



Noncustodial Parents Received More than \$900,000 in Debt Reduction through 2022 Pay It Off

From October 17–31, we ran the eighth iteration of our time-limited [debt-reduction program](#) Pay It Off.

This year's program matched payments of more than \$500 with an equal reduction in arrears owed to the New York City Department of Social Services (NYC DSS) up to the total amount they owe in NYC DSS debt.

The 223 noncustodial parents who participated this year paid a total of \$457,500 and will see their child support debt lowered by over \$900,000—more than doubling the total payment amount.

While most of the money collected goes to lowering NYC DSS debt, almost a third of it—about \$131,000—will go to the custodial parents on these cases, in keeping with federal and state child support distribution requirements.

To participate, parents also had to have paid their current support payments in October, likely leading to additional payments that went directly to supporting children.

The Arrears Credit Program Bonus

In addition to matching Pay It Off payments, the program also encourages eligible noncustodial parents to participate in our Arrears Credit Program, which reduces NYC DSS debt by \$5,000 per year for every year of full and on-time child support payments. Parents can participate for up to three years, potentially receiving \$15,000 in debt reduction.

The 77 Pay It Off participants who signed up for the Arrears Credit Program received \$1,000 credit each, generating a total of \$68,934 in additional debt reduction just for signing up. If those parents successfully participate in the Arrears Credit Program for a year, combined they could earn as much as \$385,000 in additional reductions to debt owed to NYC DSS.

An Unprecedented Increase

This year's program also saw an unprecedented increase in the average payment associated with each Pay It Off agreement.

In 2021, the average payment per agreement was \$1,010. This year, it was \$1,947—a 93% increase, by far the largest jump we have ever seen from one iteration of the program to another.

Contact OCSS

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

Thank You for Your Support and Continued Help

We promoted Pay It Off with a large mailing to potentially eligible parents and through social media, including a new and apparently successful push to users of YouTube.

But we know the success of programs such as these hinges on the additional work those of you in the community do to explain the New York City child support program and our sustained effort to reduce debt and prevent it from building up in the first place.

So thank you to everyone who has leant your voice to this work.

We hope to offer Pay It Off again soon. If we do, we hope you will again help us reach people who might benefit from the program.

Training Institute Reaching Parents and Providers in the Community

More than 100 people participated in our bi-weekly online Training Institute events between October 25 and December 13. These trainings have been designed for providers who work with parents.

During those events, participants learned about the fundamentals of child support, recent developments in the program, and our full range of debt-reduction options.

The schedule for the new year is equally rich, including a special lunchtime event on Tuesday, February 7, specifically for parents receiving services. These participants can have their questions about the program answered by OCSS's Executive Deputy Commissioner and Deputy Commissioner.

Want to know more about these events? Email us at dcse.cseweb@dfa.state.ny.us for a schedule of upcoming topics.



In the Know

New Online Information Packet Puts Child Support Information at Your Fingertips

To make it easier for our community partners to share concise, up-to-date information about child support with the people they work with, we recently posted a [comprehensive information packet](#) on our website.