



Snapshot: You Make a Difference!

To give you an idea of your impact with child support parents, we are sharing some of the data from our Child Support Snapshot application. After meeting with community-based organizations (CBOs) that are signed up for Snapshot and seeing their child support case information, more than 900 noncustodial parents in the past six years then visited the OCSS Customer Service Walk-in Center for assistance. Some signed up for one of our debt reduction programs. As a result, we were able to reduce over \$2.1 million of debt owed by these parents to the New York City Department of Social Services (DSS). We are truly grateful for your work with our shared clients! We will have additional news in the next few weeks about adding custodial parents' case information to Snapshot. To sign up your organization to use Snapshot, email us at dcse.cseweb@dfa.state.ny.us with "Snapshot" in the subject line.

Return to In-Person Notary

Last year, to address the disaster emergency of COVID-19 in New York State, the governor authorized by executive order remote notarization of documents using audiovisual technology. The state of emergency ended last month, and OCSS is no longer authorized to offer remote notarization to our child support parents. We hope that some remote services that were developed during the pandemic will be established by law in the near future. We will update you if we are authorized again to offer remote notarization of child support documents.

Will You Help Us Help Parents?

We are still looking for noncustodial parents who could benefit from a downward modification of their child support order because they've lost income or have a high order amount that does not align with their income. We want to start with noncustodial parents whose children receive cash assistance, with the order payable to the NYC Department of Social Services. Our new program, called MOTS (Modifying Orders Through Stipulation), is an alternative to the formal court process and is designed to be friendly and supportive, allowing parents the opportunity to talk with an OCSS Customer Service worker. OCSS applies the same guidelines used in court to draft a stipulated agreement. Usually only one court appearance would be required for the Support Magistrate to make sure the parents voluntarily entered into the agreement and to approve it as an order on consent. If you have anyone who's interested, email us at dcse.cseweb@dfa.state.ny.us with the parent's name and phone number and "MOTS" in the subject line.



In The Know

August 1 - 31

Next month is Child Support Awareness Month, and we're proud to participate. In August we plan to raise awareness of the child support program's role in supporting children with a donation of hundreds of books to New York City public schools. Nine grade schools will receive age-appropriate books for each classroom. We are doing this to support their education goals, to encourage reading, to allow kids to take books home to read with their parents, to improve the perception of child support, and to emphasize our Children First mission. By increasing our reach into the community with this donation, we hope to boost engagement with our services.