

Prepare For Your Child Support Appointment

Before Your Appointment

Complete the following two steps:

- 1 Complete, sign, and return the Child Support Enrollment form within 10 days of receiving this mailing packet. It will take about 30 minutes. There are two ways to return it timely.**

Option 1: Easiest | Download the Child Support Mobile App then complete and submit the form.



Download the NYC HRA Child Support App for free from the App Store or Google Play. If you want additional information about the features of the mobile app, visit our website at nyc.gov/childsupportmobile.



If you submit your enrollment form via the mobile app, you can also upload copies of supporting documents using the app.

Option 2: Complete the enclosed enrollment form or download one from the website and submit it.

To download a form, go to <https://on.nyc.gov/custodialparent> and look for the Child Support Enrollment Form or use the QR code to the right.



Once you complete the enrollment form, submit it by email, in person, or by mail.

1) Email the form to dcse.cseweb@dfa.state.ny.us with subject "Child Support Enrollment Form";

2) Bring the enrollment form to the Child Support Services office in the borough where you live. Locations can be found at <http://bit.ly/CSoffices>; or

3) Mail the form to: OCSS, PO Box 830 Canal Street Station New York, NY 10013

Keep a copy of your completed, signed form and bring it with you to the interview.

Copies and translations of this and all referenced documents are available at <https://on.nyc.gov/custodialparent> or use the QR code below.



Before Your Appointment (Continued)



Before you go to your appointment, please read both “**LDSS-4279 Notice of Responsibilities and Rights for Support**” and “**W-280a Information for all potential child support applicants about getting child support safely**”. If you have any safety concerns after reading these documents, please contact your FIA worker, who will refer you to an HRA Domestic Violence Liaison. Together you can decide if child support is safe for you and your family.

2 Gather and submit supporting documents along with your Child Support Referral form
It’s okay if you don’t have all the documents. Send what you have available with your completed application. If you are not sure or don’t have the documents you need, we will let you know during the interview.

- Completed Child Support Enrollment Form with signature;
- Birth certificate for each child, if not previously submitted to HRA;
- Any documentation showing who the father or alleged father is, if available
- Marriage certificate, divorce decree or separation papers, if applicable;
- Recent photograph of the parent;
- Documents showing the other parent’s (noncustodial parent’s) Social Security Number and earnings; **and**
- Any documents that may help OCSS locate the other parent.

Bring any other information that will help OCSS locate the other parent.

- The other parent’s address, telephone numbers and employer’s information.
- The other parent’s date and place of birth and parent’s name.

Please make sure to include your name, date of birth and Case ID on all documents submitted.

On the Day of the Appointment

- If you have an in-person interview, please check in at the Intake window when you arrive. Bring a copy of the completed Child Support Referral form that you submitted. Also, bring a copy of all supporting documents and anything additional that you found after you submitted your packet.
- If you have a phone appointment, please be ready to answer your phone. You may not recognize our incoming phone number.
- If you need translation services, tell your caseworker.
- On average an appointment can last approximately 1 hour, depending on your case.

Questions?

If you have additional questions about your child support interview or want to speak to someone about your case, please visit or contact your local Borough Office. Find your local Borough Office at <https://on.nyc.gov/contactocss>.

Copies and translations of this and all referenced documents are available at <https://on.nyc.gov/custodialparent> or use the QR code below.

