



The Transformative Potential of Agreeing on New and Modified Child Support Orders

Parents seeking new or modified child support orders with the New York City Office of Child Support Services (OCSS) can agree to the terms of the order before going to Family Court. The goal is to create a child support order that works for both parents. This, in turn, should lay the foundation for better outcomes for their children.

Working with OCSS on the Agreement

The OCSS process begins with our Customer Service staff. Parents first contact OCSS staff by requesting a phone appointment or showing up in person at 151 West Broadway in Manhattan. In a supportive and low-stress setting, an OCSS Customer Service staff member will then collaborate closely with the parents to understand their situation.

Unlike the often rushed and high-pressure environment of a court, the OCSS agreement process builds in ample opportunities to ask questions, discuss their documentation, and gain a better understanding of the process. They also talk through the terms of the agreement and the calculation of the child support amount.

Parents who prefer not to meet in person at the same time, can opt for individual sessions with OCSS staff. Once the parents reach agreement on the terms and sign the agreement, it undergoes review by an attorney in the Human Resources Administration's Office of Legal Affairs to ensure it is consistent with the Family Court Guidelines.

Going to Court for What We Hope Will Be a Smoother and Simpler Experience

The final step is an appearance at Family Court to get the necessary court order. Because the parents have already done so much work to gather their documentation and learn about the process, we hope their experience in court will be a quicker and less stressful experience than it would have been otherwise.

At the hearing, the Support Magistrate will first ensure the parents understand the agreement and signed it voluntarily. They will then issue their order, usually in one hearing.

Learn more about agreements on our [website](#).

Contact OCSS

Email us at dcse.cseweb@dfa.state.ny.us



Figure 1 Minister Vinia M. Mitchell and OCSS Executive Deputy Commissioner Frances Pardus-abbadessa

Minister Vinia M. Mitchell Helps OCSS Celebrate Black History Month

"I can tell this story, I was there," Minister Vinia M. Mitchell told the OCSS staff who gathered in February for the program's first annual Black History Month event, recognizing and celebrating the tremendous variety of ways that African Americans have contributed in American history.

Minister Mitchell's surprise appearance was one of the highlights of the event. And the story she told of marching side-by-side with Dr. Martin Luther King, Jr. on the historic 54-mile march between Selma and Montgomery, Alabama, in 1965, gave a stunning depth and immediacy to a critical moment in Black history.

Minister Mitchell participated in the last of three marches that marked a significant turning point in African Americans' voting and civil rights.

In the time leading up to the marches, Minister Mitchell was a sixteen-year-old high schooler and met Dr. King in her role as leader of a youth group. An avid basketball player, she had to get permission slips from her parents and basketball coach to attend meetings and marches.

Reflecting the national theme for 2024 Black History Month, the OCSS event celebrated African Americans and the Arts, highlighting the achievements and undeniable cultural influence of African Americans across all mediums.

Cultures from the African diaspora were incorporated into the programming through speeches, games, and food.