

State Customer Service Website Information

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State Customer Service Website Information

Alabama

State: Alabama		Website: http://www.dhr.state.al.us/page.asp?pageid=288				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> • Sample payment history (CDU Link) 		Link to AL CDU Website: <ul style="list-style-type: none"> • Last payment (case number, amount, date) 		<ul style="list-style-type: none"> • Forms (payment coupon, employers payment template) • Search for local child support agency • References and Resources (services available, how to apply for services) • Contact Information AL CDU Website: <ul style="list-style-type: none"> • Forms (Address change) • Resources (child support guidelines, schedule of basis child support obligations) Administrative Office of Courts Link: <ul style="list-style-type: none"> • Forms (47 child support forms) 		<ul style="list-style-type: none"> • Voice Response System

State Customer Service Website Information

Alaska

State: Alaska		Website: http://www.csed.state.ak.us				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
	<ul style="list-style-type: none"> • Recent case status • Employer Income assignments 	KIDS Online <ul style="list-style-type: none"> • Last payment (amount, date) • Monthly Support Amount • Total amount owed 		<ul style="list-style-type: none"> • Forms (application for services, paternity establishment, modification of child support, interstate registration, establish direct deposit/withdrawal, 13 additional forms) • Child support agency locations • References and Resources (Available services, CSED Publications) • Caseworker: names, phone, email Employers: • New hire information guide • New Hire Reporting Form • Multi-media presentation "What every employer needs to know about child support" Court System Website: • Forms (application for services, shared custody child support calculation, appearance and waiver of notice hearing) 	<ul style="list-style-type: none"> • Guideline calculator • EFT Form (fill it out, but must sign and send in) 	<ul style="list-style-type: none"> • Request forms by fax

State Customer Service Website Information

Arkansas

State: Arkansas		Website: http://www.state.ar.us/dfa/childsupport/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (application for services, case review request, child support case information, description and comment on case information) • Local agency offices • Contact Information • References and Resources (Available services, opening a child support case, payment records, OCSE cost recovery schedule, payment Information, updates & announcements, costs of legal action, assignment of support rights) Employers: • Forms (employer billing notice and billing list, amount to each family worksheet, employer new hire, wage withholding worksheet, employer notice of pay redirection, worker's compensation reporting, employer's information sheet for setting up a new child support case) • Employer's guide to child support laws 		<ul style="list-style-type: none"> • Voice Response System

State Customer Service Website Information

Arizona

State: Arizona		Website: http://www.de.state.az.us/dcse/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (Application for Child Support Enforcement, Authorization For Direct Deposit, Authorization To Stop Direct Deposit, Request For Withdrawal Of IV-D Services, Change of Address Notification) • Local child support agencies and phone numbers • References and Resources (guiding principles, eligibility requirements, services available, how to apply for services, FAQs, wanted list, 9 pamphlets) • Contact Us <p>Employers:</p> <ul style="list-style-type: none"> • Forms (New Hire Reporting, • References and Resources (New hire reporting information (electronic & non-electronic) 	<ul style="list-style-type: none"> • Child Support Guidelines calculator Employers: <ul style="list-style-type: none"> • New Hire Reporting • Multi-state Reporting 	<ul style="list-style-type: none"> • Voice Response System • Pamphlets in Spanish

State Customer Service Website Information

California

State: California		Website: http://www.childsup.cahwnet.gov/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (Paternity declaration, Complaint Resolution, Complaint Amendment, Complaint Transfer, Notice of Complaint Resolution, Request for State Hearing) • Local child support agencies and phone numbers • References and Resources (News, FAQ, program information, reference library, brochures, Paternity Opportunity Program, Child Support Handbook, projects) • Contact Us • What's New Section <p>CA Courts Website:</p> <ul style="list-style-type: none"> • Forms/Instructions (Set Up Support/ Petition for Custody and Support, Set Up/Change Support Order by Agreement, Change Child Support When Support Is Based on Presumed Income, Set Up/Change Support Order With an Order to Show Cause or Notice of Motion, Change Support Order Using a Simplified Motion, Answer Papers Served With a Governmental Motion/Order to Show Cause, Answer Papers Served With an Order to Show Cause/Motion, Wage Assignment, Delay (Stay) or End a Wage Assignment, Answer Papers Served With a Simplified Motion, Answer Papers Served Asking for Earnings Assignment, Help Get Your License Back, Fee Waiver) 	<ul style="list-style-type: none"> • Policies, Procedures, and Practices (P3) Project – access requires password 	<ul style="list-style-type: none"> • Some forms in Spanish

State Customer Service Website Information

Colorado

State: Colorado		Website: http://www.childsupport.state.co.us				
State Contact: Craig Goellner, Systems Director (720) 947-5060 Craig.goellner@state.co.us		Curtis Rose, ACSES Technical Management (720) 947-5000 Curtis.rose@state.co.us				
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> Needs Assessment of Web functionality. Results of survey of CP, NCP, Employer, intra-state caseworker and interstate caseworkers regarding desire web functionality, including screen prints of State CSE web sites. 	<ul style="list-style-type: none"> Recent case status (can be invoked by other state workers) Employer Income assignments 	<ul style="list-style-type: none"> Current support due Last payment (amount, date, distribution) Financial statement (payments, credits, adjustments, arrears balance) Payment history on case (12 months) Another state worker access (financial statement, payment history, current obligation) Employer payment history to FSR (including last payment) 		<ul style="list-style-type: none"> Forms (application, establish direct deposit, establish automated withdrawal, locate assistance, contact case worker) Search for local child support agency Assist with Locate References and Resources (paternity establishment, support enforcement, support order review) Contact us (email) <p>Employers: Forms (report employee termination, verify employment, income assignment)</p>	<ul style="list-style-type: none"> Forms (application) Submit info on location of case party Guideline calculator Modification calculator Ability to update personal information (i.e. addresses) <ul style="list-style-type: none"> Interstate forms submission capability Interstate communication <p>Employers:</p> <ul style="list-style-type: none"> Employer pay-by-web Communicate with Caseworker 	<ul style="list-style-type: none"> In development under a SIP grant. Plan to have payment and case status information available to CP, NCP, inter-state caseworkers, other states.

State Customer Service Website Information

Connecticut

State: Connecticut		Website: http://www.dss.state.ct.us/csrc/csrc.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (direct deposit authorization) • Local child support agencies • References and Resources (services available, how to apply for services, child support resource center) • Contact Us Judicial Branch Website: <ul style="list-style-type: none"> • Forms (Withholding order for support) • Resources (frequently asked questions) Employers: <ul style="list-style-type: none"> • Forms (Employer Remittance, Order to Withhold Income for Child Support, National Medical Support Notice) • Resources (Employer Handbook, EFT/EDI Information for Employers, National Medical Support Notice information) 		<ul style="list-style-type: none"> • Voice Response System

State Customer Service Website Information

Delaware

State: Delaware		Website: http://www.state.de.us/dhss/dcse				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (In-state application (Parts 1&2), out-of-state application Parts 1,2,3), name change, address change) • Local child support agencies • References and Resources (services provided/detailed information, how to apply for services, military activation, FAQ) • Contact Us <p>Family Court Website:</p> <ul style="list-style-type: none"> • Forms (Child Support Calculation, Modification of Child Support Order, Notice & Motion to Revoke Child Support, Petition for Custody, Petition for Support, Petition for Visitation, Petition to Modify Support Order/Petition for Support Arrears, and others) • Resources (FAQ) <p>Employers:</p> <ul style="list-style-type: none"> • Resources (New Hire Reporting including instructions for electronic submission(disk, tape), Wage Withholding, Medical Support, Electronic Funds Transfer) 	<p>Family Court Link:</p> <ul style="list-style-type: none"> • Support Calculator 	<ul style="list-style-type: none"> • Voice Response System

State Customer Service Website Information

District of Columbia

State: District of Columbia		Website: http://www.csed.dcgov.org/main.shtm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (National Medical Support Notice, application for services) • References and Resources (services available, how to apply for services, how to apply to locate NCP, paternity establishment, enforcement, how to make payments, FAQ, printable information kit, Instructions for electronic submission of NMSN) • Contact Information <p>Employers:</p> <ul style="list-style-type: none"> • Forms (New Hire Reporting) • Resources (New Hire Reporting Information, Employees in the Reserves) 	<ul style="list-style-type: none"> • Forms (Locate NCP, Service Requests) 	

State Customer Service Website Information

Florida

State: Florida		Website: http://www.myfloridacounty.com/services/child_support/ https://www.myfloridacounty.com/cse/pub/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> • Payment History (5 most recent payments) • Employer Debit (wage withholding) 		<ul style="list-style-type: none"> • Local child support agencies • References and Resources (FAQ) • Contact Us <p>Employers:</p> <ul style="list-style-type: none"> • Payment History Details 	<ul style="list-style-type: none"> • Make child support payments on-line using credit card <p>Employers:</p> <ul style="list-style-type: none"> • Wage garnishment (credit card, direct deposit) 	

State Customer Service Website Information

Georgia

State: Georgia		Website: http://www.cse.dhr.state.ga.us				
State Contact: Diane Scott, Portal Program Director (404) 463-8184 dscott@dhr.state.ga.us						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> • OCSE Where's My Check project charter • Where's My Check Releases/Functionality (Appendix A) 	Where's My Check: <ul style="list-style-type: none"> • TANF case information • Case opened date • Case status 	<ul style="list-style-type: none"> • Payment History (last 6 checks) Where's My Check: <ul style="list-style-type: none"> • Arrears balances (support, spousal, medical, TANF) • Payment history 		<ul style="list-style-type: none"> • Forms (application for services, punitive father registration, punitive father registry search request) • References and resources (Child Support Process, Fatherhood program, Fatherhood online newsletter, fact sheet, GA Legal Codes, Guidelines Commission Report, Interstate Case Notification, Mission statement, Most Wanted Evaders, Access and Visitation services, How to sign up for direct deposit, Family Support Registry info., How to establish paternity, FAQs) • Contact Us (phone, email) • Local office information (map, phone, fax, address) Employers: <ul style="list-style-type: none"> • Forms (New Hire Reporting, Multistate Registration, File submission layout) • References and resources (What every employer needs to know about child support (online course), Employer's Desk Guide to Child Support, link to Employer Resources, Employees called up for active duty info, Reporting Basics, FAQs, Electronic Reporting, Multistate Reporting, 	Where's My Check: <ul style="list-style-type: none"> • Update demographic information • Forms completion using prompting (application) Employers: <ul style="list-style-type: none"> • Report new hires • Feedback mechanism 	<ul style="list-style-type: none"> • Voice Hotline System NOTE: Where's My Check in development

State Customer Service Website Information

				Reporting Compliance)		
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State Customer Service Website Information

Hawaii

State: Hawaii		Website: http://www.hawaii.gov/csea/csea.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (calculation worksheets and instructions) • Local child support agencies • References and Resources (description of services available, how to apply for services, FAQ, links to ACF materials) • Contact Us <p>Employers:</p> <ul style="list-style-type: none"> • Forms (links to: Multi-State Notification, National Medical Support Notice) • Resources (New Hire Program) 		

State Customer Service Website Information

Idaho

State: Idaho		Website: http://www2.state.id.us/dhw/childsupport/index.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (Application for services, Direct Deposit Enrollment) • Regional Service Centers • References and Resources (payment notices info, paternity establishment, interstate cases, child in foster care, child support modification, services available, Medicare birth cost reimbursement, military reservist called to active duty, how to apply for services, support payments) • Contact Information <p>Employers:</p> <ul style="list-style-type: none"> • References and Resources (Employers Guide to Child Support Services, reservist called to active duty, employer's guide to medical support) 		<ul style="list-style-type: none"> • Voice Response System • Site in Spanish also

State Customer Service Website Information

Illinois

State: Illinois		Website: http://www.ilchildsupport.com/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (application for services, direct deposit) • References and Resources (services available, paternity establishment, FAQ, services available for non-assistance customers) • Local child support agencies • Contact information Employers: <ul style="list-style-type: none"> • References and Resources (Presentation on National Medical Support, Employer's Guide, income withholding info) • Forms (Link to National Medical Support Notice) 		<ul style="list-style-type: none"> • Voice Response System

State Customer Service Website Information

Indiana

State: Indiana	Website: http://www.state.in.us/fssa/children/support/index.html					
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (Child support obligation worksheet, post-secondary education worksheet, child support guideline schedule) • References and Resources (services available, paternity establishment, child support guidelines) • Local child support agencies • Contact information & capability to email questions 		

State Customer Service Website Information

Iowa

State: Iowa		Website: http://childsupport.dhs.state.ia.us , http://epics.dhs.state.ia.us				
State Contact: Tish Eakle, Bureau Chief, Child Support Systems (515) 281-7059 teakle@dhs.state.ia.us						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> • EPICS announcement • CS Website description • CS website rollout approach 		<ul style="list-style-type: none"> • Payment History (6 months), includes data credited, date received, date processed, amount and source of payment • Payee is also provided with how the payment is distributed 		<ul style="list-style-type: none"> • Forms (application, establish/change direct deposit, establish/change automated withdrawal) • Request payment record • Worksheet to Calculate Monthly Income for Child Support • Guidelines' charts • References and Resources (How to apply for services, income withholding, EFT, levying from bank accounts, Federal and State Tax Refunds, Passport sanctions, How to change child support amounts, Suspension of child support, FAQs, What's New, Foster Care Recover Info, Fatherhood info) • Local child support agency info • Contact us 	<ul style="list-style-type: none"> • Pay-by-web <p>Employers (EPICS):</p> <ul style="list-style-type: none"> • Report new hires • Report terminations • Update demographic information • Receive/complete CS forms (employee verification, income withholding, health benefits) 	<ul style="list-style-type: none"> • Voice Response System

State Customer Service Website Information

Kansas

State: Kansas		Website: http://www.srskansas.org/ISD/ees/cse.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> • Payment record (date range, event, event reason, process date, received date, status, payer/payee, amount, type, ID#) 		<ul style="list-style-type: none"> • Forms (child support worksheet, application for services, payment form, lost/stolen affidavit, feedback form) • References and Resources (Child Support Enforcement Handbook, examples and scenarios for preparing worksheet, child support schedules, services available) • Local child support agencies • Contact information-customer service staff (name, phone, email) <p>Employers:</p> <ul style="list-style-type: none"> • References and Resources (file layout for reporting new hires electronically, income withholding order info and FAQ, EFT info) • Forms (Link to National Income Withholding, worksheet for computing income withholding, employer payment template) 	<p>Employers:</p> <ul style="list-style-type: none"> • New Hire Directory access 	<ul style="list-style-type: none"> • Child Support Enforcement Handbook available in Spanish • Voice Response System

State Customer Service Website Information

Kentucky

State: Kentucky		Website: http://cfc.state.ky.us/help/Child_support.asp http://www.law.state.ky.us/childsupport/Default.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (child support worksheet, Worksheet For Monthly Child Support Obligation, Worksheet For Monthly Child Support Obligation Exception) • References and Resources (Child Support Laws and information, Child support guidelines, FAQ) • Local child support agencies • Contact information 		<ul style="list-style-type: none"> • Voice Response System

State Customer Service Website Information

Louisiana

State: Louisiana		Website: http://www.dss.state.la.us/departments/ofs/Support_Enforcement_Services.html				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> • Payment inquiry 		<ul style="list-style-type: none"> • Forms (obligation worksheet, application for services & instructions) • References and Resources (Services available, Child support guidelines, FAQ) • Regional child support agencies 	Employers: <ul style="list-style-type: none"> • New Hire registration & information (on-line or FTP) 	<ul style="list-style-type: none"> • Voice Response System

State Customer Service Website Information

Maine

State: Maine		Website: http://www.state.me.us/dhs/bfi/dser/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (application for services) • References and Resources (Services available, Initiatives (lien network, financial data match, license revocation, lottery offset, new hire reporting, tax offset), Child Support Enforcement manual, how payments are distributed, insurance intercept info) • Regional child support agencies • Contact Information (including feedback mechanism) <p>Employers:</p> <ul style="list-style-type: none"> • References and Resources (New Hire Reporting instructions) 	<ul style="list-style-type: none"> • Apply for services <p>Employers:</p> <ul style="list-style-type: none"> • New Hire registration (and instructions) - web or email 	<ul style="list-style-type: none"> • Voice Response System • New Hire Reporting (disk, tape, fax)

State Customer Service Website Information

Maryland

State: Maryland		Website: http://www.dhr.state.md.us/csea/index.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (application for services, child support worksheet (sole or shared custody), income/expense questionnaire, affidavit of parentage-with instructions) • References and Resources (Services available, Child Support Guidelines, Working across state lines, Initiatives (multi-state financial data match, passport denial, tax offset), FAQ) • Local child support agencies • Contact Information (including feedback mechanism) Employers: • Forms (New Hire Registry) • References and Resources (New Hire Reporting FAQ and fact sheet) 	<ul style="list-style-type: none"> • Child Support Worksheet Employers: • New Hire registration (and instructions) 	<ul style="list-style-type: none"> • Voice Response System • Videos

State Customer Service Website Information

Massachusetts

State: Massachusetts		Website: http://www.cse.state.ma.us/				
State Contact: Cheryl L. Traina, Director of Customer Service 617-887-7611 trainac@dor.state.ma.us						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> • Sample webpages • Implementation phases 	<ul style="list-style-type: none"> • Case opened date • Current status • Actions taken 	<ul style="list-style-type: none"> • Past due support including arrears balance and interest balance • Payment history- last 12 months • Payment distribution 	<ul style="list-style-type: none"> • Order Number 	<ul style="list-style-type: none"> • Forms (Application for services, National Medical Support Notice) • References and resources (Child Support Guidelines, FAQs, Dads make a difference, Laws and policies, Legislative update, News, Program profile (bank match, license suspension, Payment Intercept), Recent press, Publications, Statistics, Vocabulary, 10 most wanted) • Email Us (general info, tip line, new hire, employer group, central registry, payment intercept program, personal income tax, online filing, trustee tax, corporate excise, website) • Contact Info (general, new hire, other states, payment intercept, tip line, webmaster) Employers: <ul style="list-style-type: none"> • Forms (New Hire Reporting, sample income withholding) • References and resources (New Hire Reporting Info., FAQs, programs (New Hire Reporting, Income Withholding, Medical 	<ul style="list-style-type: none"> • Forms completion (application for services, payment intercept) • Child Support Calculation worksheets • Direct deposit (setup, cancel, change) • Update demographic information • Update case information • Language translation tool Employers: <ul style="list-style-type: none"> • New Hire Reporting (web or batch uploads) 	<ul style="list-style-type: none"> • Information in Spanish NOTE: Website display of information and interactive aspect in development

State Customer Service Website Information

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State Customer Service Website Information

Michigan

State: Michigan		Website: http://www.michigan.gov/fia/0,1607,7-124-5453_5528---,00.html				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (publication order form) • References and Resources (Services available, Interstate support, Fatherhood is forever, Michigan Child Support and You, Initiatives (Fatherhood Campaign, High School Curriculum) • Regional child support agencies • Contact Information Employers: <ul style="list-style-type: none"> • Forms (New Hire Website: New Hire Reporting form/ instructions/ file layout, payment coupon) • References and Resources (Income Withholding, Medical Support, link to National Medical Support Notice) 	Employers: <ul style="list-style-type: none"> • New Hire registration (and instructions) - web or email • Electronic Income Withholding (through MISDU) 	

State Customer Service Website Information

Minnesota

State: Minnesota		Website: DHS Public Site: http://www.dhs.state.mn.us Minnesota Child Support Online (MCSO): http://www.childsupport.dhs.state.mn.us (dynamic)				
State Contact: Sandra I. Nowacki; Web Coordinator 651-296-3694 Sandra.nowacki@state.mn.us						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<p>MCSO:</p> <ul style="list-style-type: none"> • Sample cases • FAQs • Using this site • System security • Links to state portal and DHS public site <p>DHS Public site: See Download/Access only</p>	<p>MCSO:</p> <ul style="list-style-type: none"> • case function • case status • case worker • 90 day actions taken history • upcoming appointments 	<p>MCSO:</p> <ul style="list-style-type: none"> • 90 day history: <ul style="list-style-type: none"> ◦ Payments You've Made (date,amt., pmt type, amts to case; payor holds); ◦ Case Payments (date, amt to case; amts to obligation; case and payee holds) ◦ Payments Made to You (type, date, amt, pmt status) • Current <ul style="list-style-type: none"> ◦ Account Balance (NCP current support and arrears due and balances owed; CP obligations, COLA status; cost recovery fee balance) ◦ Tax intercept balances (NCP) 		<p>DHS Public Site Participants:</p> <ul style="list-style-type: none"> ▪ Forms (application for services, option to authorize automatic income withdrawal, direct deposit of child support payments, Minnesota Voluntary Recognition of Parentage,) ▪ References and Resources (Services available, locating parents, establishing percentages, establishing orders (including guidelines), enforcing orders (including MN Financial Institution Data Match), changing orders, cost of living adjustments, payment information, closing cases, interstate) ▪ Local child support agencies ▪ Contact Information <p>Employers:</p> <ul style="list-style-type: none"> ▪ Forms(New Hire Reporting Center: New Hire Reporting form/ instructions/ file layout, income withholding, electronic funds transfer, 	<p>Employers:</p> <ul style="list-style-type: none"> ▪ New Hire Reporting Center: New Hire registration and reporting (including multi-state) and instructions; secure web transfer, EFT, FTP) 	<ul style="list-style-type: none"> ▪ MCSO provides real-time information to participants ▪ Voice Response System (payment & account info matches MCSO; general info; fax DD forms) ▪ Most brochures and forms in English, Spanish, Hmong, and Somali <p>Employers: dynamic site being developed</p>

State Customer Service Website Information

				Consumer Credit Protection Act worksheet) ▪ References and Resources (New Hire Reporting info, Income Withholding, Medical Support, link to National Medical Support Notice)	
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State Customer Service Website Information

Mississippi

State: Mississippi		Website: http://www.mdhs.state.ms.us/cse.html				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms () • References and Resources (Paternity establishment, License Suspension program, Access and Visitation program, FAQ) • Regional child support directors • Contact US (phone, email) Employers: <ul style="list-style-type: none"> • References and Resources (New Hire reporting, Income Withholding (incl. other states), Medical Support) 	Employers: <ul style="list-style-type: none"> • New Hire reporting 	

State Customer Service Website Information

Missouri

State: Missouri		Website: http://www.dss.mo.gov/cse/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> • Last 3 payments received and disbursed 		<ul style="list-style-type: none"> • Forms (direct deposit application, automatic withdrawal authorization) • References and Resources (Services provided, Parent's Fairshare program, Order Modification instructions, automatic withdrawal info, direct deposit info) • Local child support offices (incl. county to field office cross ref) • Contact Information (phone, email) Employers: <ul style="list-style-type: none"> • Forms (Income Withholding (incl. interstate), National Medical Support Notice) • References and Resources (New Hire Reporting, Income Withholding (incl. interstate), Medical Support, National Medical Support Notice) 		

State Customer Service Website Information

Montana

State: Montana		Website: http://www.dphhs.state.mt.us/about_us/divisions/child_support_enforcement/child_support_enforcement.htm				
Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> ●Office locations (by county) ●Forms (application, CS Guidelines packet, CS Guidelines review questionnaire) ●References and Resources (Child Support Division information (goals and objectives, office phone numbers, policies and procedures, Hotline phone numbers), Legal information (administrative rules, legal resources)) ●Contact us 	<ul style="list-style-type: none"> ●Online Montana State Case Registry and Vital Statistics Form ●Search 	<ul style="list-style-type: none"> ●Virtual Pavilion feature for Human Services information

State Customer Service Website Information

Nebraska

State: Nebraska		Website: http://www.hhs.state.ne.us/cse/cseindex.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> ● Payment History (18 months) 		<ul style="list-style-type: none"> ●Forms (CP-Direct Deposit, Change of Address, NCP-Authorization for Automatic Withdrawal, Change of Address, Payment Coupon) ● References and Resources (Parent information (CS services, military duty), Child Support Guidelines and worksheet, Financial institutions (FIDM)) Employers: ●Forms (Registration, Auto. Deduction) ●Employer information (military duty) 	<ul style="list-style-type: none"> ●Nebraska Child Support Payment Center-NCSPC (make a payment, access payment schedule, change address, access billing statement, custom payment coupons, sign up for direct deposit) ●Change Address ●Clerks of the Court Remittance ●Child Support and County Attorney Offices (by county) ●Child Support Records Access Employers: ●Make a payment ●View payment history ●Change address 	<ul style="list-style-type: none"> ● Voice Response System

State Customer Service Website Information

Nevada

State: Nevada		Website: http://www.welfare.state.nv.us/child.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> •Forms (application for service, Direct Deposit Authorization) • References and Resources (Parent information -CS overview), Press releases, public notices, CS Enforcement statistics) •Office locations •Email Child Support Employers: <ul style="list-style-type: none"> • References and Resources (withholding income, New Hire Reporting) 	<ul style="list-style-type: none"> •Information for IV-D staff (password protected) 	<ul style="list-style-type: none"> •Languages - 9 available

State Customer Service Website Information

New Hampshire

State: New Hampshire		Website: http://www.dhhs.state.nh.us/DHHS/DHHS_SITE/default.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> ●Forms (Guidelines Worksheet) ●References and resources (FAQ, Laws, Rules, and Policies; Additional Resources and Services, NH's 2002 Most Wanted Non-Supporting Parents Poster) ●Contact Info 	<ul style="list-style-type: none"> ●Child Support Calculator 	<ul style="list-style-type: none"> ●Voice Response System for payment information

State Customer Service Website Information

New Jersey

State: New Jersey		Website: http://www.njchildsupport.org/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
	<ul style="list-style-type: none"> ●Case Inquiry: View Case Status 	<ul style="list-style-type: none"> ● Most Recent Payment Information, CP and NCP 		<ul style="list-style-type: none"> ●Forms (application, Direct Deposit, request for change in Direct Deposit) ●References and resources (Child Support Handbook, Quarterly Newsletter, FAQs, military deployment, direct deposit, NCP parent information-- One Stop Career Center services, Teens-- games, resources) ●Location of Child Support offices <p>Employers:</p> <ul style="list-style-type: none"> ●Employer information (reservist call to duty, New Hires Directory, income withholding) 	<ul style="list-style-type: none"> ●Search for Community Resources (by county) ●New Hire Reporting 	<ul style="list-style-type: none"> ●Voice Response System

State Customer Service Website Information

New Mexico

State: New Mexico	Website: https://elink.hsd.state.nm.us/ecse/ Employer portal: https://elink.hsd.state.nm.us/elink/					
State Contact: Jason B. Romero Business Manager NM Child Support Enforcement Division (505) 827-6205 Jason.Romero@state.nm.us						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> • Sample web pages • Technical platform description • Sample APD • NCSEA Customer Self Service Presentation • Online Demo 	<ul style="list-style-type: none"> • Case status/News • Locate (NCP) Status 	<ul style="list-style-type: none"> • Past due support (arrears balance owed, amount owed for current month) • Current support due • Payment history (CP: warrant number, date mailed, amount, status; NCP: Check #, Source, Date Received, Amount) • Payment Status (mailed, cashed) 		<ul style="list-style-type: none"> • References and resources (FAQs, help, privacy policy, access to other child support services) • Search for local child support agency • Contact info (phone) 	<ul style="list-style-type: none"> • Address change for parents or employer • Provide Employer Info • Provide Asset Information • SSN verification • Direct deposit • Request Case Review • Change PIN number • Guideline calculator • EFT for NCP • Receive/complete CS forms (application, income withholding) Employers: <ul style="list-style-type: none"> • Update employer information (address, automatic withdrawal for wage withholding, insurance information, FAQs for NMSN) • Respond to verification of employment letter • Link to eEmployer site • Upcoming Capability: NMSN—notice itself, 	

State Customer Service Website Information

					instructions	
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State Customer Service Website Information

New York

State: New York		Website: https://newyorkchilddsupport.com/home.html				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> ● Payments (CP, NCP) and Disbursements (CP) 		<ul style="list-style-type: none"> ● References and resources (CS services overview for CP and NCP, teen parents, glossary, Child Support Standards Act (CSSA) Guidelines, FIDM Handbook, brochures, reports) 	<ul style="list-style-type: none"> ● Update profile for CP and NCP ● NCP create payment coupon ● Search for local support offices/emails ● Contact technical support via email/phone 	<ul style="list-style-type: none"> ● Brochures available in English and Spanish

State Customer Service Website Information

North Carolina

State: North Carolina		Website: http://www.ncchildsupport.com http://www.dhhs.state.nc.us/dss/cse/cse_hm.htm				
State Contact: Bonnie Knowles (919) 255-3701 bonnie.knowles@ncmail.net		Christopher Meike (919) 255-3708 cmeike@sysrad.com		Ramakanth Kodumagulla (919) 255-3710 rkodumagulla@sysrad.com		
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> ● Sample webpages ● Application Architecture Overview ● Online Demo- 	<ul style="list-style-type: none"> ● Current status 	<ul style="list-style-type: none"> ● Scheduled payments, payment history 		<ul style="list-style-type: none"> ● Forms (application for services, automatic withdrawal authorization, automatic deposit) ● References and resources (Child Support Enforcement Guidelines, Security Policy, Help, direct deposit services) ● Search for local child support agency ● Search for Clerk of Court ● Contact us (phone, email) Employers: ● Forms (New Hire reporting) ● References and resources (New hire reporting info, multi state reporting, EFT, income withholding, FAQs) 	<ul style="list-style-type: none"> ● Web payment (setup, cancel, change) ● Direct deposit ● Child Support obligation worksheet calculation (sole, joint, split, 3rd party custody) Employers: ● Forms (new hire reporting) 	

State Customer Service Website Information

North Dakota

State: North Dakota		Website: http://lnotes.state.nd.us/dhs/dhsweb.nsf/ServicePages/ChildSupportEnforcement				
Contact:						
Resources Available	Information available on Web			Web Functionality		Comments
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> ●Last payment amount and date 		<ul style="list-style-type: none"> ●Forms (application, New Hire reporting, direct deposit application, authorization to release information, CS Guidelines Instructions, CS Guidelines Worksheet, CS Guidelines Schedules A-D) ●References and resources (CS Guidelines, CS overview, FAQs, military call to active duty, direct deposit, CS Guidelines, proposed amendments to CS Guidelines, interest on CS arrearages, Income Withholding Issuance Center/IWIC, review and adjustment) ●Office locations (by Regional CSE Units) FAQs, Current CS news) ●Contact us Employers: ●Employer information (New Hire Reporting Requirements) 	<ul style="list-style-type: none"> ●Child Support On-Line Information System ●CP, NCP Name/Address change (email, online) ●Search Employers: ●Employer/New Hire Reporting 	

State Customer Service Website Information

Ohio

State: Ohio		Website: http://jfs.ohio.gov/ocs/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> ●Forms (application for services, income withholding) ●References and resources (Most Wanted Poster, list of county job and family services agencies, Help/FAQs, glossary, paternity establishment, Grandparent information (how to apply, IVR system for case status), Financial institution information (FIDM)) ●Interstate Central Registry Employers: <ul style="list-style-type: none"> ●Employer information (Income withholding, direct interstate income withholding, military deployment) 	Employers: <ul style="list-style-type: none"> ●New Hire Reporting ●Electronic Payment ●Update Employee Info 	Also includes: <ul style="list-style-type: none"> ●Media Center ●Child Support Shareholders Group ●Information for Ohio CSE professionals ●Information for out-of-State CSE professionals

State Customer Service Website Information

Oklahoma

State: Oklahoma		Website: http://www.okdhs.org/childsupport/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> ●Payment Info 		<ul style="list-style-type: none"> ●Forms (application for services and others) ●References and resources (FAQs, CSE Update, CS Guidelines, CSE Handbook, OK CSE Most Wanted, child support enforcement in states and other countries, Native American CSE services, Help page, Institution information (ABC's of FIDM, Data Match Methods and Calendar, FIDM Policy, email contact to CSED FIDM Unit)) ●Location of CSE Offices <p>Employers:</p> <ul style="list-style-type: none"> ●Employer information 	<ul style="list-style-type: none"> ●Child Support Guidelines Calculator ●New Hire Reporting 	<ul style="list-style-type: none"> ●Voice Response System

State Customer Service Website Information

Oregon

State: Oregon		Website: http://www.dcs.state.or.us				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
	<ul style="list-style-type: none"> • Case status • Assignment of rights • Office information where case is worked 	<ul style="list-style-type: none"> • Case Balance (arrears balance owed, amount owed for current month) • Payment History for the last 12 month's (Date Received, Amount Received, Date Check Issued, Amount of Check Issued) • Payment Status (outstanding, paid, returned check, cancelled) 		<ul style="list-style-type: none"> • Forms (Application for services, Child Support Questionnaire, Direct Deposit, Child Attending School Compliance Requirements, Child Attending School Reporting Address, Child Support Grievance, Instructions for Computing Child Support, Child Support Computation Worksheet, 13 others) • References and resources (family law, lawyer referrals, child support and locate links, Publications (You Owe It to Your Child - Paternity Information for Mothers and Fathers, The Child Support Program in Oregon, Your Child Support Hearing - How to Prepare & Present Your Case, Division of Child Support Strategic Plan, Oregon Child Support Program Annual Report 2001-2002) , Child Support rules and guidelines, Oregon Administrative Rules (searchable), FAQs) • Division of Child Support branch offices (phone, fax, 	<ul style="list-style-type: none"> • Child Support Guidelines Calculator • Interactive Past Support Withholding Calculation Worksheet • Feedback Form 	<ul style="list-style-type: none"> • Most forms and publications in English and Spanish. Some also in Russian and Vietnamese.

State Customer Service Website Information

				<p>address, map)</p> <ul style="list-style-type: none">• District Attorney offices (phone, fax, address, map)• Contact Us (phone, E-mail, address) <p>Employers:</p> <ul style="list-style-type: none">• Forms (Employer New Hire Reporting, Past Support Withholding Calculation Worksheet)• References and resources(FAQs, EFT, New Hire Reporting form, Employer New Hire Reporting brochure, NMSN PowerPoint Slide Show)		
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State Customer Service Website Information

Pennsylvania

State: Pennsylvania		Website: http://www.childsupport.state.pa.us				
State Contact: Jay Poe User Support Manager (717) 705-5120 jaypoe@pacses.com						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> • Sample webpages • CS Portal technical architecture description • ERICSA Portal description 	<ul style="list-style-type: none"> • Scheduled appointments and hearings • Date of child support order • Case History • Case ID 	<ul style="list-style-type: none"> • Past due support including arrears balance owed • Current support due • Payment history (last 5 checks over 12 months) 	<ul style="list-style-type: none"> • Order Number 	<ul style="list-style-type: none"> • References and resources (FAQ, child support terms, laws & legislation) • Location of local child support agency and courts • Contact us 	<ul style="list-style-type: none"> • Update addresses (CP, NCP) • Liens search • Docket search • Alerts for missing information Employers: <ul style="list-style-type: none"> • Create/Update Income Withholding Info • Create/Update Employer Info • Employer profile: Update employee list 	<ul style="list-style-type: none"> • Site Tour

State Customer Service Website Information

Rhode Island

State: Rhode Island		Website: http://www.childsupportliens.com/RI/index.html http://www.rinewhire.com				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> ●Contact us Employers: ●Employer information (Employer New Hire Reporting packet, FAQs, Security white paper) 	<ul style="list-style-type: none"> ●Child Support Lien Network Employers: ●New Hire Reporting (requires FEIN, Federal employer identification number, and password) 	

State Customer Service Website Information

South Carolina

State: South Carolina		Website: http://www.state.sc.us/dss/csed/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Forms (Application for services for CP and NCP, IRS Form 8379, Injured Spouse Claim and Allocation) • References and resources (South Carolina Child Support Guidelines, Child Support Obligation Worksheet, FAQs, First Things First program, Visitation Involvement Parenting, Financial Institution Data Match Handbook, Child Support Statistics and Abandoned Property List) • CSED Regional offices • Contact us <p>Employers:</p> <ul style="list-style-type: none"> • Employer Information (Employer Information Package, Employer FAQs) 	<ul style="list-style-type: none"> • Child Support Calculator • Anonymous Tip for Delinquent Parents <p>Employers:</p> <ul style="list-style-type: none"> • New Hire reporting (requires Employer ID and password) 	

State Customer Service Website Information

South Dakota

State: South Dakota		Website: http://www.state.sd.us/social/cse/index.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> ●Forms (Application and agreement for services, CP and NCP, application for wage withholding only, application for location only, petition for modification, direct deposit enrollment, paternity affidavit) ● References and resources (Child Support Guidelines, Child Support Obligation Schedule, Child Support Obligation Worksheet, definitions, Child Support Enforcement circuit offices, Clerk of Courts offices, FAQs, publications (7)) Employers: <ul style="list-style-type: none"> ●Employer Information (New Hire Reporting FAQs, multistate reporting) ●Contact us 	<ul style="list-style-type: none"> ●Change of address for CP, NCP ●Change of employer for CP, NCP ●Order publications (7) Employers: <ul style="list-style-type: none"> ●New Hire reporting 	<ul style="list-style-type: none"> ● Voice Response System

State Customer Service Website Information

Tennessee

State: Tennessee		Website: http://www.state.tn.us/humanserv/child-support.htm https://www.tennesseeanytime.org/tceses/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
<ul style="list-style-type: none"> ● Website Demo 	Case	Financial	Court Order	Download/Access Only	Interactive	<ul style="list-style-type: none"> ● Voice Response System
	<ul style="list-style-type: none"> ● Case ID ● Parent name (CP, NCP) ● Case status 	<ul style="list-style-type: none"> ● Incoming payment date and amount ● Payment source code ● Fee amount ● Payment History (current month, last 6 months, date range, history) 		<ul style="list-style-type: none"> ● Forms (Client Complaint, Question, or Concern) ● References and resources (Child Support offices by judicial district, FAQs) 		

State Customer Service Website Information

Texas

State: Texas	Website: http://childsupport.oag.state.tx.us https://childsupport.oag.state.tx.us/index.htm?ENGLISH=English http://www.oag.state.tx.us/child/mainchil.shtml					
State Contact: John Schulz (512) 460-6874 john.schulz@cs.oag.state.tx.us						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> ● Sample webpages ● ACF County Portal description ● Texas Child Support web strategy ● Demo screens 	<ul style="list-style-type: none"> ● Case Status ● Case ID ● Case Inquiry 	<ul style="list-style-type: none"> ● Past due support including arrears balance, interest balance and fees ● Current support owed ● Voluntary Payments 	<ul style="list-style-type: none"> ● Cause Number 	<ul style="list-style-type: none"> ● Forms (direct deposit, NMSN, authorization for release of information) ● References and resources (General program info, acronyms & glossary, outreach & volunteer pgm., FAQ, evaders, parental rights & responsibilities, resources for single parents, Why Your Baby Needs a Father, 10 most wanted) ● Location of local child support agency (with map) ● Contact us (phone, US mail, email,) Employers: ● References and resources (New Hire Reporting, National Medical Support Notice Info., Texas Child Support Disbursement Unit Info., payment options of the CS employer handbook, user's guide for electronic child support payments, handbook for income withholding, Military 	<ul style="list-style-type: none"> ● Forms completion (application for services) ● Establish Paternity ● Update addresses (CP, NCP) ● File a complaint ● Case Inquiry Employers: ● Create/Update Income Withholding Info ● Create/Update Employer profile ● Report new hires and terminations ● Link to New Hire website 	<ul style="list-style-type: none"> ● Website available in Spanish ● Voice Response System

State Customer Service Website Information

				Reservists and National Guard employers info., other items of interest)		
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State Customer Service Website Information

Utah

State: Utah		Website: http://www.ors.utah.gov https://webapps.dhs.state.ut.us/web/ors_ica/ica				
State Contact: Joyce Linder (801) 536-8948 jlinder@utah.gov						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> ● Frequently Asked Questions ● Definitions ● Addresses ● Phone Numbers ● Email Addresses ● Helpful Links ● General Program Information 	<ul style="list-style-type: none"> ● Case status 	<ul style="list-style-type: none"> ● Payment information ● Balance/monthly due information 		<ul style="list-style-type: none"> ● Applications for services ● Guideline worksheets ● Review and adjustment request forms, etc. <p>Employers:</p> <ul style="list-style-type: none"> ● Links to Federal information ● Notices or bulletins regarding changes to law or policy. <p>Financial Institutions</p> <ul style="list-style-type: none"> ● Forms and information regarding in-state Financial Institution Data Match program 	<p>Users can obtain case information and financial information via the “Interactive Web” https://webapps.dhs.state.ut.us/web/ors_ica/ica</p> <p>With a user ID and PIN, custodial and non-custodial parents can :</p> <ul style="list-style-type: none"> ● Submit new address ● Employment and insurance information ● Can submit questions and comments about a case electronically, 24 hours a day, 7 days a week. 	<p>The Log-in ID is the participant’s Social Security Number entered without dashes or spaces. The PIN number is the same PIN as the client uses to access the ORS Automated Information System (Voice Response System). To find out a PIN number or change a PIN number, client must call Customer Service Unit.</p>

State Customer Service Website Information

Vermont

State: Vermont		Website: http://www.ocs.state.vt.us/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> ● Last Payment and Disbursement Information ● Tax Receipt Information ● Obligation Amount ● Arrears Amount 	<ul style="list-style-type: none"> ● Scheduled Court Hearing Message (If available) 	<ul style="list-style-type: none"> ● Forms (Direct Deposit Authorization form (print, mail in)) ● Guidelines calculator (program download) ● References and resources (Fatherhood information, parent resources, OCS Helpline #, Resources to find a missing parent, FAQs) ● Regional Office Contact Info (office hours, addresses, and phone numbers,) 	<ul style="list-style-type: none"> ● Forms (change of address, employment change) ● Provide anonymous locator tips ● Order publications (applications, guidelines, handbooks) ● Customer service comment form ● Request help or information by email Employers: <ul style="list-style-type: none"> ● Report employment termination ● Update employer contact info, ● Request help by email order employer handbook access to customer service comment form 	<ul style="list-style-type: none"> ● Voice Response System

State Customer Service Website Information

Virginia

State: Virginia		Website: http://www.dss.state.va.us/family/dcse.html https://www.dss.state.va.us/family/dcsecase.cgi				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
	<ul style="list-style-type: none"> • Case Status 	<ul style="list-style-type: none"> • Child Support Payments • Balances Due 		<ul style="list-style-type: none"> • Forms (application for services, direct deposit info/request, address change request, request for administrative hearing, request for review and adjustment, request for case closure, affidavit for non-disclosure, change of payee temporary request) • References and resources (Rights and responsibilities, Guidelines for determination of child support, National Medical Support Notice (link to), Child Support and You, Facts About Establishing Paternity) • Local child support agencies • Contact us (email page) 		<ul style="list-style-type: none"> • Voice Response System

State Customer Service Website Information

Washington

State: Washington		Website: http://www.dshs.wa.gov/dcs/ https://fortress.wa.gov/dshs/enigma/				
State Contact: Paul Gronka, Web / Application Designer (360) 664-5398 PGronka@dshs.wa.gov						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
<ul style="list-style-type: none"> • Demo • Implementation phases 	<ul style="list-style-type: none"> • Case opened date • Current status • Case Events/Actions 	<ul style="list-style-type: none"> • Past due support including arrears balance owed and interest balance • Payment history- last 12 months • Payment distribution 	<ul style="list-style-type: none"> • Order ID 	<ul style="list-style-type: none"> • Forms (Application for Nonassistance Support Enforcement Services, Child Support Enforcement Referral, Noncustodial Parent Child Support Enforcement Application, Child Support Referral Continuation, Application For Full Collection Services, Declaration of Support Payments, Authorization to Disclose Personal Info., Petition for Late Hearing - Administrative Orders, Request for Conference Board, Statement of Resources and Expenses, Waiver of Statute of Limitations Defense) • References and resources (Services provided, Nonassistance Support Enforcement Information, Noncustodial Parent's Rights and Responsibilities, Washington State Child Support Schedule) • Contact us Employers: • References and resources (Employer Payment Identification Instructions, Authorization agreement for electronic funds transfer, National Medical Support Notice) 	<ul style="list-style-type: none"> • Forms completion (application for services, payment intercept) • Direct deposit (setup, cancel, change) • Update demographic information • Update bank information • Update case information • Make a Payment or Cancel Payment • Language translation tool-for forms Employers: • Forms completion (new hire reporting) • Internet payments • Update Employee Info (Add, Update, Delete, Upload file) 	<ul style="list-style-type: none"> • Voice Response System • On-Line Demo • Brochures in Cambodian, Chinese, Korean, Laotian, Russian, Spanish, Vietnamese • Child Support Schedule and Worksheets in Spanish NOTE: Items in PINK are in development

State Customer Service Website Information

West Virginia

State: West Virginia		Website: http://www.wvdhhr.org/bcse/ https://www.wvdhhr.org/bcseapp/				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> • Payment info 		<ul style="list-style-type: none"> • Forms (application for services, direct deposit, payment coupon) • References and resources (Glossary of Terms, Laws and Regulations, Amnesty Program Description) • Location of local child support agencies • Contact US (Request for information) <p>Employers:</p> <ul style="list-style-type: none"> • References and resources (Call to active duty, FAQs, electronic reporting, multistate reporting, compliance, payment/EFT) <p>Kanawha County Website:</p> <ul style="list-style-type: none"> • Forms (address change request, notice of good cause, affidavit of domestic violence, modification request, affidavit of support arrearage and medical support arrearages, affidavit to limit income withholding arrearage, physical custody affidavit, release of information authorization, interview checklist) • ABC's of Child Support • Contact Us 	<ul style="list-style-type: none"> • Customer Service Survey <p>Employers:</p> <ul style="list-style-type: none"> • Employer new hire reporting (in development) <p>Kanawha County Website:</p> <ul style="list-style-type: none"> • Forms completion (address change request, change of employer, verification of medical coverage, special information request, site subscription) Employer Forms (Employment and address verification, verification of medical coverage, employer contact change form, termination form) 	<ul style="list-style-type: none"> • Automated Telephone Information System • Teleconferences on various topics

State Customer Service Website Information

Wisconsin

State: Wisconsin		Website: http://www.dwd.state.wi.us/bcs https://www.wisctf.org/WIC/index.asp				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
		<ul style="list-style-type: none"> ● Last payment ● Arrears ● History ● Amount (current support due) 		<ul style="list-style-type: none"> ● Forms (application for services, link to National Medical Support Notice) ● References and resources (Tax information, Tax Intercept Information, Military Deployment, Child Support publications, Laws/Legislation, Child Support Guidelines, Partner information) ● Link to Housing Authority ● County Clerks of Court Directory (phone, mail) ● Child Support Agencies contact information (phone, mail) ● Child Support agencies in other States Employers: ● Forms (New Hire Reporting) ● References and resources (EFT, withholding, employer's guide to child support, medical insurance, multi-state employer reporting options, other information and services) 	<ul style="list-style-type: none"> Employers: ● New Hire Reporting (can also report using disk or tape) 	<ul style="list-style-type: none"> ● Information in other languages: Spanish, Hmong

State Customer Service Website Information

Wyoming

State: Wyoming		Website: http://dfsweb.state.wy.us/csehome/cs.htm				
State Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> • Wyoming participation in Administrative Enforcement in Interstate Cases (AEI) • References and resources (Guide to Wyoming's CSE Program) • Location of District Offices, State Office • Contact District Offices, State Office (email) 	<ul style="list-style-type: none"> • Provide locate tip on Wanted Poster NCP (email, phone, mail) 	<ul style="list-style-type: none"> • Child Support Enforcement rules (broken link)

State Customer Service Website Information

Guam

Guam		Website: http://www.guamcse.net/				
Contact: OCSE Region 9						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
				<ul style="list-style-type: none"> •Forms (application, information gathering, paternity information gathering) • References and resources (General Information, FAQs, CS Guidelines, Title 5 G.C.A.) •Contact Information (broken) • Agency Location map •Links (Federal, local) 		

State Customer Service Website Information

Puerto Rico

Puerto Rico	Website:					
Contact:						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
						No Human Services/CSE content available

Virgin Islands

Virgin Islands	Website: http://www.gov.vi					
Contact: OCSE Region 2						
Resources Available	Information available on Web			Web Functionality		Comments/Other
	Case	Financial	Court Order	Download/Access Only	Interactive	
						September 18, 2003. General Virgin Islands site. No Human Services/CSE content available