

Welcome to SUPPORT ENFORCEMENT SERVICES

We are here to assist you.

Our Mission

The mission of Support Enforcement Services 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 support orders through income withholding and contempt applications
- Enforce medical insurance and day care orders
- Review support orders for modifications
- Establish and enforce interstate support orders

put a smile on all their faces



- Q: What can I do if I cannot pay my child support order?**
- A:** If you are having difficulty making your child support payments you should discuss your situation with a support enforcement officer. Upon written request, Support Enforcement Services (SES) can start the process of reviewing your child support order to see if it may need to be modified. You may also start the modification process on your own by filing a motion to modify with the court. SES can provide you with an informative booklet to help you with the process. Finally, you can also hire an attorney to assist you with a modification.

- Q: What should I do if I am laid-off or cannot work due to illness or injury?**
- A:** You should contact your support enforcement officer to discuss your situation. If you were laid-off, SES can transfer your income withholding to Unemployment Compensation and assist in starting a review for a modification of your support order. If your injury or illness is work related, SES can transfer your income withholding to Workers Compensation.

- Q: The court ordered an income withholding. What is this?**
- A:** An income withholding is an order for your employer to withhold the child support directly from your pay. Your employer will forward your support payments to the State Disbursement Unit (SDU) for processing.

- Q: The court ordered an income withholding but my employer is not withholding the support. What should I do?**
- A:** Start by asking your employer if they have received the withholding order. Maybe your employer did not receive the withholding or they may be ignoring it. In either event, you should contact your support enforcement officer to discuss this situation. Also, it is important that you make your payments when the support is not withheld from your earnings. Information on how to make your payments can be obtained by calling 1-888-233-7223.

Questions and Problems Concerning Child Support in Connecticut



1-888-233-7223
Child Support Call Center



JDP-FM-197
Rev. 2/09

www.jud.ct.gov

For Noncustodial Parent

ANSWERS TO COMMON QUESTIONS



support
ENFORCEMENT
services

SECURING SUPPORT
FOR CHILDREN

www.jud.ct.gov/childsupport/
State of Connecticut Judicial Branch

Q: I recently changed jobs or moved. Who do I inform?

A: The law requires that you report your new employer or mailing address to SES. We will update our records with your new information to keep you informed about your child support case. If you have an income withholding order, we will mail it to your new employer so your child does not go without support.

Q: Can I pay the child support directly to the custodial parent?

A: In general, no. If the Child Support Enforcement Program is managing your case, all child support payments must go through the SDU to ensure that you receive proper credit against your order. However, the court may direct you to make certain types of payments directly to the custodial parent. For example, if you are responsible for daycare or medical costs, these are often paid directly to the custodial parent. If you do make a court ordered direct payment, SES recommends getting a receipt from the custodial parent. If you have any questions about whether to make a direct payment, refer to your court order or contact SES.

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: Where can I get more information about my child support payments?

A: The fastest and easiest way to get information about a support payment is to call the Child Support Information Line at 1-888-233-7223. The Information Line can provide information about when a payment was made, the amount and when your payment was processed. If you need a more detailed accounting of your support payments, please contact SES.



Q: What can happen to me if I do not pay my support order?

A: The Child Support Enforcement Program has many tools to enforce your child support order; some involve the courts and some do not. If you fail to make your support payments you may be summoned to court to address why you have not paid. This is called a contempt action. The best way to avoid court action is to pay your support on a timely basis - including your medical and daycare orders.

There are also non-court related enforcement actions that the Child Support Enforcement Program may use to collect child support. These administrative actions include intercepting your tax refunds, seizing your bank accounts, reporting you as a debtor to consumer credit reporting agencies, placing liens on your property and denying you passport services.



Q: What is a medical support order?

A: A medical support order is a court order for either parent or both parents to provide health care coverage (1) through their employer, (2) through the state benefit plan under HUSKY Plan, Part B, (3) by an order for cash medical support, or (4) by an order for medical and dental expenses not covered by insurance or reimbursed in any other manner pursuant to the Connecticut child support guidelines. Medical support also includes an order to repay a percentage of any un-reimbursed health care costs.



Q: How is the medical support order enforced?

A: SES will notify your employer of the need to place your child on your health insurance plan (if a plan is offered) by mailing them a National Medical Support Notice (NMSN). In addition, any cash amounts associated with HUSKY reimbursement or cash medical may be withheld from your earnings through an income withholding order. Finally, you may be summoned to court if you do not pay your cash medical, HUSKY reimbursement or un-reimbursed health care cost orders.



Q: How does my daycare order work?

A: The most common daycare order states that you must pay a percentage towards the daycare costs (for example, if the cost of daycare is \$100 and you are responsible for 40%, the dollar amount of the order is \$40). If you are ordered to pay daycare costs and fail to do so, the court may change your daycare order into a fixed amount and add it to your income withholding order.



Q: How does a second family affect a child support order?

A: According to the Connecticut Child Support Guidelines, at the time a child support order is established, a noncustodial parent's second family will be reflected in the support calculation. However, once the child support order has been established, a second family is not considered a valid reason to modify the support order for the first family.

Q: How does being incarcerated affect a child support order?

A: The child support order continues to be in effect while a noncustodial parent is in prison. Any payments not made during the period of incarceration will be added to the total amount of child support owed. If an inmate seeks to modify their order, Connecticut law requires that the inmate's present income be used to determine the child support order. Inmates can call SES at 1-800-228 KIDS (5437) for assistance in modifying their support order.