Child Support Awareness Month Script

INTRO

•Hi, I’m Sophia Ticer, Acting Deputy for DC’s Child Support Services.

•August is Child Support Awareness Month, and our office continues working to ensure every child in the District has the support they need to thrive.

•We know that when parents meet their child-support responsibilities, the child poverty rate goes down and child well-being goes up.

•Here are some important reminders we have for District parents this month.

ONLINE APPLICATION [Title card with phone number and website url]

•Due to COVID-19, customers must access child support services virtually, but we have some new features to help you.

•We have a new ONLINE APPLICATION where customers can apply for services from wherever they are, twenty-four hours a day, seven days a week.

•Applying for child support services online is absolutely free.

•We also expanded our call center and have a dedicated team of specialists working remotely Monday through Friday, 8:15am to 4:45pm to answer any questions.

VIRTUAL OUTREACH

•Our Alternative Solutions Center also continues to help parents who have child support obligations enhance their job readiness skills that help them find jobs.

•ASC Participants receive guidance on building a resume, tips for interviewing, and more.

•Contact us at (202) 442-9900 for more information on this workforce development program.

•Please continue to check our website for dates and registration information.

NEW OFFICE

•In August, Child Support Services moved to a brand-new location just 2 blocks away from our old office.

•We’re now located at 400 6th Street NW on the 8th floor.

•We are still conveniently located near the Judiciary Square and Archives Metrorail stops and major Metro bus routes.

•While we’re still operating virtually right now, you should note this new address for when we can offer in-person support again.

CLOSING

•I hope you and your family are safe and well during this challenging time.

•Please remember to avoid mass gatherings, wear a mask, and social distance.

•You can visit our website at cssd.dc.gov for more information on all of our services.