

LOCATIONS OF CHILD SUPPORT BOROUGH OFFICES

Bronx Borough Office
(Serving the Bronx)
894 Garrison Avenue
Bronx, NY 10474
929-252-4100

Brooklyn Borough Office
(Serving Brooklyn and the Rockaways)
1 MetroTech Center, North, 6th Floor
Brooklyn, NY 11201
929-221-7620

Manhattan Borough Office
(Serving Manhattan and Staten Island)
115 Chrystie Street, 4th Floor
New York, NY 10002
212-334-7604

Queens Borough Office
(Serving Queens, except the Rockaways)
32-20 Northern Boulevard, 6th Floor
Long Island City, NY 11101
718-784-6979



Bill de Blasio
Mayor

**Human Resources
Administration**
Department of
Social Services

Steven Banks
Commissioner



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Include in CA Application/Recertification Kit

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OFFICE OF CHILD SUPPORT ENFORCEMENT

CASH ASSISTANCE & CHILD SUPPORT

What You Need to Know



WHAT YOU NEED TO KNOW ABOUT CASH ASSISTANCE AND CHILD SUPPORT

Raising a child alone in New York City can be difficult, especially if the other parent isn't helping out financially. But you do not have to bear the financial burden alone. The noncustodial parent (the parent not living with the child) should share the responsibilities by paying child support. In New York State, a child can receive child support until age 21, even if the other parent is not involved in the child's life.

If you are applying for or receiving cash assistance or Medical Assistance Only (MAO), you are required to have an interview at an Office of Child Support Enforcement (OCSE) Borough Office. **Failure to comply may result in your benefits being reduced.** You will be asked to provide information about the noncustodial parent to establish paternity and a child support order. You will not be asked about your immigration status by us or by Family Court, because there are no immigration requirements for child support for either parent.

We ensure that noncustodial parents provide financial support for their children. Services include locating the noncustodial parent through computer searches, assisting with establishing paternity and court-ordered child support and medical support, and collecting and distributing payments. OCSE enforces child support orders when payments fall behind. In cases where the noncustodial parent cannot afford to pay child support, OCSE can refer him/her to an employment program.

THE CHILD SUPPORT INTERVIEW: WHAT TO BRING

The most important documents to bring to your interview are:

- Completed application, which you were given along with the appointment notice
- Document with the noncustodial parent's name and social security number or Individual Tax Identification Number (ITIN)
- Marriage certificate, divorce decree, or separation papers, if applicable

Please bring as many of the following as you can:

- Birth certificate(s) of the child(ren)
- Acknowledgment of Paternity (AOP) or Order of Filiation from Family Court
- Noncustodial parent's address, phone number, and the name and address of his/her employer
- Recent photograph of the noncustodial parent



If you don't know the social security number, ITIN, or address of the noncustodial parent, it would be helpful to have information about the following:

- Income and assets such as pay stubs, tax returns, bank accounts, and other investment and property holdings
- Noncustodial parent's date and place of birth
- Name of the noncustodial parent's mother and father (including mother's maiden name)

WHAT HAPPENS IF YOU DON'T COMPLY

If you are applying for or receiving cash assistance or MAO, you are required to have a child support interview. Exceptions to this are granted only for good cause. Your caseworker can request this claim only if:

- You fear emotional or physical harm to you or your children; or
- The child was born due to rape or incest; or
- You are in the process of having your child adopted.

Let your worker know if you meet one of these three requirements. If domestic violence is involved, you will be referred to a domestic violence liaison who will decide if you should be granted a partial or full waiver that excuses you from some or all of the child support requirements.

If you do not have a “good cause claim” and fail to provide the information requested by OCSE, you may be sanctioned, which means your cash benefit may be reduced by 25% and you may lose Medicaid for yourself. These sanctions can be lifted at any time by visiting the OCSE Borough Office where you had your interview and providing the required information.

ESTABLISHING PATERNITY

If you were never legally married to the other parent, paternity (legal fatherhood) must be established in order to get a child support order, even if you live together. Paternity can be established by signing an Acknowledgement of Paternity (AOP) form in the hospital, at the Department of Health and Mental Hygiene, or at a child support office. Paternity can also be established in Family Court. If there is any doubt about who the father is, OCSE can refer you for low-cost DNA testing. A court could also order a DNA test to prove fatherhood. In addition to child support, establishing paternity gives your child benefits that may include social security, military allowance, pension, health insurance, and the right to inherit from the father.



HOW MUCH CHILD SUPPORT YOU MAY RECEIVE

The amount of child support that the noncustodial parent has to pay is decided at a hearing in Family Court. It is based on guidelines set by New York State and depends on the noncustodial parent's income and the number of children you have together. You are expected to attend the child support hearing in Family Court and you may have to answer some questions.

The first \$100 (\$200 for 2 or more children) collected each month in current child support will be forwarded to you in addition to your cash benefit. This is your bonus or pass-through payment and is available on your EBT card. In most cases, the rest of the money collected is used to pay back HRA for your cash benefits. If you already had a child support order before applying for cash benefits, you may be entitled to “family arrears payments.” Ask your job center or child support worker if that applies to you. If the amount of child support collected is more than your benefits, you may be able to close your cash assistance case and still be entitled to SNAP, child care, and Medicaid benefits.

WHAT HAPPENS WHEN YOU GO OFF CASH ASSISTANCE OR MAO

When you go off cash assistance or MAO, we will continue to collect and enforce support payments, but all of the money collected for current support will go directly to you. In some cases, we will still keep past due support owed from the time you were receiving cash assistance. If you do not have a child support order, our office will continue to try to find the noncustodial parent. When the noncustodial parent has been found, you will be advised on how to get a child support order.

CONTACT US

Call

New York State Child Support Helpline

Speak to a representative:

Monday–Friday, 8:00 AM–7:00 PM

Automated information:

24 hours a day/7 days a week

888-208-4485

866-875-9975 TTY (hearing impaired)

Visit (no appointment necessary)

OCSE Customer Services Walk-In Center

151 West Broadway, 4th floor, Manhattan

Monday–Friday, 8:00 AM–7:00 PM

You must bring a photo ID

Write

New York City Office of Child Support Enforcement

PO Box 830

Canal Street Station

New York, NY 10013

Websites

www.NYC.gov/hra/ocse

www.childsupport.ny.gov

