



## Youth Model

This summer, we will issue a Request for Proposals (RFP) for our Youth Model initiative. OCSS is looking for a vendor to partner with us to customize services for parents age 18 to 24 to guide and support them through the complicated child support process. The successful vendor will provide engagement, screening, assessment, navigation, and outreach, working with our offices, the Family Court, mediation providers, community organizations, and separately with custodial parents and noncustodial parents. It's so important to set young people up for a lifetime of success as parents. This initiative will provide young parents assistance navigating court hearings or stipulated agreements, aligning orders with income, working out co-parenting issues for mothers and fathers living apart, and recognizing the importance of a stable environment for their children. The Youth Model would address barriers to education, housing, and employment in its supports and services to reduce poverty across two generations and improve outcomes for children.

## Phone Appointments

Many parents have taken advantage of our phone appointments, introduced during the pandemic to serve our clients safely. Our Customer Service staff have conducted 12,352 phone appointments to date in 2021. The three highest-volume concerns are account adjustments, Family Court and order modifications, and Department of Motor Vehicle issues. Because of the convenience a phone call offers, we plan to continue this service once the OCSS Customer Service Walk-In Center in Lower Manhattan reopens for in-person assistance. To request an appointment by phone, email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) and include your contact information and available times, with "Phone Appointment" in the email subject line.

## Have Any Candidates?

Whether parents need to establish their child support order or change an existing order, we'd like to help them navigate the court process by facilitating a stipulated agreement. With our new procedure for this in place, our Customer Service staff will apply the same guidelines used in Family Court to determine the order amount, speaking by phone with the noncustodial parent and/or the custodial parent. In this informal discussion outside of court, parents can ask questions, get answers, and feel they are being heard. Usually only one court hearing will be required to ensure that parents understand their legal rights before the Support Magistrate issues an order on consent. If you know of a parent who could benefit from a stipulated agreement, please email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) with their name, account number, phone number, and best times to reach them, with "Stipulated Agreement" in the subject line.



## In The Know

### June 16

We held our first-ever online conference on June 16, the OCSS Employer Conference, covering child support income-withholding orders (IWOs) and national medical support notices (NMSNs) for New York City businesses and payroll managers. With about 100 attendees, we shared expertise on meeting federal and state child support requirements. Employers are essential partners, with payroll deductions representing about three-quarters of the total child support income collected.