

# SUPPORT ENFORCEMENT SERVICES

## Who are we?

Support Enforcement Services (SES) is part of the Judicial Branch, Court Operations Division. We work with other state agencies to operate the Connecticut Child Support Program. We enforce and seek modification of child support orders. SES is dedicated to providing accurate information and appropriate services in a prompt, courteous and professional manner. SES also recognizes the valuable role that both parents play in supporting their children.

## Our Mission

Our mission is to assist parents in securing financial and medical support for their children by providing quality services and information to the court, our customers, and the community in a courteous, efficient, and effective manner, that is sensitive to the contributions both parents make to their children's development.

## What services do we offer?

- Monitor compliance with support orders
- Locate noncustodial parents
- Enforce court orders through income withholding and contempt applications
- Enforce medical insurance orders
- Review child support orders for modifications
- Establish and enforce interstate orders

<b>Administration</b> .....	<b>860-569-6233</b>
287 Main Street ..... East Hartford	
<b>Bridgeport</b> .....	<b>203-576-3670</b>
One Lafayette Circle.....Bridgeport	
<b>Central Processing Unit</b> .....	<b>203-789-6505</b>
414 Chapel Street.....New Haven	
<b>Danbury</b> .....	<b>203-731-2940</b>
71 Main Street..... Danbury	
<b>Hartford (Main Office)</b> .....	<b>860-566-8723</b>
999 Asylum Street..... Hartford	
<b>Hartford (Court Office)</b> .....	<b>860-706-5110</b>
90 Washington Street..... Hartford	
<b>Middletown</b> .....	<b>860-344-2957</b>
484 Main Street.....Middletown	
<b>New Britain</b> .....	<b>860-515-5300</b>
20 Franklin Square.....New Britain	
<b>New Haven</b> .....	<b>203-789-7485</b>
414A Chapel Street.....New Haven	
<b>Norwich</b> .....	<b>860-886-2694</b>
99 Main Street.....Norwich	
<b>Putnam</b> .....	<b>860-963-2580</b>
265 Kennedy Drive..... Putnam	
<b>Rockville</b> .....	<b>860-896-2400</b>
26 Park Street.....Rockville	
<b>Stamford</b> .....	<b>203-965-5730</b>
123 Hoyt Street.....Stamford	
<b>Waterbury</b> .....	<b>203-596-4188</b>
11 Scovill Street.....Waterbury	

## Questions and Problems Concerning Child Support in Connecticut



**1-800-228-KIDS**  
Child Support Call Center

## Support Enforcement Services

287 Main Street, 3rd Floor  
East Hartford, CT 06118  
(860) 569-6233 Tel  
(860) 569-6557 Fax



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Division of Superior Court Operations

## *A Child Needs . . .* Emotional and Financial Support of Both Parents



support  
ENFORCEMENT  
services

SECURING SUPPORT  
FOR CHILDREN

[www.jud.ct.gov/childsupport/](http://www.jud.ct.gov/childsupport/)  
State of Connecticut Judicial Branch

# FREQUENTLY ASKED QUESTIONS

## Q. How are child support orders enforced by the child support program?

**A.** The most common method for enforcing a child support order is an income withholding order. This court order directs a parent's employer to take the child support from the parent's paycheck and send it to the State Disbursement Unit. Sometimes, parents ignore or disobey the court order. In those cases, SES can prepare and file an application for a contempt finding with the court. Both parents receive written notice about the court date. At the court hearing a family support magistrate may order the delinquent parent incarcerated until the child support is paid. Finally, some enforcement methods happen automatically, such as the interception of state and federal tax returns, seizure of bank accounts, and placement of liens on property.

## Q. What should a non-custodial parent do if he or she cannot pay the child support order?

**A.** The parent should call 1-800-228-KIDS to discuss the modification options available. Based upon the parent's circumstances and needs, SES can start the modification action through a process called "review and adjustment," or the parent can proceed on their own behalf by filing a "pro se" motion for modification of the support order with the court.

## Q. What should a non-custodial parent do if he or she loses a job, or cannot work due to illness or injury?

**A.** The parent should contact 1-800-228-KIDS to discuss his or her situation. SES staff will ask questions to help decide what is the best next step. If the injury is work related, workers compensation may be used to satisfy the order. If the parent will receive unemployment benefits, then these benefits may also be used to satisfy the support obligation. If the illness or injury is long term, then a modification may be appropriate.

## Q. When a parent is found in contempt of his or her court order, what does it mean?

**A.** The court may only find a parent in contempt if the court determines that a parent knew about the court order, had the ability to pay the order, and willfully refused to pay the order. Often parents found in contempt of their child support order will be incarcerated until they pay a sum of money, called a purge amount. The length of the incarceration is directly related to how long it takes to pay the purge.

**1-800-228-KIDS**  
Child Support Call Center



# www.jud.ct.gov/childsupport/

## Q. Is there a connection between payment of child support and visitation?

**A.** No. Paying child support and parenting time (visitation) are separate legal rights and obligations. A custodial parent cannot deny parenting time (visitation) because the non-custodial parent is not paying child support. A non-custodial parent cannot stop making payments because he or she is being denied parenting time (visitation). If visitation is an issue, the parent should consider getting a visitation order through the court. An application for visitation form is available at the court clerk's office.

## Q. What happens to a support order when a parent is incarcerated?

**A.** The support order continues to be in effect until modified by the court. Inmates should contact SES at 1-800-228-KIDS to initiate a modification. In accordance with Connecticut law, the court will use an inmate's present income and any substantial assets for determining the amount of child support. Also, the court will not reduce a child support order if the inmate is incarcerated for an offense against the child or the custodial parent.

## Q. How can I get more information about a child support payment or my account balance?

**1-888-233-7223**  
Child Support Payments

## Q. When does the child support order end?

**A.** In general, the duty to support created by a child support order ends when the child reaches the age of 18. However, this general rule may vary from state to state. For example, in Connecticut, the duty to support may extend to age 19 if the child is still in high school. Please contact us for a more accurate determination about the duration of your child's support order.

## Q. How do you locate a parent?

**A.** SES staff has access to many state and federal computer databases that contain information on people. These databases provide employment, income and address information for individuals throughout the United States.

## Q. How does a second family affect a child support order?

**A.** At the time a child support order is established, a non-custodial parent's second family will be reflected in the support calculation. However, once child support is ordered, a second family is not a reason to modify the support order for the first family, according to the Connecticut Child Support and Arrearage Guidelines.