



New York City Office of Child Support Services (OCSS) Programs to Assist Noncustodial Parents

The New York City Human Resources Administration (HRA) Office of Child Support Services (OCSS) is a federally mandated program to support children. OCSS lifts thousands of children out of poverty and prides itself on the many programs available for parents.

The goal of the program is to provide children the financial and emotional support they need from both parents without negatively impacting either parent.

DEBT REDUCTION PROGRAMS

OCSS understands that debt from any source can have a negative impact on an individual’s mental and physical health. Research suggests that it can also affect whole families. Through debt reduction programs, OCSS can reduce arrears (debt) owed permanently to the NYC Department of Social Services (DSS).



- Caps arrears at \$500 when the noncustodial parent (NCP) earns at or below the Federal Poverty Level.
- Reduced \$232 million in DSS arrears for 17,416NCPs between 2009 – 2022.
- Download the application at <https://bit.ly/ArrearsCapApp> or get the mobile app at <https://nyc.gov/childsupportmobile>.



- \$5,000 annual credit when child support is paid for a full year. Receives up to a \$15,000 credit over 3 years or up to the amount of debt owed to DSS.
- Reduced \$12 million in DSS arrears for 2,917NCPs between 2011 – 2022.
- Download the application at <https://bit.ly/ArrearsCreditApp> or get the mobile app at <https://nyc.gov/childsupportmobile>.



- Reduce up to \$10,000 in DSS arrears with completion of a substance use treatment program.
- Learn more at <https://on.nyc.gov/parentsuccess>.
- Apply by emailing dcse.cseweb@dfa.state.ny.us with subject “Parent Success”.



- Make a payment – reduce your DSS debt by double.
- Reduced \$18 million DSS arrears for 4,025NCPs between 2013 – 2022
- Email dcse.cseweb@dfa.state.ny.us with subject “Pay It Off” to learn more.

MEDIATION SERVICES

Mediators are trained to listen, be fair, and keep the conversation safe and productive. Mediators help with:



- Past-due child support payments owed to the custodial parent
- Future child support payments
- Child support agreements
- Communication on parenting issues
- Custody or visitation
- Other types of conflicts

Learn more at <https://bit.ly/MediationBrochure> or email dcse.cseweb@dfa.state.ny.us with subject “Mediation”.

Employment Services

OCSS has partnered with employment vendors to offer noncustodial parents (NCPs) access to employment services.



- Connects NCPs to job programs and services.
- Served 2,015 participants with 572 graduates between 2011 - 2022.
- Learn more at www.courtinnovation.org/programs/parent-support-program.



- Proven employment program for New York City public housing residents, offering assessment, job readiness, training, job search assistance, referrals for social supports, and child support services.
- Learn more at opportunitynychc.org/workforce-development/jobs-plus/.



- Helps New Yorkers prepare for and connect to jobs in every sector across the five boroughs. NCPs can get assistance accessing free training, identifying jobs that fit their skills, and preparing for interviews.
- Learn more at www1.nyc.gov/site/sbs/careers/virtual-wf1cc.page.



- Sends information about new job openings directly to job seekers' cell phones. Employment opportunities are in healthcare, retail, security, transportation, education, and other fields.
- Text "Jobs" to 877877 to receive job alerts. Registration can also be completed at www1.nyc.gov/site/businesslink/contact/txt-2-work.page.

Order Modification Agreements

NCPs can receive help with modifying a child support court order with the assistance of an OCSS Customer Service staff. Learn more by emailing dcse.cseweb@dfa.state.ny.us with subject "Agreement" or learn more at <https://bit.ly/changeyourorder>.



- Supportive and friendly approach to modifying a child support order.
- Designed to take less time than the traditional court process. A court hearing is still required to obtain an order on consent.
- OCSS helps NCPs fill out the required paperwork.
- The custodial parent needs to participate if they are not receiving cash assistance.

Additional Resources

Below are some additional resources OCSS would like to highlight for NCPs.

- Child Support Payment Methods: <https://on.nyc.gov/paymentmethods>
- Noncustodial parent earned income credit (EITC): www.tax.ny.gov/pit/credits/nceic.htm
- Custody, Visitation, & Child Support: <https://nyc.gov/hra/ocss>
- Child Support Mobile App: <https://nyc.gov/childsupportmobile>
- Child Support "How To Videos": <https://bit.ly/OCSSYouTube>
- ACCESS HRA: <https://nyc.gov/accesshra>
- ACCESS NYC: <https://access.nyc.gov>



Child Support Mobile App

Digital forms that can be filled out and submitted with a click of a button, update contact information, apply for debt reduction programs, and more.

<https://nyc.gov/childsupportmobile>

Learn more today at <https://nyc.gov/hra/ocss> or email us at dcse.cseweb@dfa.state.ny.us.