



OCSS Releases 2023–2024

Biennial Report

Offering Highlights from Two Eventful Years Alongside Critical Reference Information

Last month the New York City Office of Child Support Services (OCSS) released its [2023–2024 Biennial Report](#). Characterizing those two years as “a time of connections,” the report combines current data with descriptions of key activities and provides an up-to-date description of child support’s more holistic service delivery model.

The report offers insights into OCSS's work to:

- Deliver employment, training, and debt-reduction services to noncustodial parents
- Connect parents in City shelters to much-needed child support services
- Examine structural racism in the child support program through its 2023 Policy Conference
- Develop a new model for delivering child support services to young parents
- Communicate to parents by text and email, through webinars, and using the [ACCESS HRA Child Support Mobile App](#)

A brief overview of the child support process also makes the report a useful reference for partners interested in refreshing their understanding of this essential City program.

The list of contact methods and multi-language resources at the end makes it especially valuable for community-based organizations that directly serve New York City families.

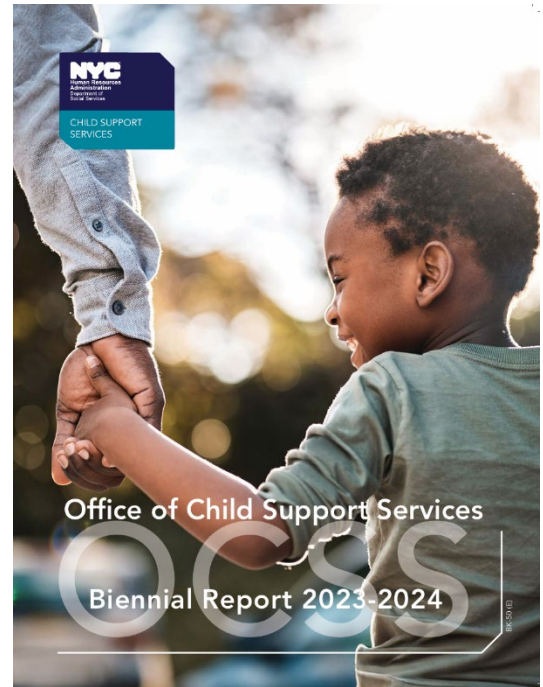
2025 Pay It Off Reduces \$1.6 Million in Child Support Debt

Offered from March 3–14, 2025, this year’s version of our special, time-limited debt-reduction program [Pay It Off](#) reduced \$1.6 million in debt for the 418 noncustodial parents who participated.

[Pay It Off](#) gives noncustodial parents the opportunity to double the value of payments of \$500 or more made toward child support debt permanently owed to the New York City Department of Social Services (NYC DSS). (As always, the amount of debt reduced cannot exceed the amount owed.)

Contact OCSS

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



Cover of the 2023–2024 OCSS Biennial Report

The year Pay It Off participants made \$651,500 in payments toward child support debt owed to NYC DSS. Since custodial parents are paid first in almost all situations when both they and DSS are owed past-due child support, Pay It Off also led to \$128,000 in payments to custodial parents.

A third of the 418 participants also received additional debt-reduction for signing up for our [Arrears Credit Program](#)—setting the stage for additional reductions in debt if they continue to make regular payments over the next year.

As with all of our debt-reduction programs, the goal of Pay It Off is to reduce or eliminate unproductive debt that research and direct experience has shown can be a barrier to noncustodial parents paying current child support and connecting with their children.

Upcoming Free Webinars

Join us on August 5 for a free webinar on a particularly important topic for many OCSS families: “An Introduction to Interstate Child Support Cases.” On August 19, we will host “The Basics of Child Support Account Statements.” These statements are critical tools for informing parents and the court about the financial status of a child support case.

All sessions are held virtually on Tuesdays, from 10–11:00 a.m., with additional time for questions from attendees. To register visit www.nyc.gov/site/hra/help/ocss-cbos.page and scroll down to “Upcoming Presentations.”