



A Tool for Both Parents: The NYC ACCESS HRA Child Support Mobile App

From the moment we started developing the [NYC ACCESS HRA Child Support Mobile App](#), our goal was to simplify important parts of the child support process for mothers, fathers, and legal guardians alike. Two years after the app's release, we feel confident that it has achieved that goal, making it easier for thousands of custodial and noncustodial parents to enroll in services, make payments, and more.

What the App Offers Custodial Parents

NYC ACCESS HRA Child Support Mobile App makes it easier for custodial parents to:

- Enroll in child support services
- Update OCSS on changes to their contact or employment information
- Keep track or learn about upcoming appointments if they are receiving Cash Assistance

In the first nine months of 2024, about 4,800 custodial parents used the app to submit enrollments forms.

About half of those forms were from custodial parents applying for public assistance. Users coming to the program through that route can also upload documents, and by the end of September 2024, more than 8,600 unique documents were uploaded using the app.

What the App Offers Noncustodial Parents

The features we developed for noncustodial parents focus on critical parts of the child support process:

- Completing and submitting challenges to enforcement actions
- Submitting applications for the Arrears Cap and Arrears Credit Programs, two of our most widely used debt-reduction programs
- Making child support payments
- Updating contact and employer information

So far in 2024, noncustodial parents have submitted more than 250 challenge forms or applications for debt-reduction through the app. More than \$4.8 million in payments have been collected as well.

Contact OCSS

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



Join Thousands of Other New Yorkers by Downloading the App Today

Go to www.nyc.gov/childsupportmobile to download the app or visit the [App Store](#) (Apple) or [Google Play](#) (Android). To date, more than 10,000 people have downloaded the Android app alone.

Reminder: Employer Conference on December 10

OCSS is holding its next Employer Conference on Tuesday, December 10, from 9:00 a.m. to 1:00 p.m. Now entirely virtual, the conference can also earn payroll professionals three Recertification Credit Hours (RCH) credits through PayrollOrg. If you have questions about the complex rules and regulations governing wage withholding or want to learn more about employers' legal obligations regarding child support, register today at <https://bit.ly/employerconference2024>. Email any questions to OCSSinfo@dfa.state.ny.us.

Queens Borough Office Moves

On October 28, our Queens Borough Office moved to 165-08 88th Avenue in Jamaica, Queens. The office serves Cash Assistance and Medicaid clients who have been referred to our office for child support services.

The phone number remains the same: (718) 557-1399. Our Queens Family Court location has not changed.

Training Institute Schedule

The Child Support Information Hour, our series of free public webinars for the public and partner programs, continues on **November 19** with "How to Prepare for Court, What to Bring, and What to Expect." On December 3, we will be offering "Special Executive Session: Questions and Answers with OCSS Leadership." All sessions are held virtually on Tuesdays from 10:00 to 11:00 a.m. To register, go to www.nyc.gov/site/hra/help/ocss-cbos.page and follow the directions under "Upcoming Presentations."

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