



# FAMILY INDEPENDENCE ADMINISTRATION

James K. Whelan, Executive Deputy Commissioner

Jill Berry, Deputy Commissioner  
Office of Program Support

Stephen Fisher, Assistant Deputy Commissioner  
Office of Procedures

## POLICY DIRECTIVE #15-13-SYS

### CHILD SUPPORT INCOME MATCH FOR NON-CASH ASSISTANCE (NCA) SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

<b>Date:</b> May 5, 2015	<b>Subtopic(s):</b> Child Support, POS, Budgeting
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#### AUDIENCE

The instructions in this policy directive are for Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program (SNAP) Center staff and are informational for all other staff.

#### POLICY

All households in receipt of child support payments that apply for or are in receipt of SNAP benefits are subject to a new child support income match.

Child support payments received are required to be reported and budgeted as current income or resources to properly determine the household's monthly SNAP benefit allotment.

#### BACKGROUND

Refer to Information about Child Support Services and Application/Referral for Child Support Services ([LDSS-4882](#)).

The monthly Basic Child Support Obligation (child support) of the Non-Custodial Parent (NCP) is established at a Family Court proceeding. Child support payments to the Custodial Parent (CP) can result from:

- Legally-obligated child support order; or
- Voluntary child support payments.

Generally, child support payments are made on a recurring basis and may be a combination of amounts owed for the current month and/or child support arrears.

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

All payments of child support submitted to the New York State Child Support Processing Center (NYS CSPC) are tracked, regardless of their source.

The entire child support payment received by NYS CSPC is distributed to the CP in receipt of NCA SNAP. NCA SNAP applicants/participants do not assign their or any other household member's rights to receive child support payments from the NCP to HRA. Therefore, NCA SNAP applicants/participants that apply/recertify are not mandated to report to the Office of Child Support Enforcement (OCSE).

**Note:** If the CP was ever in receipt of Cash Assistance (CA) and child support arrears are owed to HRA, payments that are made towards HRA arrears will be retained by HRA.

Child support payments received from the sources below are unable to be processed through the NYS CSPC:

- Military dependents' allotment;
- Voluntary (private) agreement between the NCP and CP when legally-obligated child support is not established through a court order; or
- Legally-obligated spousal support or alimony without any legally-obligated child support court order.

A new computer match has been established between the Family Independence Administration (FIA) and OCSE to ensure that child support payments received are properly budgeted to the household's income when an initial, recertification, or ongoing eligibility determination is made.

The Paperless Office System (POS) now communicates with the Automated State Support Enforcement and Tracking System (ASSETS) to generate a clearance. The clearance is generated when the Eligibility Specialist (ES) inputs a response to the question "Child Support Payments (Received)?" on the **Current Income** screen during the **SNAP Application Interview** and **SNAP Recert Interview** activities in POS.

The clearance indicates whether an NCA SNAP applicant or participant receives child support payments through an OCSE database match. The ES must compare the information provided by the NCA SNAP applicant/participant to the information generated by the OCSE database match.

The ES should be mindful that POS will not receive a match from OCSE for child support payments received in the following situations:

- A case where a child support court order does not exist;
- Under a private arrangement, the child support payment is given directly to the CP without a court order; or
- The child support and arrears payment amounts distributed to the applicant/participant are both zero dollars (\$ 0.00) for the past six (6) months.

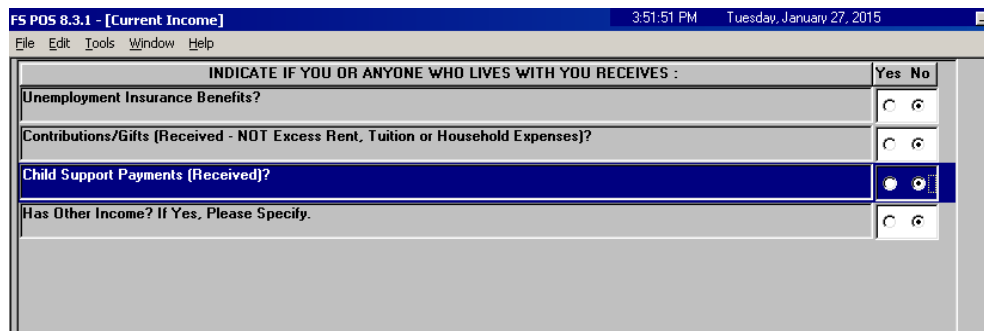
**REQUIRED ACTION**

It is mandatory for the ES to complete questions regarding the receipt of child support payments during the **SNAP Application Interview** and **SNAP Recert Interview** activities in POS so that the household’s income from child support payments received is budgeted properly for eligibility and SNAP benefit allotment determinations.

On the **Current Income** screen, the ES is directed to ask the applicant/participant to “Indicate If You Or Anyone Who Lives With You Receives: Child Support Payments (Received)?”

**FS POS Current Income screen.**

Selecting **Yes** or **No** to the question “Child Support Payments (Received)?” initiates a match call between POS and the OCSE database.



OCSE database match generated.

When the ES selects either the **Yes** or **No** radio button in response to the question “Child Support Payments (Received)?”, POS initiates a match call to the OCSE database using the demographics of all applicant/participant’s in the NCA SNAP household, ages 18 and older, who have a status of:

- Applying (AP), Active (AC), Sanction (SN), or Single Issuance (SI); and
- Rejected (RJ), or Closed (CL) and the individual’s relationship status is listed as casehead, payee, or spouse.

The match from the OCSE database is categorized as primary source computer matched information and is considered “Verified Upon Receipt.” FIA can take action, based on the results of the match, to reduce or discontinue NCA SNAP benefits and issue the appropriate notices.

### Child Support Income Match Window

If a match is found in the OCSE database, the **Child Support Income** match window opens in POS. The ES must review the information in each tab of the match window with the CP and ask whether s/he is still in receipt of the child support income.

The window consists of the following sections:

- A table with Welfare Management System (WMS) information that identifies the household member on the SNAP case for whom the OCSE database has returned a match and the total payments of child support received by that individual;
- Child support case demographic information table;
- Child support order table;
- Child support payments received in the past six months table; and
- Child support income questions.

Child Support Income match window in POS.

Line	CIN	First Name	Mi	Last Name	DOB	SSN	Total Payments Received
1							134
2							0

CSMS #1

IndividualType	Individual	DOB	SSN
Custodial Parent			
Non-Custodial Parent			
Child			

Child Support Order Obligation Amount	Child Support Obligation Frequency	Child Support Order Date	Total Monthly Obligation Amount
			134.00

Child support Payments Received in the past 6 months						
Payment Month	Oct 2014	Nov 2014	Mar 2015	Feb 2015	Jan 2015	Dec 2014
Payment Amount	134	0	134	268	0	268
Payment Source	Manual		Manual	Manual		Manual

Is client still in receipt of this income? Yes  No

Did the client provide verification that this income stopped? Yes  No

Presented/ Ready to be Scanned  Requested (Needed)

Official Correspondence from the Child Support Enforcement Unit

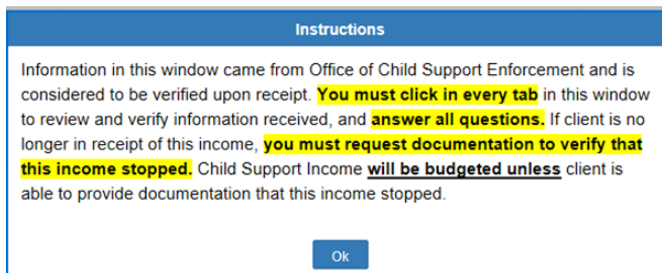
Comments

Previous Next

### Instructions

If the ES selects the Instructions link at the top right corner of the match window, the following window opens:

Instructions window.



### Total Payments Received – Child Support

When the match from the OCSE database is returned to POS, each household member’s income from child support payments received is run through a set of business rules in POS. This process calculates the amount of child support income that POS budgets for each individual in receipt of child support payments. POS displays the amount in the **Total Payments Received** field of the table at the top of the match window. Examples of how POS calculates the amount(s) are described on pages 15 – 18 and 20.

The income information generated by the match is automatically transferred to the CP’s line on the POS budgeting screen, and then applied to the WMS budget when run.

Refer to [PD #03-48-ELI](#).

**Note:** If the CP has an individual status of SN or the relationship status is payee, the amount that appears in the **Total Payments Received** field is budgeted on the oldest child’s line. If the legally-obligated child support payment is not for the child on whose line the income is budgeted, the ES must enter a case comment that indicates that the income was budgeted to the line because s/he is the oldest child on the case.

**Total Payments Received** displays the amount of child support income that is budgeted for the household member’s line.

SSN	Total Payments Received	Instructions
	134	
	0	

Child Support Case Demographic Information Table

The child support case demographic information is displayed in a table that contains the following column headings with the corresponding information associated with each child support case:

- Individual Type (CP, NCP, and Child);
- Individual (Name of individual);
- DOB (Date of Birth); and
- SSN (Social Security Number).

**Note:** If multiple child support cases are returned by OCSE, the match window displays a separate tab with the child support case number for each case that is found.

Child support case demographic information table.

IndividualType	Individual	DOB	SSN
Custodial Parent			
Non-Custodial Parent			
Child			

Child Support Order Table

The child support order details are displayed in a table that contains the following column headings with the corresponding information associated with each child support case:

- Child Support Order Obligation Amount;
- Child Support Obligation Frequency;
- Child Support Order Date; and
- Total Monthly Obligation Amount.

Child support order table.

Child Support Order Obligation Amount	Child Support Obligation Frequency	Child Support Order Date	Total Monthly Obligation Amount
			134.00

Child Support Payments Received in the Past 6 Months Table

The child support payments received in the past 6 months are displayed in a table that contains the following row headings with the corresponding information associated with each child support case:

- Payment Month (month and year);
- Payment Amount; and
- Payment Source.

Child support payments received in the past 6 months table.

Child support Payments Received in the past 6 months						
Payment Month	Oct 2014	Nov 2014	Mar 2015	Feb 2015	Jan 2015	Dec 2014
Payment Amount	134	0	134	268	0	268
Payment Source	Manual		Manual	Manual		Manual

### Child Support Income Questions

The question set at the bottom of the **Child Support Income** match window includes the following questions:

- Is client still in receipt of this income?; and
- Did the client provide verification that this income stopped?

**Note:** The radio buttons for the second question are only enabled if the participant answered **No** to the first question. Also, the color of the second question changes to red, which indicates the ES must answer the question before exiting the window.

Child support income questions.

The ES must ask the CP the question “Is client still in receipt of this income?” and provide an answer to the questions asked on each tab in order to exit the window. If the ES does not select an answer to the question, POS displays the following window:

Incomplete Responses window.

### **Application and Recertification Interviews – Child Support Payments Received from one NCP**

#### Applicant/Participant Responds “Yes”

Responds **Yes** and OCSE database match is returned.

If the applicant/participant responds “Yes” to the question “Child Support Payments (Received)?” and a match with the OCSE database is returned, the **Child Support Income** window opens when the ES selects the **Yes** radio button.

Responds **Yes** and OCSE database match is not returned.

If the applicant/participant responds “Yes” to the question “Child Support Payments (Received)?” and a match with the OCSE database is not returned, the **Response to Question** window shown on the following page opens when the ES selects the **Yes** radio button.

Within the **Response to Question** window shown above, the ES makes the appropriate selection from a dropdown or radio button menu or directly enters the requested information to record the child support payments received.

Applicant/Participant Responds “No”

In situations where an applicant/participant responds “No” and an OCSE database match is found, it is the applicant/participant’s responsibility to provide proof for their claim of non-receipt of child support payments. The ES must scan and index the documentation provided by the applicant/participant and enter a detailed case comment in POS regarding the claim of non-receipt of child support payments.

See **Attachment A** for a listing of Family Court Support Services locations.

The ES should instruct the applicant/participant to call the NYS Call Center at 1-888-208-4485 or contact the Family Court Support Services location in the borough in which the individual lives to speak with an OCSE Caseworker regarding the CP’s claim of non-receipt of child support payments. Refer to Child Support Contacts (**Attachment A**) for a listing of the OCSE Family Court Support Services locations. The ES cannot change the information imported from the OCSE database match because all fields in the match window are read only.

Responds **No** and OCSE database match is returned.

If the applicant/participant responds “No” to the question “Child Support Payments (Received)?” and a match with the OCSE database is returned, the **Child Support Income** window opens when the ES selects the **No** radio button.

When the **Child Support Income** window opens, the ES reviews the match information from OCSE with the applicant/participant. If the individual states that he/she is not in receipt of the child support payments, the ES selects the **No** radio button to the question “Is client still in receipt of this income?”.



The ES then selects an answer to the follow-up question “Did the client provide verification that this income stopped?” as follows:

- If verification was provided, the ES selects the **Yes** radio button, completes the Documents section of the window, scans and indexes the document to the electronic case record, and enters a detailed case comment. In this situation, POS does not apply the income returned by the match to the WMS budget.

**Note:** An order from the court, which terminates the child support obligation, is an acceptable form of verification.

If **Yes** is selected, POS prefills the **Presented/Ready to be Scanned** radio button.

The screenshot shows a form with two main questions. The first question is "Is client still in receipt of this income? Yes  No ". The second question is "Did the client provide verification that this income stopped? Yes  No ". Under the first question, there are two radio buttons: "Presented/Ready to be Scanned" (selected) and "Requested (Needed)". Below these is a dropdown menu with the text "Official Correspondence from the Child Support Enforcement Unit". To the right of the second question is a large text area labeled "Comments". At the bottom left is a "Previous" button and at the bottom right is a "Next" button.

- If verification was not provided and the individual indicates that s/he will return/submit documentation, the ES selects the **No** radio button and enters a detailed case comment. POS prefills the **Requested (Needed)** radio button in the Documents sections.

**Note:** This situation can occur at an in-person interview or because a telephone interview was conducted.

If **No** is selected, POS prefills the **Requested (Needed)** radio button.

The screenshot shows a form with two main questions. The first question is "Is client still in receipt of this income? Yes  No ". The second question is "Does the client provide verification that this income stopped? Yes  No ". Under the first question, there are two radio buttons: "Presented/Ready to be Scanned" and "Requested (Needed)" (selected). Below these is a dropdown menu with the text "Official Correspondence from the Child Support Enforcement Unit". To the right of the second question is a large text area labeled "Comments". At the bottom left is a "Previous" button and at the bottom right is a "Next" button.

Refer to **Attachment A**.

**Note:** If the individual states that s/he is not able to obtain the documentation needed, the ES should instruct the individual to contact OCSE for help.

If documentation was not provided, the ES must provide the individual with the Documentation Requirements and/or Assessment Follow-Up (**W-113K**) form, at the end of the interview, which indicates that the applicant/participant must submit documentation to verify that s/he does not receive child support payments, to complete the eligibility assessment.

**Note:** If the applicant/participant does not provide verification, and was found eligible to receive SNAP benefits, the income returned by the match is budgeted to determine the benefit allotment.

Responds **No** and OCSE database match is not returned, and individual previously reported child support income.

If the participant responds “No” to the question “Child Support Payments (Received)?,” and had previously responded “Yes” at an earlier interview, the reading pane shows the information that was provided by the participant at the earlier interview. The ES scans and indexes the documentation provided by the individual to verify that the child support payments stopped, and enters a detailed case comment.

Responds **No** and OCSE database match is not returned.

If the applicant/participant responds “No” to the question “Child Support Payments (Received)?” and a match with the OCSE database is not returned when the ES selects the **No** radio button, the **Child Support Income** window does not open and the ES continues to the next question on the POS **Current Income** screen.

### **Application and Recertification Interviews – Child Support Payments Received from more than one NCP**

Applicant/Participant receives child support from **multiple NCPs**.

When an applicant/participant receives legally-obligated child support payments from more than one NCP, each child support payment from each NCP is displayed in POS on a separate tab. The ES must review the information in each tab with the CP. A few examples of why a case could receive multiple child support payments include:

- A child living with a non-legally responsible relative (grandparent, aunt, cousin) and both parents (both considered NCPs in this situation) make child support payments separately;
- A CP receives child support payments from different NCPs for different children; or
- Multiple household members are the CP, and each CP receives child support payments from the NCP of their child(ren).

### Applicant/Participant Responds “Yes”

Responds **Yes** and all OCSE database matches are returned.

If a household receives payments of legally-obligated child support from more than one NCP and the OCSE database has case records indicating that there are multiple sources of child support payments received, the OCSE database match displays each payment in the **Child Support Income** window on a separate tab, as shown below:

Each child support case returned by the OCSE database match appears as a separate tab.

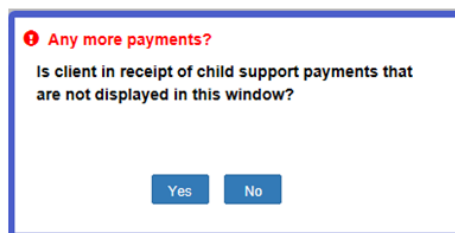
IndividualType	Individual	DOB	SSN
Custodial Parent			
Non-Custodial Parent			
Child			

Responds **Yes** and some OCSE database matches are returned.

If the applicant/participant responds “Yes” to the question “Child Support Payments (Received)?” and a match with the OCSE database is returned for some but not all child support cases, the **Child Support Income** match window displays the OCSE matches that were returned when the ES selects the **Yes** radio button.

To enter the additional sources of child support payments received that are not returned by the OCSE database match, the ES selects the “Yes” button to the question “Is client in receipt of child support payments that are not displayed in this window?”:

Select **Yes** to enter additional sources of child support payments received.



The ES enters all child support income information for each missing child support case by making the appropriate selection from a dropdown menu or directly entering the requested information in the **Child Support Income** window, shown on the following page. All fields that appear in red on the screen are required and must contain an answer to close the window.

If there are multiple sources of child support which were not returned by the match, the ES must click on the **Add New Payment Information** button, and repeat the instructions above until all sources of child support payments received have been entered into POS.

**Note:** If an entry was made in error, the ES selects the **Remove** button and then selects the **Next/Previous** button.

**Child Support Income** window to enter additional sources of child support income.

Click the **Add New Payment Information** button for a blank data entry field.

Responds **Yes** and OCSE database matches are not returned.

If the applicant/participant responds “Yes” to the question “Child Support Payments (Received)?” and a match with the OCSE database is not returned for a child support case(s), the **Response to Question** window, shown above, opens when the ES selects the **Yes** radio button. Enter each source of child support income as directed in the previous example.

Applicant/Participant Responds “No”

Responds **No** and OCSE database matches are returned.

Please refer to the process described on pages 8 - 9 for situations where the applicant/participant responds “No” to the question “Child Support Payments (Received)?” and a match is found in the OCSE database.

**Budgeting Current Support and Regular Arrears – Application and Recertification**

**Current support** budgeted at application and recertification.

Child support payments are classified as *current support* when the child support is collected by the SCU in a month which represents payment towards the legally-obligated child support for that month and the amount is paid to the CP.

**Regular arrears** budgeted at application and recertification.

Child support arrears payments are classified as *regular arrears* when an applicant/participant receives legally-obligated child support from an existing court order, which includes or resulted in child support arrears, and the payments are received on a consistent basis.

All child support payments received by a household (current support and arrears) must be reviewed to determine whether the child support payments received can be budgeted for NCA SNAP eligibility and the household's SNAP benefit allotment.

**Note:** The child support payment(s) received for a SNAP-ineligible student(s) is counted as income for the household, even though the child support payment received by the NCA SNAP household is for the support of a SNAP-ineligible student(s). Also, child support income received by a CP must be budgeted even if it is for a child that has left the household or is no longer mandated to be a part of the SNAP household.

Income Source Code 14.

The OCSE database match transmits the last six (6) months of child support payments received by all NCA SNAP household members into POS. POS adds up the amounts and then divides the total by six to calculate the average monthly child support payment received. The calculated average monthly child support payment received is the amount budgeted in WMS as unearned income using Income Source Code 14 (Court Ordered Alimony/Spousal Support/Child Support Payment).

**Note:** If the CP states that a voluntary payment of child support was received, in addition to the amount returned by the match, POS budgets the amount as a separate line of unearned income using Income Source Code 14.

The calculated average monthly child support payment received is combined with other sources of income (both earned and unearned), deductions, shelter costs and shelter deductions on the budget to calculate the household's monthly SNAP net income. The monthly SNAP net income is used to determine the SNAP benefit allotment for the household.

Expedited SNAP (ESNAP)

Screening for ESNAP processing.

When screening for expedited SNAP (ESNAP) processing, the ES uses the amount of child support received during the month of application as stated by the applicant and not the amount that was returned by the match.

Determining eligibility for the issuance of ESNAP benefits.

When determining eligibility for ESNAP benefits, the ES uses the amount of child support received that was returned by the match towards the calculation of gross income.

Determining ESNAP benefit allotment.

If the household is eligible for ESNAP benefits, the ES includes the amount of child support that is returned by the match to calculate the ESNAP benefit allotment.

**Note:** If the applicant states that the child support payment was not received or that it is not expected to be received, s/he must provide proof that the child support payment was not received or stopped. The proof must be provided within the state mandated timeframe that HRA is required to make an eligibility decision and issue the benefits in order for the amount to be excluded.

Budgeting Exceptions

There are situations when all or a portion of the child support payments received during the past six (6) months, as returned by the match, are not budgeted, including:

Exceptions to budgeting child support income.

- When there is a discernible difference between the amount of legally-obligated child support and the actual amount of the child support payment received by the household in one of the six months returned by the OCSE match;
- The child support payment was only received in one month, but not in the most recent month reported; and
- The child support payment was only received in the last month reported, and the payment source was not listed as an income execution (IEX) or Unemployment Insurance Benefits (UIB).

Discernible difference.

A discernible difference, for the purposes of child support payments received, is defined as a spike of \$100 or more above the legally-obligated amount of child support in a one-month period.

If a discernible difference occurs in one of the six months returned by the match, POS uses the total monthly obligation amount received towards the calculation of average child support and disregards the discernable difference.

If a discernible difference occurs in two or more months of the six months returned by the match, POS uses the entire amount received towards the calculation of average child support income.

Income execution (IEX). An income execution (IEX), also known as a wage garnishment, is the process used by OCSE to collect payments for child support from the wages and other income of an NCP from the NCP's employer and other entities. OCSE sends the IEX to the NCP's employer who is required to deduct the legally obligated child support directly from the NCP's paycheck. The IEX also allows for the collection of any arrears that may have accrued when child support payments were not made.

POS is programmed to recognize child support payments received in the most recent month of the reported match as the beginning of ongoing child support and budget the payments if the payment source is IEX or UIB.

Budgeting Examples for Current Support and Regular Arrears

Scenario 1

**One child support case,**  
no discernible differences  
in amounts received.

POS returns a match from the OCSE database that the household received payments of child support for one CSMS case during the past six (6) months and there were no discernible differences in the amounts received. The following is an example of how POS budgets legally-obligated child support payments for a household with one CSMS case:

January	February	March	April	May	June
\$35	\$40	\$35	\$45	\$45	\$35

**Sum of Case payments:**  $35 + 40 + 35 + 45 + 45 + 35 = \$235$

**Divide the sum by 6:**  $235 \div 6 = \$39.17$

POS applies \$39.17 monthly to the WMS budget using Income Source Code **14**.

Scenario 2

**Multiple child support cases**, no discernible differences in amounts received.

POS returns a match from the OCSE database that the household received payments of child support for multiple child support cases during the past six (6) months and there were no discernible differences in the amounts received. The following is an example of how POS budgets legally-obligated child support payments for a household with multiple child support cases:

Case	January	February	March	April	May	June
1	\$35	\$40	\$35	\$45	\$45	\$35
2	\$10	\$10	\$10	\$10	\$10	\$10
3	\$30	\$30	\$30	\$35	\$25	\$25

**Sum of Case 1 payments:**  $35 + 40 + 35 + 45 + 45 + 35 = \$235$

**Sum of Case 2 payments:**  $10 + 10 + 10 + 10 + 10 + 10 = \$60$

**Sum of Case 3 payments:**  $30 + 30 + 30 + 35 + 25 + 25 = \$175$

**Combined sum for Cases 1, 2 & 3:**  $235 + 60 + 175 = \$470$

**Divide the combined sum by 6:**  $470 \div 6 = \$78.33$

POS applies \$78.33 monthly to the WMS budget using Income Source Code 14.

Scenario 3

**One or multiple child support case(s)**, child support payment received in some months but not others.

POS returns a match from the OCSE database that the household received payments of child support for one or multiple child support case(s) during the past six (6) months in some months, but not in others. There were no discernible differences in the amounts received. The following is an example of how POS budgets legally-obligated child support payments, in the situation described above, for a household with one child support case:

January	February	March	April	May	June
\$0	\$40	\$0	\$45	\$45	\$35

**Sum of Case payments:**  $0 + 40 + 0 + 45 + 45 + 35 = \$165$

**Divide the sum by 6:**  $165 \div 6 = \$27.50$

POS applies \$27.50 monthly to the WMS budget using Income Source Code 14.

**Note:** The sum is divided by six (6) months even though the match indicates that child support payments were received in only four of the six months.



Scenario 4

**One or multiple child support case(s),**  
discernible difference in the amount received.

POS returns a match from the OCSE database that the household received payments of child support for one or multiple child support case(s) during the past six (6) months and that there was a discernible difference in the amount received. The following is an example of how POS budgets legally-obligated child support payments, in the situation described above, for a household with two child support cases when the legally-obligated child support payment amounts are \$45 and \$80 per month:

Case	January	February	March	April	May	June
1	\$160	\$40	\$45	\$45	\$45	\$35
2	\$80	\$75	\$185	\$80	\$75	\$190

**Sum of Case 1 payments:**  $45 + 40 + 45 + 45 + 45 + 35 = \$255$

**Sum of Case 2 payments:**  $80 + 75 + 185 + 80 + 75 + 190 = \$685$

**Combined sum for Cases 1 & 2:**  $255 + 685 = \$940$

**Divide the sum by 6:**  $940 \div 6 = \$156.67$

POS applies \$156.67 monthly to the WMS budget using Income Source Code 14.

**Note:** In Case 1, only the January child support payment amount met the definition of a discernible difference. Therefore, only the legally-obligated child support payment of \$45 was used to calculate the average child support payment received. The remaining amount of \$115 was treated as non-recurring lump sum payment and was not budgeted. In Case 2, the March and June child support payment amounts met the definition of a discernible difference. Therefore the entire child support payments for those months were used to calculate the average child support payment received.

Scenario 5

**One or multiple child support case(s)**, child support received in the last month reported by the match.

POS returns a match from the OCSE database that the household received payments of child support for one or multiple child support case(s) during the past six (6) months, and that the child support payment was only received in the most recent month reported by the OCSE match. The following is an example of how POS budgets legally-obligated child support payments, in the situation described above, for a household with one child support case when the legally-obligated child support payment is \$100 per month:

<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>
\$0	\$0	\$0	\$0	\$0	\$100

Match displays payment source as **IEX** or **UIB**.

In scenario 5, if the payment source is listed as IEX or UIB, POS applies \$100 monthly to the WMS budget using Income Source Code **14**.

Match does not display payment source as **IEX** or **UIB**.

In scenario 5, if the payment source is not listed as IEX or UIB, POS treats the payment as a lump sum and does not apply the amount to the WMS budget. Also, the amount is not counted as a resource because the income was received in a prior month and not during the month of application.

NCA SNAP Rejection/Closing Codes for Excess Income

**SNAP application** rejection code.

If the applicant household is found ineligible to receive SNAP benefits as a result of child support payments received and the NCA SNAP case is in Application (AP) status, the NCA SNAP case must be rejected using SNAP Rejection Code **E35** (Excess Unearned Income).

**SNAP application** or **recertification** closing code.

If at application/recertification the household is found ineligible to receive new/ongoing SNAP benefits as a result of adding child support payments received to the NCA SNAP budget, and the NCA SNAP case is in Single Issuance (SI) or Active (AC) status, the case must be closed using SNAP Closing Code **E30** (Excess Income).

## Budgeting Non-Recurring Payments of Child Support – Application and Recertification

**Non-recurring child support** budgeted at application and recertification.

Legally-obligated child support payments that are received by an applicant/participant on an inconsistent basis are classified as *non-recurring*. When calculating the SNAP benefit allotment at application and recertification, non-recurring payments of child support are only counted as a resource if the payment was received for the month in which the individual is applying/recertifying for SNAP benefits.

**Note: Non-recurring child support payments received that meet lump sum rules, are not counted as income on a SNAP budget.**

Applicant/Participant household is **categorically eligible**.

Refer to [PB #14-121-ELI](#).

Households which are **categorically eligible** for SNAP benefits are not subject to the resource test. Therefore, if a household **received** a non-recurring payment(s) of child support that meets **lump sum** rules during the month of application/recertification, the amount is **disregarded** by the ES when making the SNAP eligibility determination.

Applicant/Participant household is **not categorically eligible**.

Refer to [PD #14-22-ELI](#).

Households which are **not categorically eligible** for SNAP benefits are subject to the resource test. Therefore, if a household is not categorically eligible and reports that it **received** a non-recurring payment(s) of child support that meets **lump sum** rules during the month of application/recertification, the amount of the non-recurring payment(s) of child support is **applied to the resource test** to determine whether the household's resources meet the SNAP eligibility requirements.

**Note:** Non-recurring payments received in the current month will not be reported by the OCSE database match because of a one-month lag in the OCSE database. The applicant/participant must notify the ES of the non-recurring payment at the interview.

**One or multiple child support case(s)**, child support received in one month, but not in the most current month reported on the match.

POS returns a match from the OCSE database that the household received payments of child support for one or multiple child support case(s) in only one of the past six (6) months, but that the payment was not received in the most recent month reported by the OCSE match. The following is an example of how POS budgets legally-obligated child support payments, in the situation described above, for a household with multiple child support cases:

Case	January	February	March	April	May	June
1	\$0	\$600	\$0	\$0	\$0	\$0
2	\$0	\$0	\$0	\$400	\$0	\$0

POS will not apply any amount of the child support payments received to the WMS budget because POS is programmed to treat the payments, shown above, as non-recurring lump sum payments. Non-recurring lump sum payments can only be counted as a resource if the non-recurring lump sum is received in the month the household applies/recertifies for SNAP benefits and the household is not categorically eligible for benefits.

NCA SNAP Rejection/Closing Codes for Increased Resources

SNAP **application** rejection code **U40** (Excess Resources).

If the applicant household is found ineligible to receive SNAP benefits as a result of failing the SNAP resource test, and the case is in AP status, the NCA SNAP case must be rejected using SNAP Rejection Code **U40** (Excess Resources).

SNAP **application** or **recertification** closing code **U45** (Increased Resources).

If at application/recertification the household is found ineligible to receive new/ongoing SNAP benefits as a result of failing the SNAP resource test, and the case is in SI or AC status, the NCA SNAP case must be closed using SNAP Closing Code **U45** (Increased Resources [Recert Closing]).

**PROGRAM IMPLICATIONS**

Paperless Office System (POS) Implications It is not mandatory to address the child support question “Child Support Payment (Received)?” with applicants and participants during the **SNAP Change Case Data** activity in POS.

Supplemental Nutrition Assistance Program (SNAP) Implications The SNAP implications are discussed in this policy directive.

Medicaid Implications There are no Medicaid implications.

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**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 #14-24-OPE](#).

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**FAIR HEARING IMPLICATIONS**

Avoidance/Resolution Ensure that all case actions are processed in accordance with current procedures for the budgeting requirements on child support payments received to determine the household’s monthly SNAP benefit 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.

Conference Intake at NCA SNAP Centers If an applicant/participant comes to the NCA SNAP Center and requests a conference, the Receptionist must alert the Center Director’s designee that the individual is to be seen. If the individual contacts the Eligibility Specialist directly, advise the individual to call the Center Director’s designee.

Conference Intake at NCA SNAP Model Centers If an applicant/participant comes to the NCA SNAP Model Center and requests a conference, the Receptionist at Main Reception will issue a SNAP Conf/Appt/Problem ticket to the individual to route her/him to the NCA Reception area and does not need to verbally alert the Center Director’s designee. The NCA Receptionist will alert the Center Director’s designee once the individual is called to the NCA Reception desk.

Conference process      The Center Director’s designee will listen to and evaluate the applicant’s/participant’s complaint regarding the action taken on the case. After reviewing the documentation and case record, and discussing the issue(s) with the Group Supervisor/ES, the Center Director’s designee will make a decision. S/he will decide to either resolve or defend the case based on all factors and whether or not the case action was correct.

The Center Director’s designee is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request 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, copies of relevant POS screen printouts (including the appropriate computer match information), other documentation relevant to the action(s) taken, and copies of NYCWAY “Case Notes” screens. Evidence Packets for actions taken by OCP will be available on the HRA OneViewer.

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**REFERENCES**

Supplemental Nutrition Assistance Program (SNAP) Source Book  
 Section 11: Budgetary Method; Section 13: Determining Income;  
 Section 14: Rules for Reporting Changes; Section 17: Resources  
 93 ADM-9  
 Budgeting Manual NPA SNAP (FS) Program


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**RELATED ITEMS**

[PB #14-121-ELI](#)  
[PD #14-22-ELI](#)

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**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

**Attachment A**    Child Support Contacts



# CHILD SUPPORT CONTACTS

## Online Child Support Resources

### NEW YORK STATE (NYS) DIVISION OF CHILD SUPPORT ENFORCEMENT

Get forms and view account information (social security number and PIN required)  
[www.childsupport.ny.gov](http://www.childsupport.ny.gov)

### NEW YORK CITY (NYC) OFFICE OF CHILD SUPPORT ENFORCEMENT (OCSE)

Get information about programs and services offered only in New York City  
[www.nyc.gov/hra/ocse](http://www.nyc.gov/hra/ocse)  
Annual Report  
<http://on.nyc.gov/1rTowDQ>

### YOUTUBE CHANNEL FOR THE NYC HUMAN RESOURCES ADMINISTRATION (HRA)

[www.youtube.com/HRANYC](http://www.youtube.com/HRANYC)  
Videos include:  
[Supporting Our Kids](#)  
[NYC Guide for Custodial Parents](#)  
[NYC Guide for Non-Custodial Parents](#)

## For Parents Wanting Help with an Existing Child Support Case

### In Person

#### OCSE CUSTOMER SERVICE WALK-IN CENTER

151 West Broadway, 4th floor  
(between Worth and Thomas Streets)  
New York, NY 10013 [\[GOOGLE MAPS\]](#)  
Monday–Friday, 8:00 am–7:00 pm

#### Nearby subway stations include:

- Chambers Street, for the 1, 2, 3, A, C, J, or Z trains
- Brooklyn Bridge/City Hall Station, for the 4, 5, or 6 trains
- Canal Street, for the E train

### By Phone

#### NYS CHILD SUPPORT HELPLINE

888-208-4485  
866-875-9975 TTY (Hearing Impaired)  
Monday–Friday, 8:00 am–7:00 pm  
Automated information available  
24 hours a day/7 days a week  
Social security number and PIN required

#### OCSE PATERNITY SERVICES AND OUTREACH

Information about paternity, DNA testing, and community outreach events  
929-221-5008

### By Mail

#### OCSE

PO Box 830  
Canal Street Station  
New York, NY 10013

#### To send payments:

NYS Child Support Processing Center  
PO Box 15363  
Albany, NY 12212-5363

Be sure to include your Child Support Management System number on all payments.

## For Parents Applying for Child Support

### 1. APPLICANTS RECEIVING CASH ASSISTANCE

#### Borough Offices

Office hours for all child support Borough Offices  
Monday–Friday, 9:00 am–5:00 pm

#### BRONX BOROUGH OFFICE

SERVING THE BRONX  
894 Garrison Avenue  
Bronx, NY 10474  
929-252-4100 [\[GOOGLE MAPS\]](#)

#### BROOKLYN BOROUGH OFFICE

SERVING BROOKLYN AND THE ROCKAWAYS  
1 MetroTech Center, North, 6<sup>th</sup> Floor  
Brooklyn, NY 11201  
929-221-7620 [\[GOOGLE MAPS\]](#)

#### MANHATTAN BOROUGH OFFICE

SERVING MANHATTAN/STATEN ISLAND  
115 Chrystie Street, 3<sup>rd</sup> Floor  
New York, NY 10002  
212-334-7604 [\[GOOGLE MAPS\]](#)

#### QUEENS BOROUGH OFFICE

SERVING QUEENS (EXCEPT THE ROCKAWAYS)  
One Honeywell Street, 6<sup>th</sup> Floor  
Long Island City, NY 11101  
718-784-6979 [\[GOOGLE MAPS\]](#)

#### STATEN ISLAND

Staten Island residents receive services in the Manhattan Borough Office

### 2. All Other Applicants

#### Family Court Support Services

Office hours for all child support offices in Family Courts  
Monday–Friday, 9:00 am–5:00 pm

#### BRONX FAMILY COURT

900 Sheridan Avenue, LM Floor  
Bronx, NY 10451  
718-590-3924/3432 [\[GOOGLE MAPS\]](#)

#### BROOKLYN FAMILY COURT

330 Jay Street, 12<sup>th</sup> Floor  
Brooklyn, NY 11201  
718-246-7962/68 [\[GOOGLE MAPS\]](#)

#### MANHATTAN FAMILY COURT

60 Lafayette Street, 1<sup>st</sup> Floor  
New York, NY 10013  
212-385-8218/19 [\[GOOGLE MAPS\]](#)

#### QUEENS FAMILY COURT

151-20 Jamaica Avenue, 4<sup>th</sup> Floor  
Jamaica, NY 11432  
718-725-3148/49 [\[GOOGLE MAPS\]](#)

#### STATEN ISLAND FAMILY COURT

100 Richmond Terrace, Basement  
Staten Island, NY 10301  
718-720-2906 [\[GOOGLE MAPS\]](#)