The New York City Human Resources Administration (HRA) Office of Child Support Services (OCSS) is a child support collection and enforcement program mandated by the Federal government. OCSS lifts thousands of children out of poverty and prides itself on the many programs available for parents. OCSS assists noncustodial parents (NCPs) navigate the complicated legal child support process; assists NCPs obtain an order that aligns with their income, connect them to employment programs, and connects them to programs that reduce debt. The goal of our programs is to help NCPs avoid or reduce child support debt.

Debt Reduction Programs
OCSS understands that debt from any source can have a negative impact on an individual’s mental and physical health. Research suggests that it can also affect whole families. Through debt reduction programs, OCSS can reduce arrears (debt) owed permanently to the NYC Department of Social Services (DSS).

- Caps arrears at $500 when an NCP earns at or below the Federal Poverty Level
- Reduced $221.3 million in DSS arrears between 2009 – 2020
- Helped 16,700 NCPs during that period

- $5,000 annual credit when child support is paid for a full year.
- NCP remains in the program for 3 years and receives up to a $15,000 credit.
- Reduced $7.4 million in DSS arrears between 2011 – 2020
- Helped 1,560 NCPs during that period

- Designed to help NCPs reduce their DSS arrears. The goal is to support their well-being and strengthen their ability to provide for their children.
- In the first phase of the program, NCPs can reduce up to $10,000 in DSS arrears with completion of a substance use treatment program.

- DSS arrears payment matching program offered during a limited time period.
- Reduced $7.6 million DSS arrears between 2013 – 2020
- Helped 2,700 NCPs during that period

Mediation Services
Mediators help parents come to agreements about such issues as:

- Past-due child support payments
- Future child support payments
- Custody or visitation

- Communication on parenting issues
- Other types of conflicts
Employment Services
OCSS has partnered with employment vendors to offer NCPs access to employment services.

- Partnership with HRA’s cash assistance employment vendors
- 5,880 NCPs found employment between 2007 – 2020 via STEP.
- Average wage of $15 per hour.
- Reduced $602,500 in DSS arrears between 2015-2020.
- Helped 877 NCPs reduce DSS debt during this period.

- National demonstration project offering free training and job placement.
- 152 program graduates secured full-time employment. Average wage $19 per hour.
- Reduced $128,000 in DSS arrears between 2018 – 2020.
- Helped 119 NCPs reduce debt during this period. Ending 2022

- A problem-solving court approach to connecting NCPs to employment services and other programs to reduce barriers to paying child support.
- The program has had 1,121 participants and 339 graduates.

- Jobs-Plus is a proven employment program for New York City public housing residents, offering assessment, job readiness, training, job search assistance, referrals for social supports, and child support services.

- Workforce1 helps New Yorkers prepare for and connect to jobs in every sector across the five boroughs. Parents can get assistance accessing free training, identifying jobs that fit their skills, and preparing for interviews.

- HRA’s TXT-2-Work sends information about new job openings directly to job seekers' cell phones. Employment opportunities are in healthcare, retail, security, transportation, education, and other fields. Text "Jobs" to 877877 to receive job alerts.

Establishing and modifying support orders through stipulation

- The Modifying Orders Through Stipulation (MOTS) program assist NCPs, regardless of their income, with modifying a child support court order with the assistance of an OCSS Customer Service staff.
- The process is designed to be supportive and friendly and it should be shorter than the traditional court process. A court hearing is still required to obtain an order on consent.
- OCSS helps NCPs fill out the required paperwork.
- The custodial parent needs to participate if they are not receiving cash assistance.