

# Welcome to SUPPORT ENFORCEMENT SERVICES

**We are here to help you.**

## Our Mission

The mission of Support Enforcement Services is to help parents in getting 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 child 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 trouble making your child support payments, you should discuss your situation with a support enforcement officer. If you ask (through a written request or by phone), Support Enforcement Services (SES) can review your child support order to see if it needs to be modified (changed). You may also start the modification process on your own by filing a motion to modify with the court. SES can give you a pamphlet, *How to Change Your Child Support Order*, form JDP-FM-218, to help you with the process. Finally, you can also hire an attorney to help you with a modification.

**Q: What should I do if I am laid-off or cannot work because of an 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 help start a review for a change to 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 or other payer of income to withhold (subtract) the amount for the child support directly from your pay or income. Your employer will send your support payments to the State Disbursement Unit (SDU) for processing for you.

**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 got the withholding order. Maybe your employer did not get the withholding order, or maybe they are ignoring it. In either case, you should contact your support enforcement officer to talk about this situation. Also, it is important that you make your payments when the support is not withheld from your earnings. You can get information on how to make your payments by calling 1-888-233-7223.

## Questions and Problems About Child Support in Connecticut



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

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JDP-FM-197 (Rev. 11/15)

# For Noncustodial Parents ANSWERS TO COMMON QUESTIONS



**support**  
**ENFORCEMENT**  
**services**

**SECURING SUPPORT  
FOR CHILDREN**

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

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 court clerk or an ADA contact person listed at [www.jud.ct.gov/ADA](http://www.jud.ct.gov/ADA).

**Q: I recently changed jobs or moved. Who do I need to tell?**

**A:** The law requires that you report your new employer or mailing address to SES. We will update our records so we can keep you informed about your child support case. If you have an income withholding order, we will mail it to your new employer or other payer of income 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 make sure that you get the correct credit for your payment. However, the court may order you to make certain types of payments directly to the custodial parent. For example, if you are responsible for child care 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 showing how much you paid and when. If you have any questions about if you should make a direct payment, review your court order or contact SES.

**Q: When does the child support order end?**

**A:** In general, support created by a child support order ends when the child turns 18. However, this general rule may be different in other states. For example, in Connecticut, the duty to support may go until age 19 if the child is still in high school. Please contact SES for more information about the length 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 give you 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 do not make your support payments you may be summoned (called in) to court to tell the court why you have not paid. This is called a contempt action. The best way to avoid court action is to pay your support on time every time that it is due – including your medical and child care orders.

There are also non-court related enforcement actions that the Child Support Enforcement Program may use to collect child support. These include intercepting (getting) your tax refunds, seizing (taking hold of) your bank accounts, reporting you as a debtor (someone

who has not paid a debt when due) to consumer credit reporting agencies, placing liens (legal claims) 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 (1) get or pay for health care coverage for the child through their employer or through the state benefit plan under HUSKY B, (2) pay cash medical support for (an amount toward the medical support of) the child, and/or (3) pay an amount for, or a percentage of, dental and medical costs for the child that are not covered by insurance or reimbursed (paid back) in any other way under the Connecticut Child Support Guidelines.



**Q: How is the medical support order enforced?**

**A:** SES will notify (tell) 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 that you must pay for with HUSKY reimbursement or cash medical support may be withheld from your earnings through an income withholding order. Finally, you may be summoned (called in) to court if you do not pay your cash medical support, HUSKY reimbursement, or un-reimbursed health care cost orders.

**Q: How does my child care order work?**

**A:** The most common child care order says that you must pay a percentage towards the child care costs (for example, if the cost of child care is \$100, and you are responsible for 40%, the dollar amount of the order is \$40). If you are ordered to pay child care costs, and you do not, the court may change your child care 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 created, a noncustodial parent's second family will be reflected in the support calculation. However, once the child support order has been created, a second family is not considered a valid reason to modify (change) 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 asks to modify (change) the order, Connecticut law requires that the inmate's income at the time that the motion is made be used to determine the child support order. Inmates can call SES at 1-800-228 KIDS (5437) for help in modifying (changing) their support order.

