	OCSE administrative return appointment - Applicant/Participant not present when the appointment is scheduled	ALL		None
94AT	ONLINE OCSE ADMIN RETURN APPOINTMENT	OCSE administrative return appointment - Applicant/Participant present when the appointment is scheduled			
94AS	ADM RTN APPT SAME DATE/TIME DIFF NCP	OCSE administrative return appointment - an administrative return appointment is required for the Applicant/Participant who has an existing OCSE appointment for a different NCP; and the Applicant/Participant agrees to combine the appointments			
9RSA	TEL RESCHEDULED OCSE ADMIN RETURN APPOINTMENT	Rescheduled OCSE administrative return appointment by phone	ALL		None
9RSB	RESCHED ADM RTN APPT-SAME DATE/TIME DIFF NCP	Rescheduled OCSE administrative return appointment - a required administrative return appointment is rescheduled for the Applicant/Participant who has an existing OCSE appointment for a different NCP; and the Applicant/Participant agrees to combine the appointments			
9400	CLIENT COOPERATED WITH OCSE	Applicant/Participant cooperated with OCSE requirements	ALL		None
94BO	CLIENT COOPERATED WITH OCSE - NCP LEVEL				
940C	FAILURE TO PROVIDE INFORMATION - SANCTION REQ APPLICANT	Applicant (FTC) - Failed to Provide Information to OCSE - sanction required	AP/SI	OCSSA	JOS/Worker processes the OCSE sanction and generates a notice using the POS LDSS-4013 Data Entry window
940H	FAILURE TO PROVIDE INFORMATION - SANC REQ FOR AC CLIENT	Participant (FTC) - Failed to Provide Information to OCSE - sanction required	AC	OCSSA	ICP processes the OCSE sanction and generates a CNS notice

NYCWAY Action Codes Related to Child Support Activities (by type)

Action Code	NYCWAY Long Description of Action Code	Description of Action Code	CA Status	Worklist	Action Required
ACTION CODES USED BY OCSE STAFF (CONTINUED)					
94BH	FTC SANCTION FOR AC CASE- CASE LEVEL	Participant FTC - sanction required	AC	DFRP4	DFRP Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
9BOC	FTC SANCTION FOR AP/SI CASE - NCP LEVEL	Applicant Failed to Comply (FTC) with an OCSE return or administrative return appointment - sanction required	AP/SI	OCSSA	JOS/Worker processes the OCSE sanction and generates a notice using the POS LDSS-4013 Data Entry window
9BOH	FTC SANCTION FOR AC CASE - NCP LEVEL	Participant FTC with an OCSE return or administrative return appointment - sanction required	AC	DFRP4	DFRP Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
94AA	OCSE CASE NOTE ENTRY	OCSE Case Note Entry	ALL		None
ACTION CODES USED BY DFRP STAFF					
94DC	DFRP REFERRED TO CENTER	DFRP is unable to process an OCSE sanction and refers the case to the responsible Job Center	ALL	NOICS	JOS/Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
94BB	OCSE SANCTION COMPLETED	OCSE Sanction Completed	ALL		JOS/Worker posts this action code after the budgetary reduction has been imposed.
ACTION CODES THAT ARE SYSTEM GENERATED					
9BIP	BO SANCT IN PROCESS- CANNOT INFRACT 2ND TIME	Case already has a pending OCSE sanction - Applicant/Participant failed to comply with OCSE at a return or administrative return appointment	ALL		System action generates this code and prevents the case from appearing on a sanction processing worklist.
9SAN	UNDER SANCTION-CANNOT INFRACT 2ND TIME	Case has an existing OCSE sanction - can not impose a second OCSE sanction			
9SIP	SANCT IN PROCESS-CANNOT INFRACT 2ND TIME	Case has a pending OCSE sanction - CP failed to comply with OCSE at the initial appointment			
940R	CLIENT FAILED TO APPEAR AT OCSE	Applicant/Participant failed to appear at OCSE within the 5 business-day grace period	ALL	OCSEF	System action generates a code that will place the case on the appropriate worklist for the sanction to be processed.

NYCWAY Action Codes Related to Child Support Activities (by type)

Action Code	NYCWAY Long Description of Action Code	Description of Action Code	CA Status	Worklist	Action Required
ACTION CODES THAT ARE SYSTEM GENERATED (CONTINUED)					
940E	FTR TO OCSE APPOINTMENT - SANCTION REQUIRED APPLICANT	Applicant Failed To Report (FTR) to an OCSE initial appointment - sanction required	AP/SI	OCSSA	JOS/Worker processes the OCSE sanction and generates a notice using the POS LDSS-4013 Data Entry window
940F	FTR TO OCSE APPOINTMENT - SANC REQ FOR ACTIVE CLIENTS	Participant FTR to an OCSE initial appointment - sanction required	AC		System action generates a code that will place the case on the appropriate worklist for the sanction to be processed.
9BOE	FTR SANCTION FOR AP/SI CASE- NCP LEVEL	Applicant FTR to an OCSE return or administrative return appointment - sanction required	AP/SI	OCSSA	JOS/Worker processes the OCSE sanction and generates a notice using the POS LDSS-4013 Data Entry window
9BOF	FTR SANCTION FOR AC CASE- NCP LEVEL	Participant FTR to an OCSE return or administrative return appointment - sanction required	AC	DFRP4	DFRP Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
940W	DFRP MANUAL OCSE NOTICE	DFRP processes the OCSE sanction	AC	DFRP	DFRP Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
94ER	DFRP WMS TX ERROR	DFRP WMS Transaction Error	AC	DFRP	DFRP Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem

Obsolete NYCWAY Action Codes Related To Child Support Activities

Action Code	NYCWAY Long Description of Action Code	Description of Action Code	CA Status	Worklist	Action Required
940L	OCSE APPT CANCELLED - CASE closed/rejected-4 or more day	OCSE appointment Cancelled - CA case was rejected/closed 4 or more days before the scheduled appointment	RJ		None
940M	OCSE APPT CANCELLED - CASE closed/rejected-3 or less day	OCSE appointment Cancelled - CA case was rejected/closed 3 or less days before the scheduled appointment			

NYCWAY Action Codes Related to Child Support Activities (by Action Code)

Action Code	NYCWAY Long Description of Action Code	Description of Action Code	CA Status	Worklist	Action Required
ACTION CODES USED BY JOB CENTER STAFF					
140A	OCSE APPOINTMENT NOTICE IN PERSON REFERRAL	In-Person Referral to OCSE - Participant	AC		JOS/Worker prints OCSE Appointment Notice (M-384)
940A	OCSE APPOINTMENT NOTICE - IN PERSON REFERRAL	In-Person Referral to OCSE - Applicant	AP/SI		JOS/Worker prints OCSE Appointment Notice (M-384)
94BB	OCSE SANCTION COMPLETED	OCSE Sanction Completed	ALL		JOS/Worker or DFRP posts this action code after the budgetary reduction has been imposed.
ACTION CODES USED BY OCSE STAFF					
140X	OCSE APPOINTMENT CANCELLATION	Cancellation of an OCSE initial appointment	ALL		None
14RA	OCSE RETURN APPT MISSING DOCUMENTS	OCSE initiated return appointment to provide missing documentation - Participant	AC		None
14RB	RTN APPT SAME DATE/TIME- DIFF NCP	OCSE initiated return appointment - a return appointment is required and the Applicant/Participant has an existing OCSE appointment for a different NCP; and he/she agrees to combine the appointments	ALL		None
14RX	OCSE CANCEL APPOINTMENT	Cancellation of an OCSE initiated return or administrative return appointment	ALL		None
940C	FAILURE TO PROVIDE INFORMATION - SANCTION REQ APPLICANT	Applicant (FTC) - Failed to Provide Information to OCSE - sanction required	AP/SI	OCSSA	JOS/Worker processes the OCSE sanction and generates a notice using the POS LDSS-4013 Data Entry window
940H	FAILURE TO PROVIDE INFORMATION - SANC REQ FOR AC CLIENT	Participant (FTC) - Failed to Provide Information to OCSE - sanction required	AC	OCSSA	ICP processes the OCSE sanction and generates a CNS notice
940O	CLIENT COOPERATED WITH OCSE	Applicant/Participant cooperated with OCSE requirements	ALL		None
94AA	OCSE CASE NOTE ENTRY	OCSE Case Note Entry	ALL		None

NYCWAY Action Codes Related to Child Support Activities (by Action Code)

Action Code	NYCWAY Long Description of Action Code	Description of Action Code	CA Status	Worklist	Action Required
ACTION CODES USED BY OCSE STAFF (CONTINUED)					
94AR	OCSE ADMIN RETURN APPOINTMENT LETTER	OCSE administrative return appointment - Applicant/Participant not present when the appointment is scheduled	ALL		None
94AS	ADM RTN APPT SAME DATE/TIME DIFF NCP	OCSE administrative return appointment - an administrative return appointment is required for the Applicant/Participant who has an existing OCSE appointment for a different NCP; and he/she agrees to combine the appointments	ALL		None
94AT	ONLINE OCSE ADMIN RETURN APPOINTMENT	OCSE administrative return appointment - Applicant/Participant is present when the appointment is scheduled	ALL		None
94BH	FTC SANCTION FOR AC CASE- CASE LEVEL	Participant (FTC) - Failed to Provide Information to OCSE - sanction required	AC	DFRP4	DFRP Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
94BO	CLIENT COOPERATED WITH OCSE - NCP LEVEL	Applicant/Participant cooperated with OCSE requirements	ALL		None
94RA	OCSE RETURN APPT MISSING DOCUMENTS	OCSE initiated return appointment to provide missing documentation - Applicant	AP/SI		None
9BOC	FTC SANCTION FOR AP/SI CASE - NCP LEVEL	Applicant Failed to Comply (FTC) with an OCSE return or administrative return appointment - sanction required	AP/SI	OCSSA	JOS/Worker processes the OCSE sanction and generates a notice using the POS LDSS-4013 Data Entry window
9BOH	FTC SANCTION FOR AC CASE - NCP LEVEL	Participant FTC with an OCSE return or administrative return appointment - sanction required	AC	DFRP4	DFRP Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
9RSA	TEL RESCHEDULED OCSE ADMIN RETURN APPOINTMENT	Rescheduled OCSE administrative return appointment by phone	ALL		None
9RSB	RESCHED ADM RTN APPT- SAME DATE/TIME DIFF NCP	Rescheduled OCSE administrative return appointment - a required administrative return appointment is rescheduled for the Applicant/Participant who has an existing OCSE appointment for a different NCP; and he/she agrees to combine the appointments	ALL		None

NYCWAY Action Codes Related to Child Support Activities (by Action Code)

Action Code	NYCWAY Long Description of Action Code	Description of Action Code	CA Status	Worklist	Action Required
ACTION CODES USED BY OCSE STAFF (CONTINUED)					
9RSI	TEL RESCHEDULED OCSE INITIAL APPOINTMENT	Rescheduled OCSE initial appointment - by phone	ALL		None
9RSJ	ONLINE RESCHEDULED OCSE INITIAL APPOINTMENT	Rescheduled OCSE initial appointment - walks into Borough Office to reschedule	ALL		None
9RSR	TEL RESCHEDULED OCSE RETURN APPOINTMENT	Rescheduled OCSE return appointment - by phone	ALL		None
9RSS	RESCHED RTN APPT-SAME DATE/TIME DIFF NCP	Rescheduled OCSE return appointment - a required return appointment is rescheduled for the Applicant/Participant who has an existing OCSE appointment for a different NCP; and the Applicant/Participant agrees to combine the appointments	ALL		None
ACTION CODES USED BY DFRP STAFF					
94BB	OCSE SANCTION COMPLETED	OCSE Sanction Completed	ALL		JOS/Worker or DFRP posts this action code after the budgetary reduction has been imposed.
94DC	DFRP REFERRED TO CENTER	DFRP is unable to process an OCSE sanction and refers the case to the responsible Job Center	ALL	NOICS	JOS/Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
ACTION CODES THAT ARE SYSTEM GENERATED					
940E	FTR TO OCSE APPOINTMENT - SANCTION REQUIRED APPLICANT	Applicant Failed To Report (FTR) to an OCSE initial appointment - sanction required	AP/SI	OCSSA	JOS/Worker processes the OCSE sanction and generates a notice using the POS LDSS-4013 Data Entry window
940F	FTR TO OCSE APPOINTMENT - SANC REQ FOR ACTIVE CLIENTS	Participant FTR to an OCSE initial appointment - sanction required	AC		Sanction to be processed by DFRP
940R	CLIENT FAILED TO APPEAR AT OCSE	Applicant/Participant failed to appear at OCSE within the 5 business-day grace period	ALL	OCSEF	System action generates a code that will place the case on the appropriate worklist for the sanction to be processed by the Job Center, if an applicant, or DFRP, if a participant.

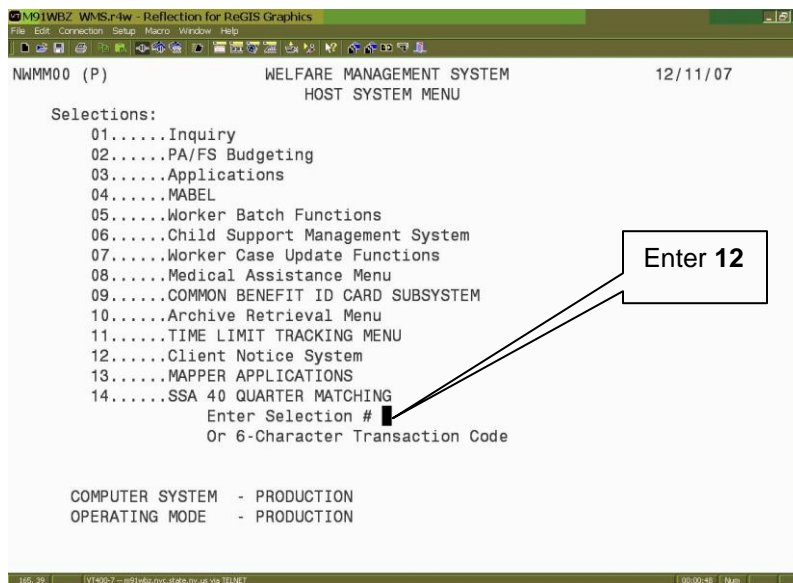
NYCWAY Action Codes Related to Child Support Activities (by Action Code)

Action Code	NYCWAY Long Description of Action Code	Description of Action Code	CA Status	Worklist	Action Required
ACTION CODES THAT ARE SYSTEM GENERATED (CONTINUED)					
940W	DFRP MANUAL OCSE NOTICE	DFRP processes the OCSE sanction	AC	DFRP	DFRP Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
94CL	SHUT DOWN OCS ACTIONS WHEN CC STAT IS INACTIVE	System generated action code that will post in NYCWAY after the case is closed or rejected.	ALL		None
94ER	DFRP WMS TX ERROR	DFRP WMS Transaction Error	AC	DFRP	DFRP corrects the error and processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
9BIP	BO SANCT IN PROCESS-CANNOT INFRACT 2ND TIME	Case already has a pending OCSE sanction - Applicant/Participant failed to comply with OCSE at a return or administrative return appointment	ALL		NOTE: System action generates this code to prevent the case from appearing on a sanction processing worklist.
9BOE	FTR SANCTION FOR AP/SI CASE-NCP LEVEL	Applicant FTR to an OCSE return or administrative return appointment - sanction required	AP/SI	OCSSA	JOS/Worker processes the OCSE sanction and generates a notice using the POS LDSS-4013 Data Entry window
9BOF	FTR SANCTION FOR AC CASE-NCP LEVEL	Participant FTR to an OCSE return or administrative return appointment - sanction required	AC	DFRP4	DFRP Worker processes the OCSE sanction and creates a CNS notice using the WMS/CNS Subsystem
9SAN	UNDER SANCTION-CANNOT INFRACT 2ND TIME	Case has an existing OCSE sanction - can not impose a second OCSE sanction	ALL		NOTE: System action generates this code to prevent the case from appearing on a sanction processing worklist.
9SIP	SANCT IN PROCESS-CANNOT INFRACT 2ND TIME	Case has a pending OCSE sanction - CP failed to comply with OCSE at the initial appointment	ALL		NOTE: System action generates this code to prevent the case from appearing on a sanction processing worklist.

Guide to Generating Fill Notices in CNS for OCSE-Sanctioned Active Cases

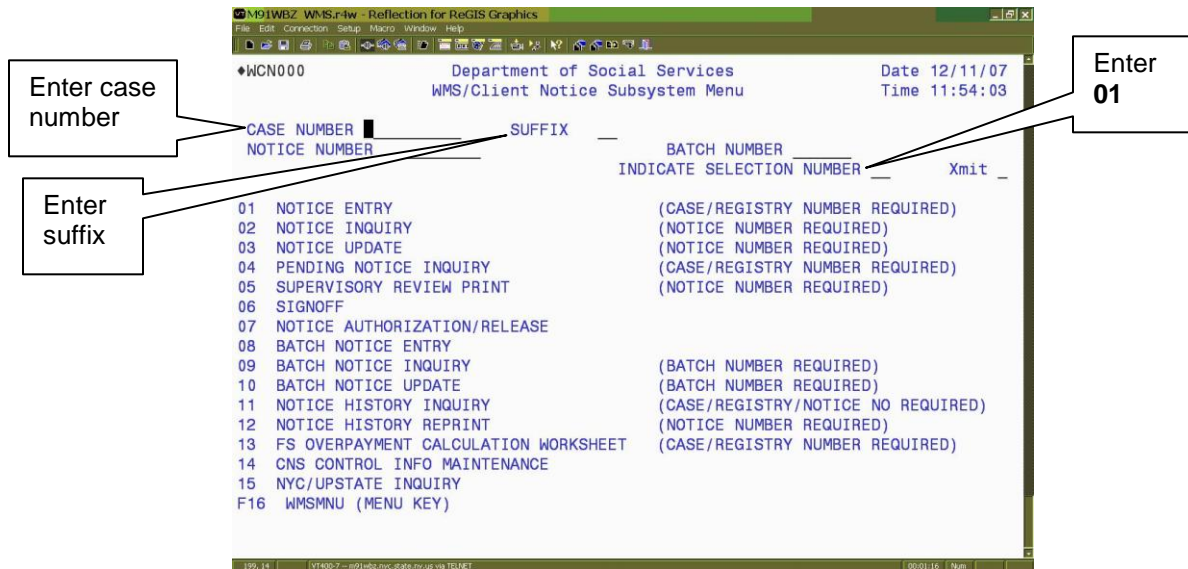
To generate a Fill notice in CNS, the JOS/Worker must take the following action:

- From the Welfare Management System (WMS) **Host System Menu**, select Option **12** (Client Notice System), and the **WMS/CNS Subsystem Menu** appears.

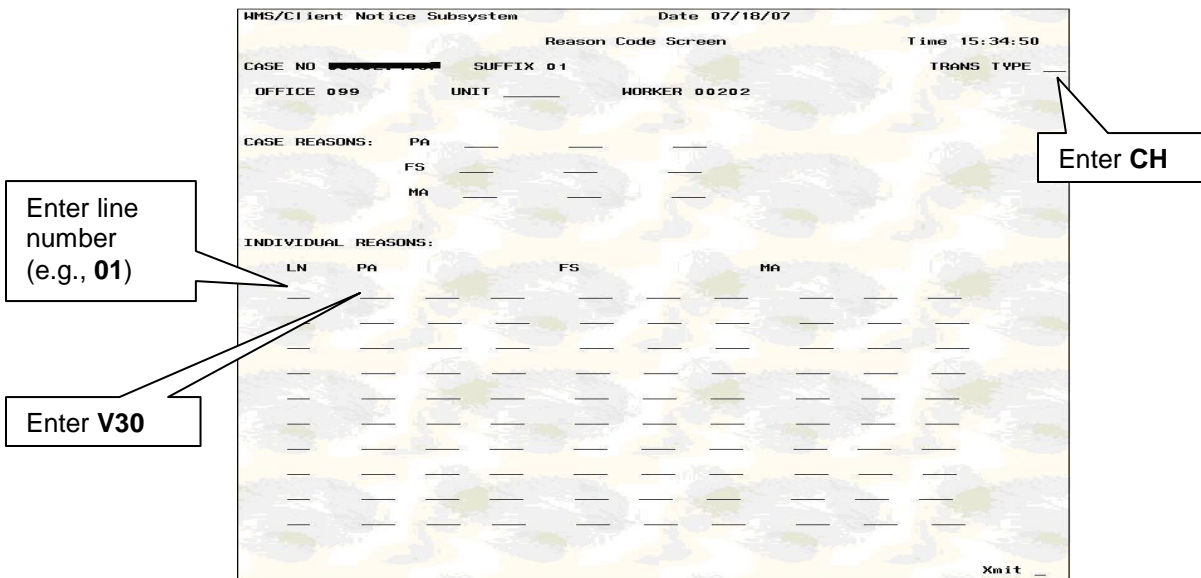


- Enter the following and transmit:
 - Case number in the **Case Number** field;
 - Suffix in the **Suffix** field; and
 - **01** (Notice Entry) in the **Indicate Selection Number** field.

Attachment B (Page 2)



- The **Reason Code** screen appears. Enter the following and transmit:
 - **CH** (for line sanctions) in the **Trans Type** field;
 - For line sanctions, the line number in the **LN** column of the individual (e.g., **01**) that failed to comply (or the oldest child in the case if an adult is not listed); and
 - The CA sanction code **V30** (Failure to Comply with IV-D) in the **PA** column.



Attachment B (Page 3)

- The **PA Failure to Comply with IV-D Data Entry Screen** appears. Enter the following and transmit:
 - Date of the participant’s non-compliance in the **Date Non-Compliance was Determined by Child Support Enforcement Unit** field.
 - OCSE telephone number in the **CSEU Telephone Number** field based on the household’s borough of residence or responsible Center, as follows:
 - Bronx: (718) 401-4500
 - Brooklyn and the Rockaway Job Center (Center 79): (929) 221-7565
 - Manhattan and Staten Island: (212) 334-7650
 - Queens except Center 79: (718) 784-6893
 - “X” next to the appropriate infraction description(s) based on the action code, as follows:
 - **940F** or **9BOF** – select “**Appear for a Child Support Interview on**” and enter the date of the failure to report (FTR).
 - **94BH** or **9BOH** – select “**Provide Required Information or Attest to Lack of Information as follows:**” and enter information regarding the participant’s failure to cooperate (FTC) (check for any related **94AA** OCSE case note entries and/or **100A** case note entries in NYCWAY).

Note: Depending on the case notes, any of the other available infraction description options may also be selected.

- If applicable, describe why good cause is being denied in the last field.

The screenshot shows a form titled "PA FAILURE TO COMPLY WITH IV-D DATA ENTRY SCREEN" with the following fields and callouts:

- Header:** #WCN050, WMS/Client Notice Subsystem, Date 12/11/07, Time 11:55:58
- Case Information:** CASE NAME PA OPENINGS, CASE NO [REDACTED], SUFFIX 01, INDV REASON V30 : FAIL IVD REQ, LINE NO 01
- Date Non-Compliance:** DATE NON-COMPLIANCE WAS DETERMINED BY CHILD SUPPORT ENFORCEMENT UNIT: 111507 (Callout: Enter date of non-compliance)
- CSEU Telephone Number:** CSEU TELEPHONE NUMBER [REDACTED] (Callout: Enter OCSE phone number)
- Infraction Selection:** SELECT (X) ALL THAT APPLY. CLIENT FAILED TO:
 - APPEAR FOR A CHILD SUPPORT INTERVIEW ON 111507
 - PROVIDE REQUIRED INFORMATION OR ATTEST TO LACK OF INFORMATION AS FOLLOWS:
 - APPEAR TO PARTICIPATE IN A COURT OR OTHER HEARING ON _____
 - SUBMIT SELF AND/OR CHILD TO GENETIC TESTING ON _____
 - PAY TO THE SUPPORT COLLECTION UNIT ASSIGNED SUPPORT PAYMENTS RECEIVED DIRECTLY
 - OTHER _____
- Good Cause Denial:** IF CLAIMED, DESCRIBE WHY GOOD CAUSE IS BEING DENIED. COMPLETE THE SENTENCE: "WE DO NOT AGREE THAT THE REASON GIVEN FOR NON-COMPLIANCE IS A GOOD REASON BECAUSE..."
- Footer:** Xmit _

Callout boxes provide instructions for each field:

- "Select appropriate infraction description(s) and enter related information" points to the infraction selection section.
- "If applicable, describe why good cause is being denied" points to the good cause denial section.
- "Enter date of non-compliance" points to the date field.
- "Enter OCSE phone number" points to the CSEU telephone number field.

Attachment B (Page 4)

- Upon completion, the **WMS/Client Notice Subsystem Menu** appears with the pending notice number displayed at the bottom right of the screen. A CNS Supervisory Review Report with the pending notice number and variable data entered is automatically generated.

```
Department of Social Services          Date 07/18/07
WMS/Client Notice Subsystem Menu      Time 15:37:56

CASE NUMBER _____ SUFFIX _____
NOTICE NUMBER _____ BATCH NUMBER _____
INDICATE SELECTION NUMBER _____ Xmit _____

01 NOTICE ENTRY (CASE/REGISTRY NUMBER REQUIRED)
02 NOTICE INQUIRY (NOTICE NUMBER REQUIRED)
03 NOTICE UPDATE (NOTICE NUMBER REQUIRED)
04 PENDING NOTICE INQUIRY (CASE/REGISTRY NUMBER REQUIRED)
05 SUPERVISORY REVIEW PRINT (NOTICE NUMBER REQUIRED)
06 SIGNOFF
07
08 BATCH NOTICE ENTRY
09 BATCH NOTICE INQUIRY (BATCH NUMBER REQUIRED)
10 BATCH NOTICE UPDATE (BATCH NUMBER REQUIRED)
11 NOTICE HISTORY INQUIRY (CASE/REGISTRY/NOTICE NO REQUIRED)
12 NOTICE HISTORY REPRINT (NOTICE NUMBER REQUIRED)
13 FS OVERPAYMENT CALCULATION WORKSHEET (CASE/REGISTRY NUMBER REQUIRED)
14 CNS CONTROL INFO MAINTENANCE
15 NYC/UPSTATE INQUIRY
F16 WMSMNU (MENU KEY) CASE ██████████ - NOTICE NO. N091PL4391 CREATED
```

CNS Notice
Number

Attachment C

Guide to Generating Form LDSS-4013A NYC in POS for OCSE-Sanctioned Application Cases

- Suppress the CNS notice by selecting “A” in the **M3E Indicator** field on the POS **TAD** window.
- Complete the POS **LDSS-4013 Data Entry** window. POS will prefill Form **LDSS-4013A NYC** with the following budget reduction sanction information:
 - The checkbox to “The above grant is based on a reduced budget because:”;
 - The name of the individual who failed to comply with OSCE;
 - The date of the non-compliance;
 - The nature of the noncompliance (e.g., “By failing to keep an appointment with OCSE” or “By failing to provide necessary information”); and
 - The OCSE telephone number to call to lift the sanction.

Response to Question

Instructions

- ◆ When a CNS notice cannot be sent, you must complete a LDSS-4013 A/B
- ◆ If the case is being denied using 'Other' on the TAD, a reason for case denial must be entered.
- ◆ If the case is being accepted and some individual/s are being denied, enter the name in the denial section if not already entered by the system and enter a denial reason.
- ◆ If the PA case is being denied and the case has received expedited food stamp issuance, no entry should be made in the denial section for food stamp except in situations where information received such as RFI or employer's letter etc. has shown the applicant to be ineligible.
- ◆ If more than 3 individuals are being denied as well as the case or if more than four individuals are being denied, a paper form must be used for the additional names.

PUBLIC ASSISTANCE **OVERRIDE SYSTEM ENTRIES**

ACCEPTED for the period from to

For name(s)

You will get\$ which will cover the period from to

This amount will be available to you on After this you will get\$

The above grant is based on a reduced because:

failed without good cause to cooperate with the Office of Child Support Enforcement (OCSE) on by [18NYCRR 352.3(d)]

To lift this sanction, call

failed to comply with the following drug/alcohol treatment requirement(s) [18NYCRR 351.2(i)]

screening assesment rehabilitation

or, has not provided consent or revoked consent to disclose treatment information to the agency.

RECOUPMENT at the rate of percent (%) is being taken against your Public Assistance. The reason for this recoupment is:

- The notice must have the above sanction information in order for it to be considered complete. The POS **LDSS-4013A NYC** is generated and printed when the Supervisor approves the **LDSS-4013 Data Entry** window in the **Approve Eligibility Decision** activity and clicks the **Next** button.