



CHILD SUPPORT
SERVICES

Office of Child Support Services

Biennial Report 2023-2024

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The Office of Child Support Services (OCSS)

Our Mission

The Office of Child Support Services (OCSS) puts children first by helping parents provide for the economic and social well-being, health, and stability of their children.

Our Values

We believe every encounter with our program should reflect these values:

- **Respect:** the right to be treated with dignity and have your voice heard and concerns addressed
- **Fairness:** the need to be transparent and unbiased when making decisions
- **Clarity:** the need to make processes and criteria for judgment clear and comprehensible
- **Helpfulness:** the recognition that assisting people is at the heart of our work



About the Department of Social Services

The Department of Social Services (DSS) is comprised of the administrative units of the New York City Human Resources Administration (HRA) and the Department of Homeless Services (DHS). Through integrated management for HRA and DHS, client services can be provided more seamlessly and effectively. The City leverages shared services functions across agencies, which results in better day-to-day management and building an integrated mission across agencies.

2023–2024: A Time of Connections

In many ways we focused 2023 and 2024 on making connections.

As always, we connected to hundreds of thousands of parents by delivering the services that come directly from [the child support process](#): opening child support cases, establishing parentage, establishing child support and medical support orders, collecting and distributing support, enforcing and modifying orders, supporting employment, and reducing and avoiding debt.

Our partnership with DHS helps us deliver especially urgent services to custodial and noncustodial parents residing in [City shelters](#).

In 2023 we examined the connections between the federal child support program and structural racism in our [policy conference](#), "Confronting Structural Racism in the Child Support Program: Listening, Understanding, Taking Action." We then continued that discussion in 2024 by releasing a series of videos based on conference panels and interviews.

In partnership with the Center for Justice Innovation, we piloted a program that has connection at its core: our [Young Parent Initiative](#), which provides one-on-one navigation services to custodial and noncustodial parents aged 18 to 24—and to their children.

Creating a path for safe, ongoing connections with new and existing case participants is at the heart of New York State's implementation of the federal **Safe Access for Victims' Economic Security (SAVES)**. Currently being piloted in our Brooklyn offices and other counties across the state, SAVES weaves together multiple approaches to delivering services to victims and survivors of domestic and gender-based violence.

To build and maintain connections in the contemporary world requires clear, direct, and varied **communication** grounded in accessible and secure **technology**. In 2023 and 2024, that work took forms as varied as publishing an op-ed with NYN Media about our child-centered approach to service delivery and adding direct payment options to our mobile app.

As we look to 2025 and beyond, we will continue to seek input and inspiration from our strong connections with our existing network of valuable **partners**, while also seeking out new ones who support our anti-poverty focus and our dedication to improving the lives of everyone connected to the program: custodial and noncustodial parents, children, and the communities of New York City and beyond.

More information about each of these connections is included in this report.

As always, we welcome feedback on our work at dcse.cseweb@dfa.state.ny.us. Embracing partnerships and the open exchange of ideas is the only way we can continue to evolve to meet the needs of New York City families.

Frances Pardus-abbadessa

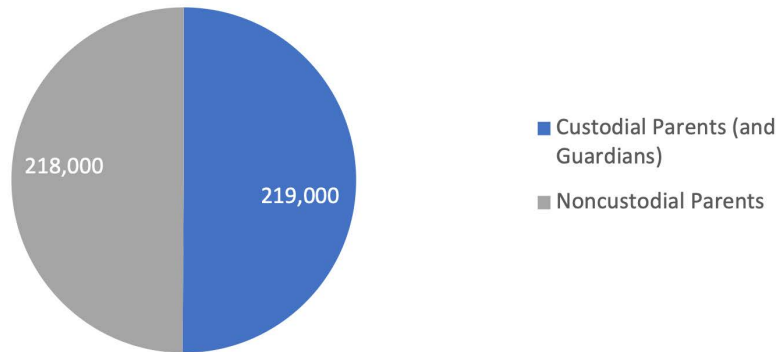
Executive Deputy Commissioner, OCSS



Connecting to Impact: People Served by the NYC Child Support Program

Connecting to Impact: People Served by the NYC Child Support Program	2023	2024
Number of Children under 21 on a Child Support Case	234,000 ¹	235,000
Number of Parents and Guardians Served	437,000	437,000
Number of Custodial Parents (and Guardians)	219,000	219,000
Number of Noncustodial Parents	218,000	218,000

Number of Parents and Guardians Receiving NYC OCSS Child Support Services (December 2024)



¹ | Unless otherwise noted, all data in the report is rounded and is current as of December of the given year.

Following the Connections in the Child Support Process in New York City: A Holistic View

Our fundamental connection as a program is with the hundreds of thousands of parents across the city navigating the child support process. We have come to view that process as having six interrelated elements:

- Opening child support cases
- Establishing parentage
- Establishing child support and medical support orders
- Collecting and distributing support
- Enforcing and modifying orders
- Supporting employment and reducing and avoiding debt

Not all OCSS cases pass through every part of this process. For example, some cases begin with parentage or a child support order already established, while others never need extra support reducing or avoiding debt. But each of these processes meets an essential need.

Opening a Case

In New York City, child support cases start with a custodial parent—the person living with and taking day-to-day care of the child at the center of the case. Custodial parents can be mothers, fathers, or guardians. Custodial parents applying for or receiving Cash Assistance open their child support cases with staff located in our Borough Offices. All other custodial parents open their case with staff in our Family Court offices.

Establishing Parentage

While often done outside of the child support process, establishing legal parentage is required before establishing a child support order. It also grants important rights to both fathers and children. By establishing parentage, fathers gain the right to seek court-ordered visitation or custody and to be consulted in legal proceedings related to the child, among other rights. Children gain a broad spectrum of legal rights as well, especially around inheritance and access to potential Social Security and military benefits through the father.

Establishing Orders

In New York State, child support orders are set by the Family Court as a percentage of the parents' income. The court also considers how to provide the child with medical support and cover education and childcare costs.

Collecting and Distributing Child Support Income

Custodial parents not currently receiving Cash Assistance—about 87% of our current caseload—receive all of the money we collect as current support on their behalf. Our Cash Assistance clients get up to \$100 of current support collected for one child or up to \$200 for two or more children, the remainder going to reimburse the NYC DSS for Cash Assistance payments.



Enforcing Orders and Assisting in Requests to Modify Them

For noncustodial parents, the key to success in the child support program is having an order that is calculated based on their current income and meets the needs of their child. Staying engaged with the child support program from the beginning of their case to the day it's closed is also key. Yet the needs of their children can change, as can noncustodial parents' income and ability to work. Modifying child support orders allows custodial and noncustodial parents to address these changes in a fair and equitable way. And when parents fail to pay their current support, OCSS and the courts have enforcement options to help ensure that the needs of the child are met.

Supporting Employment and Reducing and Avoiding Debt (Including through Employment Services)

Over the last two decades, OCSS has made a conscious effort to integrate into the child support process programs and practices intended to reduce and avoid the accumulation of child support debt. Job training and placement are fundamentally ways to leverage the two-generation potential of child support: recognizing noncustodial parents' strong desire to support their child and giving them the tools to realize that goal. We also work to avoid the build up of debt by encouraging parents to agree to a fair, legally sound child support amount before going to court and engaging fully in the child support process at every point. For those who do end up owing child support debt to the NYC DSS, we offer a variety of debt-reduction programs to remove barriers to providing current support. And for noncustodial parents with unpaid support owed to the custodial parent, we offer referrals to free or low-cost mediation services across the boroughs.

Communicating Clearly about Processes and Options

At every point in a child support case, OCSS strives to deliver clear, useful information to custodial parents, noncustodial parents, guardians, and their legally authorized representatives about their child support case. Because the Family Court makes many of the most important decisions in a child support case, we also do our best to help all child support participants understand their legal options and how to access free or low-cost legal assistance or information.

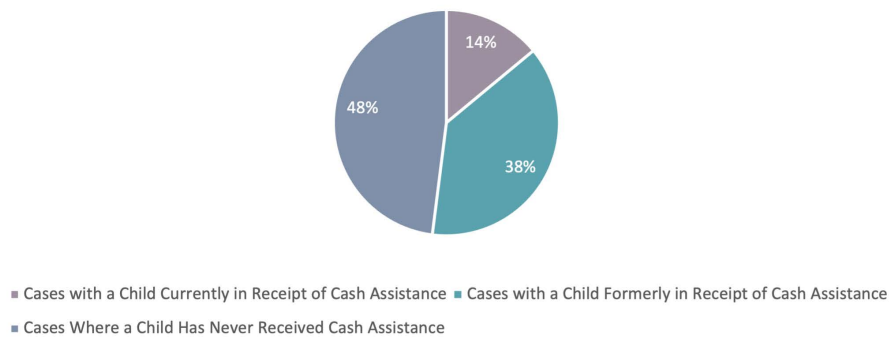


Connecting to Impact: Child Support Cases and Collections

NYC Child Support Cases	2023	2024
Number of Child Support Cases	250,000	249,000
Percentage of Cases with a Child Currently in Receipt of Cash Assistance	13%	14%
Percentage of Cases with a Child Formerly in Receipt of Cash Assistance	39%	38%
Percentage of Cases Where a Child Has Never Received Cash Assistance	48%	48%
Percentage of Cases with a Child Support Order	78%	75%

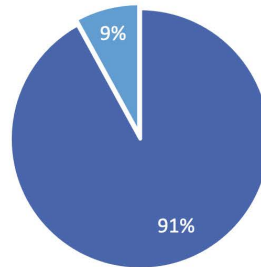
Child Support Collections by Calendar Year	2023	2024
Total Child Support Collections	\$679 million	\$668 million
Percentage of Total Collections Going Directly to Families	92%	91%
Percentage of Total Collections Retained to Reimburse Cash Assistance	8%	9%

NYC Child Support Caseload by Child's Benefit Status (December 2024)





Who Receives Child Support Collections (December 2024)



- Percentage of Total Collections Going Directly to Families
- Percentage of Total Collections Retained by DSS to Reimburse Cash Assistance

Process Spotlight: Why Are Employment, Training, and Debt-Reduction Part of the Child Support Process?

When child support goes unpaid, it becomes child support debt. Keeping accurate records of that debt has been a critical function of the federal child support program since its founding nearly five decades ago.

Only more recently have child support programs readily acknowledged that reducing and avoiding debt—not least by supporting noncustodial parents' employment—should be treated as similarly essential services.

Recognizing the Negative Cycle of Debt

Why have programs come to see debt in a different light?

Years of careful research and our direct experience has shown that debt often builds up because parents have unaddressed barriers to employment, such as skills not aligned with the current job market, substance use disorders, or a history of incarceration.

As those parents build up debt, they get caught in a vicious cycle, where having debt reduces the likelihood of parents paying ongoing support, leading them to accumulate more debt.

Child support debt can also undermine parents' relationships with their children and may even lead to worse outcomes for those children—adolescents in particular.

For many, the accumulation of child support debt, especially when that debt is owed to the government to pay back the costs of public assistance, also raises issues of equity, since available data suggests that the people carrying large amounts of child support debt are lower income and disproportionately Black and Latino.

Addressing Debt through Employment and Training

Two decades ago, OCSS created its first employment program to help noncustodial parents avoid that negative cycle of debt. Called the Support Through Employment Program (STEP), our program gave noncustodial parents access to the same skills development and job placement services as HRA's public assistance clients.

Over time, we folded those traditional employment services into our Parent Support Program, which is administered in partnership with the Center for Justice Innovation and available in all five boroughs. The Parent Support Program adds child support navigation and individualized referrals to services on top of employment services to build on each parent's strengths and more fully address the barriers keeping them from maintaining full-time employment.

As a result, thousands of parents have found jobs or started making payments after being referred to our employment programs, leading to millions of dollars in payments to families for current and past-due support.

Yet sustaining meaningful employment in the long-term sometimes requires a broader base of training than even these expanded employment services are intended to supply.

To meet this need we developed relationships with training providers across the boroughs who can help them secure the kind of in-demand positions that can help them stay current on support and avoid debt. We now offer referrals for qualified parents for free, in-depth training in fields such as:

- Information technology (IT) support
- Construction
- Healthcare
- Transportation
- Other industries

These trainings are delivered by experienced, trusted organizations across the city, including Per Scholas and STRIVE. We also refer parents to New York City's Pathways to Industrial and Construction Careers (PINCC) program.

The success of this approach has inspired us to further extend our employment and training offerings in 2025, when we anticipate launching the Job Path program in partnership with HRA Career Services. With Job Path, noncustodial parents who have a child support case with OCSS will have access to PINCC and to Business Link employment services. They will also meet with a child support case manager, who will assess their employment and child support needs and develop a service plan.

Preventing the Build up of Child Support Debt by Aligning Child Support Orders with Noncustodial Parents' Ability to Pay

Research suggests that receiving child support on a regular, dependable schedule may benefit children more than any specific amount of child support received. But to determine an order that a noncustodial parent can sustainably pay, the court needs accurate information about that parent's income.

The best way for the court to know that is by hearing directly from each noncustodial parent. We work hard, through multiple channels, to encourage noncustodial parents to engage with the process as early as possible by attending their hearings, showing up prepared, and understanding their rights and responsibilities.

As part of this approach, we created a suite of materials, informed by behavioral economics, intended to inform and motivate noncustodial parents who received the initial summons in a child support case to participate.

Encouraging Agreements before Setting and Changing Child Support Orders

Noncustodial parents are more likely to avoid debt and pay their court-ordered child support amount on time when they understand and accept the process used to determine the amount. This is why we developed a special process for reaching agreements for new or modified child support orders before going to court.

Also called stipulations, child support agreements have to meet the same legal standards as any other child support order, but they can start outside of court, without the parents even needing to be in the same room.

Our approach to child support agreements begins with our Customer Service Walk-In staff. Either parent can reach out to us to express interest in coming to an agreement to establish or modify a child support order. Our staff will then work with each parent individually to see whether they want to and can agree on the terms of the order. DSS's Office of Legal Affairs checks the agreement before filing it with the court.

The Family Court will still hold a hearing with both parents to ensure they fully understand the process and their rights. But most cases are handled in a single hearing, and research done in other states on cases with agreements suggest that they receive more consistent payments, reducing the likelihood that debt will build up.



Reducing Debt Owed to the NYC DSS

For years, OCSS has offered programs that allow noncustodial parents to reduce existing child support debt owed to the NYC DSS. In 2023 and 2024, a combined total of about 3,000 noncustodial parents participated in one of those programs, leading to the elimination of millions of dollars in debt, much if not all of it otherwise uncollectable.

More details about most of these programs are available in the table “NYC Debt-Reduction Programs.” Not included in that list is a new program, launched at the end of 2024, that provides debt-reduction to participants in our employment programs who successfully find employment and begin paying through an income-withholding order.

In addition to encouraging this especially reliable way of paying support, this program has the added benefit of requiring no separate application. The information we inevitably collect as part of the income-withholding process should tell us all we need to know to authorize the reduction of debt in these cases.

Safely Supporting Custodial Parents Who Want to Settle Child Support Debt Owed to Them

The debt addressed by our in-house programs is restricted to past-due support owed to the NYC DSS, since only in those cases do we have the authority, under certain circumstances, to reduce or eliminate debt. The power to reduce debt owed to custodial parents on OCSS cases resides with those custodial parents alone—as it should.

To give custodial parents a clear, safe way to settle all or part of any child support debt owed to them, we developed a voluntary program of referrals to free or low-cost mediation providers in the five boroughs.

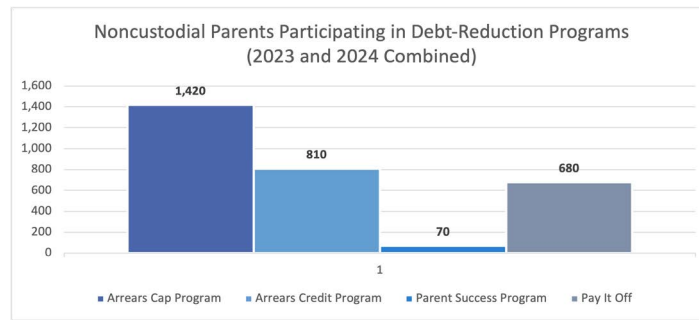
Mediators facilitate a conversation with both parents that could lead to the custodial parent accepting a lump sum payment in exchange for a significant reduction in debt or forgiving it entirely. During those same conversations, mediators can also work with both parents to find solutions to other ongoing problems, such as disputes over custody or parenting time.

Connecting all of these approaches is the goal of improving the outcomes for two generations: the parents we work with directly and the children who depend on their care and support.

NYC Debt-Reduction Programs

Program Name	How the Program Works
Arrears Cap Program	Reduces to as little as \$500 any child support debt that parents accrued to the NYC DSS while earning at or below the federal poverty level.
Arrears Credit Program	Reduces up to \$5,000 per year in child support debt owed to the NYC DSS when participants pay their regular child support in full for a year. Participants can remain in the program up to three years, for a total maximum reduction of \$15,000 per case.
Pay It Off	During a designated annual time-limited period, matches payments that meet a minimum amount with an equal amount of a reduction in child support debt owed to the NYC DSS (up to the total of all debt of that kind that they owe).
Parent Success Program	Reduces child support debt owed to the NYC DSS for parents who complete a drug treatment program certified by the New York State Office of Alcoholism and Substance Abuse Services (OASAS).

Connecting to Impact: Debt-Reduction Program Participation in 2023 and 2024	
Arrears Cap Program: Number of Participating Noncustodial Parents	1,420
Arrears Credit Program: Number of Participating Noncustodial Parents	810
Parent Success Program: Number of Participating Noncustodial Parents	70
Pay It Off: Number of Participating Noncustodial Parents	680



Parents in City Shelters: Connecting to Much-needed Services

OCSS and DHS partner closely to meet the needs of families. This work has resulted in a range of initiatives, such as identifying noncustodial parents with substantial debt owed to the NYC DSS and connecting them to our debt-reduction programs.

In 2023 and 2024, DHS and OCSS leaned into efforts to identify custodial and noncustodial parents residing in City shelters who may be entitled to undistributed child support income.

By combining intensive one-on-one work with system-based technical solutions, OCSS and DHS identified a small group of custodial and noncustodial parents in shelters who were owed child support collections. Both teams worked diligently to ensure that these parents received the income distributed to them as quickly as possible.

Our Training Institute trained DHS Shelter Providers on the services provided by the child support program.

Confronting Structural Racism in Child Support

In October 2023 we explored the connections between the policies of the child support program and structural racism in the most recent of our series of policy conferences. Entitled “Confronting Structural Racism in the Child Support Program: Listening, Understanding, Taking Action,” the conference brought parents, leading researchers, policymakers, and nonprofit and government leaders together to begin an important initial discussion about a challenging and urgent topic.

The daylong conference attracted approximately 125 attendees and featured two stimulating keynote speakers: Jennifer Jones Austin, CEO/Executive Director of the Federation of Protestant Welfare Agencies, and Dr. David J. Pate Jr., Associate Professor of Consumer Science, Human Development and Family Studies, in the School of Ecology at the University of Wisconsin-Madison.

The conference’s three panel discussions began with a powerful conversation among custodial and noncustodial parents about their experiences with child support and how those experiences have been shaped by their racial identities. The second panel expanded that discussion with additional insights from a panel of researchers, policy experts, and government and nonprofit leaders. The day’s final panel helped prepare us for the next stage: finding ways to turn the questions and challenges raised during the day into actions that could help make child support outcomes more equitable for all families.

Bringing the 2023 OCSS Policy Conference to You: Watch the Panels and Interviews with Speakers and Panelists

Access the YouTube playlist here: bit.ly/2023OCSSvideos.

Piloting a New Vision for Child Support Services for Young Parents

An earlier policy conference on young parents bore fruit in 2023 and 2024 with the piloting of the Young Parent Initiative, a program that connects parents age 18 to 25 and their children to services and support.

Implemented in partnership with the Center for Justice Innovation, the pilot offers one-on-one navigation services to both custodial and noncustodial parents from the very beginning of the child support process. The navigator can help walk them through the child support process itself while also connecting them with a range of additional supports, from legal information to employment or other public services.

The navigator also works with parents to understand whether their children have any unmet needs for child care or other services that they might need help accessing.

While we continue to shape the program during this initial pilot stage, we hope the approach will demonstrate that supporting young parents and children delivers a robust two-generation anti-poverty solution.

You can read more about the Young Parent Initiative on the website of the Center for Justice Innovation: www.innovatingjustice.org/programs/young-parent-initiative/more-info.

Communication and Technology: Connecting to Parents Where They Are

No government program can effectively communicate with the people who need its services without working across multiple channels. And while brochures, letters, and paper forms continued to be necessary in 2023 and 2024, they no longer suffice in a world where an entire generation has been raised almost entirely on websites, apps, email, text messaging, and social media. Labor-intensive back-office work that has long relied on paper faces a similar need to modernize to match the speed of other contemporary processes.

Some of the recent shifts in our approaches to communication that we have highlighted in previous reports include:

- The development of the NYC ACCESS HRA Child Support Mobile App, which speeds up a variety of processes for custodial and noncustodial parents across multiple stages of the child support process, from enrollment to payment
- The shift to conducting interviews and customer service appointments over the phone and the expansion of local payment processes to include phone payments without extra fees
- The use of text messages and email to communicate directly with existing case participants about special initiatives or the child support process and to coordinate phone appointments

- The ever-expanding list of videos we have developed and posted to the HRA YouTube channel to help guide custodial and noncustodial parents, as well as community-based organizations and City service providers, through a variety of child support forms and processes

In 2023 and 2024, we continued to rely on all of these tools, while enhancing some of them and putting new emphasis on others.

Embracing the Reach and Immediacy of Virtual Webinars: Employer Conferences and the Training Institute

Semi-Annual Employer Conferences

Employers are essential to child support. Not only are they responsible for roughly three-quarters of all the money collected in child support every year, they also provide other employment-related information, such as the costs of medical insurance. Without them, many fewer children would receive child support and medical support.

Several years ago, we began to offer semi-annual conferences to employers and payroll professionals to help them understand the program's often-daunting legal requirements. In recent years, we made these conferences entirely virtual, opening them up to an even wider group of busy professionals.

Approximately 777 people attended the four conferences we held in 2023 and 2024. Participants indicated that they would strongly recommend colleagues in similar positions take the half-day-long training, which has the added benefit of offering continuing education credits for members of PayrollOrg.

The OCSS Training Institute's Child Support Information Hour

The Child Support Information Hour webinars given by our Training Institute deliver clear, useful, authoritative information on topics such as establishing and modifying orders and reaching child support agreements that parents, community-based service providers, and our partners in other City agencies can trust.

Offered about twice a month on Tuesdays between 10:00 and 11:00 a.m., the Child Support Information Hour webinars cover a wide range of topics for an equally varied set of audiences, including custodial and noncustodial parents, veterans and active-duty military, and legal services providers, among others.

In 2023 and 2024, hundreds of people participated in Child Support Information Hour events. We anticipate the audience growing in coming years, given the many positive responses and the ongoing need for reliable information about our program.

How to Find out about Future OCSS Webinars

Want to participate in a future employer conference or Training Institute webinar? Contact us at OCSSinfo@dfa.state.ny.us.

Adding Payments to the Mobile App

In 2023 we rolled out an additional function for noncustodial parents who use our mobile app: letting them make child support payments directly through the app using a debit card, credit card, or PayPal. Payments made through the mobile app have the added benefit of not carrying any added fees. (Some payment methods may have fees of their own, but OCSS does not add any.)

Sharing the News about the Contemporary Child Support Program

In August 2023, in recognition of Child Support Awareness Month, OCSS Executive Deputy Commissioner Frances Pardus-abbadessa published an article online for NYN Media, the publishers of City and State magazines, to draw attention to the shift at OCSS and other child support programs across the country. Titled “Did You Ever Think Child Support Services Could Serve as an Anti-poverty Tool?,” the article focused on employment and training services, child support debt reduction programs, and our mobile app, among other elements, that combine to support our a human-centered and holistic service delivery model.

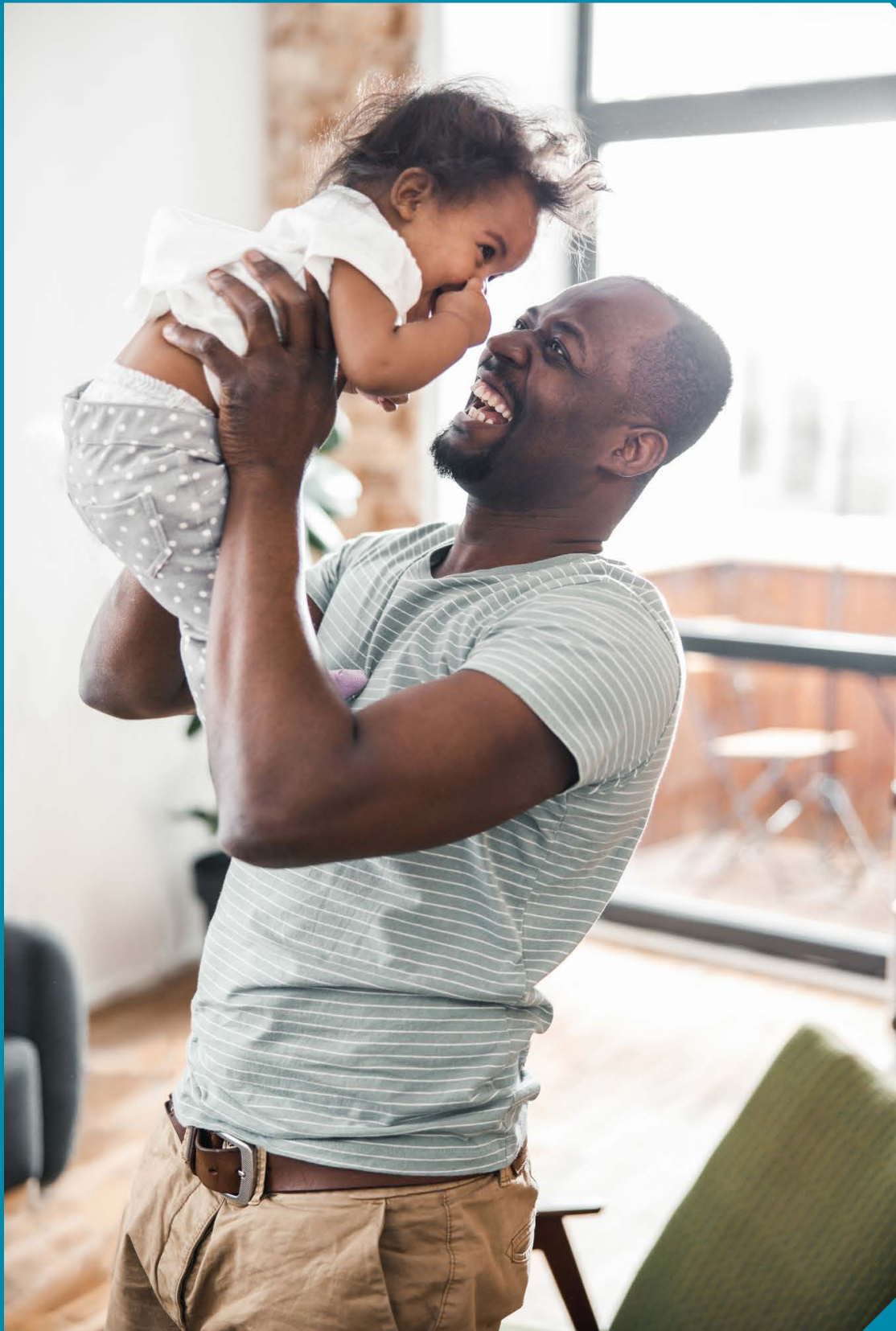
Behind the scenes, we also implemented a new system for gathering and electronically sharing documents to prepare for court hearings that should help ensure new and modified child support orders for public assistance cases are based on the most current information available.

Connecting Survivors to Services: The Safe Access for Victims’ Economic Security (SAVES) Grant

Data from the National Center for Injury Prevention and Control in 2019 estimated that 31.7% of women in New York State and 29% of men in the state experience intimate partner physical violence, intimate partner sexual violence and/or intimate partner stalking in their lifetimes. Yet existing child support caseload data in New York State and elsewhere suggest that we fail to recognize that part of our case participants’ experience much less often than we should. As a result, custodial and noncustodial parents may not be receiving necessary services and protections, including steps that can help shield personal information from the other parent on the case.

To make applying for and receiving child support safer for victims or survivors of domestic and gender-based violence, the federal Office of Child Support Services has implemented a five-year grant called Safe Access for Victims’ Economic Security (SAVES) in 12 pilot districts across New York state, as well as in 11 other states and one tribal child support program.

In New York City, the program is being implemented in our Brooklyn Borough Office and Brooklyn Family Court Office. Like our partner sites across the state, we are working to identify gaps in our existing processes and build on the work we have done to ensure clients understand any aspects of our program that could be potential triggers to domestic violence. Our goal is to give them the information they need to make an informed decision about whether to pursue or to continue receiving child support.



PARTNERS

Our local, state, and federal partners provide critical support for all parts of OCSS.

The Office of Legal Affairs within the Department of Social Services deserves special mention, since their partnership is integral to so much of our success, from establishing court orders to reducing child support debt. The City's Law Department offer similarly essential assistance every day.

We also could not accomplish all that we do without the partnership of the New York State Office of Disability and Temporary Services (OTDA) and especially OTDA's Division of Child Support Services.

The list below, then, is only partial. A full list would include the many other essential partners in the Department of Social Services, as well community-based organizations, that support our efforts to help New York City families in more ways than we could ever name.

- Borough Presidents' Offices
- Center for Justice Innovation
- City University of New York
- District Attorneys' Offices of the City of New York
- Irede Process Servers
- Labcorp
- Mayor's Office of Veterans' Affairs
- New York City Council Members
- NYC Administration for Children's Services
- NYC Comptroller's Office
- NYC Department of Correction
- NYC Department of Education
- NYC Department of Finance, Sheriff's Office
- NYC Department of Health and Mental Hygiene
- NYC Department of Homeless Services
- NYC Department of Probation
- NYC Department of Social Services (DSS), Office of Information Technology Services
- NYC DSS Office of Communications and Marketing
- NYC DSS Office of Legal Affairs
- NYC Department of Youth and Community Development
- NYC Division of Consumer Affairs, Office of Financial Empowerment

- NYC Human Resources Administration (HRA), Financial Independence Administration
- NYC HRA Office of Career Services
- NYC Law Department
- NYC Mayor's Office to End Domestic and Gender-Based Violence
- NYC Office of the Mayor, Citywide Fatherhood Initiative
- NYC Police Department
- NYC Small Business Services
- NYC Taxi and Limousine Commission
- NYC Workforce1
- NYS Assembly Members
- NYS Department of Corrections and Community Supervision
- NYS Department of Taxation and Finance
- NYS Division of Parole
- NYS Office of Court Administration
- NYS Office of Temporary and Disability Assistance, Division of Child Support Services
- NYS Senate Members
- US Attorney's Office
- US Department of Health and Human Services
- US Federal Bureau of Prisons
- YMS Management

Want to Become a Child Support Partner? Or Just Learn More about Our Programs and Goals? Get in Touch

We regularly meet with nonprofits, community-based organizations, and other government programs and agencies for discussions about child support and potential collaborations and to provide OCSS with a deeper understanding of the parents and guardian we serve.

If your organization would like to know more about child support in New York City and our programs, outcome data, or our larger goals to improve the lives of parents, guardians, and children, contact us at dcse.cseweb@dfa.state.ny.us.

We welcome partnerships with groups throughout the city and across the country!

CONTACT

Contact by Phone

New York State Child Support Helpline

To speak to a representative

8:00 a.m.–7:00 p.m., Monday–Friday

888-208-4485

TTY (Hearing Impaired): (866) 875-9975

New York State Information Line

For automated information

24 hours a day/7 days a week

800-846-0773

Contact in Person

New York City OCSS Customer Service Walk-In Center

151 West Broadway, 4th floor

(lower Manhattan between Worth and Thomas Streets)

New York, NY 10013

8:00 a.m.–6:00 p.m., Monday–Friday (walk-in)

Correspondence by Mail

New York City Office of Child Support Services

P.O. Box 830

Canal Street Station

New York, NY 10013

Individual Payments by Phone

Call 929-252-5201

9:00 a.m.–5:00 p.m., Monday–Friday

Individual Payments by Mail

NYS Child Support Processing Center

P.O. Box 15363

Albany, NY 12212-5363

NYC OCSS Paternity Services and Outreach

Call 929-221-5008. Leave a message if no one is available.

On the Internet

OCSS/New York City Office of Child Support Services

www.nyc.gov/hra/ocss

For materials from OCSS and other HRA programs in languages other than English, visit bit.ly/HRAImmigrants or go directly to HRA's pages in each of the following languages:

Spanish

bit.ly/HRASpanishResources

Arabic

bit.ly/HRAArabicResources

Bengali

bit.ly/HRABengaliResources

French

bit.ly/HRAFrenchResources

Haitian Creole

bit.ly/HRAHaitianCreoleResources

Korean

bit.ly/HRAKoreanResources

Polish

bit.ly/HRAPolishResources

Russian

bit.ly/HRARussianResources

Simplified Chinese

bit.ly/HRASimChineseResources

Traditional Chinese

bit.ly/HRATradChineseResources

Urdu

bit.ly/HRAUrduResources

New York State Child Support Services

View account information with your Social Security number and the PIN for your account www.childsupport.ny.gov

On Social Media (HRA)

 facebook.com/nychra

 twitter.com/nychra

 youtube.com/hranyc

 instagram.com/nychra/

Feedback on Our Biennial Report

OCSS welcomes your comments on our biennial report. Please email them to dcse.cseweb@dfa.state.ny.us.

Special thanks to Strategic Initiatives Specialist David Ramm for preparing this report.



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