

# Office of Child Support Enforcement



Child support HelpLine: 1-888-208-2285

## Field Offices

The **OFFICE OF CHILD SUPPORT (OCSE)** provides services to all custodial parents and guardians throughout the five boroughs. Parents who are receiving cash assistance will be referred to a child support Borough Office automatically. All others must apply for services in the family court in the borough where they live. For general information or help with your child support case, call 1 - 888 -208 - 4485.

### FAMILY COURT LOCATIONS

**Providing child support offices for clients who are not applying for or receiving cash assistance**

#### **BROOKLYN**

##### **Kings County Family Court**

330 Jay Street, 12th Floor  
Brooklyn, New York 11201  
(718) 246-7962/68

##### **Hours:**

9:00 a.m. - 5:00 p.m. Monday & Friday  
9:00 a.m. - 7:00 p.m. Wednesday  
9:00 a.m. - 8:00 p.m. Tuesday & Thursday

#### **BRONX**

##### **Bronx County Family Court**

900 Sheridan Avenue 10451  
Bronx, NY 10451, 1st Floor  
(718) 590-3924/3432

##### **Hours:**

9:00 a.m. - 5:00 p.m. Monday & Friday  
9:00 a.m. - 7:00 p.m. Wednesday  
9:00 a.m. - 8:00 p.m. Tuesday & Thursday

#### **QUEENS**

##### **Queens County Family Court**

151-20 Jamaica Avenue, 1st Floor  
Jamaica, NY 11432  
(718) 725-3148/49

##### **Hours:**

9:00 a.m. - 5:00 p.m. Monday & Friday  
9:00 a.m. - 7:00 p.m. Wednesday  
9:00 a.m. - 8:p.m. Tuesday & Thursday

#### **STATEN ISLAND**

##### **Richmond County Family Court**

100 Richmond Terrace  
Staten Island, NY 10103  
(718) 720-2495

**Hours:** 9:00 a.m. - 5:00 p.m. Monday, Tuesday,  
Thursday & Friday

9:00 a.m. - 7:00 p.m. Wednesday

## **MANHATTAN**

### **New York County Family Court**

60 Lafayette Street, 1st Floor

New York, NY 10013

(212) 385-8218/19

#### **Hours:**

9:00 a.m. - 5:00 p.m. Monday, Thursday, & Friday

9:00 a.m. - 7:30 p.m. Tuesday & Wednesday

## **BOROUGH OFFICE LOCATIONS**

**Providing child support services to clients who are applying for or receiving cash assistance**

**Office hours for all borough offices: 9:00 a.m. - 5:00 p.m /Monday - Friday**

## **BROOKLYN**

### **Brooklyn Borough Office**

*Serving Brooklyn and the Rockaways*

481 Hudson Avenue (10 Metrotech)

Brooklyn, NY 11201

(718) 722-3034

## **BRONX**

### **Bronx Borough Office**

*Serving the Bronx*

260 East 161st Street

Bronx, NY 10451

(718) 664-1845

## **MANHATTAN**

### **Manhattan Borough Office**

*Serving Manhattan/Staten Island*

115 Chrystie Street

New York, NY 10002

(212) 334-7654

## **QUEENS**

### **Queens Borough Office**

*Serving Queens (except the Rockaways)*

32-20 Northern Boulevard

Long Island City, NY 11101

(718) 784-6979

## **FOR CUSTOMER ASSISTANCE ONCE YOU HAVE A CHILD SUPPORT ORDER**

**CALL:** **New York State Child Support Helpline** to speak to a child support representative  
8:00 a.m. - 7:00 p.m. Monday – Friday: **888-208-4485** TTY (Hearing Impaired): 866-875-9975

**CALL:** **New York Client Information Line** at 800-846-0773 for automated account information 24 hours, 365 days a year. Have your Social Security number and the PIN for your account when you call.

**VISIT:** **New York City OCSE Customer Service Walk-in Center**

151 West Broadway, 4th floor (between Worth and Thomas Streets)

Monday - Friday 8:00 a.m. - 7:00 p.m.

Saturday 9:00 a.m. - 5:00 p.m.

*Monday is the busiest day. For a shorter wait time, visit OCSE Customer Services Tuesday – Friday between 11 a.m. and 6:30 p.m.*

**Travel Directions to Customer Service Walk-in Center:** Take the 1,2,3,9,A,C,J, or M train to Chambers Street Station or the 4,5, or 6 train to the Brooklyn Bridge/City Hall Station. The OCSE Customer Services Office is located at 151 West Broadway, two blocks west of Broadway and three blocks North of Chambers Street.

**WRITE:** **OCSE/New York City Office of Child Support Enforcement**

PO Box 830

Canal Street Station

New York, New York 10013