



NYC Office of Child Support Services Parent Success Program: Drug Treatment Frequently Asked Questions (FAQs)

For parents who owe permanently-assigned child support debt to the New York City Department of Social Services (NYC DSS), the NYC Office of Child Support Services (OCSS) Parent Success Program can help you reduce that debt by up to \$7,500 by completing an approved drug treatment or employment services program.

Why are we offering this program? OCSS understands that overwhelming amounts of debt can make it harder for parents to enhance their own lives and support their children.

For information about how to reduce NYC DSS debt by participating in a qualified DSS employment program, please refer to the flyer "**Parent Success Program: Employment FAQs.**"

How do I find out if I have permanently-assigned child support debt?

The Parent Success Program can lower permanently-assigned debt, owed to NYC DSS, which occurs when child support is not paid in full while your child gets cash assistance benefits. To find out if you owe debt to the NYC Department of Social Services:

- Visit the HRA Office of Child Support Services (OCSS) Customer Service Walk-In Center, schedule a virtual meeting, or go to an OCSS office in the Family Court. Ask to review your case with a child support caseworker. For more information, go to <https://on.nyc.gov/contactocss>; or
- Ask your drug treatment provider if they have Child Support Snapshot. If they do, you can give them permission to look up your child support case. They can tell you if you owe debt to DSS and the amount you owe. DSS debt that is owed to another county or state is not included in this program.

What do I need to do?

Follow these three (3) easy steps:

1. Finish your drug treatment program. Your program must be certified by the New York State Office of Alcoholism and Substance Abuse Services (OASAS). You may qualify if you are in an outpatient or residential treatment program. The outpatient program must be approved by NYC Human Resources Administration (HRA). You must meet all program requirements for 90 days. Harm reduction programs and methadone treatment programs do not qualify.
2. Get a certificate or letter from your drug treatment provider that says you have completed your program and the date you completed your program. You will also be asked to sign a form giving OCSS permission to call your drug treatment provider if we need more information.
3. Send your documents to OCSS by mail or email or bring them in person.

How do I send in proof that I have completed drug treatment?

You can send documentation in 3 ways: mail, email, or bring documents in person. If you are mailing or emailing a letter, be sure to write that you want to enroll in the Parent Success Program. It is important to include your full name, Child Support Case ID, and date of birth.

(Turn over)

BY MAIL: Parent Success Program
NYC Office of Child Support Services
P.O. Box 830, Canal Street Station
New York, NY 10013

BY EMAIL:
ParentSuccess@dfa.state.ny.us

IN PERSON: OCSS CUSTOMER SERVICE WALK-IN CENTER MANHATTAN FAMILY COURT

151 West Broadway, 4th Floor
New York, NY 10013

60 Lafayette Street, 1st Floor
New York, NY 10013

BRONX FAMILY COURT

900 Sheridan Avenue, LM Floor
Bronx, NY 10451

QUEENS FAMILY COURT

151-20 Jamaica Avenue, 4th Floor
Jamaica, NY 11432

BROOKLYN FAMILY COURT

330 Jay Street, 12th Floor
Brooklyn, NY 11201

STATEN ISLAND FAMILY COURT

18 Richmond Terrace
Staten Island, NY 10301

How soon after I complete drug treatment do I have to provide my proof?

You can send it in any time after you finish treatment. The date that you finished treatment must be on or after December 1, 2024.

Once I give you my proof, how long will it take to get my child support debt reduced?

It may take up to eight (8) weeks. When OCSS receives your documents, we will see if you owe debt to NYC DSS. We may call your drug treatment provider to see that you have finished your treatment program. Once we know you qualify, we will mail you a notice with the amount your NYC DSS debt has been reduced. If you do not qualify, we will mail you a notice telling you.

When I am in drug treatment, can there be enforcement actions against me for not paying my child support?

Yes. All applicable enforcement actions will continue.

How do I qualify for the full \$7,500 reduction? Do I need to owe \$7,500 or more to receive it?

If you owe \$7,500 or more in DSS debt, you may qualify to have it reduced by \$7,500. You must send in a certificate or letter from your drug treatment provider saying you have completed treatment. No, you do not have to owe at least \$7,500. OCSS will reduce any amount up to \$7,500.

Can I enroll in the Parent Success Program more than once?

Yes, you can enroll more than once. If you complete a second drug treatment program and owe more DSS debt, you may qualify for another reduction. However, the total maximum amount of debt that can be reduced for completing drug treatment is \$7,500.

If I pay child support, can I get visitation?

In New York City, two different courts make decisions on child support orders and visitation rights. If you need information or help with your right to visit your child, call Family Legal Care at (212) 343-1122 or visit familylegalcare.org/helpline.

I have additional questions. What should I do?

Ask your DSS employment program or drug treatment program about the OCSS "Parent Success Program" or contact OCSS by email, in person, or mail. For more information, go to <https://on.nyc.gov/contactocss>.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at **718-557-1399**. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.