



## Child Support and Fathers: A Conversation

In anticipation of Father's Day on June 16, we talked with Office of Child Support Services (OCSS) Executive Deputy Commissioner Frances Pardus-abbadessa about how the New York City child support program serves fathers.

### How does OCSS view fathers who are involved in child support?

We value fathers as parents, and we genuinely want to do everything we can to ensure that fathers play a positive role in their children's lives. From research and direct experience, we know that [children benefit](#) from having fathers involved in their lives in a positive way—at that the [fathers themselves also benefit](#). We are keenly aware that thousands of the custodial parents on our caseload are fathers. We also recognize that custody is often fluid and that fathers who are noncustodial parents today may be custodial parents tomorrow.

To those fathers who are noncustodial parents, we offer a wide range of services intended to make child support easier to manage in the short and long term. One of our goals is to ensure child support never serves as a barrier to fathers connecting with their children.

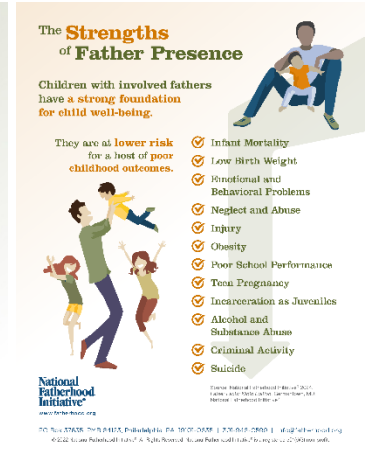
### What are some of those services for noncustodial fathers at OCSS?

The first service that comes to mind is connecting NCPs to employment. We have partnerships with organizations that deliver free job services and in-depth training support for noncustodial parents on our caseload. We know that, without a job, noncustodial parents risk building up debt that only makes them less likely to pay. Other services include:

- [Multiple programs to reduce child support debt](#) owed to the government
- Referrals to mediation service that provide a safe way for both parents to discuss custody, parenting time, and debt owed to the custodial parent
- In-office agreements to set or change child support orders that we hope make the court process smoother for everyone
- Convenient payment options by phone, [online](#), and through our [mobile app](#)
- Opportunity to submit a challenge to an enforcement action using the mobile app
- Simplified notices and more options to communicate with OCSS and learn about child support

### Contact OCSS

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



"Left: [Why Involved Dads are Good for...Dads!](#)" Right: [The Strengths of Father Presence.](#)" Both from the [National Fatherhood Initiative.](#)

### Do you have suggestions for fathers who are frustrated about child support?

My best advice would be to engage with us. Remember: you can email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) to set up a [phone appointment](#). You can also get an email response from us using the same address. Many people who call us ask that a friend, family member, or representative of a community-based organization join the call. Having that other person on the line can help everyone feel confident that they're on the same page. Our staff are committed to helping both parents equally and appreciate the opportunity to explain what's going on with your case.

## Venmo Your Child Support? You Can with the ACCESS HRA Child Support App

As the gig economy expands, more people are looking for ways to pay child support beyond traditional employer-based income-withholding. While noncustodial parents in New York City have many options for paying support, we wanted to spotlight one that many parents might not know about: Venmo. Through the NYC ACCESS HRA Child Support Mobile App, noncustodial parents can make payments on their child support case using their Venmo account. The process is simple. Download the app from the [App Store](#) or [Google Play](#). Then [create an account](#) to use the app. You can also go to [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile) for more details. The app also allows noncustodial parents to make payments through PayPal or by credit or debit card, submit challenges to enforcement actions, apply for debt-reduction programs, and update their contact information.