



Credit and Debit Cards

Our credit and debit card options for paying child support at our Customer Service Center and Family Court offices were suspended with the closing of our offices because of the pandemic. We will now offer this service by phone rather than in person. Starting next month, noncustodial parents can call our office on select days to make child support payments by credit or debit card. We will post the phone number and hours on our [website](#) next month. For security, callers will be asked for such identifying information as their name, address, and the child support account number for which they are making a payment.



Reducing Debt

To reach the many noncustodial parents who could benefit from but haven't taken advantage of our debt reduction programs for child support arrears owed to DSS/HRA, we launched a social media campaign on [Facebook](#), [Twitter](#), and [Instagram](#). Please share and retweet! Our [webpage](#) link describes the [programs](#) and includes online forms for applying by mail for Arrears Cap and the Arrears Credit Program.

#parentpledge

Parents can still be part of our campaign to take the #parentpledge: "I pledge to spend time regularly with my child – reading, singing, talking, cooking, dancing, laughing, playing." We have gotten more than 1,000 views in the past three months. Parents can upload a photo or video of a fun moment with their child – and share the love! Retweet and share our message at [Facebook](#), [Twitter](#), and [Instagram](#).

Stipulated Agreements

Our upcoming Child Support Stipulation Agreement Program (CSSAP) will facilitate stipulated agreements for child support. These agreements, which are voluntary, will be discussed by the custodial and noncustodial parent based on the statewide guidelines with the assistance of an OCSS caseworker and reviewed for compliance by our legal office. They will streamline and speed up the process. Stipulated agreements can foster a less adversarial process, reduce the number of times parents' attendance is required at a court hearing, reduce the burden of pending cases in the court, and expedite the establishment and subsequent payment of child support orders. Eligible families have established paternity and no domestic violence issues. OCSS will speak to parents by phone to see if they are interested. Parents can work together with a caseworker or speak individually with their caseworker by phone. OCSS will help them gather the required documents and draft the agreement to be presented in court. The court would ensure the parties understand their rights before entering the agreement as a child support consent order.



In The Know

Contact Us

Even though our Customer Service Walk-In Center has been closed since late March, parents continue to come to our office seeking service. We will be mailing a new notice to all of our child support parents to let them know that our office is closed and how to contact us. Because we recognize that our parents sometimes need to talk with someone to resolve their issue, in October we began offering phone appointments with a customer service worker. Since October 2, we have conducted over 600 phone appointments. To schedule an appointment, custodial and noncustodial parents can email us at dcse.cseweb@dfa.state.ny.us. They should include their name, child support account number, phone number, best time to reach them, and their concern. Other options are to call the NYS Child Support Helpline at 888-208-4485 or to mail us at OCSS, PO Box 830, Canal Street Station, New York, NY 10013. **Learn more at nyc.gov/hra/ocss**

Contact OCSS

Email us at OCSSinfo@dfa.state.ny.us