



OCSS Child Support App Adds New Features for Noncustodial and Custodial Parents

Since our free NYC Child Support – ACCESS HRA Mobile app launched at the end of January, more than 2,500 people have used the app to apply for services.

In August OCSS added new features to our free NYC Child Support – ACCESS HRA Mobile app to make it even more helpful to New York City families.

All updates are available for iPhone and Android users in English, Spanish, Korean, Arabic, Russian, Traditional Chinese, and French.

Putting Critical Forms for Noncustodial Parents in One Place

While the initial release of the app made it easier for custodial parents and guardians to enroll in the program, this latest update offers features designed to simplify child support processes for parents who pay support.

One fundamental form that was recently added to the app is the Affidavit of Net Worth, which is required for multiple processes.

Others may not be needed by all noncustodial parents, but many parents do challenge administrative [enforcement actions](#) taken against them. The app now lets them complete and submit forms for:

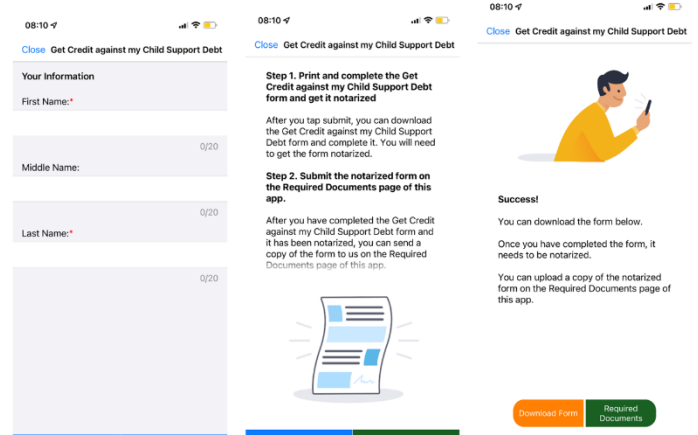
- Federal or state tax refund intercepts
- Driver's license or professional license suspensions
- Withholding too much additional income
- Frozen bank accounts or certain property liens
- Credit reporting information
- Denials of passport applications or renewals

The app also allows noncustodial parents to fill out and submit forms for key services to reduce or avoid debt. These include applications to our [Arrears Credit](#) and [Arrears Cap](#) programs and forms for our [Modifying Orders Through Stipulation \(MOTS\)](#) program. Parents whose driver's license was suspended for not paying child support can also access the form needed to enter into a payment agreement.

For many of these forms, noncustodial parents can also submit supporting documentation through the app as well. Once we receive a noncustodial parent's submission, we will contact them to discuss any next steps.

Contact OCSS

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



Screenshots of the updated NYC Child Support – ACCESS HRA Mobile app.

Simplifying Processes for Custodial Parents

Alongside other improvements to the enrollment experience for Cash Assistance clients, the most recent set of updates to the app gives custodial parents applying for or receiving Cash the ability to link their Cash case with their one for child support. By giving them direct access to notices and appointment information related to child support, we hope Cash clients will find it easier to track their case and minimize the stress that often accompanies the application and referral process.

Custodial parents, whether receiving Cash Assistance or not, can also now update their contact information using app—a small improvement that can potentially have significant benefits, especially for parents whose housing is unstable.

Helping Spread the Word

We hope anyone who works with custodial or noncustodial parents will tell their clients about the app.

Not only can parents and guardians benefit from the app's many current capabilities, but as these most recent updates suggest, we plan to continue to expand the app's features as part of our overall effort to improve access to child support services.

How to Download the App

Go to nyc.gov/childsupportmobile to download the app or visit the [App Store](#) (Apple) or [Google Play](#) (Android).



In the Know

How-to Videos: One Link to Access Them All

Want to access our growing library of child support how-to videos? Go to bit.ly/OCSShowto for the complete playlist.