

Office of Child Support  
Services

150 Greenwich Street  
New York, NY 10007

## Child Support Information Packet

Dear Community Partner:

The NYC child support program (OCSS) serves one in seven children in New York City and collects more than three-quarters of a billion dollars annually on their behalf. As an agency, we continuously seek to identify improvements to our program to achieve better outcomes for the children, parents, and guardians we serve.

This information packet provides you, your colleagues, and your clients with short and concise informational documents that summarize the child support services and options available. We will periodically update the packet as new programs or options become available. Feel free to provide the following link to this information packet on your website or in your communication to your clients or community: <https://on.nyc.gov/CBOInfoPacket>.

We are eager to hear from you and the parents that we serve on how we can continue to improve our services and outreach.

Want to make your voice heard? Join our Community Partners Group that brings together a diverse group of people and organizations so we can continue to move the program forward in a thoughtful way, leading to better outcomes for children and improving the experience for families. Please contact Alan S. Farrell at 929-221-4596 or [alan.farrell@dfa.state.ny.us](mailto:alan.farrell@dfa.state.ny.us) if you are interested in learning more.

Want to receive our monthly Community Partner Newsletter and other updates? Contact Alan S. Farrell at 929-221-4596 or [alan.farrell@dfa.state.ny.us](mailto:alan.farrell@dfa.state.ny.us) and ask to be added to the mailing list.

To learn more about our program, please visit our website: [www.nyc.gov/hra/ocss](http://www.nyc.gov/hra/ocss).

Thank you for your valuable partnership in serving NYC families.

Sincerely,

Frances Pardus-abbadessa

# New York City Office Of Child Support Services (OCSS)

Having a case with the Office of Child Support Services (OCSS) creates a record of all child support payments and provides a neutral go-between for parents. There are many benefits to opening a child support case, even if you already have a divorce decree or another type of agreement outside the child support program.

## Benefits

Legal  
parentage



Child support  
payments



Parent-child  
relationship



Health  
Insurance



Neutral  
Intermediary



## With Parentage Established:

Pension  
Funds



Military  
allowance



## Services

All custodial parents, guardians, and caretakers are eligible for child support services regardless of their income or immigration status. OCSS staff act in the public interest and do not represent either side of a child support case. Parties are not required to obtain the services of an attorney. In summary, OCSS offers:



Locating  
noncustodial parents



Serving summons



Establishing legal parentage



Referrals for  
genetic testing



Court referrals or  
stipulated agreements  
to establish & modify  
child support orders



Collecting & distributing  
child support payments



Enforcing child  
support orders



Child support debt  
management & Referrals  
to mediation services



Employment service referrals

## Case Process

**1**

### Enroll for Child Support Services

Access the [online application](https://nyc.gov/hra/ocss) at [nyc.gov/hra/ocss](https://nyc.gov/hra/ocss). If you are a custodial parent applying for or in receipt of cash assistance, you are required to comply with child support and will automatically be referred for services.

**2**

### Come to an agreement on child support or get an order in court

Once parentage is established, parents can work with OCSS Customer Service staff to get a child support agreement by applying the standard child support guidelines. The agreement will be filed in court prior to the hearing. Alternatively, parties can follow the traditional process of only going through court, which takes longer.

**3**

### Child support order is enforced and payments are received and disbursed. Either party can request to modify the order.

Once an order is established, the obligation amount is monitored, and our program uses Federally mandated measures to ensure payment. If there is a change in circumstances, parents can meet with Customer Service staff to adjust the order and finalize it in court or follow the traditional court process to modify the order.



# Child Support Helps Families

Nationwide, child support lifts an estimated **1 million** children out of poverty each year.

# \$795,885,523

**Total Child support income collected in 2021.**

91% of all the money collected goes directly to families and the remainder is used to reimburse the cash assistance benefits of some of our clients and to administer the child support program. Read more here: <http://bit.ly/CPHandook>

## 230,119

Children under 18 on the NYC OCSS caseload in December 2020. **That's 1 of every 7 children** in New York City.

## 86%

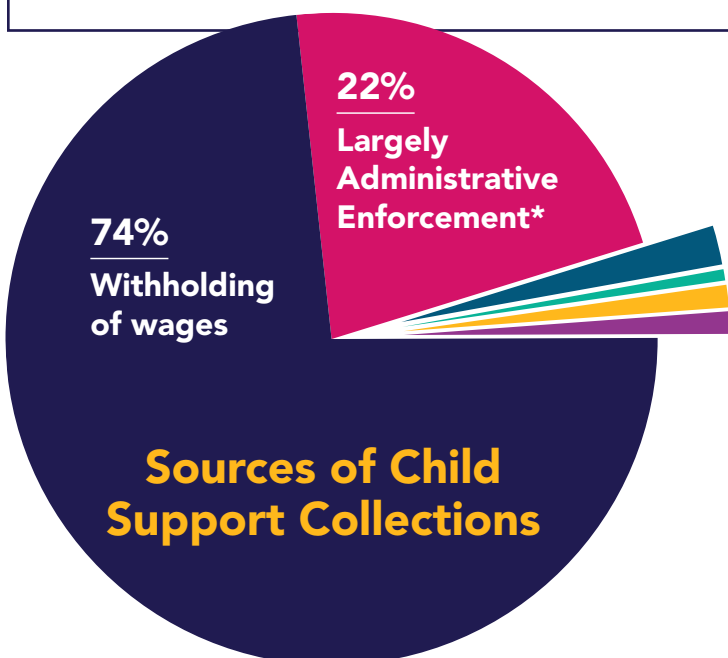
Percentage of cases with support orders as compared with the total caseload. Once an order is established, OCSS can begin to collect child support.

## 90%

Percentage of children on the OCSS caseload who are born to unmarried parents and for whom paternity has been established.

## \$7,142

Average amount collected per family in 2021 for accounts receiving payments.



- 2% UIB Intercepts
- 0.1% State Tax Intercepts
- 1% IRS Tax Intercepts
- 1% Other States

\*"Administrative Enforcement" means actions authorized by federal regulations which are taken to enforce a child support order without obtaining an order from the Family Court. This includes passport denial, drivers license suspension, and credit reporting.

All data is as of December 2021, except if noted otherwise.

Learn more today at [nyc.gov/hra/ocss](http://nyc.gov/hra/ocss) or email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)



# NYC Office of Child Support Services (OCSS) Contact Child Support

## Online Child Support Resources

### NYC CHILD SUPPORT WEBSITE

[www.nyc.gov/hra/ocss](http://www.nyc.gov/hra/ocss)

Get information about programs and services offered only in New York City

### NYC CHILD SUPPORT YOUTUBE CHANNEL

[www.youtube.com/HRANYC](http://www.youtube.com/HRANYC)

Learn important facts about the program

### NYS CHILD SUPPORT WEBSITE

[www.childsupport.ny.gov](http://www.childsupport.ny.gov)

Get forms and view account information (social security number and PIN required)

## Phone Appointments

### NYC OCSS CUSTOMER SERVICE

Email [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) and say you want a phone call to discuss your child support question or concern.

In your email provide name, Child Support case number, description of your concern(s), phone number, and the best time to reach you.

Enter "Requesting a Customer Service Appointment" in the email subject line.

## Email Support (Questions)

### NYC OCSS CUSTOMER SERVICE

[dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) and include your question or concern.

In your email, include your Child Support case number and use a descriptive subject line. You will receive a response by mail.

## Child Support Helpline

### NYS CHILD SUPPORT HELPLINE

888-208-4485

866-875-9975 TTY (Hearing Impaired)

Monday–Friday, 8:00 am–7:00 pm

Automated information available 24 hours a day / 7 days a week and live call agents available Monday – Friday 8:00am – 7:00pm.

## Mail

### NYC OCSS CORRESPONDENCE SERVICES

OCSS  
PO Box 830  
Canal Street Station  
New York, NY 10013

Mail forms and inquiries. Provide name, Child Support case number, description of your concern(s).

### Mail payments to:

NYS Child Support Processing Center  
PO Box 15363 Albany, NY 12212-5363

Be sure to include your case identification number on all payments.

## Paternity and Outreach

### OCSS PATERNITY SERVICES AND OUTREACH

929-221-5008

Information about paternity, DNA testing, and community outreach events

## Payments by Phone

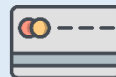


### NYC OCSS CUSTOMER SERVICE

929-252-520nyc1

Credit and Debit card payments accepted

Monday–Friday, 9:00 am–5:00 pm



*Icon indicates credit and debit card payments are accepted*

(TURN OVER FOR A LIST OF OFFICES SERVING PARENTS IN PERSON)



# NYC Office of Child Support Services (OCSS) Contact Child Support

## In Person Customer Service Office Services



### OCSS CUSTOMER SERVICE WALK-IN CENTER

151 West Broadway  
4th Floor  
New York, NY 10013

Between Worth and Thomas Streets.

Business Hours: Mon - Fri, 8:00 AM - 6:00 PM (except holidays)

- ✓ Case inquiries
- ✓ Payments
- ✓ Order modifications
- ✓ Enforcement assistance
- ✓ Payment plans
- ✓ Child support agreements
- ✓ Debt reduction applications

## In Person Intake Interviews for Custodial Parents Receiving Cash Assistance

Office Hours: Monday–Friday, 8:30 am–5:00 pm

### BRONX BOROUGH OFFICE

*Serving the Bronx*

894 Garrison Avenue  
Bronx, NY 10474  
718-557-1399 [[GOOGLE MAPS](#)]

### BROOKLYN BOROUGH OFFICE

*Serving Brooklyn and the Rockaways*

1 MetroTech Center, North, 6th Floor  
Brooklyn, NY 11201  
718-557-1399 [[GOOGLE MAPS](#)]

### MANHATTAN BOROUGH OFFICE

*Serving Manhattan and Staten Island*

115 Chrystie Street, 3rd Floor  
New York, NY 10002  
718-557-1399 [[GOOGLE MAPS](#)]

### QUEENS BOROUGH OFFICE

*Serving queens (except the rockaways)*

One Honeywell Street, 6th Floor  
Long Island City, NY 11101  
718-557-1399 [[GOOGLE MAPS](#)]

### STATEN ISLAND

Staten Island residents receive services in the Manhattan Borough Office.

## In Person Intake Interviews for Custodial Parents Applying for Services and Not Receiving Cash Assistance & For Parents with General Questions About Their Child Support Case

Office Hours: Monday–Friday, 9:00 am–5:00 pm



### BRONX FAMILY COURT

900 Sheridan Avenue, LM Floor  
Bronx, NY 10451  
718-590-3924/3432 [[GOOGLE MAPS](#)]

### BROOKLYN FAMILY COURT

330 Jay Street, 12th Floor  
Brooklyn, NY 11201  
718-246-7962/68 [[GOOGLE MAPS](#)]

### MANHATTAN FAMILY COURT

60 Lafayette Street, 1st Floor  
New York, NY 10013  
212-385-8218/19 [[GOOGLE MAPS](#)]

### QUEENS FAMILY COURT

151-20 Jamaica Avenue, 4th Floor  
Jamaica, NY 11432  
718-725-3148/49 [[GOOGLE MAPS](#)]

### STATEN ISLAND FAMILY COURT

18 Richmond Terrace, Basement  
Staten Island, NY 10301  
718-720-2906 [[GOOGLE MAPS](#)]

A list of all OCSS office locations is also available online at [bit.ly/CSoffices](https://bit.ly/CSoffices).





## New York City Office of Child Support Services (OCSS)

- ✓ Keeps a record of all child support payments
- ✓ Available for parents with divorce decrees
- ✓ Manages orders from other states and countries
- ✓ Not limited by immigration or income
- ✓ Provides services for both parents
- ✓ Attorneys not needed
- ✓ Options for staying safe while seeking child support

### Benefits of Child Support

Legal  
parentage



Child  
support  
payments



Parent-child  
relationship



Health  
insurance



Neutral  
intermediary



*With Parentage Established*

Pension  
funds



Military  
allowance



### Services Offered by Child Support



Locating noncustodial  
parents



Serving summons



Establishing legal  
parentage



Referrals for genetic  
testing



Court referrals or  
agreements to  
establish & modify  
child support orders



Collecting & disbursing  
child support payments



Enforcing child support  
orders



Child support debt  
management &  
referrals to mediation  
services



Employment service  
referrals

**Learn more today at [nyc.gov/hra/ocss](https://nyc.gov/hra/ocss)  
 or email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)**

# 4 Simple Ways To Get Child Support Services

## Option 1: Easiest | Download the Child Support Mobile App



Step 1: Download the NYC HRA Child Support App at [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile) and submit your form.

Step 2: A Child Support representative will contact you regarding the next steps.



## Option 2: Submit a petition at Family Court



Step 1: Download and complete a court petition at <https://bit.ly/3mGSfzC>.

Step 2: File the petition at the Family Court in your Borough.



## Option 3: Download an application



Step 1: Go to [nyc.gov/hra/ocss](http://nyc.gov/hra/ocss) and navigate to the section on how to apply for services. Download the form.

Step 2: Once completed, email it to [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us). You can also hand it in at any of our offices (<http://bit.ly/CSoffices>) or mail it to:

OCSS  
PO Box 830  
Canal Street Station  
New York, NY 10013



## Option 4: Contact Child Support



Step 1: Contact us and request that a form be mailed or emailed to you.

- Call the Child Support Helpline at 888-208-4485
- Visit a Customer Service or Family Court Office:  
<http://bit.ly/CSoffices>
- Email [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)

Step 2: Once completed, see Option 3 above on how to submit it.





# New York City Office of Child Support Services (OCSS) Programs to Assist Noncustodial Parents

The New York City Human Resources Administration (HRA) Office of Child Support Services (OCSS) is a federally mandated program to support children. OCSS lifts thousands of children out of poverty and prides itself on the many programs available for parents.

The goal of the program is to provide children the financial and emotional support they need from both parents without negatively impacting either parent.

## DEBT REDUCTION PROGRAMS

OCSS understands that debt from any source can have a negative impact on an individual’s mental and physical health. Research suggests that it can also affect whole families. Through debt reduction programs, OCSS can reduce arrears (debt) owed permanently to the NYC Department of Social Services (DSS).



- Caps arrears at \$500 when the noncustodial parent (NCP) earns at or below the Federal Poverty Level.
- Reduced \$259 million in DSS arrears for 12,915 NCPs between 2009 – 2021.
- Download the application at [bit.ly/ArrearsCapApp](http://bit.ly/ArrearsCapApp) or get the mobile app at [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile).



- \$5,000 annual credit when child support is paid for a full year. Receives up to a \$15,000 credit over 3 years or up to the amount of debt owed to DSS.
- Reduced \$12.7 million in DSS arrears for 3,929 NCPs between 2011 – 2021.
- Download the application at [bit.ly/ArrearsCreditApp](http://bit.ly/ArrearsCreditApp) or get the mobile app at [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile).



- Reduce up to \$10,000 in DSS arrears with completion of a substance use treatment program.
- Learn more at [on.nyc.gov/parentsuccess](http://on.nyc.gov/parentsuccess).
- Apply by emailing [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) with subject “Parent Success”.



- Make a payment – reduce your DSS debt by double.
- Reduced \$14,4 million DSS arrears for 3,613 NCPs between 2013 – 2021
- Email [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) with subject “Pay It Off” to learn more.

## MEDIATION SERVICES

Mediators are trained to listen, be fair, and keep the conversation safe and productive. Mediators help with:



- Past-due child support payments owed to the custodial parent
- Future child support payments
- Child support agreements
- Communication on parenting issues
- Custody or visitation
- Other types of conflicts

Learn more at [bit.ly/MediationBrochure](http://bit.ly/MediationBrochure) or email [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) with subject “Mediation”.



## Employment Services

OCSS has partnered with employment vendors to offer noncustodial parents (NCPs) access to employment services.



- Connects NCPs to job programs and services.
- Served 1,725 participants with 484 graduates between 2011 - June of 2022.
- Learn more at [www.courtinnovation.org/programs/parent-support-program](http://www.courtinnovation.org/programs/parent-support-program).



- Proven employment program for New York City public housing residents, offering assessment, job readiness, training, job search assistance, referrals for social supports, and child support services.
- Learn more at [opportunitynyc.org/workforce-development/jobs-plus/](http://opportunitynyc.org/workforce-development/jobs-plus/).



- Helps New Yorkers prepare for and connect to jobs in every sector across the five boroughs. NCPs can get assistance accessing free training, identifying jobs that fit their skills, and preparing for interviews.
- Learn more at [www1.nyc.gov/site/sbs/careers/virtual-wf1cc.page](http://www1.nyc.gov/site/sbs/careers/virtual-wf1cc.page).



- Sends information about new job openings directly to job seekers' cell phones. Employment opportunities are in healthcare, retail, security, transportation, education, and other fields.
- Text "Jobs" to 877877 to receive job alerts. Registration can also be completed at [www1.nyc.gov/site/businesslink/contact/txt-2-work.page](http://www1.nyc.gov/site/businesslink/contact/txt-2-work.page).

## Order Modification Agreements

NCPs receive help, with modifying a child support court order with the assistance of an OCSS Customer Service staff. Learn more by emailing [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) with subject "Agreement".



- Supportive and friendly approach to modifying a child support order.
- Designed to take less time than the traditional court process. A court hearing is still required to obtain an order on consent.
- OCSS helps NCPs fill out the required paperwork.
- The custodial parent needs to participate if they are not receiving cash assistance.

## Additional Resources

Below are some additional resources OCSS would like to highlight for NCPs.

- Child Support Payment Methods: [on.nyc.gov/paymentmethods](http://on.nyc.gov/paymentmethods)
- Noncustodial parent earned income credit (EITC): [www.tax.ny.gov/pit/credits/nceic.htm](http://www.tax.ny.gov/pit/credits/nceic.htm)
- Custody, Visitation, & Child Support: [nyc.gov/hra/ocss](http://nyc.gov/hra/ocss)
- Child Support Mobile App: [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile)
- Child Support "How To Videos": [bit.ly/OCSSYouTube](http://bit.ly/OCSSYouTube)
- ACCESS HRA: [nyc.gov/accesshra](http://nyc.gov/accesshra)
- ACCESS NYC: [access.nyc.gov](http://access.nyc.gov)



### Child Support Mobile App

Digital forms that can be filled out and submitted with a click of a button, update contact information, apply for debt reduction programs, and more. [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile)

Learn more today at [nyc.gov/hra/ocss](http://nyc.gov/hra/ocss) or email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us).

# It's never been easier to access Child Support Services.

## New York City Office of Child Support Services (OCSS) ACCESS HRA Child Support Mobile App lets you:

- ✓ Enroll in child support via your phone
- ✓ Pay child support by credit, debit, PayPal\*
- ✓ Scan and upload required documents
- ✓ Submit a challenge or debt reduction form
- ✓ Download the app (Apple & Android) for free

\* Allow 2-3 business days for payment processing.

Learn more at  
[nyc.gov/childsupportmobile.](https://nyc.gov/childsupportmobile)

Download the app from the  
App Store or Google Play.

Contact us by email at  
[dcse.cseweb@dfa.state.ny.us.](mailto:dcse.cseweb@dfa.state.ny.us)



أصبح الوصول إلى خدمات نفقة الطفل أسهل من أي وقت مضى. يسمح لك تطبيق نفقة الطفل ACCESS HRA التابع لمكتب مدينة نيويورك لخدمات نفقة الطفل (Office of Child Support Services, OCSS) بالتسجيل في خدمات نفقة الطفل عبر هاتفك • دفع نفقة الطفل عن طريق الائتمان، أو الخصم المباشر، أو حساب PayPal • المسح الضوئي للأوراق المطلوبة وتحميلها • تقديم طعن أو نموذج تخفيض الدين • تنزيل التطبيق (هواتف آبل وأندرويد) مجانًا\* انتظر يومين إلى ثلاثة أيام عمل لحين إتمام عملية الدفع. تعرف على المزيد من خلال الموقع الإلكتروني [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile). نزل التطبيق من متجر التطبيقات أو جوجل بلاي. تواصل معنا عبر البريد الإلكتروني [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us).

ARABIC

শিশু সহায়তা সার্ভিস অ্যাক্সেস করা এত সহজ কখনোই ছিল না। নিউ ইয়র্ক সিটি অফিস অফ চাইল্ড সাপোর্ট সার্ভিসেস (Office of Child Support Services, OCSS) ACCESS HRA Child Support (মোবাইল) আপনাকে সাহায্য করবে: • আপনার ফোনের মাধ্যমে শিশু সহায়তায় নথিভুক্ত করতে • ক্রেডিট, ডেবিট, PayPal\*-এর মাধ্যমে শিশু সহায়তা পে করতে • প্রয়োজনীয় নথি স্ক্যান এবং আপলোড করতে • একটি চ্যালেঞ্জ বা ঋণের অংশ ফেরত দেওয়ার প্রক্রিয়ার (debt reduction) ফর্ম জমা দিতে • অ্যাপ ডাইনলোড করুন (Apple ও Android) বিনামূল্যে\* (পেমেন্ট প্রক্রিয়াকরণের জন্য 2-3 কার্যদিবস দিন)। [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile)-এ আরও জানুন। App Store অথবা Google Play থেকে অ্যাপটি ডাউনলোড করুন। [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)-এ ইমেল করে আমাদের সাথে যোগাযোগ করুন।

BENGALI

获取子女抚养费服务从未如此简单。通过纽约市子女抚养费服务办公室 (Office of Child Support Services, OCSS) 的 ACCESS HRA Child Support 移动应用程序, 您可以: • 通过电话注册获取子女抚养费服务 • 通过信用卡、签帳金融卡、PayPal 支付子女抚养费\* • 扫描和上传所需文件 • 提交异议表或债务减免表 • 免费下载应用程序 (Apple 和 Android)\* 付款处理时间为 2-3 个工作日。如需了解更多信息, 请访问 [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile)。请从 App Store 或 Google Play 下载该应用程序。您可以发送电子邮件至 [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) 与我们联系。

CHINESE SIMPLIFIED

獲得子女撫養費服務從未如此容易。透過紐約市子女撫養費服務辦事處 (Office of Child Support Services, OCSS) 的 ACCESS HRA Child Support 行動應用程式, 您可以: • 透過電話註冊獲得子女撫養費服務 • 利用信用卡、簽帳金融卡、PayPal 支付子女撫養費\* • 掃描與上傳必要文件 • 提交異議表或債務減免表 • 免費下載應用程式 (Apple 與 Android)\* 付款處理時間為 2-3 個工作日。若要瞭解更多資訊, 請造訪 [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile)。請從 App Store 或 Google Play 下載此應用程式。若要與我們聯絡, 請寄送電子郵件至 [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)。

CHINESE TRADITIONAL

IL N'A JAMAIS ÉTÉ AUSSI FACILE D'ACCÉDER AUX SERVICES DES PENSIONS ALIMENTAIRES. L'application mobile des pensions alimentaires ACCESS HRA du Bureau des services des pensions alimentaires (Office of Child Support Services, OCSS) de la ville de New York vous permet de: • vous inscrire aux services de pensions alimentaires par téléphone • payer une pension alimentaire par carte de crédit, de débit ou via PayPal\* • scanner et télécharger les documents demandés • déposer un formulaire de contestation ou de demande de réduction de la dette • télécharger gratuitement l'application (Apple et Android)\* Les paiements seront traités sous deux à trois jours ouvrés. Pour en savoir plus, consultez le site [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile). Téléchargez l'application mobile sur l'App Store de Apple ou le Play Store de Google. Contactez-nous par courriel à l'adresse [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us).

FRENCH

LI PA T JANM PI FASIL KONSAN ANVAN AN POU JWENN AKSÈ NAN SÈVIS SIPÒ TIMOUN. Biwo Sèvis Sipò Timoun Vil New York (Office of Child Support Services, OCSS) Aplikasyon Mobil ACCESS HRA Sipò Timoun ap pèmèt ou: • Enskri pou sipò timoun nan telefòn ou • Peye sipò timoun gras ak kat kredi, debi, PayPal\* • Eskane epi telechaje dokiman obligatwa yo • Soumèt yon fòm kontestasyon oswa rediksyon det • Telechaje aplikasyon mobil la (Apple ak Android) gratis\* ki bay 2-3 jou ouvrab pou travay sou pèman. Jwenn plis enfòmasyon sou [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile). Telechaje aplikasyon mobil la sou App Store oswa Google Play. Kontakte nou nan imèl nan [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us).

HAITIAN CREOLE

더욱 쉽게 이용할 수 있는 자녀 양육비 서비스. 뉴욕시 자녀 양육비 서비스국 (Office of Child Support Services, OCSS)의 ACCESS HRA Child Support 모바일 앱으로 할 수 있는 일: • 전화에서 바로 자녀 양육비 서비스 등록 • 신용카드, 직불카드, PayPal\*로 자녀 양육비 지급 • 필요 서류 스캔 및 업로드 • 이의 제기 또는 채무 감액 양식 제출 • 앱은 무료로 다운로드 가능 (Apple 및 Android)\* 지불 처리는 업무일 기준 2~3일 정도 소요됩니다. 자세한 정보는 [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile)을 참고하시기 바랍니다. App Store 또는 Google Play 스토어에서 앱을 다운로드하십시오. 이메일 [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)로 연락하십시오.

KOREAN

DOSTĘP DO USŁUG W ZAKRESIE ALIMENTÓW DLA DZIECI NIGDY NIE BYŁ ŁATWIEJSZY. Aplikacja mobilna ACCESS HRA Child Support Biura Świadczeń Alimentacyjnych na rzecz Dzieci miasta Nowy Jork (Office of Child Support Services, OCSS) umożliwi Ci: • Zarejestrowanie się do usług za pomocą telefonu • Zapłacenie alimentów za pośrednictwem karty kredytowej, debetowej lub systemu PayPal\* • Zeskanowanie i wysłanie wymaganych dokumentów • Złożenie wniosku o zakwestionowanie lub obniżenie zadłużenia alimentacyjnego • Bezpłatne pobranie aplikacji (Apple, Android)\* Przetwarzanie płatności trwa 2–3 dni robocze. Więcej informacji znajduje się na stronie [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile). Pobierz aplikację z App Store lub Google Play. Prosimy kontaktować się z nami pocztą e-mail pod adresem [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us).

POLISH

ПОЛУЧИТЬ ДОСТУП К ПОМОЩИ ПО СОДЕРЖАНИЮ РЕБЕНКА ЕЩЕ НИКОГДА НЕ БЫЛО ТАК ПРОСТО. Мобильное приложение ACCESS HRA Child Support Управления OCSS города Нью-Йорка позволяет: • зарегистрировать ребенка с помощью телефона; • выплачивать алименты с кредитной, дебетовой карты, PayPal\*; • сканировать и загружать необходимые документы; • отправить возражение или форму сокращения долга; • загрузить приложение (Apple и Android) бесплатно.\* Обработка платежей может занимать 2-3 рабочих дня. Подробности на сайте [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile). Скачайте приложение из App Store или Google Play. Свяжитесь с нами по электронной почте: [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us).

RUSSIAN

NUNCA HA SIDO TAN FÁCIL ACCEDER A LOS SERVICIOS DE MANUTENCIÓN INFANTIL. Oficina de Servicios de Manutención Infantil de la Ciudad de Nueva York (Office of Child Support Services, OCSS), la aplicación móvil ACCESS HRA Child Support le permite: • Inscribirse en la manutención infantil por medio de su teléfono • Pagar la manutención infantil con crédito, débito, PayPal\* • Escanear y cargar los documentos necesarios • Enviar un formulario de impugnación o reducción de deuda • Descargar la aplicación gratis (Apple y Android). \*Espere de 2 a 3 días hábiles para procesar el pago. Obtenga más información en [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile). Descargue la aplicación en App Store o Google Play. Comuníquese con nosotros por correo electrónico a [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us).

SPANISH

امداد اطفال کی خدمات تک رسائی حاصل کرنا کبھی بھی اتنا آسان نہیں رہا ہے۔ نیو یارک سٹی دفتر برائے امداد اطفال کی خدمات (Office of Child Support Services, OCSS) ACCESS HRA امداد اطفال موبائل ایپ آپ کو درج ذیل میں مدد دیتی ہے: • اپنے فون کے ذریعے امداد اطفال میں اندراج کروانے میں • امداد اطفال کی ادائیگی کریڈٹ، ڈیبٹ، PayPal کے ذریعے کرنے میں • مطلوبہ دستاویزات اسکین اور اپ لوڈ کرنے میں • چینج یا قرض میں تخفیف کا فارم جمع کروانے میں • مفت\* (Apple اور Android) ایپ ڈاؤن لوڈ کرنے میں ادائیگی پر عمل کاری کے لیے 2-3 کاروباری دن انتظار فرمائیں۔ [nyc.gov/childsupportmobile](http://nyc.gov/childsupportmobile) پر مزید جانیں۔ App Store یا Google Play سے ایپ ڈاؤن لوڈ کریں۔ [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) پر ای میل کر کے ہم سے رابطہ کریں۔

URDU



## Change or Stop Your Child Support Order

### Change (modify) your child support order:

Either parent may be eligible to modify a child support order if they can check at least one of the boxes:

- At least three years have passed since your order was last established, modified, or adjusted.
- Either parent's gross income has changed by 15% or more since the order was last established, modified, or adjusted. A reduction in your income cannot be by your own choice.
- One or more children on your order have emancipated (e.g., turned 21, married, joined military).
- The parent who owes child support is incarcerated.

### Stop your child support order:

Either parent may be eligible to stop a child support order if they can check at least one of the boxes:

- The parent who owes child support is incarcerated with no chance of parole or is institutionalized.
- Custody of the child has changed.
- All the children on your order have emancipated (e.g., turned 21, married, joined military).



Act when your situation changes. Orders go back to the date the petition is filed.

## Choose One Method:

### A. Change an order with the Child Support program

#### Process

1. Meet with an OCSS Customer Service representative over the phone or in person.
2. Come up with the new order amount (note: the new order amount is calculated using the same formula as in court).
3. Sign the agreement.
4. Confirm your consent in court.

#### Getting Started

Contact OCSS in one of two ways:



Email [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) with subject "Modify Order" and request a phone appointment. Include your child support case ID in the email.



Visit the OCSS Customer Service Walk-in Center at 151 W. Broadway, 4<sup>th</sup> floor in Manhattan, open Monday to Friday between 8 am and 6 pm, except on holidays.

**Timeline:** Usually only one court hearing is needed after an agreement is signed.

#### Child Support Calculator



How much child support might I pay or receive?

### B. Change or stop your order with the Family Court

#### Process

1. Fill out a child support modification petition.
2. File the petition with the Family Court that most recently established your order.
3. Serve a summons to the other party informing them of your intention to change the child support order. OCSS can help.

#### Getting Started

Complete the petition one of three ways:



Go to <https://nycourts.gov/courthelp//diy/supportmodification.shtml>, click the link under that "Start" heading. Print the petition to modify your child support order. File the petition with the Petition Room at the Family Court.



Go to the OCSS Customer Service Walk-in Center at 151 W. Broadway, 4<sup>th</sup> floor in Manhattan, open Monday to Friday between 8 am and 6 pm, except on holidays, for assistance with completing the modification petition.



Go to the Petition Room at the Family Court where you child support petition was established or modified last and request information on how to file a modification petition.

**Timeline:** Usually requires more than one court hearing.



# Your Child Support Payment Options

	Method	Fee	Process	Contact	Notes
App	Credit & Debit cards, PayPal, & Venmo	\$0	Download the app for free through the <a href="#">App Store</a> (Apple) and <a href="#">Google Play</a> (Android). Visit <a href="https://nyc.gov/childsupportmobile">https://nyc.gov/childsupportmobile</a> for a list of mobile app features and more.	If there is a problem making a payment through the app, send an email to <a href="mailto:dcse.cseweb@dfa.state.ny.us">dcse.cseweb@dfa.state.ny.us</a> . Include your Child Support case number.	Allow 2-3 business days for payment processing.
	Credit or Debit Cards	\$0	Call 929-252-5201. Mon.–Fri., 9:00 a.m.–5:00 p.m.	Child support specialists on the phone.	Allow 2-3 business days for payment processing.
In Person	Credit or Debit Cards	\$0	Visit a NYC Child Support Office: - Customer Service Walk-in Center at 151 West Broadway, 5th floor, New York, NY 10013. Mon.–Fri., 9:00 a.m.–5:00 p.m.; or - Visit a Family Court location ( <a href="https://on.nyc.gov/contactocss">on.nyc.gov/contactocss</a> ) & go to an OCSS office.	Child support specialists on location	You need photo ID to enter the building. Allow 2-3 business days for payment processing.
	Cash via Money Gram	\$3.99 for each payment you make on each case	1. Find a MoneyGram location on <a href="http://www.moneygram.com">www.moneygram.com</a> . 2. Bring these with you: - Cash needed to make your child support payment plus the fee of \$3.99 - Your child support case number (New York Case Identifier) 3. Pay the amount and the fee at the cash counter. Reference Receive code 14690.	If there is a problem making a payment through Money Gram, call or chat with them <b>Phone:</b> 800-926-9400 <b>Live Chat:</b> MoneyGram.com	Payments can only be accepted for one case at a time. No need to come to our office. Allow for your mailing time plus 2-3 business days for payment processing.
Mail	Personal Checks, Certified Checks, or Money Orders	\$0	<b>Mail the payment to:</b> NYS Child Support Processing Unit P.O. Box 15363, Albany, NY 12212-5363 - Include a payment coupon, if available. Or include a piece of paper with your full name, the child support account number (New York Case Identifier), the county name, and the amount of the payment.	For status of your payment, call 888-208-4485 <b>TTY (Hearing Impaired):</b> 866-875-9975 Mon.– Fri., 8 a.m.–7 p.m. (Automated information available anytime)	Create a payment coupon at <a href="https://childsupport.ny.gov">childsupport.ny.gov</a> . Do not send cash. Allow for mailing time plus 2-3 business days for payment processing.
NYS Website	Credit/Debit Cards, Direct Pay via bank account, PayPal	\$2.50 one-time registration fee. See Notes column for transaction fees.	- Register at <a href="http://www.expertpay.com/obligorapp">www.expertpay.com/obligorapp</a> and follow the directions online. - Requires a “FIPS code”: call the NYS Child Support Helpline at 1-888-208-4485 to get the right code. - Direct Debit payments: Up to 4 business days processing time - PayPal and Credit/Debit card payments: Next business day for payments made before 5:00 PM Eastern time.	For issues or status call 800-403-0879 8 a.m.–5 p.m. (EST) <b>Email:</b> <a href="mailto:customer.service@expertpay.com">customer.service@expertpay.com</a>	\$0 transaction fee for direct debit payments <b>2.95% or \$60</b> max service fee per credit or debit card transaction, as well as PayPal.
	Credit/Debit Cards	\$7.99 for less than \$100, else \$0.	- Register at <a href="http://www.moneygram.com">www.moneygram.com</a> and follow directions. Requires New York Receive Code 14690.	For issues or status of your payment call 800-926-9400. <b>Live Chat:</b> MoneyGram.com	Payments process in approximately 2-5 business days.

Need help managing your finances? Get **free financial counseling** at the City’s Financial Empowerment Centers located in every borough. To make an appointment, **call 311 today!**

**IMPORTANT:** Information current as of 3/8/2023. All references to fees apply exclusively to payments made to New York State child support accounts using the parties named above and are subject to change. NYC OCSS is not responsible for the collection and/or imposition of fees or other charges associated with the use of any credit and/or debit card or other form of payment (e.g., check, money order) used to pay a New York State child support account. Electronic payments, particularly for first-time users, can take more than one business day to process.





# Sus opciones de pago de manutención infantil

	Método	Pago	Proceso	Contacto	Notas
<b>Aplicación</b>	Tarjetas de crédito y débito, PayPal y Venmo	<b>\$0</b>	Descargue la aplicación gratis en <a href="#">App Store</a> (Apple) y <a href="#">Google Play</a> (Android). Visite <a href="https://nyc.gov/childsupportmobile">https://nyc.gov/childsupportmobile</a> para obtener una lista de funciones de aplicaciones móviles y más.	Si hay algún problema al hacer un pago por la aplicación, envíe un email a <a href="mailto:dcse.cseweb@dfa.state.ny.us">dcse.cseweb@dfa.state.ny.us</a> . Incluya el número de su caso de manutención infantil.	El procesamiento del pago puede demorar entre 2-3 días laborables.
<b>Teléfono</b>	Tarjetas de crédito o débito	<b>\$0</b>	Llame al 929-252-5201. De lunes a viernes, de 9:00 a. m. a 5:00 p. m.	Especialistas en manutención infantil al teléfono.	El procesamiento del pago puede demorar entre 2-3 días laborables.
<b>En persona</b>	Tarjetas de crédito o débito	<b>\$0</b>	Visite una oficina de NYC Child Support: - Centro de atención al cliente sin cita previa en 151 West Broadway, 5.º piso, New York, NY 10013. De lunes a viernes, de 9:00 a. m. a 5:00 p. m.; o - Visite un centro del Tribunal de Familia ( <a href="https://on.nyc.gov/contactocss">on.nyc.gov/contactocss</a> ) y vaya a una oficina OCSS.	Especialistas en manutención infantil en el lugar	Necesita una identificación con foto para entrar al edificio. El procesamiento del pago puede demorar entre 2-3 días laborables.
	Efectivo por Money Gram	<b>\$3.99</b> por cada pago que haga en cada caso	1. Encuentre un centro de MoneyGram en <a href="http://www.moneygram.com">www.moneygram.com</a> . 2. Lleve esto: - Efectivo necesario para hacer el pago de manutención infantil más la tarifa de \$3.99 - Su número de caso de manutención infantil (Identificador de caso de Nueva York) 3. Pague la cantidad y la tarifa en caja. Código de recepción de referencia: 14690.	Si hay algún problema al hacer un pago por Money Gram, llámelos o chatee con ellos. <b>Teléfono:</b> 800-926-9400 <b>Chat en vivo:</b> MoneyGram.com	Los pagos solo se pueden aceptar para un caso a la vez. No es necesario venir a nuestra oficina. Considere el tiempo de envío por correo más 2-3 días laborables para el procesamiento del pago.
<b>Correo</b>	Cheques personales, cheques certificados o giros postales	<b>\$0</b>	<b>Envíe el pago por correo a:</b> NYS Child Support Processing Unit P.O. Box 15363, Albany, NY 12212-5363 - Incluya un cupón de pago si tiene alguno. O incluya una hoja de papel con su nombre completo, el número de cuenta de manutención infantil (Identificador de caso de Nueva York), el nombre del condado y la cantidad del pago.	Para conocer el estado de su pago, llame al 888-208-4485 <b>TTY (personas con deficiencias auditivas)</b> 866-875-9975 De lunes a viernes, de 8 a. m. a 7 p. m. (Información automatizada disponible en cualquier momento)	Cree un cupón de pago en <a href="https://childsupport.ny.gov">childsupport.ny.gov</a> . No envíe efectivo. Considere el tiempo de envío por correo más 2-3 días laborables para el procesamiento del pago.
<b>Sitio web de NYS</b>	Tarjetas de crédito/débito, pago directo por cuenta bancaria, PayPal	Tarifa única de inscripción de <b>\$2.50</b> . <i>Consulte la columna Notas para conocer las tarifas de transacción.</i>	- Regístrese en <a href="http://www.expertpay.com/obligorapp">www.expertpay.com/obligorapp</a> y siga las instrucciones en línea. - Exige un "código FIPS": llame a la línea de ayuda de NYS Child Support al 1-888-208-4485 para obtener el código correcto. - Pagos por débito directo: Tiempo de procesamiento de hasta 4 días laborables. - PayPal y pagos con tarjeta de crédito/débito: El próximo día laborable para pagos hechos antes de las 5:00 p. m., hora del Este.	Si tiene problemas o quiere saber el estado de su pago, llame al 800-403-0879 De 8 a. m. a 5 p. m. (EST) <b>Email:</b> <a href="mailto:customer.service@expertpay.com">customer.service@expertpay.com</a>	Tarifa de transacción de <b>\$0</b> para pagos con débito directo <b>2.95%</b> o tarifa máxima de servicio de <b>\$60</b> por transacción con tarjeta de crédito o débito y PayPal.
	Tarjetas de crédito/débito	<b>\$7.99</b> por menos de \$100, de lo contrario <b>\$0</b> .	- Regístrese en <a href="http://www.moneygram.com">www.moneygram.com</a> y siga las instrucciones. Requiere el código de recepción de Nueva York (New York Receive Code) 14690.	Si tiene problemas o quiere saber el estado de su pago, llame al 800-926-9400. <b>Chat en vivo:</b> MoneyGram.com	Los pagos se procesan en aproximadamente 2-5 días laborables.

¿Necesita ayuda para administrar sus finanzas? Obtenga **asesoramiento financiero gratis** en los Financial Empowerment Centers de la ciudad situados en cada distrito. Para hacer una cita, ¡llame al 311 hoy!

**IMPORTANTE:** Información actualizada al 3/8/2023. Todas las referencias a las tarifas se aplican exclusivamente a los pagos hechos a las cuentas de manutención infantil del estado de Nueva York usando las partes mencionadas arriba y están sujetas a cambios. NYC OCSS no es responsable del cobro o imposición de tarifas u otros cargos asociados al uso de cualquier tarjeta de crédito o débito u otra forma de pago (p. ej., cheque, giro postal) usada para pagar una cuenta de manutención infantil del estado de Nueva York. Los pagos electrónicos, en particular para los usuarios nuevos, pueden tardar más de un día laborable en procesarse.

# Servicio de mediación gratis o de bajo costo

Para la manutención infantil, la custodia y las visitas, la comunicación y más

## Obtenga ayuda confidencial y justa

Los programas de mediación gratis o de bajo costo que hay en toda la ciudad de Nueva York trabajarán con los padres del niño para buscar una forma positiva de avanzar.

Los mediadores están capacitados para escuchar, ser justos y lograr que la conversación sea segura y productiva.

## Hable sobre lo que es importante

Los mediadores ayudan a los padres a llegar a un acuerdo sobre diversos temas, por ejemplo:

- Pagos de manutención infantil atrasados
- Pagos de manutención infantil futuros
- Custodia de visitas o crianza de los hijos
- Comunicación u otros tipos de conflictos

## Tome control del proceso

Los padres controlan el proceso de mediación. Usted decide si quiere participar o no. Usted decide si quiere aceptar el acuerdo final.

Así funciona el proceso:

- Los dos padres se reúnen con un mediador capacitado y neutral
- El mediador dirige una conversación sobre las necesidades y diferencias de los padres para llegar a un acuerdo realista
- Los padres son los que toman las decisiones, no el mediador

## Encuentre un programa que se adapte a sus necesidades

Hay programas disponibles en toda la ciudad de Nueva York.

Nombre del proveedor del servicio de mediación	Tipo de servicio que provee			
	Orden de consentimiento de manutención infantil	Deuda por manutención infantil	Custodia y visitas	Otros problemas de crianza
Centro de Mediación y Capacitación <b>212-799-4302</b> aceptan todos los clientes; tarifa por hora	✓	✓	✓	✓
Servicios de Mediación Comunitaria <b>718-523-6868</b> para residentes de Queens	✓	✓	✓	✓
Instituto de Mediación y Resolución de Conflictos <b>718-585-1190</b> para residentes del Bronx			✓	✓
Instituto de Paz de Nueva York <b>212-577-1740</b> para residentes de Brooklyn y Manhattan	✓	✓	✓	✓
Grupo de Asistencia Legal de Nueva York <b>hrasupport@nylag.org</b> aceptan clientes de bajos ingresos	✓	✓	✓	✓
Ayuda para Padres <b>800-716-3468</b> aceptan todos los clientes			✓	✓

Envíe un email a [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) con el asunto "mediación" para obtener más información.



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Hard Conversations Are Part of Parenting

# Mediation

Lets You Really Be Heard



# Free Or Low-Cost Mediation Service

For child support, custody and visitation, communication, and more

## Get Help That's Confidential and Fair

Free or low-cost mediation programs across New York City will work with you and your child's other parent to find a positive way forward.

Mediators are trained to listen, to be fair, and to keep the conversation safe and productive.

## Talk About What's Important

Mediators help parents come to agreements about such issues as:

- Past-due child support payments
- Future child support payments
- Custody visitation or child rearing
- Communication or other types of conflicts

## Take Control of the Process

You and the other parent control the mediation process. You decide whether you want to participate. You decide if you want to accept the final agreement.

Here's how the process works:

- Both parents meet with a trained, neutral mediator
- The mediator leads a conversation about the parents' needs and differences to come to a realistic agreement
- The parents make the decisions, not the mediator

## Find a Program That Fits Your Needs

Programs are available across New York City.

Name of the Mediation Provider	Type of Service Provided			
	Child Support Consent Order	Child Support Debt	Custody and Visitation	Other Issues in Parenting
Center for Mediation and Training <b>212-799-4302</b> all clients; hourly fee	✓	✓	✓	✓
Community Mediation Services <b>718-523-6868</b> Queens residents	✓	✓	✓	✓
Institute for Mediation and Conflict Resolution <b>718-585-1190</b> Bronx residents			✓	✓
New York Peace Institute <b>212-577-1740</b> Brooklyn and Manhattan residents	✓	✓	✓	✓
New York Legal Assistance Group <b>hrasupport@nylag.org</b> low-income clients	✓	✓	✓	✓
Parent Help <b>800-716-3468</b> all clients			✓	✓

Email [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us) with subject "mediation" to learn more.



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LA FOTOGRAFÍA ES DE UN MODELO SOLO PARA USO CON FINES ILUSTRATIVOS.

Las conversaciones difíciles son parte de la crianza

# La mediación

le permite ser realmente escuchado

# To sign up for the Child Support Snapshot, email [OCSSinfo@dfa.state.ny.us](mailto:OCSSinfo@dfa.state.ny.us)

## The Child Support Disconnect

Tens of thousands of mothers, fathers, and guardians visit New York City child support offices every year for information and guidance.

Yet tens of thousands more never do. Too often the result is a negative cycle.

The barriers that keep parents from being able to resolve their child support issues go unaddressed. So noncustodial parents have trouble paying their child support or staying afloat financially. Custodial parents or guardians then lack the means to care for the child. This can lead to escalating tensions between parents and, at times, noncustodial parents disconnecting from their children.

This is where you and your organization come in.

## You can be the critical link

Your clients trust you, even with a topic as sensitive as child support. To help them, you need:

- + Reliable information about their specific cases
- + Expert guidance on next steps—so you don't have to be an expert yourself
- + Resources that put the power of change in your clients' own hands

The Child Support Snapshot gives you instant access to all of that—in a single online location.

## Reliable information about NYC cases

The Child Support Snapshot boils down the complex world of child support to a single-page report.

Each Snapshot report contains such information as:

- + Payments on your client's case
- + How much money is owed and to whom
- + What kinds of enforcement actions, if any, have been taken on the case

## Expert guidance at your fingertips

Included on each Snapshot report is a list of recommended next steps that are generated in response to specific details about a given case.

The Child Support Snapshot tool also includes links to forms, brochures, and videos that you can send directly to your client.

## A confidential and secure System

To maintain our clients' privacy, we require Child Support Snapshot users to:

- + Agree to keep the information confidential
- + Get signed permission from each individual client allowing his or her information to be released to your organization or agency

Only then can that person's case information be viewed in the Child Support Snapshot. This process protects you and it protects your client.

Las imágenes son de modelos utilizados únicamente con fines ilustrativos.



# Child Support Snapshot

Información que sus clientes realmente necesitan de una fuente en la que realmente confían: usted

**NYC** Department of Social Services  
Human Resources Administration  
Department of Homeless Services | Office of Child Support Services

BRC-1008 (E-S)

## Information, Guidance, and Resources

From a single online tool. Delivered as soon as the parent consents

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*Bill de Blasio, Mayor*  
*Steven Banks, Commissioner*



Si desea inscribirse para usar Child Support Snapshot, envíe un correo electrónico a [OCSSinfo@dfa.state.ny.us](mailto:OCSSinfo@dfa.state.ny.us).

### La desconexión en el sustento de menores

Cada año, decenas de miles de madres, padres y tutores visitan las oficinas de sustento de menores de la ciudad de Nueva York para obtener información y orientación.

Sin embargo, otras decenas de miles nunca lo hacen. Con mucha frecuencia, el resultado es un ciclo negativo.

Los obstáculos que impiden que los padres puedan resolver sus problemas de sustento de menores persisten. Por lo tanto, los padres sin custodia tienen problemas para pagar su sustento de menores o para mantenerse a flote económicamente. Además, los padres o tutores con custodia se quedan sin los medios necesarios para cuidar al menor. Esto puede llevar a tensiones cada vez mayores entre los padres y, a veces, los padres sin custodia pierden el vínculo con sus hijos.

Aquí es donde usted y su organización intervienen.

### Usted puede ser el eslabón fundamental

Sus clientes confían en usted, incluso cuando se trata de un tema tan delicado como el sustento de menores. Para ayudarlos, usted necesita:

- + Información confiable sobre los casos específicos de sus clientes.
- + Orientación experta sobre los próximos pasos, de modo que usted no necesita ser un experto.
- + Recursos que pongan el poder del cambio en las propias manos de sus clientes.

Child Support Snapshot le ofrece un acceso instantáneo a todo eso, en un solo lugar en línea.

### Información confiable sobre los casos de la ciudad de Nueva York

Child Support Snapshot resume el complejo mundo del sustento de menores en un informe de una sola página.

Cada informe de Snapshot incluye información como:

- + Pagos en el caso de su cliente.
- + Cantidad de dinero que se adeuda y a quién.
- + Qué tipos de medidas de ejecución se han aplicado en el caso, si hubiera alguna.

### Orientación experta a su disposición

Con cada informe de Snapshot, se incluye una lista de los próximos pasos recomendados que se generan como respuesta a los detalles específicos sobre un caso determinado.

La herramienta Child Support Snapshot también incluye enlaces a formularios, folletos y videos que puede enviarle directamente a su cliente.

### Un sistema confidencial y seguro

Para mantener la privacidad de nuestros clientes, solicitamos que los usuarios de Child Support Snapshot:

- + Acepten mantener la información como confidencial.
- + Obtengan el permiso firmado de cada cliente individual en el que este autorice la divulgación de su información a la organización o agencia donde usted trabaja.

Solo así la información del caso de esa persona se podrá ver en Child Support Snapshot. Este proceso los protege a usted y a su cliente.



Photo is of models used for illustrative purposes only.

# Child Support Snapshot

Information your clients really need from a source they really trust: you



Department of Social Services  
Human Resources Administration  
Department of Homeless Services

Office of Child Support Services

BRC-1008 (E-S)

## Información, orientación y recursos

desde una sola herramienta en línea. Se entrega tan pronto como el padre o la madre dé su consentimiento

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Bill de Blasio, alcalde  
Steven Banks, comisionado



# Office of Child Support Services

## Additional Resources

Title and Link	Thumbnail	QR Code
<a href="#"><u><b>Child Support Calculator</b></u></a>	<p><b>Child Support Calculator: Get an Estimate of Your Order</b></p> <p>Use the Child Support Calculator to get an idea of how much child support a noncustodial parent might be ordered to pay or a custodial parent may receive in New York State. The <b>Child Support Standards Act (CSEA)</b> § 413.1 (b)(2) was amended to ensure that child support orders in New York State are fair and equitable. The goal is to give children the same standard of living they would have if their parents were together.</p> <p><b>Must Fulfill the Calculator</b></p> <p><b>Calculator</b></p> <p>Enter the number of children for whom support is being requested:</p> <input type="text"/> <p>Enter the noncustodial parent's gross annual income (before deductions):</p> <input type="text"/> <p><b>Calculate</b></p> <p>Get the estimated annual support amount:</p> <input type="text"/>	
<a href="#"><u><b>Handbook for Custodial Parents</b></u></a>	<p><b>CHILD SUPPORT HANDBOOK</b> For Custodial Parents</p>	
<a href="#"><u><b>Handbook for Noncustodial Parents</b></u></a>	<p><b>CHILD SUPPORT HANDBOOK</b> for Noncustodial Parents</p>	
<a href="#"><u><b>DNA Test</b></u></a>	<p><b>DNA TESTING</b> \$45 PER PERSON</p> <p><b>DNA TESTING IS THE MOST ACCURATE WAY TO DETERMINE THE FATHER OF A CHILD.</b></p> <p><b>IF YOU DECIDE TO USE OUR SERVICES</b></p> <ul style="list-style-type: none"> <li>You will be referred to a state-certified laboratory. A swab is used to take DNA samples from inside the cheeks of the baby and both parents; the test is quick and painless.</li> <li>You do not have to go to the lab the same day as the other parents; if you are under 18, the laboratory may require you to have one of your parents accompany you.</li> <li>Results will be sent to you by mail approximately 2 weeks after the lab receives all of the samples.</li> </ul> <p><b>IF YOU NEED MORE INFORMATION OR TO SCHEDULE AN APPOINTMENT FOR DNA TESTING, YOU MAY CONTACT US AT:</b> <b>929-221-5008</b></p>	