



## CHILD SUPPORT: YOUR NEXT STEPS

### 1. Contact the Office of Child Support Services (OCSS) Customer Service Office as follows:

- Email child support at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us). Include your name, case number, phone number along with a description of your concern(s) in the body of the email and the best time to reach you. Write “Question about my case” in the subject line.
- Schedule a phone appointment with a Customer Service caseworker by emailing [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us). Provide the same information requested above. Enter “Requesting a Customer Service Appointment” in the subject line of your email.
- Go to [nyc.gov/hra/ocss](http://nyc.gov/hra/ocss) for more information, videos, and updates about OCSS services.
- Call the New York State Child Support Helpline at **888-208-4485** to speak to a Child Support representative.
- Visit the OCSS Customer Service Walk-In Center in lower Manhattan  
151 West Broadway, 4th Floor (between Worth and Thomas Streets), New York, NY 10013  
Business Hours: Mon - Fri, 8:00 AM - 7:00 PM (except holidays)

### 2. When you contact Customer Services, ask about these services:

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|---|--|
| <input type="checkbox"/> <b><u>Arrears Cap Program</u></b><br>Can set a \$500 limit on child support owed to the government during times when your income is below the poverty level.   | <input type="checkbox"/> <b>Hardship Review</b><br>Can reduce or remove the extra money (on top of your usual child support order) garnished from your paycheck to pay back child support debt.                                |
| <input type="checkbox"/> <b><u>Arrears Credit Program</u></b><br>Can lower child support owed to the government by \$5,000 a year for up to 3 years when you pay regularly every month. | <input type="checkbox"/> <b>Lift a DMV license suspension</b><br>Remove the suspension placed on your driver’s license for unpaid child support.   |
| <input type="checkbox"/> <b>General Case Review</b><br>Have your case looked at to see if you are eligible for any of the support services.   | <input type="checkbox"/> <b>Request a lower child support order</b><br>Staff can guide you through the process of asking the Court to have your child support order lowered to match your income and help you file a petition. |
| <input type="checkbox"/> <b>Join our employment program</b><br>This may be the kind of training and preparation needed to find a good job.  | <input type="checkbox"/> <b>Agreements to modify Child Support Order</b><br>Lower your child support order by coming to an agreement and decreasing your time in court.  |

(Turn over)

### 3. We recommend that you have the following information available:

- Proof of past or current income**  
Your documents can include pay stubs, tax returns, or proof that you have received Cash Assistance, SSI, Medicaid, or SNAP.
- Completed Financial Disclosure Affidavit**  
Click on [bit.ly/childsupportFDA](http://bit.ly/childsupportFDA) to download and have it notarized. IMPROTRANT: Do not sign it until you are at the notary.
- Proof of dates of incarceration**  
Examples of proof can include letters from a prison, or the Department of Corrections or Division of Parole.
- Notary service**  
Staff at the Customer Services office can notarize documents. Many banks and law offices can also notarize documents.

### 4. You can also do these things from home:

- Get a NYCID**  
We suggest that all New Yorkers apply for IDNYC. Call 311 or click on [nyc.gov/idnyc](http://nyc.gov/idnyc) for information on how to enroll.
- Find free or low-cost mediation services**  
For a list of local organizations that provide help with issues such as visitation, click on [bit.ly/MediationReferrals](http://bit.ly/MediationReferrals).
- Get updated child support information**  
Call 888-208-4485 to ask for a Personal Identification Number (PIN) so you can get updated child support information online or by phone.
- Watch our short, “How To” videos**  
See the growing list of videos on our YouTube playlist at [bit.ly/OCSSYouTube](http://bit.ly/OCSSYouTube). Some videos are also available in Spanish.
- Get job openings sent to you by text**  
Text the word JOBS to 877877 to join HRA’s popular TXT-2-Work program and get details immediately when new jobs are available.
- Get legal information**  
Contact Legal Information for Families Today (LIFT) at [www.liftonline.org](http://www.liftonline.org) or 212-343-1122 (except during 1-2 PM).
- Apply for Earned Income Tax Credit**  
Learn more at [tax.ny.gov/pit/credits/nceic.htm](http://tax.ny.gov/pit/credits/nceic.htm).

**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 **212-331-4640**. 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.