

# 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.

## What is 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 way, that is sensitive to the contributions both parents make to their children's development.

## What services do we offer?

- Monitor compliance with support orders
- Find 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

**Administration** ..... **860-569-6233**  
287 Main Street ..... East Hartford

**Bridgeport** ..... **203-576-3670**  
One Lafayette Circle.....Bridgeport

**Central Processing Unit**..... **203-789-6505**  
414 Chapel Street .....New Haven

**Danbury** ..... **203-731-2940**  
71 Main Street..... Danbury

**Hartford** ..... **860-566-8723**  
999 Asylum Street..... Hartford

**Middletown**..... **860-344-2957**  
1 Court Street.....Middletown

**New Britain**..... **860-515-5300**  
20 Franklin Square .....New Britain

**New Haven** ..... **203-789-7485**  
414A Chapel Street .....New Haven

**Norwich** ..... **860-886-2694**  
99 Main Street.....Norwich

**Putnam** ..... **860-963-2580**  
265 Kennedy Drive..... Putnam

**Rockville**..... **860-896-2400**  
26 Park Street.....Rockville

**Stamford**..... **203-965-5730**  
123 Hoyt Street.....Stamford

**Waterbury**..... **203-596-4188**  
11 Scovill Street.....Waterbury

## Questions and Problems Concerning Child Support in Connecticut



**1-800-228-KIDS (5437)**  
**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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State of Connecticut Judicial Branch,  
Division of Superior Court Operations

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



**support**  
ENFORCEMENT  
**services**

**SECURING SUPPORT  
FOR CHILDREN**

The Judicial Branch of the State of Connecticut complies with the Americans with Disabilities Act (ADA). If you need a reasonable accommodation, in accordance with the ADA, contact a Judicial Branch employee or an ADA contact person listed at [www.jud.ct.gov/ada/](http://www.jud.ct.gov/ada/).

[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 way to enforce a child support order is an income withholding order. This court order requires 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. When that happens, SES can file an application for contempt with the court. Both parents get written notice about the court hearing date. At the court hearing, a family support magistrate may order the parent who has not paid to be incarcerated until the child support is paid. Also, some ways of enforcing child support orders happen automatically, such as by the interception of state and federal tax returns, the taking of money from bank accounts, and by the placement of liens on property.

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

**A.** The parent should call 1-800-228-KIDS (5437) to discuss if the order can be modified. Based on the parent's situation and needs, SES can start a "review and adjustment" process or the parent can represent themselves by filing a motion for modification of the support order with the court.

## Q. What should a parent do if he or she cannot pay the child support order because he or she loses a job, or cannot work due to illness or injury?

**A.** The parent should contact 1-800-228-KIDS (5437) to discuss his or her situation. SES staff will ask questions to help decide what to do next. If the parent's injury is work related, workers compensation may be used to pay the order. If the parent will receive unemployment benefits, then these benefits may also be used to pay the support. If the parent's illness or injury is long term, then a modification of the order may be needed.

## 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 decides that the parent knew about the court order, had the ability to pay the order, and willfully refused to pay it. Parents found in contempt of their child support order may be incarcerated until they pay an amount of money called a purge amount. The parent may be incarcerated for as long as it takes him or her to pay the purge.



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

**1-800-228-KIDS (5437)**  
Child Support Call Center

[www.jud.ct.gov/childsupport/](http://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. A custodial parent cannot deny a non-custodial parent parenting time (visitation) because the other 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 think about getting a visitation order from the court. An application for visitation form is available at the court clerk's office and on the court's website at [www.jud.ct.gov](http://www.jud.ct.gov).

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

**A.** The support order continues to be in effect until it is modified by the court. A parent who is incarcerated should contact SES at 1-800-228-KIDS (5437) to start a modification. Under Connecticut law, the court will use the present income and any substantial assets of the parent who is incarcerated to determine the amount of child support. Also, the court will not reduce a child support order if the parent who is incarcerated 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?

**A.** Child support payments and balance information is available 24 hours a day, 7 days a week by calling

1-888-233-7223. You will need your social security number to use the automated system.

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

**A.** Usually, the duty to support created by a child support order ends when the child is 18 years old. However, this may vary from state to state. For example, in Connecticut, the duty to support may go 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 have 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 figured into 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.