

Changing a Child Support Order in Your State

 The information below applies only to Alaska

1. How can I find out if I have a “IV-D” child support case in this state?

A parent can find out if he/she has a child support case in Alaska by mail, phone, fax or email. The Child Support Services Division (CSSD) assigns a “Member Number” to each case party. It is provided in the first letters sent to the case parties. The Member Number is also called the “Payor Member ID” on the paying parent’s monthly statements. A case party can look up their case(s) using their Member Number on the website:
<https://webapp.state.ak.us/cssd/kidsOnline>.

2. How can I contact my child support agency?

Mailing address

Alaska Child Support Services Division
550 W 7th Ave Suite 310
Anchorage AK 99501-6699

Phone numbers

KIDSLINE: (907) 269-6900
KIDSLINE toll free (in Alaska): 1-800-478-3300*
TTY/TDD (Hearing /Speech Impaired): (907) 269-6894
TTY/TDD (Hearing /Speech Impaired) Toll Free (in Alaska): 1-800-370-6894*
Fax: (907) 787-3220

*Please note 800 numbers only work within the State of Alaska

Website

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

Customer Service email address

dor.cssd.customerservice.anchorage@alaska.gov

Contact Information

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

3. If I am incarcerated, are there any barriers to having my order changed?

No, but for a modification to be based on a parent’s incarceration as the change in circumstance, the change needs to be relatively permanent (such as will last more than six months from the date of the request for modification). If an incarcerated parent’s income is reduced, their child support order can probably be reduced.

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4. Do you provide any materials online that I can use to ask for a change to my child support order?

Yes, Alaska has a webpage devoted to frequently asked questions about modifications:
http://www.childsupport.alaska.gov/FAQ/FAQ_Modifications.asp

Additionally, several CSSD publications provide additional information, which are all available at <http://www.childsupport.alaska.gov/Publications/Publications.asp>. Of note, the Changing Your Child Support Order and Child Support Guide For Parents are attached here.

Access modification forms from CSSD's Child Support Forms webpage under the heading of Modification:
<http://www.childsupport.alaska.gov/Forms/forms.asp> .

- Request for Modification of an Alaskan Child Support Order (04-1686A),
http://www.childsupport.alaska.gov/Forms/form/04-1686A_Request_for%20Modification-Fill-in.pdf
- Child Support Guidelines Affidavit (04-1901),
http://www.childsupport.alaska.gov/Forms/form/04-1901_Blank_fields.pdf

5. Do you have any printed materials I could read to learn more about child support for parents who are incarcerated?

Yes, there are several brochures available online, which are included here:

- Child Support While You're in Jail,
http://www.childsupport.alaska.gov/Publications/Publication/04-6206_Support_in_Jail.pdf;
- Changing Your Child Support Order,
http://www.childsupport.alaska.gov/Publications/Publication/04-6204_Changing_Child_Support_Order-Brochure.pdf,
and
- Child Support Guide For Parents,
http://www.childsupport.alaska.gov/Publications/Publication/1_CS_Brochure_for_website.pdf.

6. When can I ask to have my order changed?

CSSD will help you get your child support order changed when allowed by law. Either parent or the child's guardian can request a review of a child support order if circumstances change or if it has been at least three years. Being incarcerated more than six months from the date of the request for modification, or released from incarceration, usually causes a big enough change in income to request a modification.

7. How do I request the change?

You can 1) request CSSD to modify the order, 2) request to modify your order yourself if you have an Alaska court order; or, 3) have an attorney request to modify your order.

To modify your order through CSSD, contact CSSD and request a modification to start the process. CSSD will send you the form "Request for Modification of a Child Support Order" (attached and links above) or you can download it from our website. You are not obligated to use the form, but CSSD recommends that your request include all the information you would provide on the form. Submit the request to CSSD. A verbal request made in person or by phone will be accepted as well. CSSD can also modify your order if it is an administrative order issued by the agency, and CSSD will help you modify a child support order from a different state (although the process is different). Either parent with a child support order from the court can file in court without an attorney.

Changing a Child Support Order in Your State

A do-it-yourself kit called a Pro Se Packet is available for parents who want to ask the court to change a child support, custody or visitation order. The free packets are available from any court clerk office and from CSSD offices. Any parent can use the Pro Se Packet as long as the case is an Alaska court case. You can also contact an attorney at your own expense to modify an order.

8. What is the process after I've asked to have my order changed, and how long does it take?

CSSD will send a modification packet to both parents. The packet includes a Notice of Petition for Modification that lists what papers and information we will need. After CSSD receives all the paperwork, the process is different depending on whether CSSD issued the original child support order, or if an Alaska court issued the original child support order.

If CSSD issued the original order, CSSD will review the paperwork. If CSSD finds that the paying parent's income has changed enough to justify a change in child support, CSSD will issue a revised support order for the new amount, and send a copy to both parents. If we determine that the paying parent's income changes do not justify a change in the amount of child support, we will send a denial letter to both parents. If all the information is received on time and neither parent appeals, the process takes about two months.

If an Alaska court issued the original order, CSSD cannot change the custody type in the order, but we can help modify the support amount. If the paying parent's income has changed enough to justify a change in the support order, CSSD will notify both parents and send a recommendation for a new order to the state Attorney General's office. The Attorney General's office will file a motion with the courts and ask a judge to issue a new order. If all the information is received on time and if neither parent appeals, the process generally takes about four months.

If another state or intergovernmental agency issued the original order, CSSD can help you change your order by asking for help from the court or the child support agency in the other state. It will probably take longer, depending on the other state's procedures.

9. Is this process different if the other parent agrees to the change in advance?

No, the process is the same.

10. Does it cost anything to try to have my order changed?

There is no cost to request a modification through CSSD.

11. If I am incarcerated, do I need to do anything else to have my order changed?

Your child support order will not automatically be modified when you are incarcerated. You have to ask for the modification. Any additional documentation required from the incarcerated parent seeking a modification will be listed in the modification packet. The packet includes a Notice of Petition for Modification that lists what papers and information to provide to CSSD.

Changing a Child Support Order in Your State

12. If I am incarcerated, does my state have any programs to help me with child support?

The CSSD Outreach Liaison visits correctional institutions on a regular basis. Local correctional facilities are visited bi-weekly. Correctional facilities in the Matanuska Valley are visited monthly—these facilities are greater than 50 miles from Anchorage CSSD office. Rural correctional facilities are visited quarterly, bi-annually or annually depending on their geographic location. Outreach staff helps with the request for modification and completing the forms. Generally, staff answers questions regarding child support and provides incarcerated parents with a person they can speak to face-to-face. Staff also performs genetic testing when requested.

Outreach Liaison contact information:

Christy Vaden, Outreach Liaison
Child Support Services Division
550 West 7th Ave., Suite 310
Anchorage, AK 99501

christy.vaden@alaska.gov
(907) 269-6999
(907) 787-3342 fax
Website: www.childsupport.alaska.gov/

13. Can I get help with child support questions from other sources?

Either parent with a child support order from the court can file in court without an attorney. A do-it-yourself kit called a Pro Se Packet is available for parents who want to ask the court to change a child support, custody or visitation order. The free packet is available from any court clerk office and from CSSD offices. Any parent can use the Pro Se Packet as long as the case is an Alaska court case.

14. Is there anything else I should know about trying to change my order?

If you are unsure if your income has changed enough so that the monthly support amount would move up or down by more than 15%, you can use our online calculator to help you decide. The Guideline Calculator is a tool to help you estimate the amount of child support that may be ordered in your case. The calculator can be accessed from our website: <https://webapp.state.ak.us/cssd/guidelinecalc/login>.

Incarcerated parents monthly support is normally set at \$50.00 per month if the parent does not have any other income sources. Some parents continue to have access to income and their support is based on a percentage of that income which may result in a support amount higher than the \$50.00 minimum.



The federal Office of Child Support Enforcement prepared this guide; however, your local child support agency can provide the most current information. This guide does not have any binding legal authority and does not constitute legal advice. You may wish to consult a lawyer before using the forms or information provided.





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CHANGING

your

CHILD

support order

CSSD will help you get your child support order changed when allowed by law .

It's all about children.

Loved and supported children grow up to be productive members of our community. Under Alaska law, parents must give their children the same level of support whether they are separated or not. The parent who does not have custody of the children pays child support, and the amount of the child support is based on the income of that parent. Later, if custody or the paying parent's income changes, the law allows the child support order to be changed, too.



CSSD or the court will make these changes in a 'modified support order'.

This brochure will answer your questions about who, when, how and where to have a child support order changed.

What has to change before the monthly support amount will be increased or decreased?

Here are some examples that could require a change, or 'modification', of an existing child support order:

- The paying parent's income has changed enough so that the monthly support amount would move up or down by more than 15%. CSSD looks at income from all sources including wages, the Alaska Permanent Fund Dividend, military benefits, Native corporation dividends and investment earnings.
- The change in income is permanent. Temporary changes in income do not qualify for a modified order.
- There is no medical support order in place to cover the child, and either parent has information that health care coverage is available.
- Physical custody of the child has changed. However, if a court issued the original custody order, a court must issue a new custody order before CSSD can change the support amount. CSSD cannot change custody orders.

If a parent is voluntarily unemployed or underemployed, the order would probably not be reduced. A parent who is working at a job that pays less than what the parent could be earning might be considered voluntarily underemployed. A parent who chooses not to work could be considered voluntarily unemployed. CSSD will evaluate whether the paying parent is voluntarily unemployed or underemployed by looking at past work history, education and job opportunities in the area.



Who can ask for a change in a child support order?

Either of the parents, or the child's guardian, can ask for a change in a child support order if custody has changed, or if the paying parent's finances have moved significantly up or down.

How do I ask for a change in the order?

To get started, you need to get the Request for Modification Form. You can pick up the form at any CSSD office, at our website, or call or write and we'll mail one to you. Our phone numbers and addresses are printed on the back of this brochure.

You need to fill out the form, and return it to CSSD. Then we will send a modification packet to both parents. The packet includes a Notice of Petition for Modification that lists what papers and information we will need. We usually ask for federal income tax returns for the past two years, W-2s (annual wage statements you get from your employer), pay stubs for the past three months, and proof of health insurance coverage. If we need any additional information, we will list it on the notice.



If you are disabled or receive Social Security or workers compensation benefits, we will need a statement from your doctor or the Social Security Administration. And we will need proof from the Social Security Administration or Veterans Administration if the paying parent is disabled and the child receives benefits. The

benefits will count as income in calculating the child support amount, but will also count toward the paying parent's child support obligation.

Can I get a change in the support order because I want to go back to school or start a new career?

Yes, in some circumstances. CSSD will determine whether school or a career change will result in a better long-term situation for the child. If the change is not in the child's best interest, the support order will not be reduced.



Can I change my order to receive support while my 18-year-old child is still in school?

It depends on whether the order was written to continue support after the child turns 18. This is called "post-majority support". If the order already includes post-majority support, the custodial parent needs to show proof that the child lives with them or someone they designate and is in high school or an equivalent vocational or technical school. CSSD will then continue collecting monthly support until the child graduates or turns 19.

If the order does not already include post-majority support, it can be added. Since changing the order could take up to six months, it's important to request this change as soon as possible.



How do I figure out if a change in income is significant enough to modify my order?

You can get help from CSSD in person, on the phone or on the Internet. CSSD office addresses and phone numbers are on the back of this brochure.

If you can get on the Internet and you have an Alaska child support order, go to www.childsupport.alaska.gov On this home page, select "Child Support Calculator" and then:

- Click on "Bypass".
- Enter the new income information and the number of children.
- Check any boxes that apply, such as whether the parent receives a Permanent Fund dividend.
- Select "Calculate Payments".
- To figure out if the new number is at least 15% greater or 15% less than the current support, subtract the amount of your current support from the new number. Then divide the answer by the current support amount. For example: If the current monthly support is \$300, but the Child Support Calculator says the new support would be \$340, here's the calculation:

$$\begin{array}{r} \$340 \\ - \$300 \\ \hline \$ 40 \end{array} \quad 40 \text{ divided by } 300 = 13\% \text{ change (below the 15\% minimum)}$$

What if the other parent will not provide the information needed to determine if the child support order should be changed?

If a parent refuses to give income information to CSSD, we will use the best information available to estimate the parent's income or potential income and will base the modification on that estimate.

I've done the math and it looks like the order should be changed. What do I do next?

You need to file a Request for Modification, and CSSD will help. It doesn't matter who issued the original order.

- CSSD can modify its own orders.
- If an Alaska court set the child support order, CSSD cannot change it, but we can help by reviewing your case and sending a recommendation to the court.
- If the child support order was issued in another state, we may have to send the modification request to that state.

The paperwork is all in. What happens next?

If your child support order was issued by CSSD, and we find that the paying parent's income has changed enough to justify a change in child support, CSSD will issue a support order for the new amount, and send a copy to both parents. If we determine that the paying parent's income changes do not justify a change in the amount of child support, we will send a denial letter to both parents.

If either parent disagrees with the new



support amount or has additional information that should be considered, he or she may ask for a hearing by completing and returning the form that came with the decision. If either parent disagrees with the formal hearing decision, the next step is to appeal the case to court to contest the decision.

If a judge in an Alaska court set the original amount of your child support order, and the paying parent's income has changed enough to justify a change in the support order, CSSD will notify both parents and send a recommendation for a new order to the state Attorney General's office. The Attorney General's office will file the information in court and ask a judge to issue the new order. If either parent disagrees with CSSD's recommendation, or has additional information that should be considered, he or she could oppose the motion in superior court.

What if I want to do the work myself?

Either parent with a child support order from the court can file in court without an attorney. A do-it-yourself kit called a Pro Se Packet is available for parents who want to ask the court to change a child support, custody or visitation order. The free packets are available from any court clerk office and from CSSD offices. Our addresses are listed on the back of this brochure.

Any parent can use the Pro Se Packet as long as the case is an Alaska court case. If another state issued the original order and CSSD collects on behalf of the other state, it is best to contact CSSD for help.



How long does it take to get an order changed?

If CSSD issued the original order, if all the information is received on time, and if neither parent appeals, the process takes about two months.

If an Alaska court issued the origi-

nal order, if all the information is received on time and if neither parent appeals, the process generally takes about four months.

If the original support order was issued by another state, it will probably take longer, depending on the other state's procedures.



Will the new order be effective back to when the change in income started?

No. The new support amount will be effective back to the first day of the month after CSSD sent both parents the notice that we have begun to review their case (Notice of Petition for Modification). It is not effective back to when the parent's income changed, or when custody changed. State and federal laws prohibit retroactive modification of child support orders. For example, if you received the Notice of Petition for Modification on February 6, 2002, but the modification decision wasn't made until July, the new support amount would be effective March 1, 2002 (the first day of the month after the notice of petition was sent). That's why it is so important for parents to start the modification process as soon as their income or custody changes.



Will CSSD help me modify my order, even if I do not have a case with the office?

You may apply for our services and we will help you modify your order. Once you apply for CSSD services, we will provide both parents with all of our services. This means we will begin enforcing the child support order, and collecting child support on your case. If the parent who pays child support is working, we will send a wage-withholding order to his or her employer and take other collection actions.

Can I get my order changed if I think a mistake was made?

If you believe there is a mistake in your order, contact CSSD. If CSSD established the order, we have a procedure to correct mistakes. If the order is from another state, we must contact the other state to find out if they can correct the mistake. If an Alaska court established the order, you may need to consult with an attorney.

What if CSSD establishes an order without knowing the parent's actual income and the parent later provides the information and wants the order changed?

The law allows CSSD to cancel, or “vacate”, an order that was set up without correct income information and to replace it with a new order if we get better income information later. CSSD can only vacate and correct orders it issued; it cannot vacate a court order or an order issued in another state.

Call 1-800-478-3300, extension 6860, for more information on how to vacate an order.

DEFINITIONS:

Alaska Child Support Services Division, or CSSD:

CSSD is part of the State of Alaska Department of Revenue. Our purpose is to ensure that children receive the financial and medical support they deserve from their parents.

Alaska Civil Court Rule 90.3:

These rules tell us how to determine who owes child support and how much it will be.

Court Order: This is an order issued by a judge.

Pro se: When a person represents himself or herself in a legal matter rather than hiring an attorney.



FOR MORE INFORMATION:

ANCHORAGE:

550 W 7th Ave Ste 310
Anchorage AK 99501-6699
(907) 269-6900 or TDD (907) 269-6894
Toll free in Alaska:
(800) 478-3300 or TDD (800) 370-6894
FAX: (907) 787-3220

FAIRBANKS

675 7th Ave Ste J2
Fairbanks AK 99701-4531
(907) 451-2830
FAX: (907) 787-3220

SOUTHEAST

410 Willoughby Ave Ste 107
Juneau AK 99801-1724
(907) 465-5887
FAX: (907) 787-3220

MAT-SU

845 W Commercial Dr
Wasilla AK 99654-6937
(907) 357-3550
FAX: (907) 787-3220

ONLINE:

Our Internet web site includes updates, news and a child support calculator as well as the email and fax numbers for Alaska CSSD staff.

www.childsupport.alaska.gov

For self-help information and pro se (do-it-yourself) modification packets:

The Family Law Self-Help Center

Nesbett Courthouse

825 W. 4th Avenue

Anchorage, AK 99501

907-264-0851

www.state.ak.us/courts/selfhelp.htm

Or visit any courthouse in Alaska for a pro se packet.

Free family law clinic information:

www.alsc-law.org/clinics.htm

CSSD 04-6204 (06-21-04)



How much will CSSD collect?

At the very least, CSSD collects the monthly child support payment. If there is past due child support, CSSD may take enough money each month to pay part of the debt and some of the interest charges.

In some cases, the state can reduce or wipe out your child support debt.

If your past-due child support is very large, you may be eligible to have your state-owned arrears ‘vacated’ if your child support order was a default order issued by CSSD. A default order means it was not based on your actual income and earning ability. For instance, it may have been based on inaccurate income information, or on the monthly amount your child received from Public Assistance during the 1980’s and early 1990’s.

If you qualify for a review of your default order, CSSD may vacate your old order and write a new one based on your actual income. The CSSD worker listed on this brochure can explain the Motion to Vacate in more detail.

The Appeals Process and How to Dispute Actions taken by CSSD

Incarcerated or not, you are entitled to appeal decisions of CSSD. The CSSD appeals process is especially important when your child support order is first established. Don’t ignore mail from CSSD. The mail you get from CSSD will tell you if the actions taken by CSSD can be appealed and what the deadline is. All appeals can be handled in person, by phone or by mail.

If you need to appeal a decision but can’t do it within the time allowed, it’s very important to contact CSSD and request additional time. The CSSD worker listed on this brochure can explain the appeal process in more detail.

Release of Information

With your written authorization, CSSD will work with any adult or attorney you authorize to act on your behalf for your child support matters. This is very important since most incarcerated people can not obtain their tax and income information that CSSD may need to correctly calculate or adjust their child support order.

Contact information

Denise Shanklin, Child Support Specialist II
Child Support Services Division
550 W. 7th Ave Suite 250 • Anchorage, Alaska 99501
Phone: (907) 269-6999 • Fax: (907) 787-3342
Toll Free: (800) 478-3300

More information is available on our website:
<http://www.childsupport.alaska.gov>

what you should know about

CHILD SUPPORT

while you’re in jail

Do I have to pay child support while I’m in jail?

Yes. Child support doesn’t stop while you’re in jail. It continues every month. However, you can ask to change the amount of the order.

Can I get the order changed because I’m in jail?

Yes, probably. You can get your order changed when there has been a big enough change in your income. Being in jail usually causes a big enough change in income.

Will my child support order be automatically changed when I go to jail?

No. You have to ask for the change. Your request must be in writing.

If You Have an Existing Child Support Order

How do I ask for the order to be changed?

If you have an existing order that you would like to change, you have to ask CSSD to send you a packet. Fill out the forms in the packet and return them to CSSD as soon as possible. Remember, you have to pay the higher child support amount until the change is approved.

You can ask the CSSD worker who is listed on this brochure to help you change your child support order, or you can call CSSD. Or you may call an attorney at your own expense.

How can changing my order help me?

If you don't pay your child support while you're in jail, you'll have a large child support debt by the time you get out. If you're in jail and your income is reduced, your child support can probably be reduced, too. If your income is below the federal poverty level you may receive a minimum order.

What if my order comes from another state?

All child support orders can be changed and CSSD will help you with any order. Even if the order is from another state, CSSD can help you change your order by asking for help from the court or the child support agency in the other state.

How long will the change last?

The changed child support amount will last as long as your income stays the same. If your income increases when you get out of jail CSSD will help you change your order again.

If You Get a New Child Support Notice

What should I do if I get a new child support notice?

Don't ignore it. If you don't answer, the notice becomes an order and CSSD will begin collecting money. When you get the child support notice you'll have 30 days to answer, starting from the time the staff at your facility signs for it. You may want to answer by just agreeing with CSSD's calculation, or you may want to disagree with the calculation. You may want to disagree about custody, or about who is the real father of the child or children.

If you feel the new order is wrong in some way, you can appeal it by requesting an Administrative Review. The form and instructions are attached to the order.

You can ask the CSSD worker who is listed on this brochure to help you, or you can call CSSD. Or you may call an attorney at your own expense.

Paternity

What are the benefits of making sure who the father is (establishing paternity)?

Making sure who the father is helps the child receive the same rights and privileges as other children. When a man accepts that he is the father, he can have a better relationship with his child. This helps the child socially, emotionally and financially.

How can CSSD help establish paternity?

A parent who is in jail and wants to establish a child's paternity should open a case at CSSD. Either the mother or the father can ask to have paternity established. If the parent is the child's father, he should fill out an Application for Services and the Alleged Father's Affidavit.

If the parent is the child's mother, she should fill out the Application for Services and the Paternity Affidavit. If the man isn't willing to sign a statement that he is the father, CSSD will start a paternity action. CSSD might order a test to determine whether or not he is the father. If the father lives outside Alaska and the child was conceived in Alaska, CSSD can still start a paternity action in the other state. If the father lives outside Alaska and the child was not conceived in Alaska, CSSD will ask for help from the state where the father is living.

Can the father ask to establish paternity, even if the mother objects?

Yes. The father has a right to establish his paternity rights. CSSD will help.

What if the man denies the child is his, or if he's not sure?

CSSD, or a court, can order a paternity test. This test can make sure if a man is the father. It can also make sure if the man is not the father. The man, the mother and the child are tested to determine paternity.

Who pays for the paternity test?

If CSSD orders the test, CSSD will pay the cost at the start. If the man is determined to be the father, he must pay back the costs (usually about \$200) to CSSD. If the man is not the father, he will not have to pay for the test. If either the mother or father disagree with the original test results, he or she can pay for a second test.

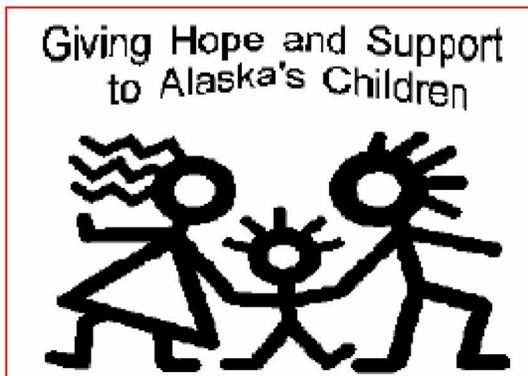
Enforcement

How does CSSD enforce support orders of people who are in jail?

We send a Withholding Order to the Department of Corrections accounting office. Any money in an inmate's account at the jail can be taken to pay child support. Other assets such as land, equipment and bank accounts can also be taken to pay the child support.

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 7TH AVE SUITE 310
ANCHORAGE AK 99501-6699**

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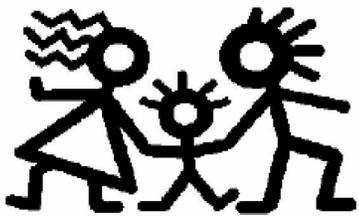
HOW CAN THE CHILD SUPPORT SERVICES DIVISION (CSSD) HELP MY FAMILY?

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:

Case Number(s):

**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 7th Ave Suite 310
Anchorage AK 99501-6699

Phone: (907) 269-6900
Fax: 787-3220
(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 7th Suite 310
Anchorage AK 99501-6699
Phone: (907) 269-6900
Fax:(907) 787-3220
(800) 478-3300 (In-State Toll Free)

PAYMENT ADDRESS
POB 100380
Anchorage AK 99510-0380

Southeast Regional Office
333 Willoughby Ave, 11th Floor SOB
Juneau AK 99801
Phone: (907) 465-5887
Fax: (907) 787-3220

Fairbanks Regional Office
675 7th Ave Station J2
Fairbanks AK 99701-9106
Phone: (907) 451-2830
Fax: (907) 787-3220

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 7th 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





Frequently Asked Questions about Modifications

State of Alaska > Revenue > Child Support Services > FAQ Menu > Modifications FAQs

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1. I am the paying parent and just changed jobs. Should I request a modification to my child support order?

You will be required to supply 3 pay stubs. If you have taken a pay cut you will be required to explain why.

2. I lost my job and don't know when I will get a new one. Should I request a modification?

Unemployment is considered a temporary condition and we will not base a modification on unemployment benefits

3. The custody in the original order has changed. Can I ask for a modification?

If you have a court order and have made other arrangements than what the order states you will have to go to court to have the custody addressed. The court should also address the child support when they change the custody. If you have an administrative order you will need to let Child Support Services know by way of letters from neighbors, schools, day care etc. so that we can modify the child support obligation

4. How long will it take to get my modification done?

Child Support Services must notify both parties when a modification is requested. The parties have 30 days to submit all the requested documents, once the 30 days has lapsed, CSSD will do the calculation. If there is more that 15% change the order will be complete if it is an administrative order. If it is court order the file must go to the Office of the Attorney General. From there it will go to the courts to a judge. The whole process could take anywhere from 2 months to 6 months. Your modification effective date will be the 1st of the month after the notices are mailed out.

5. My child will turn 18 soon, but is still in school. What do I need to do?

If you are not sure if your order has Post Majority support you can contact the Child Support office and request Post Majority support be added. You will be required to supply a letter from the High School stating the expected date of graduation for your child. Please remember to request this prior to the 18th birthday.

Quick Links...

- › Overview of CSSD
- › Available Services
- › Payment Information
- › Kidsline Phone System
- › Contacts
- › Employee email addresses
- › CSSD PDF Forms
- › Employer Information
- › Frequently Asked Questions
- › Financial Statements
- › KIDS Online
- › CSSD Publications
- › CSSD Policies
- › Rule 90.3
- › Child Support Calculator
- › CSSD Regulations (1/06)
- › Atwood Building Parking
- › CSSD Home Page
- › Other links of interest
- › Resources for other states

6. Will Child Support Services collect the arrears after the child has emancipated?

Yes, as long as the party who applied for our services has not withdrawn we will continue to enforce all available options to collect the arrears. Interest will still accrue on the arrears and will be reported to the Credit Bureaus, PFD and IRS.

7. If the noncustodial parent's income has changed since the last child support order was issued, can the order be changed?

Yes. The child support agency or the courts can modify the order if the noncustodial parent's income has increased or decreased enough to cause a change that is greater than 15% in child support. Other reasons why the case could qualify for a modification include change in custody, need for medical support or adding post majority support.

Please remember that the agency can modify only those support orders that were set by the agency. If the court set the order, such as in a divorce proceeding, only a court can modify the order. You or your attorney can motion the court to modify your child support order or the agency can submit the determinations to the court system.

8. I have a court order to be changed but can't afford an attorney. Where can I go for help?

You may contact CSSD and we will review the information. You can call us at (907) 269-6900 in Anchorage or out of state or 1 (800) 478-3300 in Alaska to request a review and modification of your child support order. If our review shows that a modification of the order is appropriate, we will send it on to the Department of Law who will take the case to court.

If you want to file the motion in court yourself, you may get a Pro Se packet from any courthouse or CSSD office. Also, in Anchorage, you may contact the Alaska Court System Family Law Self-Help Center at (907) 264-0851.

9. Is there some way to find out if the noncustodial parent's income has increased?

Yes, the child support agency will use the information we have available to automatically review income information yearly or if either parent requests a review. As a part of the process, we will look at the noncustodial parent's current income as reported to the Department of Labor. If we determine the income has changed enough to cause a change that is more than 15% in the child support amount, we can adjust the child support order, or present the information to the court for modification.

10. Why does CSSD ask for the custodial parent's income when only the noncustodial parent's income is used to calculate child support?

In cases where the custody determination is something other than primary or sole custody, both parents' income is used for the calculations. In rare cases where the custodial parent has extraordinary income, that income might be considered.

[CSSD Home](#) [CSSD Customer Service](#) [Revenue Home](#) [myAlaska](#) [Webmaster](#)

Alaska Department of Revenue
Child Support Services Division

Please Reply To:
CSSD, MS
550 W 7th Ave., Suite 310
Anchorage, AK 99501-6699
PHONE: 269-6900 FAX: 787-3220
www.childsupport.alaska.gov

Date: March 4, 2014

Case Number: [REDACTED]

Request for Modification of a Child Support Order

(Alaska Statutes 25.27190 - 25.27.220; Alaska Administrative Codes 15AAC 125.316 - 25.340)

I request a review and modification of the support order in the above case.

After reviewing the order, CSSD will calculate the support obligation using the child support guidelines from Civil Rule 90.3. If the order needs to be modified and the court developed the child support order, CSSD will file a motion in court to modify the order. If the order is an administrative order established by CSSD, CSSD will modify the order. CSSD will send the court order to the court or modify the administrative order when:

- Post majority support is needed in the order;
- A medical support order is not in effect;
- The new child support award calculated is at least 15% more or 15% less than the amount of the support obligation set out in the current support order.
- The child support obligation is not specified in the court custody order.

I understand:

1. I may be required to provide income information requested by CSSD. In shared or divided custody cases, failure to provide the income information may result in CSSD stopping the modification.
2. A modification will require health insurance coverage for the children if insurance is available to either parent at a reasonable cost.
3. I may be required to provide evidence that the child support award is at least 15% more or 15% less than the current support obligation.
4. That if I am the paying parent on multiple cases this request may be used to schedule modifications on my other cases.

Signature

Date

Home Phone

Work Phone

Printed Name

Mailing Address

City

A

State Zip