



OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY DIRECTIVE #16-24-SYS

(This Policy Directive Replaces PD #15-13-SYS)

CHILD SUPPORT MATCHES FOR CASH ASSISTANCE (CA) AND NON-CASH ASSISTANCE (NCA) SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Date: December 12, 2016	Subtopic(s): Child Support, POS, Budgeting
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AUDIENCE

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

REVISIONS TO THE PRIOR DIRECTIVE

This policy directive has been revised, as follows:

- Introduce a new computer match for applicants and participants that make child support payments, regardless of whether the child for whom the payments are made is a member of the household;
- Inform staff of the methods used by the Paperless Office System (POS) to calculate the amount of the child support payment that gets budgeted in the Welfare Management System (WMS) when a child support payment is made by household members on CA/SNAP and NCA SNAP cases;
- Update the use of the computer match for the determination of expedited SNAP eligibility;
- Update the definition of a discernable difference; and
- Update the methods used by POS to calculate the amount of the child support payment that gets budgeted in WMS when a payment is received for an NCA SNAP case.

POLICY

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

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

Child support payments made.

Effective October 1, 2002, legally obligated child support payments made by a SNAP household to non-household members are treated as income exclusions. These child support payments are subtracted from the total household gross monthly income before comparing the income to the applicable gross and net income limits.

In joint custody cases, child support payments are excluded from the payer’s SNAP household income, when:

- The legally-obligated child support payments are made to a non-household member; and
- The children, for whom the child support payments are to be used, are members of the payer’s SNAP household.

Note: This income exclusion is allowed even if the non-household member also receives SNAP benefits as part of a different SNAP household.

Child support payments received.

Child support payments received are required to be reported and budgeted as current income or resources for NCA SNAP cases to properly determine the household’s monthly SNAP benefit allotment. Child support payments are attributed as income to the person to whom they are legally obligated, not to the children for whom they are to be used.

BACKGROUND

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

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

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

Note: Sporadic voluntary payments are not considered recurring 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 previous months (arrear).

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

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.

Match for child support **payments made** by CA/SNAP and NCA SNAP household members.

A new computer match has been established between the Family Independence Administration (FIA) and the Office of Child Support Enforcement (OCSE) to ensure that legally obligated child support payments made by CA/SNAP and NCA SNAP household members to individuals who are not a member of their SNAP household are properly excluded from the household's income when an initial, recertification, or ongoing eligibility determination is made.

Match for child support **payments received** by NCA SNAP household members.

In May 2015, a computer match was established between FIA and OCSE to ensure that child support payments received by NCA SNAP households are properly budgeted to the household's income when an initial, recertification, or ongoing eligibility determination is made.

Refer to [PB #11-12-ELI](#).

Note: CA/SNAP cases are not subject to the match for child support payments received since the CP receives a pass-through allowance while on CA and not the full child support payment.

The entire child support payment received by NYS CSPC is distributed to the CP in receipt of NCA SNAP. NCA SNAP applicants/participants are not required to 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 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.

The Paperless Office System (POS) communicates with the OCS NYC child support database to generate a clearance. The clearance is generated when the Job Opportunity Specialist (JOS)/Eligibility Specialist (ES) inputs a response to the questions listed in the table on the following page.

POS activities, screens, and questions related to child support payments.

POS Activity	Screen	Question
SNAP Application Interview, SNAP Recertification Interview, SNAP Change Case Data	Current Income	“Child Support Payments (Received)?”
SNAP Application Interview, SNAP Recertification Interview, CA Application Interview, CA Recertification Interview	Other Expenses	“Pays Child Support?”
SNAP Change Case Data, CA Change Case Data	Other Expenses	“Pays Child Support?”

Note: The Worker is only required to click on the question “Pays Child Support?” or “Child Support Payments (Received)?” in the **SNAP Change Case Data** and **CA Change Case Data** activities if a change in income is being made to the case.

Refer to **Attachment A**.

Refer to the Paperless Office System (POS) Screen Shots Related to Child Support Payments (**Attachment A**) for images of the POS screens listed in the table above.

OCSE database match criteria.

When the JOS/ES selects either the **Yes** or **No** radio button in response to a child support payment question, POS initiates a match call to the OCSE database using the demographics of all applicant/participant’s in the CA/SNAP and 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 clearance indicates whether an OCSE database match was found for applicants/participants who make (CA/SNAP and NCA SNAP) or receive (NCA SNAP only) child support payments. The JOS/ES must compare the information provided by the applicant/participant to the information generated by the OCSE database match.

The match from the OCSE database is categorized as primary source computer matched information and is considered “Verified Upon Receipt.”

Note: FIA can take action, based on the results of a match for child support payments received, to reduce or discontinue NCA SNAP benefits and issue the appropriate notices.

The JOS/ES should be mindful that POS will not receive a match from OCSE for child support payments 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 payment through the Support Collection Unit; or
- The child support payment amounts (including arrears) made by or distributed to the applicant/participant are both zero dollars (\$0.00) for the past six (6) months.

REQUIRED ACTION The JOS/ES must complete questions regarding the payment and receipt of legally obligated child support during the **CA Application Interview, CA Recertification Interview, SNAP Application Interview** and **SNAP Recertification Interview** activities in POS so that the amount is budgeted properly for eligibility and SNAP benefit allotment determinations.

Shared Components of the Child Support Match Windows

Shared components of the Child Support match windows.

There are three shared components in the POS Child Support match windows. These shared components include:

Revised information.

- Instructions;
- Total payments made/received; and
- Child Support case demographic information tables.

Instructions

If the JOS/ES selects the Instructions link at the top right corner of the match window, an *Instructions* pop up window will open to explain what information is displayed in the match window and how that information will be used.

Total Payments Made/Received – Child Support

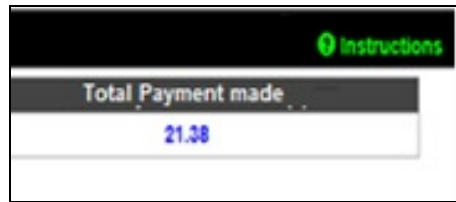
When the match from the OCSE database is returned to POS, each household member's expenses for/income from child support payments made/received is run through a set of business rules in POS. This process calculates the amount of child support expense/income that POS budgets for each individual who made/received child support payments. POS displays the amount in the **Total Payment made/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 19 – 24.

The expense/income information generated by the match is automatically transferred to the NCP/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 Payment made displays the amount of child support expense that is excluded from the household's income.



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 – **payments made**.

IndividualType	Individual	DOB	SSN
Non-Custodial Parent			
Custodial Parent			
Child			

Child support case demographic information table – **payments received.**

IndividualType	Individual	DOB	SSN
Custodial Parent			
Non-Custodial Parent			
Child			

Child Support Payments Made – CA/SNAP & NCA SNAP Cases

New Information.

On the **Other Expenses** screen, the JOS/ES is directed to ask the applicant/participant to “*Indicate If You Or Anyone Who Lives With You Who Is Applying: Pays Child Support?*” This question must be answered in order for the match to run.

Child Support Expense match window.

If a match is found in the OCSE database for child support payments made, the **Child Support Expense** match window opens in POS. The JOS/ES must review the information in each tab of the match window with the NCP and ask whether s/he still makes the child support payments.

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 expense of child support paid by that individual;
- Case Information;
- Child Support Expenses (monthly obligation amount);
- Child Support payments made in the last six (6) months; and
- Client Response.

Child Support Expense match window in POS.

The screenshot shows the 'Child Support Expense' match window. At the top, there is a table with the following data:

Line	CIN	First Name	MI	Last Name	DOB	SSN	Total OCSE Exclusions(\$)	Client-Reported Exclusion
1							0.00	Y
2							241.62	N

Below the table, there are several sections:

- Case Information:** A table with columns for IndividualType, Individual, DOB, and SSN. The rows are: Non-Custodial Parent, Custodial Parent, and Child.
- Child support Expenses:** A table with columns for Child Support Order Date and Total Monthly Obligation Amount (\$). The data row shows: 09/27/2013 and 638.78.
- Child support Payments Made in the last 6 months:** A table with columns for Payment Amount (\$) and Payment Source for each month from Mar 2016 to Aug 2016. The data rows are:

Payment Amount (\$)	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016
Payment Amount (\$)	1520.00	0.00	496.00	620.00	496.00	496.00
Payment Source	Manual		Manual	Manual	Manual	Manual
- Client Response:** A section with a question: 'Is Custodial Parent living in the household? Yes No '. Below it is a 'Comments' text area.

Refer to the *Shared Components of the Child Support Match Windows* section for information regarding the *Instructions*, *Total Payment made*, and *Case Information* portions of the window.

Child Support Expense Table

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

- Child Support Order Date; and
- Total Monthly Obligation Amount (\$).

Child Support Expenses table.

Child Support Expenses	
Child Support Order Date	Total Monthly Obligation Amount (\$)
	25.00

Child Support Payments Made in Last 6 Months

The child support payments that were made in the last 6 months are displayed in a table that contains the following row headings with the corresponding information associated with the child support case:

- Payment Amount (\$); and
- Payment Source.

Child Support payments made in last 6 months table.

Child support Payments Made in the last 6 months						
	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016	Aug 2016
Payment Amount (\$)	1520.00	0.00	496.00	620.00	496.00	496.00
Payment Source	Manual		Manual	Manual	Manual	Manual

Client Response

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

- Is Custodial Parent living in the household?

Client Response section.

Client Response
Is Custodial Parent living in the household? Yes <input type="radio"/> No <input checked="" type="radio"/>
Comments
<input type="text"/>

Child Support Payments Received – NCA SNAP Cases Only

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)?” This question must be answered in order for the match to run.

Child Support Income match window.

If a match is found in the OCSE database for child support payments received, 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 payments.

The window consists of the following sections:

- A table with 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 (6) 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

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

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

Refer to the *Shared Components of the Child Support Match Windows* section for information regarding the *Instructions*, *Total Payments Received* and *Case Demographic Information table* portions of the window.

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.

Is client still in receipt of this income? Yes No

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

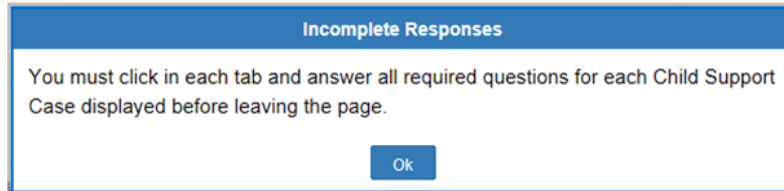
Presented/ Ready to be Scanned Requested (Needed)

Official Correspondence from the Child Support Enforcement Unit

Comments

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 Made by/Received from one NCP

Applicant/Participant Responds “Yes”

Responds **Yes...**

If the applicant/participant responds “Yes” to the question “Pays Child Support?” or “Child Support Payments (Received)?” and a match with the OCSE database is:

OCSE database match is returned.

- Returned, the following will occur when the JOS/ES selects the **Yes** radio button:
 - The **Child Support Expense** window will open; or
 - The **Child Support Income** window will open.

OCSE database match is not returned.

- Not returned, the following will occur when the JOS/ES selects the **Yes** radio button:
 - The **Response to Question** window, shown below, will open if the question answered was “Pays Child Support?”.

- The **Response to Question** window, shown below, will open if the question answered was “*Child Support Payments (Received)?*”.

Within the **Response to Question** windows shown on the previous page and above, the JOS/ES makes the appropriate selection from a dropdown or radio button menu or directly enters the requested information to record the child support payments made/received.

Applicant/Participant Responds “No”

Responds **No...**

In situations where an applicant/participant responds “No” and an OCSE database match is returned, 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 B** 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 B**) for a listing of the OCSE Family Court Support Services locations.

Note: The ES instructs the CP to call or contact OCSE even if the CP provides proof of their claim that the child support has stopped or was not received.

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 web form with two questions at the top: "Is client still in receipt of this income? Yes No

Below the questions are two radio button options: "Presented/Ready to be Scanned" (selected) and "Requested (Needed)".

There is a dropdown menu with the text "Official Correspondence from the Child Support Enforcement Unit".

At the bottom, there are "Previous" and "Next" buttons. A "Comments" text area is on the right side.

- 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 web form with two questions at the top: "Is client still in receipt of this income? Yes No

Below the questions are two radio button options: "Presented/Ready to be Scanned" and "Requested (Needed)" (selected).

There is a dropdown menu with the text "Official Correspondence from the Child Support Enforcement Unit".

At the bottom, there are "Previous" and "Next" buttons. A "Comments" text area is on the right side.

Refer to **Attachment B**.

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.

Revised information.

If documentation was not provided, the ES must provide the individual with the Action Is Required! You Must Submit Documents For Your SNAP Case (**FIA-1146**) 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 any 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 “*Pays Child Support?*” or “*Child Support Payments (Received)?*” and a match with the OCSE database is not returned when the JOS/ES selects the **No** radio button, neither the **Child Support Expense** nor the **Child Support Income** window will open and the JOS/ES continues to the next question on the POS **Other Expenses** or **Current Income** screens.

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

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

When an applicant/participant makes/receives legally-obligated child support payments to/from more than one CP/NCP, each child support payment for each child support case is displayed in POS on a separate tab. The ES must review the information in each tab with the NCP/CP. A few examples of why there might be multiple child support payments made/received 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;
- An NCP has more than one child support payment obligation;
- 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.

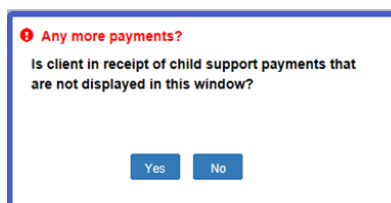
IndividualType	Individual	DOB	SSN
Custodial Parent			
Non-Custodial Parent			
Child			

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 12 - 14 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 of Child Support Payments Made and/or Received

Current support.

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.

Arrears.

Child support payments are classified as *arrears* when the amount paid by the parent, as part of an existing court order, is for past months of owed child support.

All child support payments (current support and arrears) made/received by a household must be reviewed to determine whether the child support payments are budgeted towards determining eligibility and the household’s SNAP benefit allotment.

Note: The child support payment(s) made/received by the SNAP household for a SNAP-ineligible student(s) is excluded/counted as income for the household, even though the child support payment is for the support of a SNAP-ineligible student(s). Also, child support payments 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 because the child support payment is attributed as income to the person to whom it is legally obligated, not to the children for whom it is to be used.

The OCSE database match transmits into POS the last six (6) months of child support payments made/received by all SNAP household members. POS adds up the amounts and then divides the total by six to calculate the average monthly child support payment made/received.

Note: There are situations when child support payments are not part of the average monthly child support payment calculation. Refer to the Budgeting Exceptions section beginning on page 18 for detailed information.

Updated Information.

The calculated average monthly child support payment is budgeted in WMS as follows:

Deduction Type Code **78**.

- Payment made – an income exclusion using Deduction Type Code **78** (Child Support Exclusion); and

Income Source Code **14**.

- Payment received – 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 is received on a regular basis, in addition to the amount returned by the match, the ES records the information following the instructions on pages 15 – 16. POS adds the amount as a separate line of unearned income using Income Source Code **14** when the WMS budget is run.

The calculated average monthly child support payment made/received is excluded/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.

Note: If the applicant disputes information that is returned by the match, s/he must provide proof that the child support payment was made/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.

Expedited SNAP (ESNAP)

ESNAP benefits.

The child support match will never return information for the month in which the individual submits an application for SNAP. The match cannot return child support payment information since the OCSE database extract would not have received the new WMS case. Therefore, the JOS/ES must use the amount of the child support payment made/received that is written on the application or stated by the applicant during an interview towards the calculation of gross income.

Revised Information.

Note: Amounts that are returned by the match must not be used to determine ESNAP eligibility.

Budgeting Exceptions

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

Exceptions to budgeting child support payments made/received.

- When there was a discernible difference in the amount of the child support payments made/received by the household;
- The child support payment was only made/received in one month, but not in the most recent month reported; and
- The child support payment was only made/received in the last month reported, and the payment source was not listed as an income execution (IEX).

Note: New York State recently replaced the term IEX with income withholding order (IWO). This document will continue to use IEX as that is how it appears in POS.

Discernible difference.

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

When a discernible difference occurs, POS is programmed to disregard the entire amount of the child support payment that was returned by the match for that month. POS can disregard up to three (3) months of child support payments during the past six (6) months. *Scenario 4* provides a budgeting example of a discernible difference on page 21. If a discernible difference occurs in four or more months, POS will budget the entire amount from the most current months returned by the match.

Note: The number of months that are used to calculate the average monthly child support payment depends on the number of months in which a discernible difference does not occur.

Income execution (IEX). An income execution (IEX), also known as a wage garnishment, is the process used by OCSE to collect payments of 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. IEX includes the following payment sources and types:

IEX payment sources and types.

- Unemployment Insurance Benefits (UIB);
- Payroll deductions; and
- Payroll adjustments.

Budgeting Examples of Child Support Payments Made and/or Received

Scenario 1

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

POS returns a match from the OCSE database that the household made/received payments of child support for one CSMS case during the past six (6) months and there were no discernible differences in the amounts made/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: $235 \div 6 = \$39.17$

For the **NCP**, POS applies \$39.17 monthly to the WMS budget using Deduction Type Code **78** for **payments made**.

Scenario 1 continued.

For the **CP**, POS applies \$39.17 monthly to the WMS budget using Income Source Code **14** for **payments received**.

Scenario 2

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

POS returns a match from the OCSE database that the household made/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 made/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: $470 \div 6 = \$78.33$

For the **NCP**, POS applies \$78.33 monthly to the WMS budget using Deduction Type Code **78** for **payments made**.

For the **CP**, POS applies \$78.33 monthly to the WMS budget using Income Source Code **14** for **payments received**.

Scenario 3

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

POS returns a match from the OCSE database that the household made/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 made/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: $165 \div 6 = \$27.50$

Scenario 3 continued.

For the **NCP**, POS applies \$27.50 monthly to the WMS budget using Deduction Type Code **78** for **payments made**.

For the **CP**, POS applies \$27.50 monthly to the WMS budget using Income Source Code **14** for **payments received**.

Note: The sum is divided by six (6) months, even though the match indicates that child support payments were made/received in only four of the six months, because the amounts did not meet the definition of a discernible difference.

Scenario 4

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

POS returns a match from the OCSE database that the household made/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 made/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:

Updated information.

January	February	March	April	May	June
\$200	\$30	\$200	\$50	\$200	\$25

Sum of Case payments: $0 + 30 + 0 + 50 + 0 + 25 = \105

Divide the sum by 3: $105 \div 3 = \$35.00$

For the **NCP**, POS applies \$35 monthly to the WMS budget using Deduction Type Code **78** for **payments made**.

For the **CP**, POS applies \$35 monthly to the WMS budget using Income Source Code **14** for **payments received**.

Note: The sum is divided by three (3), even though the match indicates that child support payments were made/received in all six months, because the excluded amounts of \$200 met the definition of a discernible difference in January, March and May. The amounts in those three months are considered lump sum payments and are not included in the calculations because they are not considered income in the month received.

Scenario 5 and Scenario 6 show how POS is programmed to recognize child support payments made/received in the most recent month of the reported match that have a payment source of IEX as the beginning of ongoing child support and budget the payments prospectively.

Scenario 5

One or multiple child support case(s), child support made/received in only the most recent month reported by the match.

Updated Information.

POS returns a match from the OCSE database that the household made/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 made/received in only 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:

January	February	March	April	May	June
\$0	\$0	\$0	\$0	\$0	\$90

Match displays payment source as **IEX**.

In scenario 5, if the payment source is listed as IEX:

- For the **NCP**, POS applies \$90 monthly to the WMS budget using Deduction Type Code **78** for **payments made**.
- For the **CP**, POS applies \$90 monthly to the WMS budget using Income Source Code **14** for **payments received**.

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

Updated Information.

In scenario 5, if the payment source is not listed as IEX, POS treats the payment made/received as a lump sum and does not apply the amount to the WMS budget. Additionally, if the amount is for child support payments received, it is not counted as a resource because the income was received in a prior month and not during the month of application.

Scenario 6

One or multiple child support case(s), child support made/received in multiple months and only the last month has a payment source of IEX.

Updated Information.

POS returns a match from the OCSE database that the household made/received payments of child support for one or multiple child support case(s) during the past six (6) months and that only the most recent month had a payment source of IEX. 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
\$150	\$200	\$110	\$150	\$150	\$75

Scenario 6 continued.

In scenario 6, if only the most recent month of the OCSE match lists the payment source as IEX:

- For the **NCP**, POS applies \$75 monthly to the WMS budget using Deduction Type Code **78** for **payments made**.
- For the **CP**, POS applies \$75 monthly to the WMS budget using Income Source Code **14** for **payments received**.

Note: The other five (5) months of child support payments reported by the OCSE match are disregarded because the payment source in the most recent month of the match is IEX.

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 Child Support Payments Received

Non-recurring child support – budgeting payments received 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 applies/recertifies 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 #16-09-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 be counted as a resource only 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 SNAP benefits.

Note: The individual is responsible for telling the Worker that a lump sum payment was received during the month the household applies/recertifies for SNAP 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 unless the activity is being done to record an income change.

New Information

It is not mandatory to address the child support question “Pays Child Support?” with applicants and participants during the **CA Change Case Data** and **SNAP Change Case Data** activities in POS unless the activity is being done to record an income change.

Supplemental Nutrition Assistance Program (SNAP) Implications

The SNAP implications are discussed in this policy directive.

Medicaid Implications

There are no Medicaid implications.

LIMITED ENGLISH PROFICIENT (LEP) AND DEAF/HARD-OF-HEARING IMPLICATIONS

For Limited English Proficient (LEP) and deaf/hard-of-hearing applicants and participants, staff must make sure to obtain appropriate interpreter services in accordance with [PD #16-16-OPE](#) and [PD #16-14-OPE](#).

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	<p>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.</p> <p>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.</p>
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.

REFERENCES

[Supplemental Nutrition Assistance Program \(SNAP\) Source Book](#)

Section 11: Budgetary Method;
 Section 12: Standards and Deductions (H);
 Section 13: Determining Income;
 Section 14: Rules for Reporting Changes; and
 Section 17: Resources

[06-INF-10](#)

[02-ADM-07](#)

[93 ADM-9](#)

Budgeting Manual NPA SNAP (FS) Program
 45 CFR 303.21(d)
 18 NYCRR 387.10

RELATED ITEMS


[PB #16-89-SYS](#)

[PB #16-09-ELI](#)

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

[PB #11-12-ELI](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

Attachment A Paperless Office System (POS) Screen Shots Related to Child Support Payments

Attachment B Child Support Contacts

Attachment A

Paperless Office System (POS) Screen Shots Related to Child Support Payments

Screen Shots from CA POS Activities

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

CA Application Interview
OTHER EXPENSES
screen.

INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU WHO IS APPLYING:		Yes	No
Are You Able to Prepare Meals At Home ?	<input type="radio"/>	<input type="radio"/>	
Has Additional Expenses?. Specify.	<input type="radio"/>	<input type="radio"/>	
Pays Tuition and/or Fees?	<input type="radio"/>	<input type="radio"/>	
Pays Child Support?	<input type="radio"/>	<input type="radio"/>	
Pays Alimony?	<input type="radio"/>	<input type="radio"/>	

Screen Shots from NCA SNAP POS Activities

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

FS POS OTHER
EXPENSES screen.

INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU WHO IS APPLYING:		Yes	No
Pays Tuition and/or Fees?	<input type="radio"/>	<input type="radio"/>	
Pays Child Support?	<input checked="" type="radio"/>	<input type="radio"/>	
Buys Or Plans To Buy Meals From A Home Delivery Or Communal Dining Service?	<input type="radio"/>	<input type="radio"/>	
Does anyone on the case have Child Support obligations and/or arrears?	<input type="radio"/>	<input type="radio"/>	

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

FS POS Current
Income screen.

INDICATE IF YOU OR ANYONE WHO LIVES WITH YOU RECEIVES :		Yes	No
Unemployment Insurance Benefits?	<input type="radio"/>	<input type="radio"/>	
Contributions/Gifts (Received - NOT Excess Rent, Tuition or Household Expenses)?	<input type="radio"/>	<input type="radio"/>	
Child Support Payments (Received)?	<input checked="" type="radio"/>	<input type="radio"/>	
Has Other Income? If Yes, Please Specify.	<input type="radio"/>	<input type="radio"/>	

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

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
Annual Report
<http://on.nyc.gov/1LLMf0H>

YOUTUBE CHANNEL FOR THE NYC HUMAN RESOURCES ADMINISTRATION (HRA)

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, 6th Floor
Brooklyn, NY 11201
929-221-7620 [\[GOOGLE MAPS\]](#)

MANHATTAN BOROUGH OFFICE

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

QUEENS BOROUGH OFFICE

SERVING QUEENS (EXCEPT THE ROCKAWAYS)
One Honeywell Street, 6th 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, 12th Floor
Brooklyn, NY 11201
718-246-7962/68 [\[GOOGLE MAPS\]](#)

MANHATTAN FAMILY COURT

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

QUEENS FAMILY COURT

151-20 Jamaica Avenue, 4th 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 [\[GOOGLE MAPS\]](#)