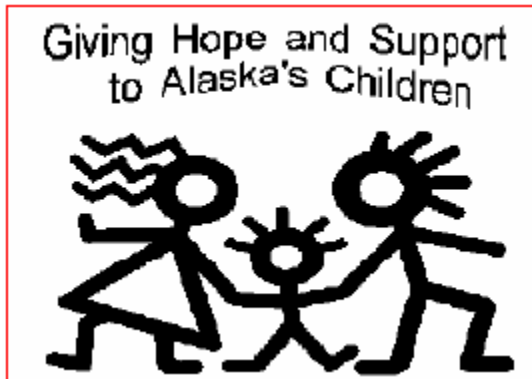


# CHILD SUPPORT

## A GUIDE FOR PARENTS



**CHILD SUPPORT QUESTIONS?  
WHO ARE YOU GOING TO CALL?**

**Anchorage 269-6900  
TOLL FREE 800 478-3300  
(IN-STATE ONLY)**

**MAIN OFFICE - STATEWIDE  
CHILD SUPPORT  
SERVICES DIVISION (CSSD)  
550 W 7<sup>TH</sup> AVE SUITE 310  
ANCHORAGE AK 99501-6699**

### TABLE OF CONTENTS

|   |       |
|---|-------|
| How Can CSSD Help?.....                                     | 2     |
| What Does It Mean?.....                                     | 3     |
| Who Can Apply?.....   | 4     |
| Safety/Confidentiality<br>Concerns?.....                    | 5     |
| Fatherhood/Paternity Issues.....                            | 6-7   |
| How Do I Establish A Child Support<br>& Medical Order?..... | 8     |
| How Do I Change My Support<br>Order?.....                   | 9     |
| Payment Information.....                                    | 10    |
| What If I Am On Temporary<br>Assistance?.....               | 11    |
| Checklist.....  | 12    |
| Personal Information.....                                   | 13    |
| Resource Directory.....                                     | 14-15 |
| Notes.....  | 16    |



**HOW CAN THE CHILD SUPPORT SERVICES DIVISION (CSSD) HELP MY FAMILY?**

This brochure is designed as an aid to parents and others working with CSSD.

When a family breaks up, the issues surrounding children and money often become painfully difficult and sometimes legally complex. Emotions can run high, mistakes can be made and communication can break down. An already difficult situation can be made worse if money issues between the parents are not dealt with fairly. Children can suffer as a result. CSSD can help both parents!

The child support process is designed to make sure that Alaska's children get the financial support they deserve from both parents. The State gets involved either through the court system or through the CSSD.

Sorry, CSSD has NO legal authority to assist either parent with visitation, custody or property settlement matters. Please contact a private attorney, legal services or the court if you have questions in these areas.



**CSSD IS HERE TO HELP!**

**WHAT DOES IT MEAN?**

ARREARAGES: The amount of past-due child support that has not been paid or collected.

ASSIGNMENT OF RIGHTS TO CHILD SUPPORT: A person receiving Alaska Temporary Assistance Program (ATAP) agrees to turn over to the State any child support paid, including arrearages, up to the amount of assistance received. This is in exchange for receipt of cash assistance.

CSSD: Child Support Services Division.

CUSTODIAL PARENT: Person with legal physical custody of the child. This parent usually receives child support.



NON CUSTODIAL PARENT: Parent who does not have legal physical custody of the child. This parent usually pays child support.

OBLIGATION: Amount of money to be paid for child support each month.

PATERNITY: Legal fatherhood.

WAGE WITHHOLDING: Automatic child support deduction from wages.

## WHO CAN APPLY?

Both the custodial and non-custodial parent, as well as anyone with whom the child resides, can apply for CSSD services.

Recipients of Alaska Temporary Assistance Program (ATAP), Medicaid or children in state custody automatically receive child support services. Others need to fill out an application for services.



## WHAT SERVICES ARE PROVIDED BY CSSD?

- Locate an absent parent
- Establish legal fatherhood (paternity)
- Establish and enforce child support and medical support orders
- Review and modify child support orders
- Collect and send out child support payments
- Make referrals to community services

## WHAT IF I HAVE SAFETY AND CONFIDENTIALITY CONCERNS?

CSSD may be required to provide information about you or your children to others included on your child support case. Information that may be released includes names and addresses.

If you and/or your children have been victims of domestic violence, you may request that CSSD not release information about you or your children. Domestic violence includes things such as:

- Harassment
- Threats
- Mental and emotional abuse
- Physical violence, including sexual assault or incest
- Parental kidnapping

If you DO NOT want information regarding you or your children released, you are required to fill out a Nondisclosure of Identifying Information Affidavit. You may obtain this form by going to the CSSD web site home page at:

<http://www.childsupport.alaska.gov/>

Please call CSSD with your questions or concerns. CSSD provides referrals to help you and your children stay safe.



## **PATERNITY MEANS FATHERHOOD WHY IS IT IMPORTANT?**

Establishing legal fatherhood for unmarried parents is important so that your children can enjoy the same rights and privileges available to all children.

**Identity:** It's important for all of us to know who we are. Your children have the right to the sense of belonging that comes from knowing both parents.

**Health:** Your children need to know if they have inherited any health problems. Also, it's often possible to obtain medical insurance benefits through the father's employer, union or military service.

**Financial Support & Benefits:** Your children have the right to the financial benefits of BOTH parents. Benefits include child support, social security, inheritance rights, veteran's benefits and other types of assistance.



## **NOW IS THE BEST TIME**

It's easy to establish legal fatherhood and it can make a big difference in your child's emotional and financial future.

## **EVERY CHILD NEEDS A FATHER!**

## **HOW DO I ESTABLISH PATERNITY?**

An unmarried father and mother can simply sign an affidavit at the child's birth acknowledging that he is the father. If married, the husband's name will automatically be on the birth certificate. If the husband is not the father, he must have a paternity test, so he is not liable for child support. This can be done through the courts or CSSD, or by signing a three-party affidavit with the mother, her husband and the biological father.

CSSD will help you establish paternity anytime before your child turns 18 years old. Your child will benefit from all the rights and privileges available to other children when paternity is established.

## **GENETIC TESTING**

If the father declines to acknowledge paternity, CSSD can take steps to determine paternity. CSSD will schedule the mother, the child and the likely father for a genetic test. These tests are simple, painless, and highly accurate.

If the genetic testing is part of a child support paternity establishment, the father must pay the cost. If testing shows the man is not the father, the state will pay the cost.

The child's father, mother or legal custodian can apply for establishment of paternity and a child support order for a child born out of wedlock.

## HOW IS A CHILD SUPPORT ORDER ESTABLISHED?

CSSD can establish a child support order if there is no court order. Alaska Court Rule 90.3 requires the child support obligation to be based on the ability of the non-custodial parent to pay. The amounts will vary depending on the number of children and the type of custody. CSSD will establish a child support and medical order. Both parents will receive a copy of the support order.

Court Order: The court can establish a child support order. If you have a child support order from the court without an agreement to pay directly, you need to apply for CSSD's services. CSSD will set up a case and enforce the court order.

Medical Support: Parents are required to provide medical support for their children, if health insurance is available at a reasonable cost. Credit for medical coverage may raise or lower the amount of a parent's monthly child support, depending on which parent provides the coverage. Call for additional information or questions about medical support.



## HOW CAN I HAVE MY EXISTING CHILD SUPPORT ORDER CHANGED?

Either parent can request a review of a child support order if circumstances change. Both parents may be required to provide financial information.

CSSD can update a child support order if the original order was established by the agency.

If the court established a child support order, only the court can modify the order. CSSD can help with the process by reviewing the case and income statements. CSSD then forwards a recommendation to the court for a modified child support order.

A new do-it-yourself kit called "Pro Se Packet" is available for parents seeking changes in court orders modifying child support, custody, or visitation. Packets are available from CSSD or your local Clerk of Court.

## WHAT IF A CHILD SUPPORT ORDER WAS ESTABLISHED WITHOUT MY SPECIFIC INCOME INFORMATION? (DEFAULT ORDER)

A default order is issued if a parent doesn't cooperate or refuses to respond to a CSSD request for income information. CSSD is required to establish the child support order even without having specific income information. If your order was established by CSSD without your income information, CSSD may be able to vacate your default child support order and replace it with a new order for a different amount. If you qualify for this program, your child support debt and monthly payments could be reduced. Call 1-800-478-3300, ext. 6851 for more information about default orders.

## **HOW DOES CSSD COLLECT & SEND OUT PAYMENTS?**

Money collected by CSSD is paid directly to the custodial parent, unless the children are in state custody or receiving ATAP benefits. (See page 11)

You can call our KIDSLINE at (907) 269-6900 or our in state toll-free number 1-800-478-3300 to check on your payment. You can also visit our web site for payment information at: <http://www.childsupport.alaska.gov> CSSD keeps a record of all payments. A statement is mailed to the parent paying the support.

Wage withholding (payroll deductions) by the employer has been required by federal law since 1990. This is routine, even if the parent has never missed a payment.

State law prohibits an employer from firing or refusing to hire someone because of an order to withhold income. This order just means there are children who need their support.

Failure to make child support payments will prompt other actions. These actions could include serving liens, taking Permanent Fund Dividends and/or IRS tax refunds, withholding money from bank accounts and reporting to credit bureaus.



Direct Deposit is now available. Call (907) 269-6750 for further information.

## **WHAT IF I AM ON TEMPORARY ASSISTANCE?**

When a family receives money from ATAP they automatically receive CSSD services. They are required to assign their rights to child support to the state while they are receiving ATAP.

If a child support payment is received while on Temporary Assistance, the Division of Public Assistance issues a "pass through" payment for up to \$50 to the custodial parent. Call the Division of Public Assistance if you have questions about your "pass through" payment.

## **WHAT HAPPENS WHEN I GO OFF TEMPORARY ASSISTANCE?**

CSSD is notified automatically and the monthly child support payments go directly to the custodial parent. A letter is sent to the custodial parent explaining the option of continuing CSSD services or to withdraw and close the case.

CSSD will continue to collect any past-due debt owed to the state. The collection will continue until the debt is paid, even if the custodial parent withdraws from CSSD services.

**We encourage you to call CSSD or the Division of Public Assistance if you have questions or need more information.**

**CHECKLIST**

- ✓ Stay in touch with your caseworker. For an update on your case, you may call the Main Office - Statewide at (907) 269-6900. We can provide you with an update on actions taken and direct your call as needed. WE WANT TO HELP!
- ✓ ALWAYS read and respond to mail from CSSD. One of the most common mistakes people make is ignoring mail from the Child Support Services Division.
- ✓ Keep good records of all your dealings with CSSD. Keep copies of your pay stubs and tax records.
- ✓ Notify CSSD of any changes, such as a new address, a new job, a change in income, a new child support or custody order issued by the court or when a child turns 18.
- ✓ Frequently asked questions/answers and CSSD forms can be found on our internet web site by going to the CSSD



home page at:  
<http://www.childsupport.alaska.gov>

**MY PERSONAL INFORMATION**

Member Number:

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Case Number(s):

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**FOR PAYMENT INFORMATION,  
 CALL: TOLL FREE 800 478-3300  
 (IN-STATE ONLY)**

OR  
 (907) 269-6900  
 (ANCHORAGE)

You will be prompted to enter your member number. You will be informed when the last payment was received, when it was mailed, the amount of the monthly support obligation and the amount of arrearage, if any.

**DO YOU HAVE OTHER QUESTIONS?  
 PLEASE CALL US!**

Main Office - Statewide  
 Child Support Services Division  
 550 W 7<sup>th</sup> Ave Suite 310  
 Anchorage AK 99501-6699

Phone: (907) 269-6900  
 Fax: +, +! ' &&\$  
 (800) 478-3300 (In-state Toll Free)

For TTY assistance, call (907) 269-6894  
 or (800) 370-6894 (In-State Toll Free).

## RESOURCE DIRECTORY

### CHILD SUPPORT SERVICES DIVISION:

Main Office -Statewide  
550 W 7<sup>th</sup> Suite 310  
Anchorage AK 99501-6699  
Phone: (907) 269-6900  
Toll Free: (800) 478-3300 (In-State Toll Free)

PAYMENT ADDRESS  
POB 100380  
Anchorage AK 99510-0380

Southeast Regional Office  
333 Willoughby Ave, 11<sup>th</sup> Floor SOB  
Juneau AK 99801  
Phone: (907) 465-5887  
Fax: (907) 465-5887

Fairbanks Regional Office  
675 7<sup>th</sup> Ave Station J2  
Fairbanks AK 99701-9106  
Phone: (907) 451-2830  
Fax: (907) 451-2830

Mat-Su  
845 W Commercial Drive  
Wasilla AK 99654-6937  
Phone: (907) 357-3550  
Fax: (907) 787-3220

### ALASKA BUREAU OF VITAL STATISTICS:

POB 110675  
Juneau AK 99811-0675  
Phone: (907) 465-3392  
Fax: (907) 465-3618

### DIVISION OF PUBLIC ASSISTANCE:

Anchorage District  
400 Gambell Street  
Anchorage AK 99501  
Phone: (907) 269-6599  
Fax: (907) 269-6450

Bethel District Office  
POB 365  
Bethel AK 99559  
Phone: (907) 543-2686  
Fax: (907) 543-5192  
Toll Free: (800) 478-2686

### DIVISION OF PUBLIC ASSISTANCE CONTINUED:

Fairbanks District Office  
675 7<sup>th</sup> Ave Station D  
Fairbanks AK 99701  
Phone: (907) 451-2850  
Fax: (907) 451-2923  
Toll Free: (800) 478-2850

Juneau District Office  
10002 Glacier Highway Suite 201  
Juneau AK 99801  
Phone: (908) 465-3551  
Fax: (907) 465-5238  
Toll Free: (800) 478-3551

Ketchikan District Office  
2030 Sea Level Drive Suite 301  
Ketchikan AK 99901  
Phone: (907) 225-2135  
Fax: (907) 247-2135  
Toll Free: 800-478-2135

Kenai Peninsula Job Center  
11312 Kenai Spur Highway Suite 2  
Kenai AK 996113  
Phone: (907) 283-2900  
Fax: (907) 283-2975  
Toll Free: (800) 478-9032

Kodiak District Office  
307 Center Street  
Kodiak AK 99615  
Phone: (907) 486-3783  
Fax: (907) 486-3116  
Toll Free: (888) 480-3783

Sitka District Office  
201 Katlian Street Suite 107  
Sitka AK 99835  
Phone: (907) 747-8234  
Fax: (907) 747-8224  
Toll Free: (800) 478-8234

