

## Training Institute Child Support Information Sessions



We look forward to seeing you at our free virtual child support webinars. Each session starts with a presentation that is followed by a question-and-answer period.

HRA's Office of Child Support Services (OCSS) Training Institute presents an ongoing free series of webinars designed to shed light on the sometimes complicated aspects of child support. The webinars are designed for staff at city agencies and community-based organizations, as well as parents – and professionals that work with those parents. Each session starts with a presentation that is followed by a question-and-answer period.

If you have trouble registering for any session, please email us immediately at [OCSS.TrainingInstitute@dfa.state.ny.us](mailto:OCSS.TrainingInstitute@dfa.state.ny.us).

### Upcoming Presentations

Tuesday,  
February 25th at  
10:00 – 11:00  
AM

#### NCP Debt Reduction: Pay It Off! – How it Works

The Pay It Off program for 2025 runs from Monday March 3rd to Friday March 14th. During that period, NCPs who pay \$500 or more toward debt that is permanently owed to the Department of Social Services, will have their debt matched, so a \$500 payment would result in a \$1,000 debt reduction. Learn more about this program and the special opportunity it presents for NCPs that owe money to DSS. There will be a Q&A session at the end of the presentation.



Best Suited For:



Register at <https://bit.ly/4ft8kIM>.

Tuesday,  
March 4th at  
10:00 – 11:00  
AM

#### NCP Debt Reduction: Pay It Off! – All the Steps

The Pay It Off program for 2025 runs from Monday March 3rd to Friday March 14th. During that period, NCPs who pay \$500 or more toward debt that is permanently owed to the Department of Social Services, will have their debt matched. This follow-up session is for NCPs and CBO staff who would like to review all the necessary steps to complete the required paperwork. There will be a Q&A session at the end of the presentation.



Register at <https://bit.ly/3Ds5srS>.

Best suited for: Parents Attorneys Agencies & organizations assisting parents

All webinars are in English and Spanish. Email [ocss.traininginstitute@dfa.state.ny.us](mailto:ocss.traininginstitute@dfa.state.ny.us) to request an interpreter at least 48 hours before the session date.

## Upcoming Presentations

Tuesday,  
March 11th at  
10:00 – 11:00  
AM



### Child Support: Agreements and Mediation Options

This session is open to all noncustodial and custodial parents seeking a child support order – to explore the ways that agreements - either for a new order or modification of an existing order - can be used to simplify and expedite the child support process by limiting visits to family court. This session will also cover how mediation can be used to address child support debt that is owed to the custodial parent.

Register at <https://bit.ly/3BCClw4>.



Tuesday,  
March 25th at  
10:00 – 11:00  
AM



### How to Prepare for Court: What to Bring, What to Expect

Attendees will learn about the role of Family Court in establishing and modifying child support orders, and how to prepare for court. Parents can appear without a lawyer. It is best to be prepared and bring the appropriate documents. This session will describe what happens during a child support hearing, what documents are needed and what the outcome means for both the custodial and noncustodial parent.

Register at <https://bit.ly/3P4D95k>.



Tuesday,  
April 8th at  
10:00 – 11:00  
AM



### How Do I...? Information on Managing a Child Support Case

Attendees will learn how to complete several important activities related to child support, including how to prepare for court, make a payment, modify a child support order, complete a parenting time agreement, and get help with child support issues.

Register at <https://bit.ly/4fYHfHo>.

Best Suited For:



Tuesday,  
April 29th at  
10:00 – 11:00  
AM



### The Basics of Child Support Account Statements

One of the benefits of a child support case is it provides a record of what has been paid by the noncustodial parent, to whom it was paid, and when it was paid. Account statements inform the parties, and the court about the financials of a child support case. It is provided during a court hearing when an order is already established, and it can be requested ad hoc. This webinar will explain the components of an account statement and how to interpret it.

Register at <https://bit.ly/4hjkor5>.

Best Suited For:



Best suited for:  Parents  Attorneys  Agencies & organizations assisting parents

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## Upcoming Presentations

Tuesday,

May 6th at

10:00 – 11:00  
AM

### Special Executive Session: Q&A with OCSS Leadership

This event is open to everyone in the community, including noncustodial and custodial parents with or without a child support order. The leaders of OCSS want to listen and hear from you. They will make short presentations about how NYC Child Support works and then answer questions from attendees on all subjects related to child support.



Best Suited For:

Register at <https://bit.ly/3DULoyN>.



Tuesday,

May 20th at

10:00 – 11:00  
AM

### What's New in Child Support

Attendees will learn about our latest initiatives, our new program offerings, and our approach to make child support easier to understand. Attendees will receive information about the NYC Child Support Mobile App where custodial parents can apply for child support, noncustodial parents can make online payments, and both parents can manage aspects of their child support case.



Best Suited For:

Register at <https://bit.ly/3DULJ13>.



Tuesday,

June 17<sup>th</sup> at

10:00 – 11:00  
AM

### Getting Started with Child Support: What New Custodial Parents Need to Know

This webinar provides new custodial parents with information on child support – how it works, how to apply, and the benefits – including the long-term positive effects of child support on children. Child Support can make a difference in moving a family out of poverty, but many families that could benefit from the program are not taking advantage of it. The session will also address how to obtain child support safely if there is a domestic violence concern.



Best Suited For:

Register at <https://bit.ly/429DX0C>.



Tuesday,

June 24<sup>th</sup> at

10:00 – 11:00  
AM

### Fundamentals of Child Support

This webinar provides a detailed overview of the entire child support process including information on the value of child support, the lifecycle of a child support case, and a description of programs designed to benefit parents who have a child support case.



Best Suited For:

Register at <https://bit.ly/42hL2w2>.



Best suited for:  Parents  Attorneys  Agencies & organizations assisting parents

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## Upcoming Presentations

Tuesday,  
July 15th at  
10:00 – 11:00  
AM

### Child Support Administrative Enforcement Actions: What NCPs Need to Know

This training takes a deep dive into administrative enforcement actions that are taken when child support payments aren't made in a timely fashion and arrears begin to accumulate. Participants will learn about when enforcement actions occur, exemptions, and how to challenge an administrative enforcement action. Register at <https://bit.ly/4g162ur>.



Best Suited For:



Tuesday,  
August 5th at  
10:00 – 11:00  
AM

### An Introduction to Interstate Child Support Cases

Most child support cases involve a custodial and noncustodial parent who live in the same jurisdiction. However, there are cases where the parents live in two different jurisdictions/states or countries and the child support programs in those jurisdictions need to cooperate and work together to provide child support services. Child support is federally mandated, state supervised, and in New York State, locally administered. While there are many different factors to consider, this webinar will cover the basics of how different child support agencies work together to deliver the support that children need, regardless of where they and the parents live. Register at <https://bit.ly/4jfoAK5>.



Best Suited For:



Tuesday,  
August 19th at  
10:00 – 11:00 AM

### The Basics of Child Support Account Statements

One of the benefits of a child support case is it provides a record of what has been paid by the noncustodial parent, to whom it was paid, and when it was paid. Account statements inform the parties, and the court about the financials of a child support case. It is provided during a court hearing when an order is already established, and it can be requested ad hoc. This webinar will explain the components of an account statement and how to interpret it. Register at <https://bit.ly/42hqdRC>.



Best Suited For:



Tuesday,  
September 9th at  
10:00 – 11:00 AM

### Why Am I Not Receiving My Child Support Payment?

This webinar provides information about reasons that a custodial parent may not be receiving child support payments and the steps that a CP can take to address the situation. It is most likely that a CP is not getting payments because the noncustodial parent (NCP) has stopped making payments, but there can be other reasons as well. This webinar will present the common issues that lead to non-payment and present strategies for addressing each situation.



Best Suited For:



Register at <https://bit.ly/40laTRO>.

Best suited for:  Parents  Attorneys  Agencies & organizations assisting parents

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## Upcoming Presentations

Tuesday,

September 16th  
at 10:00 – 11:00  
AM

Best Suited For:



### Child Support: Debt Reduction Options for NCPs

Unpaid child support debt is a serious problem for noncustodial parents as well as custodial parents and their children. It leads to enforcement actions that can interfere with job retention, create barriers for father engagement and cause stress for all parties. In fact, most debt is owed by NCPs with little ability to pay. HHS has recommended that debt be reduced to help avoid incidents of child abuse and neglect. Participants will learn about the important OCSS programs that can administratively reduce child support debt owed to the government as well as strategies to avoid debt in the first place and an option for negotiating debt owed to custodial parents. **Register at <https://bit.ly/40aqDpW>.**



Tuesday,

September 30th  
at 10:00 – 11:00  
AM

Best Suited For:



### Snapshot: A Tool for Community-Based Organizations

OCSS developed the Snapshot tool to allow staff at Community-Based Organizations to get basic details about a child support case. CBOs and advocacy groups are trusted advisers that can provide a crucial link to services for their clients. Snapshot is a secure online tool that allows groups to assist clients by accessing a Snapshot of their child support case. This one-page document lists payments made, the amount of money that is owed and to whom, and any enforcement actions taken on the case. It also includes a list of recommended next steps in response to details of the specific case. To maintain client privacy, a signed OCSS Child Support Snapshot permission form is required to release information to your organization. To sign up, email [OCSSinfo@dfa.state.ny.us](mailto:OCSSinfo@dfa.state.ny.us) with “Child Support Snapshot” entered as the subject line. **Register at <https://bit.ly/4fWXzYZ>**



Tuesday,

October 7th at  
10:00 – 11:00 AM

Best Suited For:



### Child Support: Agreements and Mediation Options

This session is open to all noncustodial and custodial parents seeking a child support order – to explore the ways that agreements - either for a new order or modification of an existing order - can be used to simplify and expedite the child support process by limiting visits to family court.

This session will also cover how mediation can be used to address child support debt that is owed to the custodial parent. **Register at <https://bit.ly/3CbsOBO>.**



Best suited for:  Parents  Attorneys  Agencies & organizations assisting parents

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## Upcoming Presentations

Tuesday,

October 21st at  
10:00 – 11:00 AM

### What Do I Do If...?

Child support can be complicated, and it usually lasts for many years. During that time, events often occur that require CPs and NCPs to take steps to inform OCSS and/or Family Court about changed circumstances. This webinar explores some of the most common situations that OCSS clients may need to address, including a change in custody, job loss, changes in a child's status, and relocation of one or more parties. Register at <https://bit.ly/40yh1GZ>.



Best Suited For:



Tuesday,

November 4th at  
10:00 – 11:00  
AM

### Child Support Issues for Veterans and Active Military

Attendees will learn about the importance of child support for veterans and their families, and the resources that are available for veterans and active military regarding child support issues. Register at <https://bit.ly/3E08RP6>.



Best Suited For:



Tuesday,

November 18<sup>th</sup>  
at 10:00 – 11:00  
AM

### Special Executive Session: Q&A with OCSS Leadership

This event is open to everyone in the community, including noncustodial and custodial parents with or without a child support order. The leaders of OCSS want to listen and hear from you. They will make short presentations about how NYC Child Support works and then answer questions from attendees on all subjects related to child support. Register at <https://bit.ly/42hqT9C>.



Best Suited For:



Tuesday,

December 2<sup>nd</sup> at  
10:00 – 11:00  
AM

### How Do I...? Information on Managing a Support Case

Attendees will learn how to complete several important activities related to child support, including how to prepare for court, make a payment, modify a child support order, complete a parenting time agreement, and get help with child support issues. Register at <https://bit.ly/4fTGxuQ>.



Best Suited For:



Best suited for:  Parents  Attorneys  Agencies & organizations assisting parents

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Tuesday,  
December 16<sup>th</sup> at  
10:00 – 11:00  
AM

## The Basics of Child Support for New Parents

This session is open to all parents – noncustodial and custodial parents with a child support order, as well as parents that are thinking of applying for child support. Participants will learn about the basics of child support: eligibility, the application process, how to receive child support safely, and what to expect during the life of a child support case. Register at <https://bit.ly/4fYlsQ4>.



### Best Suited For:



Best suited for:  Parents  Attorneys  Agencies & organizations assisting parents

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