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
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
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]

QUEENS BOROUGH OFFICE
SERVING QUEENS (EXCEPT THE ROCKAWAYS)
One Honeywell Street, 6th Floor
Long Island City, NY 11101
718-784-6969 [Google Maps]

BROOKLYN BOROUGH OFFICE
SERVING BROOKLYN AND THE ROCKAWAYS
1 MetroTech Center, North, 6th Floor
Brooklyn, NY 11201
929-221-7620 [Google Maps]

STATEN ISLAND
Staten Island residents receive services in the Manhattan Borough Office

MANHATTAN BOROUGH OFFICE
SERVING MANHATTAN AND STATEN ISLAND
115 Chrystie Street, 3rd Floor
New York, NY 10002
212-334-7604 [Google Maps]

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]

QUEENS FAMILY COURT
151-20 Jamaica Avenue, 4th Floor
Jamaica, NY 11432
718-725-3148/49 [Google Maps]

BROOKLYN FAMILY COURT
330 Jay Street, 12th Floor
Brooklyn, NY 11201
718-246-7962/68 [Google Maps]

STATEN ISLAND FAMILY COURT
18 Richmond Terrace, Basement
Staten Island, NY 10301
718-720-2906 [Google Maps]

MANHATTAN FAMILY COURT
60 Lafayette Street, 1st Floor
New York, NY 10013
212-385-8218/19 [Google Maps]

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