



## OCSS Launches Mobile App: Enrolling in Child Support Has Never Been Easier!

On January 29 the Office of Child Support Services (OCSS) launched [a new mobile app](#) to simplify the child support enrollment process for mothers, fathers, and guardians.

Available for free on Apple and Android smartphones and tablets, the NYC Child Support – ACCESS HRA Mobile app allows people to enter 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.

The new app builds on the [success](#) of the New York City Department of Social Services' [ACCESS HRA Mobile](#) app, which has been downloaded more than half a million times on Google Play alone. To make it easier for New Yorkers, the app allows them to use the same login information they use for ACCESS HRA or to register for a new account.

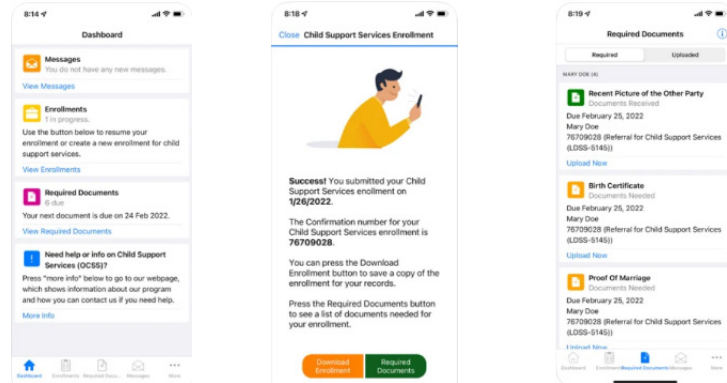
Once a user submits the enrollment form and any required documentation, an OCSS staff member will contact them to confirm their submission and talk to them about the next steps in obtaining child support.

### Key Features of the New App

The NYC Child Support – ACCESS HRA Mobile app:

- Available for **free** through the [App Store](#) (Apple) and [Google Play](#) (Android) in English, Spanish, Korean, Arabic, Russian, Traditional Chinese, and French
- Can be used instead of the New York State child support application and referral forms mailed to Cash Assistance clients or found on the NYS website. In the past, clients could only submit these forms in print—a process that often meant traveling to OCSS Borough Offices or Family Courts to meet with a caseworker
- Allows people referred by Cash Assistance or Medicaid to scan and upload documents, reducing the burden on parents and guardians who are already involved in other complex application processes
- Gives people the power to view and download their enrollment form after submitting it

- Provides guidance on how to use the app and a direct link to the OCSS website for more detailed information



Screenshots of the Apple version of the NYC Child Support app

### How to Download the App

Visit [nyc.gov/childsupportmobile](https://nyc.gov/childsupportmobile) or scan this QR code. Smartphone or tablet users using that link should automatically be redirected to either Google Play or the App Store based on their operating system.



### What Can You Do?

Spread the word. We are hopeful that this app will connect more single custodial parents, especially those who are low-income, to the child support program, potentially bringing needed income into the family and reducing the risk of children being raised in poverty. We also hope it will make it easier for clients receiving Cash Assistance to engage with us and avoid being sanctioned for noncompliance.



## In the Know

### Stipulating Child Support Modifications

Agreeing to change a child support order before going to court can save parents time. If it leads to less conflict and more consistent payments, stipulated modifications like these might also improve long-term outcomes for children. Our [Modifying Orders Through Stipulation](#) (MOTS) program recently showed how much a child support order can change. In this case, a father's child support order changed from over \$600 per month to \$25. In the process, DSS also eliminated more than \$10,000 in child support debt. To participate, email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) and put "MOTS" in the subject line.

### Contact OCSS

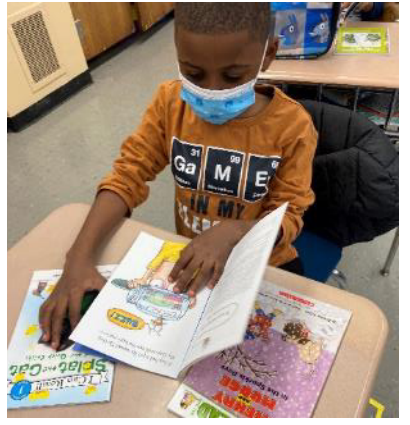
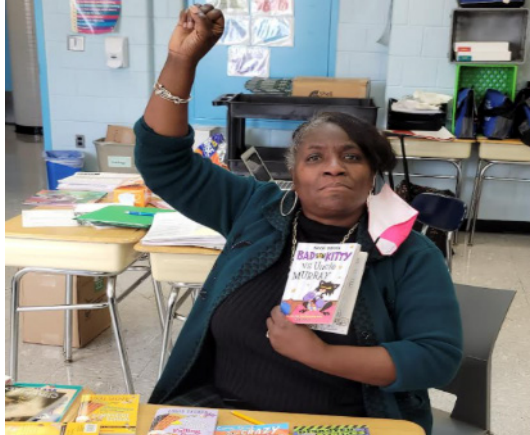
Email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)



## Donating Books in New York City Schools to Celebrate Child Support Awareness Month

In August 2021 OCSS donated 15,540 to 9 New York City public schools—an average of more than 1,700 books per school. As one principal of a school in Brownsville said, the books “provide rigor to the lessons our teachers teach, and they help our students see themselves in the literature that they engage in. THANK YOU!”

Below are a few photos of students and teachers enjoying and working with some of the books.



### Contact OCSS

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