



Snapshot for Custodial Parents!

Our online tool for assisting noncustodial parents with their child support case has just been expanded! We now offer individual case information for custodial parents, too. If you haven't already, you must sign a Snapshot agreement to gain access to the system. Once you are an authorized user, you will need to submit the parents' waiver forms to view their case information. The custodial parent case details include their:

- upcoming court dates
- monthly child support order amount
- last five child support payments received
- potential funds being held for them
- summary of recommended next steps

The other benefit of this new feature and the reason why we are so excited to bring it to you is that you can find out on Snapshot whether a custodial parent has a child support case. If not, you can share program information with your clients so they can decide if child support is right for them and how to apply. Connecting custodial parents to the child support program means they can potentially receive more income. We know from a host of poverty studies that bringing more income into a household reduces stress for that family and benefits the children. If you would like to use Snapshot or have any questions about our online tool, email us at dcse.cseweb@dfa.state.ny.us, with "Snapshot" in the email subject line. We would be happy to provide you with access to the system and information to assist your clients!

Remote Services

Working remotely during the past year and a half presented some valuable new opportunities. At OCSS, we plan to continue the convenience of remote services, first offered during the pandemic, when our Customer Service Walk-In Center reopens. Our new services include:

- phone appointments with a customer service representative to answer inquiries
- phone interviews to apply for child support

Customers can email dcse.cseweb@dfa.state.ny.us to ask us a question, speak to customer services, or request assistance by phone to apply for child support. They should include their name, case number if they have one, phone number, and best times to reach them, with their request in the email subject line, for instance, "Apply for Child Support" or "Requesting a Customer Service Appointment."



In The Know

August 1 - 31

It's Child Support Awareness Month! Around the country this month, observances recognize the vital contribution that child support makes to children's well-being. Child support programs offer services to help parents support their children financially and emotionally. We promote responsible parenting and strong families; we put children first this month and always. OCSS is donating nearly 20,000 books to 282 pre-K to eighth-grade classrooms in nine New York City public schools, reaching about 4,000 students in low-income areas – to increase child support awareness and in support of education, reading, kids, and families.