



Contacting Child Support

Until further notice, the OCSS Customer Service Walk-in Center, Borough Offices, and Family Court Support Services offices in New York City are closed because of the pandemic. Clients can reach us by email at dcse.cseweb@dfa.state.ny.us. Please be sure to include the client's name, case number, contact information, and, in the email's subject line, the reason for the inquiry. Clients can also call the New York State Child Support Helpline at 888-208-4485.

Child Support Order Modification



We have good news for child support families! New York City Family Court is now accepting

requests online and by phone, email, and mail to modify child support orders. While hearings will not take place for some months, Family Court will log the date requests are received and the postmark date on mail for consideration at the hearing. When these cases begin to be heard again, the parties will be notified of their court date. To request a modification:

- CALL 212-343-1122 (LIFT)
646-877-6050 (OCSS)
646-386-5299 (Family Court)
- EMAIL NYFCSupport@nycourts.gov
- GO ONLINE to the Court's Electronic Document Delivery System (EDDS) at <https://iapps.courts.state.ny.us/nyscef/SpecialDocumentTransferHome?id=1>
- MAIL the appropriate county Family Court.

Reducing DSS Arrears

Noncustodial parents who owe child support debt to the New York City Department of Social Services (DSS) may qualify for one of the OCSS debt reduction programs. They can apply by mail for [Arrears Cap](#) or the [Arrears Credit Program](#).

Free Remote Notary Service



Since Governor Cuomo's executive order authorized remote notarization in New York State during the

pandemic, OCSS has initiated free remote notary service for child support documents. Clients need a smartphone or a computer with Internet and scanning or faxing capability, as well as a valid photo I.D. To request this service, email dcse.cseweb@dfa.state.ny.us with REMOTE NOTARY entered as the subject line of the email. Please include the client's name, child support account number, and phone number. OCSS will contact them to schedule an appointment during these hours: Monday, Tuesday, Friday, 10am to noon, or Wednesday, Thursday, 2pm to 4pm.



In The Know

June 10:

New York State Court opened virtually last month to address pending child support cases. It has not been determined when new hearings will begin to be scheduled in New York City Family Court.

Learn More: visit nycourts.gov

September 2021:

Enrollment has been extended to September 2021 for Families Forward, a free job training, placement, and financial counseling program for noncustodial parents who owe child support. Career tracks include application developer, cable installation, cloud support, commercial driver, construction, cybersecurity, data engineering, IT and network support, and software engineer. To qualify, noncustodial parents must have a New York City OCSS child support case and have earned less than \$62,000 in the previous year, among other criteria.

Learn More: email FFD@dfa.state.ny.us