



## Strong Launch of New Mobile App Shows Demand for Easier Enrollment in Child Support

In the three months since the launch of our free [NYC Child Support – ACCESS HRA Mobile app](#), the app has been downloaded more than a thousand times on Google Play alone. An average of 12 clients per day have submitted enrollment forms through the app.

As we noted in our [January newsletter](#), the app allows people to enter child support enrollment information at their convenience—and submit it all with a simple tap. People referred to child support through Cash Assistance or Medicaid can also use the app to upload the documentation needed to establish a child support order.

### Getting the Word out to Parents Who Need It

Ninety percent of the enrollment forms we have received through the app so far have been for referrals from Cash or Medical Assistance. The remaining ten percent come from parents who are not receiving benefits.

People receiving public assistance should be told about the app when applying for those benefits. The others could hear about it in our offices, on our website, or even on [YouTube](#).

But perhaps the best way for parents and guardians to learn about the app would be from trusted people in the community. So please mention to anyone you think might benefit from child support services.

### Significant Updates Slated for Summer

This summer we plan to release an update that will let users do even more with the app. Keep an eye on future issues of the newsletter for details.

### How to Download the App

Visit [nyc.gov/childsupportmobile](https://nyc.gov/childsupportmobile) or use the QR code below to download the free NYC Child Support – ACCESS HRA Mobile app for free in English, Spanish, Korean, Arabic, Russian, Traditional Chinese, and French.

Smartphone or tablet users following that link should automatically be redirected to either the [App Store](#) (Apple) or [Google Play](#) (Android).



### Contact OCSS

Email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)

## OCSS Community Partners Discuss Key Child Support Issues

At the first meeting of our newly reconstituted Community Partners Group in March, we discussed a number of updates to the program in response to the pandemic as well as critical changes planned for 2022 and beyond.

In place since 2012, the Community Partners Group gathers feedback and ideas from community-based organizations, researchers, and City agency partners about our program. This feedback informs our program design and has led to important changes in our program (including our name!) and the development of innovative offerings, such as your social work curriculum on fatherhood. Members of the Community Partners Group are asked to make a two-year commitment.

Our new group benefits from representatives from the Administration for Children’s Services, the Mayor’s Office of Economic Opportunity, the New York Immigrant Coalition, Henry Street Settlement, STRIVE, LIFT, the Doe Fund, Her Justice, Good Shepherd Services, the Department of Probation, the NYPD, and Drs. Ronald and Flona Mincy of Columbia University, among others.

Interested in joining the Community Partners Group? Contact us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us).



## In the Know

### Join Us for “The Fundamentals of Child Support”

On Friday, **May 20**, from 10:00 a.m. to 11:30 a.m., our Training Institute will be offering a **free** webinar titled “[The Fundamentals of Child Support](#).” This accessible, dynamic webinar can benefit:

- New staff who need a solid grounding in child support policies and programs
- More experienced practitioners who would like a refresher on the essentials of the program
- Anyone eager to get direct answers to questions about child support in New York City

Please share this link with anyone who might find the training valuable: <https://bit.ly/May20OCSStraining>.

Our trainings in **June** are all on Fridays at 2 p.m.:

- June 3: “Debt Reduction Options for NCPs”
- June 10: “What’s New in Child Support”
- June 24: “The Fundamentals of Child Support”