

DON'T MISS OUT!

LOWER YOUR NYC CHILD SUPPORT ARREARS

BY AS MUCH AS \$10,000

Do I Qualify?

- ✓ You owe child support arrears to the NYC Department of Social Services (DSS)
- ✓ You are enrolled in an approved drug treatment program
- ✓ You complete the program

In 2018, more than 2,000 parents reduced their child support arrears owed to DSS by an average of \$7,300 through a debt reduction program

FIND OUT HOW

ASK your provider about the **Parent Success Program**

VISIT www.nyc.gov/hra/ocss or the OCSS Customer Service Walk-In Center, 151 W. Broadway, 4th floor, in Lower Manhattan, Monday-Friday 8am-7pm or visit OCSS offices in Family Court



Photos are of models used for illustrative purposes only

NYC Office of Child Support Services Parent Success Program Frequently Asked Questions (FAQs)

Children do better when both parents are connected to them in a positive way. Parents give their kids emotional and financial support in many ways. But when parents have a lot of debt, they can find it hard to take steps to improve their own life so they can do more for their kids.

The **Parent Success Program** is a new pilot program for parents who owe debt to the New York City Department of Social Services (NYC DSS). It can help parents do more for themselves and, ultimately, their children. Through Parent Success, parents can lower their NYC DSS debt up to \$10,000 when they complete a drug treatment program.

How do I find out if I can get my child support debt lowered?

Only one kind of debt can be lowered by the Parent Success Program. This debt, owed to NYC DSS, occurs when child support is not paid in full while your child gets cash assistance benefits. Debt that you owe to the parent who lives with your child cannot be lowered under this program.

To find out if you owe debt to the NYC Department of Social Services:

- Visit the HRA Office of Child Support Services (OCSS) Customer Service Walk-In Center or an OCSS office in the Family Court. Ask to review your case with a child support worker.
- Ask your drug treatment provider if they have Child Support Snapshot. If they do, you can give them permission to look up your child support case. They can tell you if you owe debt to DSS and the amount you owe. DSS debt that is owed to another county or state is not included in this program. If you are not sure, ask OCSS to tell you the amount you owe to NYC DSS.
- Keep in mind that the amount of debt you owe may change because of recent payments or collections made through enforcement measures.

What do I need to do to get my child support debt lowered?

Follow these three (3) easy steps:

1. Finish your drug treatment program. Your program must be certified by the New York State Office of Alcoholism and Substance Abuse Services (OASAS). You may qualify if you are in an outpatient or residential treatment program. The outpatient program must be approved by NYC DSS/HRA. You must meet all the outpatient program requirements for 90 days. Harm reduction programs and methadone treatment programs do not qualify at this time.
2. Get a certificate or letter from your drug treatment provider that says you have completed your program and the date you completed your program. You will also be asked to sign a form giving NYC DSS/HRA permission to call your drug treatment provider if we need more information.
3. Send your documents to DSS/HRA OCSS by mail, email, or fax, or bring them in person.

How do I send in proof that I have completed drug treatment?

You can send in your documents by mail, email, or fax or bring them in person. If you are mailing a letter, emailing, or faxing, be sure to write that you want to enroll in the Parent Success Program. It is important to include your name, Child Support Case I.D., and phone number.

BY MAIL: Parent Success Program
NYC Office of Child Support Services
P.O. Box 830, Canal Street Station
New York, NY 10013

BY FAX: (212) 437-4704

BY EMAIL:
ParentSuccess@dfa.state.ny.us

IN PERSON:

**OCSS CUSTOMER SERVICE
WALK-IN CENTER**
151 West Broadway, 4th Floor
New York, NY 10013

BRONX FAMILY COURT
900 Sheridan Avenue, LM Floor
Bronx, NY 10451

BROOKLYN FAMILY COURT
330 Jay Street, 12th Floor
Brooklyn, NY 11201

MANHATTAN FAMILY COURT
60 Lafayette Street, 1st Floor
New York, NY 10013

QUEENS FAMILY COURT
151-20 Jamaica Avenue, 4th Floor
Jamaica, NY 11432

STATEN ISLAND FAMILY COURT
18 Richmond Terrace
Staten Island, NY 10301

How soon after I complete drug treatment do I have to provide my proof?

You can send it in any time after you finish treatment. The date that you finish treatment must be after March 1, 2020.

Once I give you my proof, how long will it take to get my child support debt reduced?

It may take up to eight (8) weeks. When NYC DSS receives your documents, we will see if you owe debt to NYC DSS. We may call your drug treatment provider to see that you have finished your treatment program. Once we know you qualify, we will mail you a notice with the amount your NYC DSS debt has been reduced. If you do not qualify, we will mail you a notice telling you.

When I am in drug treatment, can there be enforcement actions against me for not paying my child support?

Yes. All applicable enforcement actions will continue.

How do I get the full \$10,000 reduction?

If you owe \$10,000 or more, you may qualify to have your child support debt owed to NYC DSS reduced by \$10,000. You must send in a certificate or letter from your drug treatment provider saying you have completed treatment.

Do I have to owe \$10,000 or more?

No, you do not. NYC DSS will reduce any amount up to \$10,000.

Can I enroll in the Parent Success Program more than once?

Yes, you can. If you complete a second drug treatment program and owe more DSS debt, you may qualify for another reduction. However, the maximum amount of debt that can be reduced for completing drug treatment is \$10,000.

If I pay child support, can I get visitation?

In New York City, two different courts make decisions on child support orders and visitation rights. If you need information or help with your right to visit your child, call Legal Information for Families Today (LIFT) at (212) 343-1122.