



NYC Office of Child Support Services Parent Success Program: Employment Frequently Asked Questions (FAQs)

For parents who owe permanently assigned child support debt to the New York City Department of Social Services (NYC DSS), the NYC Office of Child Support Services Parent Success Program can help you reduce that debt by up to \$7,500 by completing a qualified drug treatment or employment services program.

Why are we offering this program? OCSS understands that overwhelming amounts of debt can make it harder for parents to enhance their own lives and support their children.

Recovering from drug abuse? Learn how completing a drug treatment program can further assist you in reducing DSS debt. Refer to flyer "**Parent Success Program: Drug Treatment FAQs**" for more details.

How do I find out if I have permanently assigned child support debt?

The Parent Success Program can lower permanently assigned debt, owed to NYC DSS, which occurs when child support is not paid in full while your child gets cash assistance benefits. To find out if you owe debt to the NYC Department of Social Services:

- Visit the HRA Office of Child Support Services (OCSS) Customer Service Walk-In Center, schedule a virtual meeting, or go to an OCSS office in the Family Court. Ask to review your case with a child support caseworker. For more information, go to <https://on.nyc.gov/contactocss>; or
- Ask your employment program if they have Child Support Snapshot. If they do, you can give them permission to look up your child support case. They can tell you if you owe debt to DSS and the amount you owe. DSS debt that is owed to another county or state is not included in this program.

What do I need to do?

You must participate in a qualified DSS employment program such as Parent Support Program, Jobs-Plus, or an OCSS job training partner program. Qualified DSS employment programs also include those that you may be referred to by Cash Assistance or Supplemental Nutrition Assistance Program (SNAP) programs.

After you are enrolled in a qualified DSS employment program, you must get a job and report it to your employment program. Your employer must then pay your child support for at least 90 days through an Income Withholding Order (IWO). The IWO will tell your employer how much to take from your paycheck for child support. The employer will send the money to OCSS.

Do I have to send in proof that my employer has been making IWO payments on my behalf?

No. You do not need to send in proof that your employer has been making IWO payments. OCSS keeps a record of payments that we receive from your employer.

How soon after I make 90 days of child support payments will my child support debt be reduced?

It may take up to eight (8) weeks. After your employment provider reports your new job to OCSS, OCSS will see if you owe arrears to NYC DSS and if we have received payments from your employer for at least 90 days. Once you qualify, OCSS will remove up to \$7,500 of DSS arrears from your child support account. We will mail you a letter confirming the amount your NYC DSS debt has been reduced.

While I am enrolled in an employment program, can there be enforcement actions against me for not paying my child support?

Yes. All applicable enforcement actions will continue.

Do I have to owe \$7,500 or more?

No, you do not have to owe \$7,500. OCSS will reduce your DSS debt amount up to \$7,500.

Can I enroll in the Parent Success Program more than once?

Yes, you can enroll more than once. If you owe more DSS debt and secure a new job after re-enrolling with a qualified DSS employment program, you may also be qualified for another reduction. However, the total maximum amount of debt that can be reduced for participating in a qualified DSS employment program is \$7,500.

If I pay child support, can I get visitation?

In New York City, two different courts make decisions on child support orders and visitation rights. If you need information or help with your right to visit your child, call Family Legal Care at (212) 343-1122 or visit familylegalcare.org/helpline.

I have additional questions. What should I do?

Ask your DSS employment program or drug treatment program about the OCSS "Parent Success Program" or contact OCSS by email, in person, or mail. For more information, go to <https://on.nyc.gov/contactocss>.

Do you have a medical or mental health condition or disability? Does this condition make it hard for you to understand this notice or to do what this notice is asking? Does this condition make it hard for you to get other services at HRA? **We can help you.** Call us at **718-557-1399**. You can also ask for help when you visit an HRA office. You have a right to ask for this kind of help under the law.