



NYC Office of Child Support Services (OCSS) Contact Child Support

Online Child Support Resources

NYC CHILD SUPPORT WEBSITE

www.nyc.gov/hra/ocss

Get information about programs and services offered only in New York City

NYC CHILD SUPPORT YOUTUBE CHANNEL

www.youtube.com/HRANYC

Learn important facts about the program

NYS CHILD SUPPORT WEBSITE

www.childsupport.ny.gov

Get forms and view account information (social security number and PIN required)

Phone Appointments

NYC OCSS CUSTOMER SERVICE

Email dcse.cseweb@dfa.state.ny.us and say you want a phone call to discuss your child support question or concern.

In your email provide name, Child Support case number, description of your concern(s), phone number, and the best time to reach you.

Enter "Requesting a Customer Service Appointment" in the email subject line.

Email Support (Questions)

NYC OCSS CUSTOMER SERVICE

dcse.cseweb@dfa.state.ny.us and include your question or concern.

In your email, include your Child Support case number and use a descriptive subject line. You will receive a response by mail.

Child Support Helpline

NYS CHILD SUPPORT HELPLINE

888-208-4485

866-875-9975 TTY (Hearing Impaired)

Monday–Friday, 8:00 am–7:00 pm

Automated information available 24 hours a day / 7 days a week and live call agents available Monday – Friday 8:00am – 7:00pm.

Mail

NYC OCSS CORRESPONDENCE SERVICES

OCSS
PO Box 830
Canal Street Station
New York, NY 10013

Mail forms and inquiries. Provide name, Child Support case number, description of your concern(s).

Mail payments to:

NYS Child Support Processing Center
PO Box 15363 Albany, NY 12212-5363

Be sure to include your case identification number on all payments.

Paternity and Outreach

OCSS PATERNITY SERVICES AND OUTREACH

929-221-5008

Information about paternity, DNA testing, and community outreach events

Payments by Phone



NYC OCSS CUSTOMER SERVICE

929-252-5201

Credit and Debit card payments accepted

Monday–Friday, 9:00 am–5:00 pm



Icon indicates credit and debit card payments are accepted

(TURN OVER FOR A LIST OF OFFICES SERVING PARENTS IN PERSON)



NYC Office of Child Support Services (OCSS) Contact Child Support

In Person Customer Service Office Services

OCSS CUSTOMER SERVICE WALK-IN CENTER

151 West Broadway
4th Floor
New York, NY 10013

Between Worth and Thomas Streets.

Business Hours: Mon - Fri, 8:00 AM - 6:00 PM (except holidays)

- ✓ Case inquiries
- ✓ Payments
- ✓ Order modifications
- ✓ Enforcement assistance
- ✓ Payment plans
- ✓ Child support agreements
- ✓ Debt reduction applications

In Person Intake Interviews for Custodial Parents Receiving Cash Assistance Office Hours: Monday–Friday, 8:30 am–5:00 pm

BRONX BOROUGH OFFICE

Serving the Bronx
894 Garrison Avenue
Bronx, NY 10474
718-557-1399 [[GOOGLE MAPS](#)]

BROOKLYN BOROUGH OFFICE

Serving Brooklyn and the Rockaways
1 MetroTech Center, North, 6th Floor
Brooklyn, NY 11201
718-557-1399 [[GOOGLE MAPS](#)]

MANHATTAN BOROUGH OFFICE

Serving Manhattan and Staten Island
115 Chrystie Street, 3rd Floor
New York, NY 10002
718-557-1399 [[GOOGLE MAPS](#)]

QUEENS BOROUGH OFFICE

Serving queens (except the rockaways)
One Honeywell Street, 6th Floor
Long Island City, NY 11101
718-557-1399 [[GOOGLE MAPS](#)]

STATEN ISLAND

Staten Island residents receive services in the Manhattan Borough Office.

In Person Intake Interviews for Custodial Parents Applying for Services and Not Receiving Cash Assistance & For Parents with General Questions About Their Child Support Case Office Hours: Monday–Friday, 9:00 am–5:00 pm

BRONX FAMILY COURT

900 Sheridan Avenue, LM Floor
Bronx, NY 10451
718-590-3924/3432 [[GOOGLE MAPS](#)]

BROOKLYN FAMILY COURT

330 Jay Street, 12th Floor
Brooklyn, NY 11201
718-246-7962/68 [[GOOGLE MAPS](#)]

MANHATTAN FAMILY COURT

60 Lafayette Street, 1st Floor
New York, NY 10013
212-385-8218/19 [[GOOGLE MAPS](#)]

QUEENS FAMILY COURT

151-20 Jamaica Avenue, 4th Floor
Jamaica, NY 11432
718-725-3148/49 [[GOOGLE MAPS](#)]

STATEN ISLAND FAMILY COURT

18 Richmond Terrace, Basement
Staten Island, NY 10301
718-720-2906 [[GOOGLE MAPS](#)]

A list of all OCSS office locations is also available online at bit.ly/CSoffices.