



Photo is of models used for illustrative purposes only.

Speak to Us by Phone

As many of you know, our Customer Service Office and Family Court offices have been closed because of the pandemic. These offices provided important service to parents, guardians, and third parties with a child support issue. Now, instead of walking into our offices, customers can email us to schedule a telephone appointment.

Email dcse.cseweb@dfa.state.ny.us with your:

- name
- child support case number
- phone number
- best time to reach you, and
- concerns

As the email's subject line, enter "Requesting a Customer Service Appointment."

An OCSS customer service caseworker will call you to discuss your child support issue. We are thrilled to offer this service and pleased that this approach will virtually allow us to bring our services deeper into the community. Customers continue to have the option of calling the New York State Child Support Helpline at 888-208-4485.

Families Forward

[Families Forward](#), a time-limited OCSS workforce development program, is actively recruiting participants who owe child support for its free job training programs. Families Forward is part of a study that includes occupational skills training in several industries: cable installation, construction, cybersecurity, IT support, transportation, and wood-

working. Enrollment ends September 2021. Services for job placement and advancement, financial counseling, and child support navigation are available to participants. All training programs are full time and meet Monday through Friday. To learn more, contact us at FFD@dfa.state.ny.us or 929-221-5015.

How-to Video

[How to Fill Out the Income and Expenses Statement](#), the first in a series of OCSS-produced videos to help parents understand child support forms and processes, is now on our [YouTube playlist](#). The video takes viewers through this form line by line, giving examples of the types of income to include and the kinds of expenses, and explaining why it is so important for noncustodial parents to fill it out and bring it to their hearing so that their order can be set at a level they can afford. Also: a reminder that OCSS provides free remote notarization for this form and other child support documents. To request this service, email dcse.cseweb@dfa.state.ny.us with "Remote Notary" as the subject line.

OCSS-388 (E) Rev. 01/11/2019
(Page 1 of 3) LFP
F.C.A. §§ 413-1, 424-a, Art. 5-B
D.R.L. §§ 236-B, 240

NYC Department of Social Services
Human Resources Administration
Department of Homeless Services

Office of Child Support Services

Docket #: _____ File #: _____

Income and Expenses Statement

This form is used to give the court information about your financial situation.

- Complete all pages of this form.
- Sign it in front of a notary.
- Bring the checked items to your next court date:

<input type="checkbox"/> This form	<input type="checkbox"/> Copy of your W-2s and/or 1099 statements
<input type="checkbox"/> Copy of your two (2) most recent pay stubs	<input type="checkbox"/> Bring all documents to prove the amount of other income and/or debt and loans
<input type="checkbox"/> Copy of your most recent tax returns, federal and state or IRS letter that shows that you do not have to file taxes	<input type="checkbox"/> Proof of health insurance coverage (insurance card)
	<input type="checkbox"/> Proof of public assistance

Name: Mike Sample Date of Birth: 01/02/1984



In The Know

\$400,000

Since 2015, community groups have helped noncustodial parents reduce their child support debt by over \$400,000. These organizations used the online tool [Child Support Snapshot](#) to help parents review the status of their child support case and enroll in the debt reduction programs [Arrears Cap](#) and [Arrears Credit](#). You can help bridge the gap between the parents who could benefit and those who participate in these programs. To sign up for Child Support Snapshot: email us at OCSSinfo@dfa.state.ny.us.