

CONTACT CHILD SUPPORT FOR MORE INFORMATION

New York State Child Support Customer Service Helpline

Call Center: Monday–Friday, 8 a.m.—7 p.m.

Automated Information 24 hours a day/7 days a week

888-208-4485 | 866-875-9975 (TTY)

NYC OCSE

www.nyc.gov/hra/ocse

Fatherhood Information

www.nyc.gov/nycdads

NY State Child Support Information

www.childsupport.ny.gov

OCSE Customer Service Walk-in Center

151 West Broadway, 4th Floor

Monday–Friday, 8 a.m.—7 p.m.



Bill de Blasio
Mayor

**Human Resources
Administration**
Department of
Social Services

Steven Banks
Commissioner

BRC-939 (E)
Rev. 5/17

Copyright 2017, The City of New York Human Resources Administration/Department of Social Services. For permission to reproduce all or part of this material contact the New York City Human Resources Administration.

Manage Your Child Support



NYC Human Resources
Administration
Department of
Homeless Services
**Department of
Social Services**

If you are a noncustodial parent (parent not living with your child) and have a current child support order or child support debt that you cannot afford to pay, the NYC Office of Child Support Enforcement (OCSE) may be able to help you.

We know that for various reasons you may have child support debt or an order that is out of line with your income. But we also know that most dads want to pay their child support and we want to help you do that. Kids who receive income from both parents do better in school and are less likely to grow up in poverty. Dads who pay child support are more likely to be actively involved in their children's lives.

Families receiving cash assistance keep the first \$100 (\$200 for two or more children) in child support collected each month. This is in addition to their cash assistance benefits. When the cash assistance case closes, all of the money collected for current support is forwarded to the custodial parent (parent living with and caring for the child). Over 90% of the child support payments collected by OCSE are forwarded to custodial parents to meet the needs of their children.

In an effort to help you, Child Support has developed three programs that work with low-income noncustodial parents (NCPs) to reduce child support orders and arrears (child support debt) owed to the Department of Social Services (DSS).



MODIFY DSS Order (MDO)

MDO can help low-income NCPs who have child support orders that are not based on their current income. If your financial situation has changed since the order was established, or you did not present your financial information in court, MDO could help you.

To Qualify:

- Current child support order with at least one child on cash assistance
- Income below the New York State Self-Support Reserve (\$16,281 for 2017) or
- Receiving cash assistance, SSI, or Medicaid

Benefit to You:

Your child support order may be lowered to make it consistent with New York State guidelines; you can sign an agreement that will reduce the amount of your child support obligation without going to Family Court.

ARREARS CAP INITIATIVE

Arrears Cap can put a limit on accumulated child support debt that you owe the government (DSS).

To Qualify:

- Must owe arrears to the government (DSS); not required to have current or active child support order
- Arrears must have built up while the NCP's income was below the Federal Poverty Level (\$12,060 for 2017)

Benefit to You:

Arrears that you owe to DSS may be reduced down to \$500; you do not have to return to court.

ARREARS CREDIT PROGRAM (ACP)

ACP can help you reduce the amount of arrears owed to the government.

To Qualify:

- Owe arrears to DSS
- No income limit; not required to be living at or below poverty level
- Make full payments on your current child support order(s) for an entire year. If you do not have a current child support order, you must make full payments for an entire year on the obligation amount set in your last court order.
- Have a current or past child support order that is or was above a poverty order of \$25 per month
- Have no more than \$3,000 in the bank or more than \$5,000 in property, such as cars, jewelry, or real estate
- No record of domestic violence or criminal record of crimes against children

Benefit to You:

You may receive a yearly credit of up to \$5,000 towards the child support debt you owe to DSS. You can take advantage of ACP for 3 years and earn a total credit of \$15,000 for each eligible case. You do not have to go to Family Court to apply for this program.

Apply for MDO, Arrears Cap, or Arrears Credit Programs by Visiting:

OCSE Customer Service Walk-In Center | 151 West Broadway, 4th floor | Hours:* Monday–Friday, 8 a.m.–7 p.m.
You Must Have a Photo ID

*Please arrive no later than 5 p.m. to allow enough time to complete the application process.

Documents to Bring to the Customer Service Center:

- Photo ID
- Proof of receipt of cash assistance, SSI, or Medicaid, if applicable
- Three most recent paystubs
- Most recent federal and State tax returns
- Completed, signed, and notarized Financial Disclosure Affidavit (available online at: <http://bit.ly/childsupportFDA>)
- Proof of past income below the Federal Poverty Level if applying for Arrears Cap
- Proof of dates of incarceration, such as a letter from a prison or the Department of Corrections

You Can Also Apply for the Arrears Cap and Arrears Credit Programs by Mail

- Simply send copies of the documents named above to:
OCSE, PO Box 830, Canal Street Station, New York, NY 10013