



#parentpledge

The OCSS social media campaign for Child Support Awareness Month in August received some 900 views on [Facebook](#), [Instagram](#), and [Twitter](#). The #parentpledge campaign continues this month to raise the visibility of the child support program and to boost the feeling of community among co-parents. We are asking parents to take the parent pledge to spend time regularly with their kids and to post a short video of a fun moment together. Encourage your clients to take the #parentpledge.



Debt Reduction

OCSS initiatives to reduce noncustodial parents' child support debt are featured in a new Aspen Institute toolkit "[Centering Child Well-Being in Child Support Policy](#)." This national survey explains how debt reduction has a two-generation impact on reducing child poverty: "Noncustodial fathers with low incomes work more, earn more, pay more child support, and pay more consistently when their state-owed child support arrears are reduced." Five New York City debt reduction programs are described in "[Reducing Arrears: Child Support Policy Fact Sheet](#)." Please encourage your clients to consider applying for these programs. For more information, visit our new [debt reduction](#) webpage. And let us know if you have a client who benefited from [Arrears Cap](#), [Arrear Credit](#), or [Pay It Off](#) and is willing to share his experience in a video interview.

Lifting Sanctions

OCSS mailed some 2,400 notices in April and 1,600 notices in May to Cash Assistance clients with a child support sanction. This notice informed them if they agreed to comply with a future child support appointment, their benefits would be restored. By the end of August, more than 800 clients had contacted us. This is a great response rate. Removing barriers to accessing benefits for those who qualify is crucial work during the pandemic. To end their child support sanction, Cash Assistance clients can call 929-221-7656 or email dcse.cseweb@dfa.state.ny.us with their name, case number, and contact information, stating they are willing to comply with the child support program.

Modifying Orders

OCSS added a second telephone number to help take requests for the [NYC family court](#) to modify child support orders. With the widespread loss of income during the pandemic, assisting noncustodial parents with a modification is critical at this time. Parents can call LIFT (212-343-1122), OCSS (646-877-6050 or 332-215-5389), or the court (646-386-5299) to request an order modification.



In The Know

After March 1

The newest OCSS debt reduction initiative, the [Parent Success Program](#) rewards parents for completing a qualifying drug treatment program by lowering their DSS child support arrears up to \$10,000. By encouraging parents to do more for themselves, Parent Success hopes to enable them to do more for their children. Participants who have completed a drug treatment program after March 1 this year can submit documentation of this to us to participate in the Parent Success Program.