



## Child Support and Veterans or Active-Duty Military

About 7,500 child support cases with the New York City Office of Child Support Services (OCSS) include at least one parent or guardian who is a veteran or active-duty service member.

Custodial parents account for about 2,100 of those cases. The remaining 5,400 or so are noncustodial parents.

Our goal with each of these cases is to ensure that children receive the reliable support they need. To meet that goal for veterans and active-duty service members, we offer a range of services, from long-standing processes to establish parentage to more recently launched debt-reduction and employment and training programs.

### Helping Custodial Parents Who Are Veterans or Active-Duty Service Members

Custodial mothers and fathers who are veterans or active-duty service members receive all of the core child support services, such as:

- Establishing legal parentage for the child—a particularly critical step here since it can give the child access to potential veterans benefits
- Assistance with establishing and changing a child support order
- Collecting, tracking, and disbursing child support payments
- Enforcing child support orders
- Working nationally and internationally to provide these same services in cooperation with every state, the District of Columbia, three U.S. territories, 63 tribal nations, and more than 50 foreign countries

Because we work with so many custodial parents who are veterans and active-duty members of the military, we know that locating the other parent and collecting payments can require additional effort in military families.

The only charge for these services is a \$35 annual fee that custodial parents only incur if we collect more than \$550 for them during the federal fiscal year. Custodial parents who have received cash assistance do not pay any fee at all.

### Helping Noncustodial Parents Who Are Veterans or Active-Duty Service Members

In addition to our core services, noncustodial parents have

### Contact OCSS

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



*Photo is of models used for illustrative purposes only*

as custodial parents but also have access to other critical child support tools for:

- [Reducing child support debt](#) owed to the government
- [Addressing unemployment](#) or underemployment
- Serving a [summons](#) to the other parent as part of a request to change a child support order
- [Making payments](#) by a variety of methods
- Submitting important forms and making payments at their convenience, through the [NYC Child Support – ACCESS HRA Mobile App](#)

### Special Case Review Sessions

On November 18-19, 2025, OCSS will hold special case review sessions in person or by phone for parents and guardians who are veterans or active-duty members of the military. Parents will have the opportunity to get answers to any questions they might have about their child support case.

For a phone appointment, email your name, child support case ID, and date of birth to [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us). Put "AF Case Review" in the subject line of the email. We will then schedule an appointment with you. Walk-ins welcome at 151 W Broadway, 4th floor, in lower Manhattan.

### Upcoming Free Webinars

Join us on November 18 for a special webinar where participants can ask questions of OCSS leadership. On December 2, we will host "How Do I...? Information on Managing a Child Support Case." All sessions are held virtually on Tuesdays, from 10-11:00 a.m., with additional time for questions. Visit [www.nyc.gov/site/hra/help/ocss-cbos.page](http://www.nyc.gov/site/hra/help/ocss-cbos.page) and scroll to "Upcoming Presentations" to register.