



Returning in June: Pay It Off

Reduce Child Support Debt to the New York City Department of Social Services Twice as Fast

Throughout June 2023 OCSS will be offering one of our most popular debt-reduction programs: Pay It Off. Pay It Off doubles the value of payments over \$500 by reducing DSS debt permanently owed to the New York City Department of Social Services (NYC DSS).

Earlier versions of Pay It Off have already helped more than 3,800 noncustodial parents, leading to a total of \$17 million in debt reduction.

Matching Payments

The key to the program is the dollar-for-dollar match of payments over \$500 during the program period.

Take, for example, a noncustodial parent who owes \$3,000 to NYC DSS for support when their child received Cash Assistance. If that parent makes a payment of \$800, we will match their \$800 payment and administratively reduce the NYC DSS debt by \$1,600. As a result, their \$3,000 debt would be lowered to \$1,400.

Important Details about Pay It Off

As with any government program, Pay It Off operates within certain important parameters:

- The child support debt must be permanently owed to the New York City Department of Social Services.
- Participants must sign Pay It Off agreements. People whose payments could be applied to multiple cases need to sign an agreement for each case.
- The amount of debt reduced cannot exceed the amount owed.
- Payments must be received no later than June 30, 2023 to receive the credit.

The 4 Steps to Paying It Off!

Step 1. Read, Sign, and Return an Agreement

Submit the completed and signed Pay It Off agreement between June 1–30 either by email, mail, or in person.

Step 2. Make the Pay It Off Payment

To make a payment, participants can choose the way that works best for them:

- **Calling** 929-252-5201 to make a credit card payment

- **Visiting** our Customer Service Walk-In Center at [151 West Broadway in Manhattan](#) to pay in person using check, money order, or credit or debit card
- **Mailing** a check or money order to OCSS—Pay It Off, PO Box 830, Canal Street Station, New York, NY 10013. Participants should write their case number and “Pay It Off” on the check or money order
- **Submitting an online payment through the child support mobile app**

Step 3. Get a Dollar-for-Dollar Match

Four to five weeks after receiving the payment and agreement, we will notify participants of the outcomes.

Step 4. Take Advantage of Other Ways to Lower Child Support Debt Owed to NYC DSS

By signing up for our [Arrears Credit Program](#), Pay It Off participants can receive a one-time reduction of \$2,500 in child support debt owed to NYC DSS. Parents who go on to successfully participate in the Arrears Credit Program can receive up to \$15,000 in additional reductions to their NYC DSS debt over 3 years.

In addition, participants who pay off the principal on any money judgment payable to NYC DSS during Pay It Off will have any interest associated with that judgment eliminated. This means their reduction could be more than double the amount of their payment!

Questions? Want More Information?

You can email us at dcse.cseweb@dfa.state.ny.us with any questions We will also be updating the Pay It Off website (nyc.gov/site/hra/help/pay-it-off) with detailed answers to frequently asked questions (FAQs) as well as copies of the Pay It Off flyer and a set of printed FAQs—both in 12 languages.



In the Know

Remember: OCSS Posters and Upcoming Trainings

Organizations that work with custodial and noncustodial parents can order copies of **two recently published OCSS posters**: one giving parents an overview of the ACCESS HRA Child Support Mobile App, the other encouraging them to use the app to apply for our debt-reduction programs. Both give their information in 12 languages. To order a poster, email us at dcse.cseweb@dfa.state.ny.us.

Want to know about our upcoming **trainings**? Visit our [webpage for partners](#) and scroll to the “Upcoming Presentations” section.

Contact OCSS

Email us at dcse.cseweb@dfa.state.ny.us