



## The Child Support Snapshot: How Your Organization Can Bridge the Child Support Trust Gap

Making good decisions, especially financial ones, requires credible information. But credibility requires a certain amount of trust in the source—a quality that for child support programs is often in short supply.

Community-based programs and some key government programs, on the other hand, have worked hard to build the trust that people need to not just hear but really take in, complex information, and take action.

The Child Support Snapshot is one way we try to bridge that trust gap and get parents the information they need. Positive feedback from existing nonprofit and government Snapshot users have convinced us that it can support organizations' own goals by helping remove their clients' child support-related barriers.

### What the Child Support Snapshot Delivers

The Child Support Snapshot gives partner organizations a straightforward way to understand key information about an individual custodial or noncustodial parent's child support case—provided the parent first gives their written consent.

The system's easy-to-understand one-page report also offers expert guidance on next steps—so staff in your organization do not have to be child support experts to help the people you serve. Information on the report includes:

- Payments on the client's case
- The amount of past-due child support, if any, owed on the case and how much is owed to DSS or to the custodial parent
- The enforcement actions (such as suspending a driver's license) taken on the case

The Snapshot interface also includes links to forms, brochures, and videos that can be sent directly to clients.

### A Confidential and Secure System

To maintain client privacy, we require Child Support Snapshot users to formally agree to keep the information confidential. Each individual client must also sign a form allowing their information to be released to your organization or agency.

### Contact OCSS

Email us at [dcse.cseweb@dfa.state.ny.us](mailto:dcse.cseweb@dfa.state.ny.us)

The one-page Snapshot reports for noncustodial parents (left) and custodial parents (right)

Only after they have signed the form and that form has been uploaded into the system can the parent's case information be viewed in the Child Support Snapshot by an organization.

This process protects you and it protects your client.

### Bringing the Snapshot to Your Organization

Community-based organizations or government programs that would like to sign up for the Child Support Snapshot should email [OCSSinfo@dfa.state.ny.us](mailto:OCSSinfo@dfa.state.ny.us).

Want to learn more before signing up? Watch our [introductory video](#) on YouTube.

You can also register for the Training Institute presentation on the Snapshot on October 22. See below for more details about how to register.

## Training Institute Releases Fall/Winter Schedule

Earlier this month OCSS released its upcoming series of free public webinars on critical child support topics. Upcoming topics include:

- **October 22:** Snapshot: A Tool for Community-Based Organizations
- **October 29:** Child Support Issues for Veterans and Active Military
- **November 12:** Child Support Agreements and Mediation Options

All sessions are held virtually on Tuesdays from 10:00 to 11:00am, unless otherwise noted.

To see the full schedule or register for an individual webinar [www.nyc.gov/site/hra/help/ocss-cbos.page](http://www.nyc.gov/site/hra/help/ocss-cbos.page) and click on the subheading Upcoming Presentations.