



Child Support Awareness Month



August is Child Support Awareness Month. Our program improves outcomes for children and can help lift them out of poverty. We have added a Parenting Resources section on

[our website](#) with links to free and low-cost services, such as idNYC for family activities, ThriveNYC for mental health referrals, and Growing Up NYC, the official resource for kids' programs and activities. And to boost awareness of the child support program and support parents, OCSS is launching a social media campaign, #ParentPledge. We're asking parents to post short videos of fun moments with their kids and to take the Parent Pledge: "I pledge to spend time regularly with my child – reading, singing, talking, cooking, dancing, laughing, playing."

Family Court Update

After being closed for a few months, the Court reopened virtually and is hearing child support cases. They are starting with the cases that were already on the calendar. OCSS believes the fastest way to obtain a new child support order will be through a stipulated agreement. The Court has indicated it is willing to convert stipulated agreements into orders on consent. Stipulated agreements will be submitted to Court essentially complete. The Court's role at the hearing will be to ensure the parties understand their rights. Anyone who is interested in a stipulated agreement should contact OCSS. Stipulated agreements have the potential to lead to improved outcomes for mothers, fathers, and children and an overall positive experience.

Child Support Snapshot



Community-based organizations and advocacy groups are trusted advisers that can provide a crucial link to services for their clients. The secure online tool OCSS Child Support

Snapshot allows groups to assist clients by accessing a Snapshot of their child support case. This one-page document lists payments made, the amount of money

that is owed and to whom, and any enforcement actions taken on the case. It also includes a list of recommended next steps in response to details of the specific case. Child Support Snapshot provides links to forms, brochures, and videos that you can watch yourself or with your clients or email to your clients. To maintain client privacy, a signed OCSS Child Support Snapshot permission form is required to release information to your organization. To sign up, email OCSSinfo@dfa.state.ny.us with "Child Support Snapshot" entered as the subject line. Nearly 100 organizations have used Child Support Snapshot.

Parent Success Program

With the lockdown in March and the ensuing economic crisis, OCSS launched the first phase of a new debt reduction program, Parent Success, which provides noncustodial parents the opportunity to lower their child support debt owed to the New York City Department of Social Services (DSS). Parent Success encourages parents to do more for themselves, enabling them to do more for their children. Currently, by completing a qualifying drug treatment program, noncustodial parents can reduce their DSS arrears up to \$10,000. Clients receive enrollment information from participating drug treatment programs. These drug treatment services are continuing during the pandemic: Residential programs are providing services as usual; outpatient programs are providing services by phone. We hope to expand the Parent Success Program to other sectors such as employment training.



In The Know

March 2-16, 2020

In March, Pay It Off was made available at the Family Court Support Services offices in the Bronx, Brooklyn, Manhattan, and Queens, in addition to the OCSS Customer Service Walk-in Center in Lower Manhattan. This time-limited debt reduction program allows noncustodial parents who owe debt to the NYC Department of Social Services (DSS) to pay it off twice as fast by matching their payment of \$500 or more. We served more than 600 noncustodial parents, collected \$1.2 million, and reduced parents' DSS arrears by more than \$2 million.

Learn more at nyc.gov/payitoff