

Training Institute Child Support Information Sessions



We look forward to seeing you at our free virtual child support webinars. Each session starts with a presentation that is followed by a question-and-answer period.

HRA's Office of Child Support Services (OCSS) Training Institute presents an ongoing free series of webinars designed to shed light on the sometimes complicated aspects of child support. The webinars are designed for staff at city agencies and community-based organizations, as well as parents – and professionals that work with those parents. Each session starts with a presentation that is followed by a question-and-answer period.

If you have trouble registering for any session, please email us immediately at OCSS.TrainingInstitute@dfa.state.ny.us.

Upcoming Presentations

Tuesday, April
2nd at 10:00 –
11:00 AM

Best Suited For:



Child Support Agreements and Mediation Options

This session is open to all noncustodial and custodial parents seeking a child support order – to explore the ways that agreements -either for a new order or modification of an existing order - can be used to simplify and expedite the child support process by limiting visits to family court. This session will also cover how mediation can be used to address child support debt that is owed to the custodial parent. **Register at** <https://bit.ly/49ZcteK>.



Best suited for:  Parents  Attorneys  Agencies & organizations assisting parents

All webinars are in English. Email ocss.traininginstitute@dfa.state.ny.us to request an interpreter at least 48 hours before the session date.

Upcoming Presentations

Tuesday, April
16th at 10:00 –
11:00 AM

Best Suited For:



Getting Started with Child Support: What Can I Expect?

Child Support is complicated, and many people who might be considering child support, or who find out they have been summoned to a child support hearing, don't know what to expect. Research shows that many single parents, particularly low-income parents, are eligible for child support but have not applied. This webinar reviews all the initial steps in the process – from starting a child support case to attending the hearing in front of a Support Magistrate in Family Court. We'll cover the necessary steps and documentation required as well as the importance of attending the hearing. The general timeline for establishing a child support order will also be covered. We'll also review our new package of material being provided to parents/guardians applying for child support services and with a court date. Register at <https://bit.ly/3v1Ugyk>.



Tuesday, April
30th at 10:00 –
11:00 AM

Best Suited For:



Getting Started with Child Support: What New Noncustodial Parents Need to Know

This webinar provides noncustodial parents who have recently received a child support order with information on child support – how it works, the responsibilities an NCP must meet, and the benefits – including the long-term positive effects of child support on children. The session will also address how to modify an order, available debt reduction options, and what enforcement actions could mean for an NCP. Register at <https://bit.ly/3v1UBkA>.



Tuesday, May
14th at 10:00 –
11:00 AM

Best Suited For:



Special Executive Session: Q&A with OCSS Leadership

This event is open to everyone in the community, including noncustodial and custodial parents with or without a child support order. The leaders of OCSS want to listen and hear from you. They will make short presentations about how NYC Child Support works and then answer questions from attendees on all subjects related to child support. Register at <https://bit.ly/4a3V9VQ>.



Tuesday, June
4th at 10:00 –
11:00 AM

Best Suited For:



Getting Started with Child Support: What New Custodial Parents Need to Know

This webinar provides new custodial parents with information on child support – how it works, how to apply, and the benefits – including the long-term positive effects of child support on children. Child Support can make a difference in moving a family out of poverty, but many families that could benefit from the program are not taking advantage of it. The session will also address how to obtain child support safely if there is a domestic violence concern. Register at <https://bit.ly/3T8iLlj>.



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Upcoming Presentations

Tuesday, June
18th 10:00 –
11:00 AM

Best Suited For:



The Basics of Child Support Account Statements

One of the benefits of a child support case is it provides a record of what has been paid by the noncustodial parent, to whom it was paid, and when it was paid. Account statements inform the parties, and the court about the financials of a child support case. It is provided during a court hearing when an order is already established, and can be requested ad hoc. This webinar will explain the components of an account statement and how to interpret it. Register at <https://bit.ly/4c4tiXo>.



Tuesday, July
16th 10:00 –
11:00 AM

Best Suited For:



Child Support Administrative Enforcement Actions: What You Need to Know

This training takes a deep dive into administrative enforcement actions that are taken when child support payments aren't made in a timely fashion and arrears begin to accumulate. Participants will learn about when enforcement actions occur, exemptions, and how to challenge an administrative enforcement action. Register at <https://bit.ly/3TADxMd>.



Tuesday, July
30th 10:00 –
11:00 AM

Best Suited For:



Child Support: Debt Reduction Options for NCPs

Unpaid child support debt is a serious problem for noncustodial parents as well as custodial parents and their children. It leads to enforcement actions that can interfere with job retention, create barriers for father engagement and causes stress for all parties. In fact, most debt is owed by NCPs with little ability to pay. HHS has recommended that debt be reduced to help avoid incidents of child abuse and neglect. Participants will learn about the important OCSS programs that can administratively reduce child support debt owed to the government as well as strategies to avoid debt in the first place and an option for negotiating debt owed to custodial parents. Register at <https://bit.ly/3V595uA>.



Tuesday, August
13th 10:00 –
11:00 AM

Best Suited For:



Fundamentals of Child Support

This webinar provides an overview of the child support process including information on the value of child support, the lifecycle of a child support case, and a description of programs designed to benefit parents who have a child support case. Register at <https://bit.ly/3TpwYvx>.



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Upcoming Presentations

Tuesday,
September 10th
10:00 – 11:00
AM

What's New in Child Support

Attendees will learn about our latest initiatives, our new program offerings, and our approach to make child support easier to understand. Attendees will also receive information about the NYC Child Support App where custodial parents can apply for child support, noncustodial parents can make online payments, and both parents can manage aspects of their child support case. Register at <https://bit.ly/43by3dJ>.



Best Suited For:



Tuesday,
September 24th
10:00 – 11:00
AM

An Introduction to Interstate Child Support Cases

Most child support cases involve a custodial and noncustodial parent who live in the same jurisdiction. However, there are cases where the parents live in two different jurisdictions/states or countries and the child support programs in those jurisdictions need to cooperate and work together to provide child support services. Child support is federally mandated, state supervised and in NY locally administered. While there are many different factors to consider, this webinar will cover the basics of how different child support agencies work together to deliver the support that children need, regardless of where they and the parents live. Register at <https://bit.ly/49FCCQ9>.



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