



Pay It Off 2022: Reduce Child Support Debt Owed to NYC DSS Twice as Fast, October 17–31, 2022

This month OCSS is bringing back one of our important and widely used debt-reduction programs: [Pay It Off](#).

Offered from October 17, 2022 to October 31, 2022, Pay It Off doubles the value of payments over \$500 made toward child support debt that is permanently owed to the New York City Department of Social Services (NYC DSS).

Earlier versions of Pay It Off have already helped more than 3,000 noncustodial parents, leading to a total of \$16 million in debt reduction.

Matching Payments

The key to the program is the dollar-for-dollar match of payments over \$500 toward NYC DSS child support debt during the program period.

For example, say a parent owes \$3,000 to NYC DSS for support when their child received Cash Assistance. If they make a payment of \$800 toward past-due child support between October 17 and 31, 2022, we would match that payment by crediting the parent's account by \$800, lowering the amount of NYC DSS debt they owe to \$1,400.

Important Details about Pay It Off

As with any government program, Pay It Off operates within certain important parameters:

- The child support debt must be permanently owed to the New York City Department of Social Services
- All participants must sign Pay It Off agreements. A person who has multiple cases that their payment can be applied to will need to sign a separate agreement for each case.
- The amount of debt reduced cannot exceed the amount owed.
- Participants with a current child support order that is actively charging must first pay the court-ordered obligation amount due in October. If that has not already been paid by the time of their Pay It Off payment, their October payment will come from the Pay It Off payment and will not be matched.
- Payments must be received no later than October 31, 2022 to receive the credit.

Contact OCSS

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

The 4 Steps to Paying It Off!

Step 1. Read, Sign, and Return an Agreement

Submit the completed and signed Pay It Off agreement between October 17 – 31 either by email, mail, or in person. Agreements are available on the [Pay It Off website](#) in 12 languages.

Step 2. Make the Pay It Off Payment

Participants have multiple options for payments:

- 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 to OCSS—Pay It Off, PO Box 830, Canal Street Station, New York, NY 10013. Participants should write their case number and “Pay It Off” on the check or money order
- **Call** 929-252-5201 to make a credit card payment

Step 3. Get a Dollar-for-Dollar Match

We will send participants a summary of the actions we took on their case 4 to 5 weeks after receiving the agreement and payment.

Step 4. Take Advantage of Other Ways to Lower Child Support Debt Owed to NYC DSS

By signing up for our [Arrears Credit Program](#), Pay It Off participants can receive a one-time reduction of \$1,000 in child support debt owed to NYC DSS. Parents who go on to successfully participate in the Arrears Credit Program can receive up to \$15,000 in additional reductions to their NYC DSS debt over 3 years.

In addition, participants who pay off the principal on any money judgment payable to NYC DSS during Pay It Off will have any interest associated with that judgment eliminated.

Questions? Want More Information?

Go to nyc.gov/site/hra/help/pay-it-off for detailed guide to Pay It Off, including answers to Frequently Asked Questions (FAQs). The page also includes copies of the Pay It Off flyer and a set of printed FAQs—both in 12 languages.

Or email us at dcse.cseweb@dfa.state.ny.us. Put “Pay It Off” in the subject line.



In the Know

Share the Pay It Off Video

Go to <https://bit.ly/2022PayItOffVideo>.