



What You Need to Know About Your Child Support Services During COVID-19 Outbreak

ARE THERE CHANGES TO HOW TO APPLY FOR CHILD SUPPORT?

Yes, you can now request a child support application (LDSS-5143) by calling the Child Support Helpline (888-208-4485). The Child Support Helpline will send the application to the individual by mail, or online at <http://www.childsupport.ny.gov/>, where the application can be printed, completed and submitted by mail to the Child Support Enforcement Unit (CSEU). It is also available as a fillable PDF that can be electronically completed, signed, and emailed to the CSEU at the email address located on www.childsupport.ny.gov, or the district website.

HOW WILL THE CSEU DECIDE IF I NEED TO APPEAR?

The CSEU has flexibility in deciding if your appearance is necessary to take the next appropriate step in a case. The CSEU also decides how you “must appear.” For example, the CSEU can decide if you communicate by telephone, email, or regular mail that you have met the “must appear” requirement.

HOW WILL THE CSEU DECIDE IF I AM COOPERATING?

Local CSEU offices may delay their determination of cooperation if they have a reason to believe that the lack of cooperation is due to COVID-19. “Cooperation” is helping CSEU find a noncustodial parent, establish paternity, or establish, modify, or adjust child support orders. Local offices may determine cooperation via a phone interview.

WHAT ALTERNATIVES DO I HAVE TO A WALK-IN CUSTOMER SERVICE?

The New York State Child Support Helpline (CSH) will request email addresses in addition to phone numbers from the custodial and noncustodial parent as another way to communicate. In addition, the local office may create a local phone number to provide customer service remotely for referrals on issues that cannot be handled by the CSH. Finally, Welfare Management System (WMS) and myWorkspace are currently available from 7:00 a.m. until 9:00 p.m. for data entry on Monday through Thursday, and 7:00 a.m. until 7:00 p.m. Friday through Sunday.

WHO CAN I CONTACT IF I HAVE A QUESTION?

You may call Mobilization for Justice, Inc.’s Government Benefits Project at 212-417-3732 on Mondays and Wednesdays from 10:00 a.m. to 12:00 p.m. and Fridays from 1:00 p.m. to 3:00 p.m.

DISCLAIMER: This fact sheet gives general information for NYC Residents; it is NOT legal advice.

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