



Customer Service Week

October 4 to 8 is celebrated as Customer Service Week around the world. At OCSS, we are grateful for your partnership serving our child support parents in New York City. Children thrive in a stable, loving household, and we help kids when we help their parents provide that foundation for them. With your use of the child support Snapshot application to refer more than 900 non-custodial parents to our Customer Service Center over the past six years, together we have helped them lower their child support debt by a total of \$2.15 million. This debt reduction alleviates stress and money worries – and makes a difference in the lives of these families. Thank you for your service to children and parents.



Avoiding Added Interest

Suspending driver's licenses is one of the administrative enforcement actions that OCSS takes when parents are behind in paying four months' worth of their current child support obligation. Parents have the option of paying the full amount owed, making a payment plan, or challenging the enforcement action. OCSS has instituted a new process to delay the addition of 9% interest to payment agreements. When parents arrange a payment plan, they sign an Affidavit of Confession of Judgment, acknowledging the total amount they owe. When OCSS files this document with the court, 9% interest is added to the amount. The law allows up to three years to file this affidavit. To encourage regular child support payments, OCSS will hold the signed affidavit unless the parent misses two payments of their payment plan. At that point, we will reach out to see if the noncustodial parents are willing to comply. If not, or if we cannot reach them, we will file the Confession of Judgment with the court and the interest will be added. We hope this grace period motivates parents to meet their payment plan obligation consistently.

Family Violence Awareness

October is Domestic Violence Awareness Month. Getting child support safely is integral to the child support program. On our [website](#) and in our offices, we make clients aware of the child support process and the safeguards that can be put in place to protect them and their children. Aspects of establishing and enforcing child support orders can be triggers to family violence. We want clients to make informed choices whether child support is right for them. Some of the triggers include: parentage establishment; support establishment, collection, modification, and enforcement; and cost of living adjustment. The provisions for safely participating in the child support process include:

- Requesting court permission to participate by phone rather than in person
- Custodial parent's location, residence, and employer kept confidential on court documents and child support forms and notices, and precautions taken before, during, and after court hearings
- Separate dates for laboratory appointments for genetic testing to establish parentage
- Keeping children's medical insurance in the custodial parent's name to prevent the other parent's access to their medical records
- Closing or updating a case or stopping an enforcement action with new safety concerns

Additional resources include two 24/7 hotlines for anyone who needs to talk to someone immediately about their safety: NYS Domestic and Sexual Violence Hotline at 800-942-6906, and NYC Safe Horizon Hotline at 800-621-HOPE. Helping custodial parents get child support safely can provide them with enough income to be financially independent of an abuser. Keeping children and their parents safe is a top concern of our program, this month and every month.



In The Know

December 8

Our free online Employer Conference gives practical guidance about employers' legal obligations to the child support program, reporting new hires and processing income-withholding and medical support orders. Learn more or register at <https://bit.ly/EmployerConference>