



**Human Resources Administration**  
Department of Social Services  
Steven Banks, *Commissioner*

## **HRA Works With Communities to Serve Noncustodial Parents Better**

HRA's Office of Child Support Enforcement (OCSE) exists to help both the parent who takes day-to-day care of the child, and the parent who lives apart, known as the noncustodial parent, do what is best for their child. With that in mind, OCSE is launching a new online portal to help community organizations that serve noncustodial parents work more closely with those parents and the child support program.

Noncustodial parents can now opt to let OCSE share their child support status electronically with organizations that offer services like employment assistance, financial counseling, and support for fathers, as well as with churches and other faith-based groups. These local organizations are able to work closely with parents to make sure they know information about their child support case, how to best manage their obligations, and programs they may qualify for to reduce debt or other issues.

In the past, OCSE has worked with about 80 organizations through a paper-based system, but the new, easy-to-use and secure online system will allow parents and organizations immediate, real-time access to their case information, and will help parents and the organizations that work with them stay on top of child support obligations.

OCSE's mission is to ensure that children receive the support they need, but they can also refer parents to services like mediation, which can help both parents work out visitation schedules and co-parenting agreements that go beyond child support itself.

Organizations interested in participating should contact OCSE's Director of Outreach and Paternity Services, Erik Paulino, at [Erik.Paulino@dfa.state.ny.us](mailto:Erik.Paulino@dfa.state.ny.us).