



OFFICE OF POLICY, PROCEDURES, AND TRAINING

POLICY BULLETIN # 24-22-OPE (This Policy Bulletin Replaces PB #23-39-OPE)

CHANGE TO THE SCHEDULING OF AN OFFICE OF CHILD SUPPORT SERVICES (OCSS) REFERRAL FOR CASH ASSISTANCE (CA) APPLICANTS

Date: May 15, 2024	Subtopic(s): CA, OCSS, POS, NYCWAY, ITS
Revised	<p>Revisions to the Original Policy Bulletin:</p> <p>This policy bulletin is being revised to inform staff that:</p> <ul style="list-style-type: none"> • Effective immediately, all initial referrals (new and undercare cases) to the Office of Child Support Services (OCSS) from the Family Independence Administration (FIA) will be scheduled as an in-person appointment. • Effective immediately, the telephone appointment option is disabled in the Paperless Office System (POS) OCSS Referral screen. Telephone appointments will be scheduled by OCSS staff. Homebound applicants will receive an appointment notice for a telephone appointment with OCSS and must contact the Borough Office if they need to reschedule the appointment. • Child Support enrollment forms were updated. <p>Purpose:</p> <p>The purpose of this policy bulletin is to advise all Benefits Access Center staff that the initial referral to OCSS for an applicant will be scheduled at least twenty (20) calendar days from the date of the FIA application/recertification interview. Effective immediately, all initial referrals (new and undercare cases) to OCSS from FIA will be scheduled as an in-person appointment with the exception of homebound applicants. Homebound applicants will receive an appointment notice for a telephone appointment with OCSS and must contact the Borough Office if they need to reschedule the appointment.</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Submit an FIA Call Center Request via [ServiceNow \(SNOW\)](#)

When an individual receives their in-person appointment and needs to reschedule or needs to have it conducted telephonically, they will be able to do so by contacting OCSS at the number indicated on their appointment notice.

Refer to [PB #12-97-OPE](#)

If POS determines that a referral to OCSS is necessary for an applicant, the Benefits Opportunity Specialist (BOS)/Worker must schedule a mandatory appointment with OCSS using the POS **OCSE Referral** window. The POS **OCSE Referral** window schedules the OCSS appointment for the case using the New York City Work Accountability and You (NYCWAY) system. It also contains suggested language briefly explaining why the applicant is being referred to OCSS.

When the BOS/Worker clicks on the **Make a New Appointment** button, the available appointment dates and times displayed in the **Schedule the Appointment** window will be at least twenty (20) calendar days out from the date that the referral is initiated. The BOS/Worker will choose an OCSS appointment date and time for which the applicant is available, taking their schedule and any reasonable accommodations (either granted, provisional, or just requested) into consideration.

Revised
Refer to [PB#23-34-SYS](#)

The BOS/Worker will appear to have the option of scheduling an in-person or telephone OCSS referral. However, the OCSS appointment screen will default to the in-person appointment selection and the telephone option will be greyed out.

The BOS/Worker should only inform the individual that an appointment is being made and should not discuss the appointment type. The OCSS Appointment Notice (**OCSS-91**) that will be sent to the individual will have all the necessary information about the appointment and contact information for OCSS if the individual needs to reschedule or have the appointment telephonically.

The screenshot shows a software window titled "Instructions" with the following content:

An OCSS Appointment is necessary for this case. Please click the 'Make a New Appointment' button to request available appointment dates. If the appointment is already scheduled and you need to change the date of the appointment, click on the 'Reschedule the Existing Appointment' button. You can cancel the existing appointment by clicking on the 'Cancel the Existing Appointment' button, but remember that you will have to schedule a new appointment for this case.

Fields and controls include:

- Casename:** [Redacted]
- Latest OCSS Appointment Date:** 04/29/24
- Office ID:** 003
- OCSS Appointment Type:** In Person Telephone
- Buttons:** Make a New Appointment, Reschedule Existing Appointment, Cancel Existing Appointment
- Result of OCSS Appt:** [Redacted]
- Did Not Cooperate Detail:** [Redacted]
- Follow Up Action:** [Dropdown menu]
- Buttons:** OK, Cancel

New Information

Effective immediately, the telephone appointment option is disabled in the OCSS referral window, FIA staff will no longer schedule telephone appointments for OCSS. Non-homebound applicants who prefer a telephone appointment will receive information on their notice about contacting the Borough Office to request a telephone appointment. Refer to **Attachment A**.

The screenshot shows a software window titled "Instructions" with the following content:

An OCSS Appointment is necessary for this case. Please click the 'Make a New Appointment' button to request available appointment dates. If the appointment is already scheduled and you need to change the date of the appointment, click on the 'Reschedule the Existing Appointment' button. You can cancel the existing appointment by clicking on the 'Cancel the Existing Appointment' button, but remember that you will have to schedule a new appointment for this case.

Fields displayed:

- Casename: [Redacted]
- Latest OCSS Appointment Date: 04/29/24
- Office ID: 003
- OCSS Appointment Type: In Person Telephone
- Buttons: Make a New Appointment, Reschedule Existing Appointment, Cancel Existing Appointment
- Result of OCSS Appt: [Redacted]
- Did Not Cooperate Detail: [Redacted]
- Follow Up Action: [Dropdown menu]
- Buttons: OK, Cancel

FIA staff must inform applicants of the following:

- They are being referred to OCSS because it is a federal requirement to meet with a child support worker. Failure to comply could result in a sanction.
- The purpose of the meeting is to collect information so the case can be referred to court to establish parentage and/or a child support order.
- Any child support income collected will be given to the custodial parent up to \$100 or \$200, for one or two children respectively. This is called a pass-through payment.
- The pass-through payment will be placed on the applicants EBT card and is not budgeted against the CA portion of the case.

Applicants will be mailed a packet of forms to complete prior to the appointment. The packet includes the following:

- Child Support Appointment Notice (**OCSS-91**);
- Current enrollment form for Child Support Services;
- Notice of Responsibilities and Rights for Support (**LDSS-4279**); and
- Information for All Potential Child Support Applicants About Getting Child Support Safely (**W-280a**).

Revised

Information Technology Services (ITS) will mail the applicant the OCSS Appointment Reminder (**OCSS-91a**), ten (10) days prior to the date of the scheduled OCSS appointment. Applicants who have signed up to receive text messages will also receive a text message reminder of their appointment.

Applicants should submit materials in advance of their appointment through the ACCESS HRA Child Support Mobile App. If an applicant has questions about the requested materials or if they need to change their appointment date, they must contact OCSS (see **Attachment A**).

Effective Immediately

Related Item:

- [PB #23-34-SYS](#)
- [PB #14-38-OPE](#)
- [PB #13-28-OPE](#)
- [PB #12-97-OPE](#)
- [PB #07-151-SYS](#)

Attachments:

- | | |
|---------------------|---|
| Attachment A | OCSS Borough Office Telephone Numbers |
| OCSS-91 | Child Support Appointment Notice (Rev. 10/22/2021) |
| OCSS-91a | OCSS Appointment Reminder (Rev. 10/21/2021) |
| LDSS-4279 | Notice of Responsibilities and Rights for Support (Rev. 01/2010) |
| W-280a | Information for All Potential Child Support Applicants About Getting Child Support Safely (Rev. 02/01/2022) |

Attachment A

OCSS Borough Office Telephone Numbers

OCSS Borough Office	Telephone Number
Bronx	(929) 252-4100
Brooklyn	(929) 221-7620
Manhattan	(212) 274-4736
Queens	(929) 221-4105

Date: _____
Case ID: _____
Case Name: _____

Avoid a Reduction in Your Benefits

Child Support Appointment Notice & Instructions for Submitting Your Child Support Referral (LDSS-5145)

As an applicant or recipient of Cash Assistance, you are required to cooperate with the Office of Child Support Services (OCSS) to be eligible to receive your full cash assistance benefits.

To comply, you must complete, sign and return the Child Support Referral (**LDSS-5145**), sent with this letter, to OCSS within 10 days of receipt of this notice. You must also participate in the scheduled mandatory child support interview.

Your interview will be:

- By telephone on **(DATE)** _____ between 9am and 5pm. A child support staff member will call you at _____ for your mandatory interview.

If your telephone number is not on file with the Agency or if it has changed, please contact us at _____ at least 24 hours in advance to let us know.

- In person on **(DATE)** _____ at **(TIME)** _____. Please report to the following location for your mandatory interview:

Location Name:

Address:

City: _____ **State:** _____ **Zip Code:** _____

If you want to make any changes to your appointment (e.g. different day or in person instead of telephone), it's important you call us at _____ at least 24 hours in advance to let us know.

In addition to submitting the Child Support Referral (**LDSS-5145**), you may need to provide additional documents or information for the interview. A list of the documents is provided on the next page.

Make sure you continue getting your full cash assistance benefits by taking the following steps to prepare for your interview:

Step 1: Complete and sign the enclosed Child Support Referral (LDSS-5145).

- ✓ **Fill it out.** The form should take about 30 minutes to complete. The more information you put on the referral (**LDSS-5145**), the easier it will be for you and for us.
- ✓ **Sign it.** We will not be able to process the form without your signature.

Need help completing these forms? Call _____.

Step 2: Gather the additional documents needed before the interview.




It's OK if you don't have all the documents. Send what you have available. If you are not sure or don't have the documents you need, we will let you know during the interview. We may also be able to help you get the documents.

- Copy of signature on Page A of the *Child Support Referral (LDSS-5145)*;
- Birth certificate for each child, if not previously submitted to HRA;
- Affidavit of Alleged Paternity (M-179 form)* for every child, if you weren't married at the time the child was born;
- Acknowledgement of Parentage (**LDSS-5171**) or Order of Filiations from Family Court, if applicable;
- Marriage certificate, divorce decree or separation papers, if applicable;
- Recent photograph of the noncustodial parent;
- Documents showing the noncustodial parent's Social Security Number and earnings; **and**
- Any documents that may help OCSS locate the noncustodial parent.

Step 3: Return your completed, signed referral and other documents

Please make sure to include your name and Case ID on all documents submitted.


There are 3 ways to return your referral (**LDSS-5145**) and documents:


1.		Use the ACCESS HRA mobile app to upload the form. Select “Child Support Form LDSS-5145” as the document category.
2.		Mail the form to the Office of Child Support Services using the attached postage-paid Business Reply Envelope (no cost to you) or mail it using your own envelope to: Office of Child Support Services Attention: Borough Offices P.O. Box 830 New York, NY 10013
3.		Email it to ocse.cseweb@dca.state.ny.us with the subject line “LDSS-5145.”


SAMPLE

Step 4: Have the following information available during the interview.

- The other parent’s address, telephone numbers and employer’s information
- The other parent’s date and place of birth and parent’s name

	<p>What happens if I don't participate in the appointment or return the signed form?</p> <ul style="list-style-type: none">× Your Cash Assistance benefit may be reduced by 25%,× You may lose Medicaid for yourself,× You may become ineligible for some rental assistance programs or have your rental supplement reduced, and× You won't start the process of opening a child support case, which can provide up to \$200 a month in addition to your Cash Assistance benefit – and more once you leave Cash Assistance.
---	---

	<p>If you have any safety concerns after reading the LDSS-4279 (Notice of Responsibilities and Rights for Support), please contact your FIA worker, who will refer you to an HRA Domestic Violence Liaison. Together you can decide if child support is safe for your family. Refer to OCSS's website (www.nyc.gov/hra/ocss) to learn more about whether you can get child support safely.</p>
---	---

	<p>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 212-331-4640. 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.</p>
---	---

Date: _____
Case ID: _____
Case Name: _____

OCSS Appointment Reminder

This is a reminder that you are scheduled for an interview with the Office of Child Support Services (OCSS). You must comply with the requirements of the child support program to be eligible to receive your full cash assistance benefits. Your interview will be:

- By telephone on **(DATE)** _____ between 9am and 5pm. A child support staff member will call you at _____ for your mandatory interview.

If your telephone number is not on file with the Agency or if it has changed, please contact us at _____ at least 24 hours in advance to let us know.

- In person on **(DATE)** _____ at **(TIME)** _____. Please report to the following location for your mandatory interview:

Location Name: _____

Address: _____

City: _____ **State:** _____ **Zip Code:** _____

If you want to make any changes to your appointment (e.g., different day or in person instead of telephone), it's important you call us at _____ at least 24 hours in advance to let us know.

Make sure you continue getting your full cash assistance benefits by taking the following steps to prepare for your interview if you haven't already:

Step 1: Complete and sign the Child Support Referral (LDSS-5145).

The Child Support Referral (**LDSS-5145**) was mailed to you. If you need another copy to fill out, you can find it at www.nyc.gov/hra/ocss or you can call _____ to have it sent to you.

- ✓ **Fill it out.** The form should take about 30 minutes to complete. The more information you put on the referral (**LDSS-5145**), the easier it will be for you and for us.
- ✓ **Sign it.** We will not be able to process the form without your signature.

Need help completing these forms? Call _____.

Step 2: Gather the additional documents needed before the interview.




It's OK if you don't have all the documents. Send what you have available. If you are not sure or don't have the documents you need, we will let you know during the interview. We may also be able to help you get the documents.

- Copy of signature on Page A of the *Child Support Referral* (**LDSS-5145**);
- Birth certificate for each child, if not previously submitted to HRA;
- Affidavit of Alleged Paternity* (**M-179** form) for every child, if you weren't married at the time the child was born;
- Acknowledgement of Parentage (**LDSS-5171**) or Order of Filiations from Family Court, if applicable;
- Marriage certificate, divorce decree or separation papers, if applicable;
- Recent photograph of the noncustodial parent;
- Documents showing the noncustodial parent's Social Security Number and earnings; **and**
- Any documents that may help OCSS locate the noncustodial parent.

Step 3: Return your completed, signed referral and other documents.

Please make sure to include your name and Case ID on all documents submitted.


There are 3 ways to return your referral and documents:


1.		Use the ACCESS HRA mobile app to upload the form. Select "Child Support Form LDSS-5145" as the document category.
2.		Mail the form to the Office of Child Support Services using the postage-paid Business Reply Envelope sent with the original appointment notice (no cost to you) or mail it using your own envelope to: Office of Child Support Services Attention: Borough Offices P.O. Box 830 New York, NY 10013
3.		Email it to dcse.cseweb@dfa.state.ny.us with the subject line "LDSS-5145."


SAMPLE

Step 4: Have the following information available during the interview.

- The other parent's address, telephone numbers and employer's information
- The other parent's date and place of birth and parent's name

	<p>What happens if I don't participate in the appointment or return the signed form?</p> <ul style="list-style-type: none">× Your Cash Assistance benefit may be reduced by 25%,× You may lose Medicaid for yourself,× You may become ineligible for some rental assistance programs or have your rental supplement reduced, and× You won't start the process of opening a child support case, which can provide up to \$200 a month in addition to your Cash Assistance benefit – and more once you leave Cash Assistance.
---	---

	<p>If you have any safety concerns after reading the LDSS-4279 (Notice of Responsibilities and Rights for Support), please contact your FIA worker, who will refer you to an HRA Domestic Violence Liaison. Together you can decide if child support is safe for your family. Refer to OCSS's website (www.nyc.gov/hia/ocss) to learn more about whether you can get child support safely.</p>
---	---

	<p>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 212-331-4640. 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.</p>
---	---

NOTICE OF RESPONSIBILITIES AND RIGHTS FOR SUPPORT

YOUR RESPONSIBILITIES

When you sign a Temporary Assistance (TA) Medical Assistance (MA) application, and for as long as you get TA and/or MA, you must:

- I. **Tell your worker if you are pregnant or were pregnant in the last two months because some of the requirements below may not apply to you at this time.**
- II. **Turn over (“assign”) to the State and your local Department of Social Services (“the Department”) your rights and the rights of any applying family member to get support (including medical support) from anyone else. [Social Services Law (SSL) 158 and 348] The assignment of support is limited to support which accrues during the period that you and/or any family member receives assistance. If you are applying only for MA, you assign to the State and the Department your rights and the rights of any applying family member to get medical support including the rights to any medical benefits. [SSL 366(4)(h)]**
- III. **Cooperate with the Department to legally name who the father of your child is (“establish paternity”) and to get any support (including medical support) owed to you and any child living with you [SSL 132-a, 158, 349-b and 366(4)(h)]. If you have a good reason not to cooperate, be sure to read the “YOUR RIGHTS IF YOU DO NOT COOPERATE” section below.**

To cooperate means you will have to:

- ◆ Go to the TA office and, if required, to the child support office and court to sign papers or tell what you know about the absent parent. Some things that you may be asked you may already know. See the back of this form for the section on **“Information You May Already Have On The Absent Parent”**.
- ◆ Name the absent parent of any child applying for or getting TA or MA, and tell what you know to help find that parent.
- ◆ Help the court in establishing paternity of any child who was born to unmarried parents.
- ◆ Tell what you know about the absent parent’s income and whether the absent parent has access to health insurance benefits to help the Department help you or any child getting TA or MA to get financial and/or medical support.

NOTE: By signing the TA/MA application, you are attesting under penalty of perjury that you will give true and complete information. If you don’t know information about the parent of your child, you must sign a form saying you don’t know.

A child should get support from both parents. By cooperating, you are investing in your child’s future. Some of the benefits of cooperating are:

- ◆ Finding the absent parent
- ◆ Establishing the paternity of your child is (see the back of this form for the section on **“Fathers’ Rights When Paternity is Established in Court”**)
- ◆ Up to **\$100** per month of current support collected is given to you if there is one child active on your TA case (this is called a “pass-through” or “bonus” check); up to \$200 per month of current support collected is given to you if there are two or more children active on your TA case.”
- ◆ Getting support that could help you so that you might not need TA
- ◆ Your child gains inheritance rights to medical and life insurance
- ◆ You and your child gain rights to future Social Security, Veteran’s or other government benefits.

YOUR RIGHTS IF YOU DO NOT COOPERATE

- I. **If you feel that cooperating would not be good for you or your child:**
 - A. You have the right to make a “good cause claim” for not cooperating. The following are reasons that the Department will use to see if it can approve your good cause claim:
 - ◆ Your cooperation is likely to cause physical or emotional harm to you or your child
 - ◆ Your child came from a pregnancy due to incest or rape
 - ◆ You are working with the court or an authorized adoption agency to have your child adopted.
 - B. You have the right to make a “good cause claim” at any time by telling a worker. If you make a good cause claim, you must:
 - ◆ Give evidence to the Department to prove this. See the back of this form for the section on **“Examples Of Evidence You Can Give For A Good Cause Claim”**. If you need help getting the evidence, the Department will give you reasonable help. If your claim is due to fear of physical harm, and you cannot get the evidence, the Department may still be able to approve your good cause claim.
 - ◆ Give your evidence **within 20 days** of making your good cause claim. You may only have 20 days even if you have a hard time getting evidence.
- NOTE:** If you are applying for TA or MA, you must give evidence and tell what you know about the absent parent, or you will get less TA and you will not get MA for yourself.

Once you make a good cause claim, the Department will do one of the following:

- ◆ Approve your claim based on the evidence you have given to prove one of the good cause reasons listed in Section I.A. above. If your claim is approved, you will not have to cooperate with the Department.
- ◆ Deny your claim because the evidence you gave was not enough to prove one of the reasons listed in Section I.A. above.
- ◆ Look into (“investigate”) your claim further so that the Department can get the information it needs to see if it can approve your claim. You may have to tell what you know about the absent parent, such as their name and address. The Department will not contact the absent parent without telling you first.

NOTE: The Child Support Enforcement Unit (CSEU) may review the Department’s findings and the good cause decision. If you ask for a hearing on your good cause claim, the CSEU may be involved with that hearing. If your good cause claim is approved, the CSEU may try to establish paternity or collect support only if the Department decides that this can be done without risk to you or your child. This will not be done without telling you first.

- II. If you do not cooperate and do not have a good cause claim or domestic violence waiver that was approved:
 - ◆ You will get less TA and will not get MA for yourself.
 - ◆ TA for your child may be paid to someone else called a “protective payee”.

I have read the front and back of this notice, <input type="checkbox"/> I can cooperate in pursuing child support without exposing my children or myself to physical or emotional harm. <input type="checkbox"/> I cannot pursue child support, as it would expose my children or myself to physical or emotional harm.	<input type="checkbox"/> I have given the applicant/recipient a copy of this notice.
--	--

SIGNATURE OR APPLICANT/RECIPIENT	DATE	SIGNATURE OF WORKER	DATE
----------------------------------	------	---------------------	------

I. INFORMATION YOU MAY ALREADY HAVE ON THE ABSENT PARENT(S)

You will be asked to give as much information about the absent parent(s) as possible. Social Security Number(s) and date(s) of birth are especially important. This information may be found on the absent parent's following documents:

- ◆ Pay stubs
- ◆ Tax returns (may be joint returns)
- ◆ Tax Department forms and letters
- ◆ Unemployment Benefits (UIB) booklet
- ◆ Social Security/Veterans Administration records
- ◆ Workers' Compensation statement
- ◆ School/College records
- ◆ Life and auto insurance policies
- ◆ Bank books (current and old)
- ◆ Medical/Dental records and bills
- ◆ Marriage certificate
- ◆ ID cards (health insurance, school ID, alien registration)
- ◆ Other personal records

II. EXAMPLES OF EVIDENCE YOU CAN GIVE FOR A GOOD CAUSE CLAIM:

- ◆ Birth Certificate, or medical or law enforcement records, which show that your child came from a pregnancy due to incest or rape
- ◆ Court records or other records which show that action on a legal adoption is pending in court.
- ◆ Court, medical, criminal, child protective services, social services, psychological or law enforcement records which show that the alleged or absent parent might physically or emotionally harm you or your child.
- ◆ Medical records which show emotional health history and present health history and present health status of you or your child; or written statements from mental health staff showing a diagnosis or prognosis on the emotional health of you or your child.
- ◆ A written statement from a public or private agency that you are being helped to decide whether to keep or give up your child for adoption.
- ◆ Sworn statements from people including friends, neighbors, clergy, social workers and medical staff who would know your situation and could confirm the basis of your good cause claim.

If you need help in getting evidence, ask the Department. The Department will give you reasonable help in getting the evidence you need.

III. FATHERS' RIGHTS WHEN PATERNITY IS ESTABLISHED IN COURT

When a court has established who is the father of a child, or when a mother and father acknowledge that he is the child's father by signing an Acknowledgment of Paternity form anytime after the child is born, the father may ask to:

- ◆ Get custody of the child
- ◆ Visit with the child
- ◆ Take part in any adoption or foster care plans for the child
- ◆ Disagree with any adoption or foster care placements of the child
- ◆ Inherit from the child

INFORMATION FOR ALL POTENTIAL CHILD SUPPORT APPLICANTS ABOUT GETTING CHILD SUPPORT SAFELY

Benefits of opening a child support case

Raising a child alone in New York City can be difficult. The Office of Child Support Services (OCSS) is committed to making the child support process as safe as possible for you and your children. OCSS offers many services including parentage and support order establishment.

					WITH PARENTAGE ESTABLISHED:	
						
Legal parentage	Child support payments	Parent-child relationship	Health Insurance	Neutral Intermediary	Pension Funds	Military allowance

Safety considerations

To apply for child support services, you must provide information about yourself, your child, and the noncustodial parent. As you read the steps below, you may want to think about any safety concerns this may raise.

- **Parentage Establishment:** If parentage is unknown, OCSS will help you file a petition for parentage establishment with the Family Court. Both parents will be required to **appear in court** (virtually or in person) to testify about the facts and circumstances of the case. You can request that the court order **genetic testing appointments** at separate times and days.
- **Support Establishment:** OCSS will help you file a child support petition with the Family Court. You will be required to **appear in court** (virtually or in person). Both parent's **income and expenses will be presented** and used to determine the amount of the child support order.
- **Support Collection:** A noncustodial parent's **employer will be contacted** to deduct court ordered child support payments from their paycheck to be sent to the OCSS. If an employer is not known, a **monthly billing statement** is mailed to the noncustodial parent and they are expected to pay OCSS directly.
- **Modification:** When circumstances change, you or the noncustodial parent may file a petition requesting the Family Court to **modify an existing order of support** because the child's needs have changed and/or the noncustodial parent's income has changed.
- **Support Enforcement:** If the noncustodial parent misses payments, **enforcement actions** are initiated in accordance with legal timeframes. These actions can occur at the same time and include the following:
 - Federal and State tax refund intercept
 - Lottery intercept
 - Reporting debt to credit agencies
 - Suspension of driver license
 - Bank account seizure
 - Referral to the New York State Department of Taxation and Finance
 - U.S. passport denial
 - Intercept of personal injury settlements/workers compensation
- **Cost of Living Adjustment (COLA):** Child support orders at least two years old are eligible for COLA review. This review may **increase the amount of child support** that the noncustodial parent must pay without going to court.

Staying safe while seeking child support

The Child Support Program and the Court have ways to help you access child support services safely.



Request electronic testimony instead of an in-person appearance in court by completing the Electronic Testimony Application available at <https://www.nycourts.gov/LegacyPDFS/FORMS/familycourt/pdfs/4-24.pdf>.



Request the Court to not reveal your location, residence, or employer. The Court can offer additional precautions before, during, and after a hearing for your physical safety.

Learn more about Address Confidentiality at <https://www.nycourts.gov/CourtHelp/Family/confidentiality.shtml>.



Your location/residence or employment information can be removed from petitions, notices, or any required financial disclosures. **While your address can be suppressed from all forms, it is not possible to suppress the name of the county, child support agency or the court that issued the order.**



Request your laboratory appointment for genetic testing to establish parentage be scheduled separately from the other parent.



File for an Order of Protection by completing the Family Offense Petition. Learn more at <https://www.nycourts.gov/CourtHelp/Safety/familyfiling.shtml>.

SAMPLE

If you need to talk to someone immediately about safety, contact:

NYS Domestic and Sexual Violence Hotline	Call: 1-800-942-6906	Text: 1-844-997-2121	Chat: www.opdv.ny.gov
NYC Domestic Violence Hotline:	Call: 1-800-621-HOPE	1-800-621-4673	

Highly-trained advocates are available 24/7/365 to talk confidentially with anyone experiencing domestic or sexual violence, seeking resources or information, or questioning unhealthy aspects of their relationship.

To learn more about what constitutes family, domestic, and sexual violence and what resources are available, visit <https://opdv.ny.gov/about-domestic-violence> and www.nycourts.gov/CourtHelp/Safety/DVindex.shtml.

You can update information about safety at ANY TIME. Even if you've already told the child support worker that you didn't have any safety concerns, things change and OCSS wants to help you stay safe.

About public benefits and child support

If you are, or are considering, applying for or receiving Cash Assistance, a child support case may be opened automatically and will require you to cooperate with the Child Support Program. There are steps that OCSS can take to keep you and your children safe throughout the process. A domestic violence waiver and/or good cause determination can release you from all or part of the requirements to cooperate with the Child Support Program.