



## Pay It Off Returns for 2026

### From March 2–13, Reduce Child Support Debt Owed to NYC Twice as Fast

This March noncustodial parents will once again have the chance to participate in our popular, time-limited debt-reduction program [Pay It Off](#).

First offered in 2013, Pay It Off matches payments of \$500 or more made toward child support debt permanently owed to the New York City Department of Social Services (NYC DSS).

Nearly 5,000 noncustodial parents have already participated in the program, receiving an average reduction of \$4,800 per case.

### How Pay It Off Reduces NYC DSS Debt

To understand Pay It Off, imagine a noncustodial parent who has \$3,000 in debt owed to the NYC DSS.

If that parent made a qualifying payment of \$1,000 between March 2–13, 2026, OCSS would match their payment with a \$1,000 administrative reduction.

Once combined, the payment and our match equals a \$2,000 total reduction, taking their NYC DSS debt from \$3,000 to \$1,000—after only one payment!

### Another Benefit of Pay It Off

Pay It Off has an additional benefit for noncustodial parents who owe interest on a [money judgment](#) for NYC DSS debt: payments that eliminate the principal on their money judgments will have all of the interest on that judgment removed entirely.

For people with debt from old money judgments, this reduction could be very large.

### Four Steps Pay It Off

1. **Sign an agreement.** [Contact OCSS](#) for a copy of the agreement. To receive credit, you need to submit a separate agreement for each case with NYC DSS debt.

Submit the completed, signed agreement and a copy of your government-issued photo ID between March 2–13 by: email, mail, or in person.

2. **Make a Payment of \$500 or more** toward Pay It Off between March 2–13, 2026. Payments should accompany the agreement.

### Contact OCSS

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

When submitting the agreement separately, indicate when and how the payment will be submitted.

There are lots of ways to pay:

- **Call** 929-252-5201 to pay with a credit or debit card
- **Use the [NYC ACCESS HRA Child Support Mobile App](#)** to make payments with PayPal or a credit or debit card.
- **Visit** 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
- **Mail** a check or money order along with the signed Pay It Off agreement to:

OCSS—Pay It Off  
PO Box 830, Canal Street Station  
New York, NY 10013

Make the check or money order payable to the “NYS Child Support Processing Center” and write the case number and “Pay It Off” on it

3. **Get your qualified payment matched**
4. **Lower your debt even more** by signing up for the Arrears Credit Program. Pay It Off participants may also be eligible for our other [debt-reduction](#) or [employment and training](#) programs

Payments must be received no later than March 13, 2026.

As always, the amount of debt reduced cannot exceed the amount owed.

### More Information about Pay It Off

Visit [nyc.gov/payitoff](http://nyc.gov/payitoff) for more details about this program and how to participate. The agreement and instructions will be posted on the website on February 9, 2026.

## Free Webinars in February

Our popular series of free webinars on child support continues in February with “Child Support Administrative Enforcement Actions: What Noncustodial Parents (NCPs) Need to Know” (February 3) and “Child Support: Debt Reduction Options for NCPs” (February 10).

Offered through our Training Institute, these sessions are held virtually on Tuesdays, from 10:00–11:00 a.m., with additional time for questions. To register, go to [www.nyc.gov/site/hra/help/ocss-cbos.page](http://www.nyc.gov/site/hra/help/ocss-cbos.page) and scroll to “Upcoming Presentations.”