



Human Resources  
Administration  
Department of  
Homeless Services

## Department of Social Services

### PRESS RELEASE FOR IMMEDIATE RELEASE

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### **CITY OFFERS OPPORTUNITY TO MATCH CHILD SUPPORT DEBT PAYMENTS**

*“Pay It Off” Program Makes It Easier for Noncustodial Parents to Eliminate Child Support Debt*

**NEW YORK** — The New York City Human Resources Administration (HRA) announced this week that the City’s “Pay It Off” program, which gives parents an opportunity to eliminate child support debt, will relaunch from March 2 through March 16, 2020. “Pay It Off” offers a dollar-for-dollar match for payments a noncustodial parent makes toward child support debt owed to NYC, making it easier for them to address debt and ensuring children are consistently and effectively supported.

“Our Office of Child Support is committed to ensuring that all New York City children receive the resources and support they deserve from their parents,” said **Department of Social Services Commissioner Steven Banks**. “Through the Pay It Off program, we continue to develop creative interventions with the goal of simplifying and strengthening the child support process for the youngest New Yorkers who we serve. We’re proud to provide parents with this opportunity, empowering them to eliminate debt and focus on what matters most – providing for their children.”

Child support debt owed to the City accrues when court ordered child support payments are not paid during periods wherein the noncustodial parent’s children are receiving cash assistance benefits. “Pay It Off” provides participating parents with City assistance to help address that debt, including by matching payments of \$500 or more made by eligible noncustodial parents towards existing child support debt owed to HRA.

The “Pay It Off” program will also:

- Offer qualifying individuals the opportunity to receive an additional \$1,000 in child support credit by signing up for HRA’s Arrears Credit Program during “Pay It Off”, which provides noncustodial parents who continuously pay their child support payment obligations on-time for a period of twelve months with a \$5,000 credit toward their debt owed to the City.
- Conduct reviews of participating parents’ cases in order to facilitate connections to other child support resources and services, including employment services, mediation resources, and other debt reduction programs offered by HRA’s Office of Child Support Services (OCSS).

The “Pay It Off” program has been a proven-successful tool for helping noncustodial parents address unpaid child support debt, ensuring children receive the support they deserve. In 2018, for example, more than 600 parents participated in “Pay It Off,” reducing their child support debt owed to the City by an average of \$3,700 per case.

“Pay It Off is a game-changing initiative that better positions noncustodial parents to provide the care and support necessary to achieve long-term success for their children,” said **HRA Administrator Grace Bonilla**.

For additional information about “Pay It Off,” including to determine individual eligibility, interested New Yorkers should call 929-252-5200 or visit <https://www1.nyc.gov/site/hra/help/pay-it-off.page>. Eligible participants can then process their application and submit payments through the following methods:

- **In-person:** eligible participants can visit the following locations to process their application and submit payments:
  - **OCSS Customer Service Walk-In Center**, located at 151 W. Broadway in Lower Manhattan, eligible participants can visit Monday-Friday from 8AM-7PM, and on Saturday, March 7 and 14 *only* from 9AM-5PM
  - **Family Court Support Services Offices**, located in the Family Courts in Brooklyn, Queens, the Bronx, and Manhattan, eligible participants can visit Monday-Friday from 9AM-5PM
    - *Note: Eligible participants can only submit payments via credit and debit cards (Visa or MasterCard) at Family Court offices*
- **Mail:** To participate by mail, New Yorkers should call 929-252-5200 to speak with a child support representative.

Eligible “Pay It Off” participants can submit payments via the following methods:

- Certified or personal check
- Money order
- Credit card
- Debit card (must be a Visa or MasterCard)

Additional information about the “Pay It Off” program is also available in English, Spanish, Arabic, Bengali, Chinese (Traditional and Simplified), French, Haitian Creole, Korean, Polish, Russian, and Urdu.

To learn more about the child support program and available resources, visit [www.nyc.gov/hra/ocss](http://www.nyc.gov/hra/ocss).

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