



New Programs!

OCSS has big news to share. We are offering both Cash Assistance and Non-Cash Assistance parents the opportunity to enter into stipulated agreements voluntarily to modify their child support order or to establish an order (see the details, below). This is something we have wanted to do for many years. We believe this change is transformative for the program and will bring significant benefits for the families we serve. We believe this approach is supportive, child-focused, and, we hope, will allow parents to feel part of the process. For more information, email us at dcse.cseweb@dfa.state.ny.us



Modifying Child Support Orders

Many people have lost their jobs or income during the pandemic and been unable to seek a modification of their child support order in Court. In response to this situation, OCSS is launching a new initiative this month called Modifying Orders Through Stipulation (MOTS), which is an expansion of our Modify DSS Order program. We are offering non-custodial parents, with orders payable to NYC DSS or the custodial parent, the opportunity to work with an OCSS Customer Service representative to discuss and agree to a modification of their order in accordance with standard child support guidelines.

OCSS Customer Service staff speaks by phone to the noncustodial parent and/or custodial parent to draft an agreement and obtain supporting documents. The Office of Legal Affairs reviews the signed agreement, documents, and petition. The approved stipulation package is filed in Court for a hearing to be scheduled. Typically, only one Court appearance is required for an Order on Consent. Aligning orders with noncustodial parents' ability to pay remains a primary goal of OCSS because we know it leads to consistent child support payments, which lead to improved outcomes for children and families.

Child Support Referrals

Parents applying or recertifying for Cash Assistance are required to comply with child support. They are being mailed a notice (which is attached) and the child support application (LDSS-5145), which they have 10 days to complete, sign, and return. They can call OCSS at 929-221-7656 for help filling it out. To avoid a phone interview or having their benefits reduced or discontinued, parents must complete, sign, and return the form. If information or documents are missing, OCSS will schedule a phone appointment to assist and will follow up with reminder notices.

Non-Cash Assistance clients who want to apply for child support can email OCSS at dcse.cseweb@dfa.state.ny.us to ask for help filling out the application or to request a phone appointment.

Establishing Orders by Stipulation

During intake phone interviews, OCSS will offer both Cash Assistance and Non-Cash Assistance clients the opportunity to enter into a stipulated agreement voluntarily. This new approach will offer parents the opportunity to meet with a Customer Service representative to prepare an agreement signed by both parents and based on standard child support guidelines. The agreement, petition, and all supporting documents are reviewed by the Office of Legal Affairs before the stipulation package is filed in Court for a hearing to be scheduled. Usually only one Court appearance is required for an Order on Consent to be approved by the Court.



In The Know

Only till April 30!

Our popular Pay It Off debt reduction program is available only until April 30! It is even easier to participate this year! Please encourage your clients – those who have child support debt owed to NYC DSS and could benefit from the dollar-for-dollar match of their payments – to enroll. Payments in March and April must total at least \$200. Emailing or mailing OCSS a signed [Pay It Off agreement](#) is required. To learn more, visit nyc.gov/payitoff.