

CONTACT CHILD SUPPORT

Online Child Support Resources

NEW YORK STATE (NYS) CHILD SUPPORT SERVICES

Get forms and view account information (social security number and PIN required)
www.childsupport.ny.gov

NEW YORK CITY (NYC) OFFICE OF CHILD SUPPORT SERVICES (OCSS)

Get information about programs and services offered only in New York City
www.nyc.gov/hra/ocss

YOUTUBE CHANNEL FOR THE NYC HUMAN RESOURCES ADMINISTRATION (HRA)

www.youtube.com/HRANYC

For Parents Wanting Help with an Existing Child Support Case

In Person

OCSS CUSTOMER SERVICE

WALK-IN CENTER

151 West Broadway, 4th floor
 (between Worth and Thomas Streets)
 New York, NY 10013 [\[GOOGLE MAPS\]](#)
 Monday–Friday, 8:00 am–7:00 pm

Nearby subway stations include:

- Chambers Street, for the 1, 2, 3, A, C, J, or Z trains
- Brooklyn Bridge/City Hall Station, for the 4, 5, or 6 trains
- Canal Street, for the E train

By Phone

NYC 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
 Social security number and PIN required

OCSS PATERNITY SERVICES AND OUTREACH

Information about paternity, DNA testing, and community outreach events
 929-221-5008

By Mail

OCSS

PO Box 830
 Canal Street Station
 New York, NY 10013

To send payments:

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

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

For Parents Applying for Child Support

1. APPLICANTS RECEIVING CASH ASSISTANCE

Borough Offices

Office hours for all child support Borough Offices
 Monday–Friday, 9:00 am–5:00 pm

BRONX BOROUGH OFFICE

SERVING THE BRONX
 894 Garrison Avenue
 Bronx, NY 10474
 929-252-4100 [\[GOOGLE MAPS\]](#)

BROOKLYN BOROUGH OFFICE

SERVING BROOKLYN AND THE ROCKAWAYS
 1 MetroTech Center, North, 6th Floor
 Brooklyn, NY 11201
 929-221-7620 [\[GOOGLE MAPS\]](#)

MANHATTAN BOROUGH OFFICE

SERVING MANHATTAN AND STATEN ISLAND
 115 Chrystie Street, 3rd Floor
 New York, NY 10002
 212-334-7604 [\[GOOGLE MAPS\]](#)

QUEENS BOROUGH OFFICE

SERVING QUEENS (EXCEPT THE ROCKAWAYS)
 One Honeywell Street, 6th Floor
 Long Island City, NY 11101
 718-784-6969 [\[GOOGLE MAPS\]](#)

STATEN ISLAND

Staten Island residents receive services in the Manhattan Borough Office

2. ALL OTHER APPLICANTS

Family Court Support Services

Office hours for all child support offices in Family Courts
 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 locations is also available online at bit.ly/CSoffices