

# 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: How is my child support order enforced by Support Enforcement Services?**

**A:** Support Enforcement Services (SES) and the state child support program use a combination of court actions (such as contempt applications and income withholdings) and administrative actions (such as seizing bank accounts and intercepting tax returns) to collect child support.

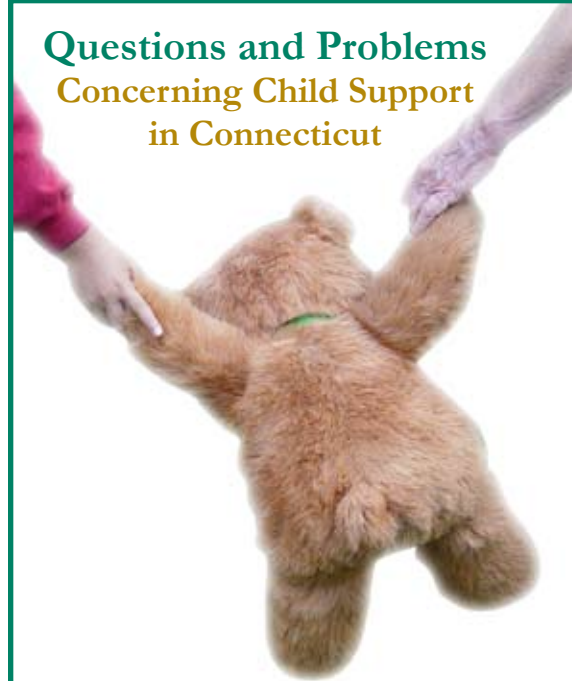
**Q: What happens if a parent stops paying their child support order?**

**A:** If payments are not received in 30 days, our computer system will print a payment reminder letter to the noncustodial parent or employer and SES staff will review the case for enforcement. We will attempt to find a new employer or source of income and get a withholding out as soon as possible. If necessary, we will file a contempt application to get your case back in court.

**Q: How does the SES contempt process work?**

**A:** If the parent has the means to pay, SES can file an application for contempt to be heard by the court. We will send you a written notice when your court date is scheduled. At the court hearing a family support magistrate or judicial authority will determine if the non-paying parent knew about the court order, whether there was an ability to pay the order, and whether the failure to pay was willful. The family support magistrate or judicial authority may order a variety of things including lump sum payments to make up the missed payments and, in the most serious cases, jailing the non-paying parent until the child support is paid.

## Questions and Problems Concerning Child Support in Connecticut



**1-888-233-7223**  
Child Support Call Center



JDP-FM-196  
Rev. 2/09

[www.jud.ct.gov](http://www.jud.ct.gov)

## For Custodial Parent 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

**Q: Are there other ways to enforce my child support order?**

**A:** Yes. The Department of Social Services, Bureau of Child Support Enforcement (BCE) will also use administrative actions to collect support payments. Parents who owe child support may have their state and federal tax refunds intercepted and bank accounts seized. BCE may also place a lien against their property and report their child support debt to consumer credit reporting agencies.

**Q: What is an income withholding order?**

**A:** An income withholding is an order for the non-custodial parent's employer to withhold the child support directly from earnings. The employer will withhold and forward the support payments to the State Disbursement Unit (SDU) for processing. Then the payment will go to you or the State as appropriate.

**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 a 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 the noncustodial parent must pay a percentage of the daycare costs (for example, if the cost of daycare is \$100 and the noncustodial parent is responsible for 40%, the dollar amount of the order is \$40).



**Q: How is my daycare order enforced?**

**A:** If a noncustodial parent fails to make 4 weeks worth of daycare payments, SES can start court action to collect the money. If the court determines that the daycare order was not paid, the order can be converted from a percentage to a set dollar amount. That amount can be added to the income withholding order.

**Q: What happens when the noncustodial parent changes jobs or moves?**

**A:** SES has access to a variety of resources to find people and employers such as the State and National Directory of New Hires, the Departments of Labor, Corrections and Motor Vehicles, and a host of other federal resources. If you know of a change in the noncustodial parent's employment or address, please inform us as soon as possible.

**Q: What should I do if I move?**

**A:** If you move or change your mailing address please let us know, in writing, as soon as possible. Failure to keep us informed of your current mailing address might interrupt your receipt of payments.

**Q: Is there a connection between payment of child support and visitation?**

**A:** No. Paying child support and visitation are separate legal rights and obligations. A custodial parent cannot deny visitation because the noncustodial parent is not paying child support. A noncustodial parent cannot stop making payments because he/she is being denied visitation.

**Q: What happens to my child support order if the noncustodial parent is in prison?**

**A:** The child support order continues to be in effect while the noncustodial parent is in prison. Any payments not made while the parent is in prison 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.

**Q: Does a second family affect a child support order?**

**A:** When 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: Will SES help collect any amounts owed after my current support ends?**

**A:** Yes. SES will continue to enforce the order to collect any amounts that are owed.

**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: What should I do if I receive a payment directly from the noncustodial parent?**

**A:** All child support payments must be made through the State Disbursement Unit. However, if you do receive a child support payment directly from the noncustodial parent, please mail or fax a signed statement to SES telling us who you received the money from, the amount received and the date of receipt. This information will be used to update the payment records in your case.

**Q: Who do I contact to get more information about my child support payments?**

**A:** The fastest and easiest way to get payment information is to call the Child Support Information Line at 1-888-233-7223. The Information Line provides information about when a payment was made, the amount and when your payment was processed.



**Q: Can the amount of my child support order be changed?**

**A:** Yes, the court can change your order. SES has a process called "review and adjustment" which can assist you in getting your case before the court. Send us a written request asking for a review of your order and we will start the review process. You may also hire an attorney or go to court on your own (pro se).

**Q: How does the 'review and adjustment' process work?**

**A:** Upon receipt of your request, SES will mail you some forms to verify your income information. Complete and return the paperwork and we will start the review. Using the Connecticut Child Support and Arrearage Guidelines and both parties' income, we will calculate a support amount. If your order is more than 15% different from our calculations, we will begin court action to change your order. Also, in limited situations, SES can help change orders if there has been a substantial change in circumstances since your order was set.