



## Special Case Review Sessions for Veterans and Active-duty Military: November 19 and 20

As an extended recognition of Veterans Day, the New York City Office of Child Support Services (OCSS) will be holding case review sessions for veterans and active-duty military personnel with child support cases on Tuesday, November 19 and Wednesday, November 20.

### What the Case Reviews Offer

Conducted by phone or in-person, these case review sessions give custodial and noncustodial parents the opportunity to receive an in-depth review of their case from an OCSS Customer Service staff member. The staff member will take as much time as needed to review all aspects of their case and explain the full range of resources and programs available to them, including:

- Information about programs to reduce debt owed to the New York City Department of Social Services
- Referrals to free or low-cost mediation to discuss issues such as parenting time or the settlement of debt owed to the custodial parent
- Assistance with understanding how various OCSS enforcement tools work, including when they start and how they can be addressed

### How to Arrange for a Case Review

Parents and guardians who are veterans or active-duty military personnel can initiate a case review by:

- Walking into our Customer Service Walk-in Center on 151 West Broadway in Lower Manhattan
- Scheduling a phone appointment by sending an email to [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us). Write "AF Case Review" in the subject line and include the participant's full name and child support case ID in the body of the email

Appointments are available between 8:00 a.m. and 6:00 p.m. on those days.

### Why We Want You to Spread the Word

Veterans and active-duty military personnel may have unaddressed needs (such as high levels of child support debt or difficult intergovernmental child support cases) that can be

### Contact OCSS

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



more easily worked out in a dedicated one-on-one session, rather than by mail or through calls to the New York State Child Support Helpline. Your partnership can help us deliver information and services to custodial and noncustodial parents who have been willing to make extraordinary sacrifices for their country.

## Next Employer Conference in December 2024

The next iteration of OCSS's popular (and free!) Employer Conference will be held virtually on Tuesday, December 10, 2024 from 9:00 a.m. to 1:00 p.m.

These conferences give employers of all sizes—from the smallest of home businesses to national corporations—the opportunity to understand the legal requirements placed on them by federal and state law and to answer questions about how to process income withholding orders and the National Medical Support Notice. Employers will also learn about recently added requirements to report income for independent (1099) contractors.

Register today at <https://bit.ly/employerconference2024> and email any questions to [OCSSinfo@dfa.state.ny.us](mailto:OCSSinfo@dfa.state.ny.us). Payroll professionals can also earn 3 Recertification Credit Hours (RCH) credits through PayrollOrg.

## Training Institute Schedule

Our free public webinars continue on **November 12** with a presentation titled "**Child Support Agreements and Mediation Options**" and **November 19** with "**How to Prepare for Court, What to Bring, and What to Expect.**" 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](http://www.nyc.gov/site/hra/help/ocss-cbos.page) and follow the directions under "Upcoming Presentations."