

NYC HRA Office of Child Support Service (OCSS)

Having a case with the Office of Child Support Services (OCSS) creates a record of all child support payments and provides a neutral go-between for parents. There are many benefits to opening a child support case, even if you already have a divorce decree or another type of agreement outside the child support program.

Benefits

Legal parentage	Child support payments	Parent-child relationship	Health Insurance	Neutral Intermediary	Pension Funds	Military allowance	Survivor's benefits	Disability benefits
								

Some benefits require that legal parentage is established.

Services

All custodial parents, guardians, and caretakers are eligible for child support services regardless of their income or immigration status. OCSS staff act in the public interest and do not represent either side of a child support case. Parties are not required to obtain the services of an attorney. In summary, OCSS offers:

 Locating noncustodial parents	 Serving summons	 Establishing legal parentage
 Referrals for genetic testing	 Court referrals or stipulated agreements to establish & modify child support orders	 Collecting & distributing child support payments
 Enforcing child support orders	 Child support debt management & Referrals to mediation services	 Employment service referrals

Case Process

1 Enroll for Child Support Services
Access the [online application](https://nyc.gov/hra/ocss) at nyc.gov/hra/ocss. If you are a custodial parent applying for or in receipt of cash assistance, you are required to comply with child support and will automatically be referred for services.



2 Come to an agreement on child support or get an order in court
Once parentage is established, parents can work with OCSS Customer Service staff to get a child support agreement by applying the standard child support guidelines. The agreement will be filed in court prior to the hearing. Alternatively, parties can follow the traditional process of only going through court, which takes longer.

3 Child support order is enforced and payments are received and disbursed. Either party can request to modify the order.
Once an order is established, the obligation amount is monitored, and our program uses Federally mandated measures to ensure payment. If there is a change in circumstances, parents can meet with Customer Service staff to adjust the order and finalize it in court or follow the traditional court process to modify the order.



Starting a child support case and what happens next

A child support order is established in several ways when one parent is no longer in the household:

- » The custodial parent can open a child support case by applying through the Office of Child Support Services (OCSS) and/or filing a petition with the Family Court.
- » If the child is receiving Cash Assistance or Medicaid, the custodial parent is required to comply with the child support program. They will be referred to child support automatically.
- » If the child is in foster care, a child support case may be opened against both parents. Both parents will have to go to court and pay child support.
- » A custodial parent can provide a divorce decree to OCSS and the child support portion can be enforced by OCSS by submitting a change of payee package. The order becomes payable through the Support Collection Unit (SCU) without going back to court.
- » Custodial parents can open a child support case even if the noncustodial parent lives outside of New York State. Please contact your [local Child Support Family Court Support Service](#) Office for assistance. OCSS can enforce or help modify a child support order established in most States and [54 countries](#). NYC child support orders can be registered in the jurisdiction where the NCP resides by contacting the [NYC Law Department](#).

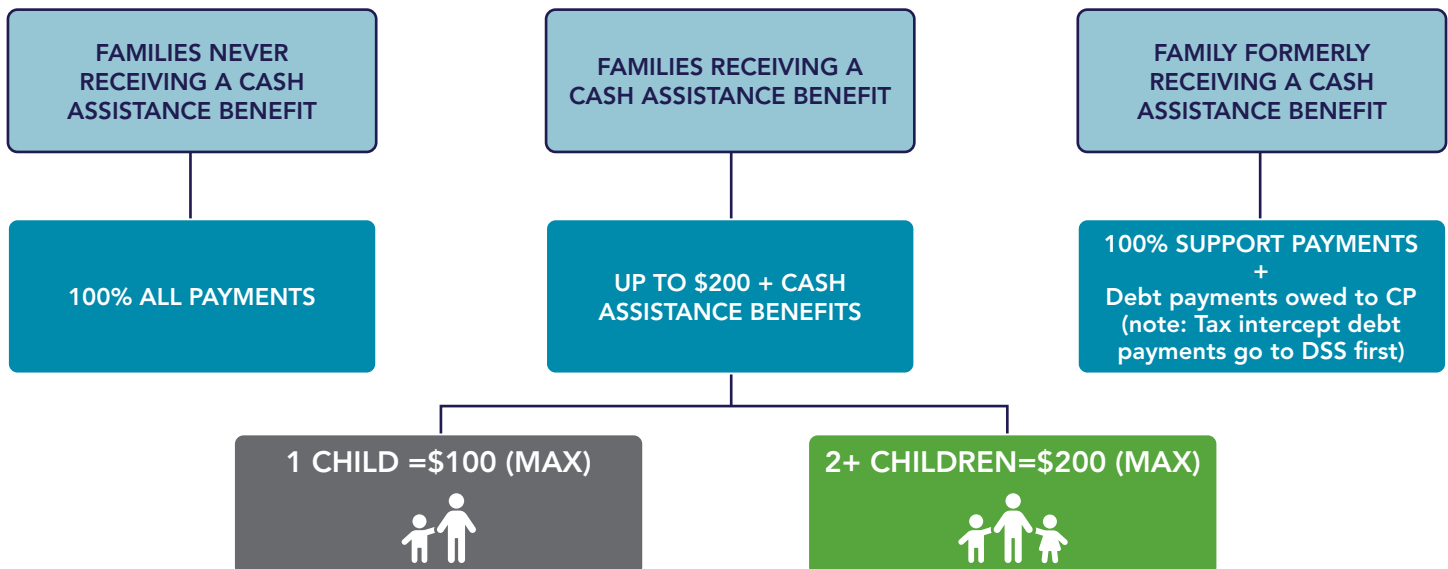


The below chart provides a basic summary of how a child support case is established and managed when OCSS services are provided.



Child support payments

Below is a chart of how much child support parents can expect to receive when the noncustodial parent makes a payment toward their court ordered child support obligation at the ordered frequency. The child support calculator can help provide a vague estimate of the order amount: <http://bit.ly/CSCalc>.



Learn more today at nyc.gov/hra/ocss or email us at dcse.cseweb@dfa.state.ny.us