

Changing a Child Support Order in Your State

! The information below applies only to Kentucky

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

The parent may contact the Kentucky Child Support Hotline toll free at (800) 248-1163.

2. How can I contact my child support agency?

You may access the Kentucky Child Support Interactive website at <http://csws.chfs.ky.gov/csws/>. The website has a “Locate Office” feature to select a county and provides contact information for the county selected. Parents with an existing case may select the “My Account” option and register for a customer service account. Once the registration process is complete, the parent can access his/her case account information online.

The statewide mailing address is: 730 Schenkel Lane, Post Office Box 2150, Frankfort, KY, 40602

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

Yes, Kentucky Child Support policy prohibits local child support offices from filing actions to review and/or modify a support obligation of a parent when the basis for the review is incarceration. If the parent files his/her own motion with the Court to modify the support obligation, the local child support office should contest the modification and request the Court to deny the modification on the basis that the noncustodial parent’s reduction in income is voluntary.

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

No.

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

No.

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

A parent may request a review when there is a change of circumstances that would warrant a change in the child support obligation. However, after conducting the review the local child support office may determine that the case does not meet the criteria for modification.

7. How do I request the change?

To initiate a review, a parent must submit a written request to their local child support office. The written request should include the parent’s name, the other party’s name, the name of the children, IV-D case number if available, and the reason for requesting the review.

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

After the local child support office receives the review request, the worker sends a modification packet to the parties and/or other forms to the employer to gather income and other financial information to calculate the child support obligation. Upon receiving the information necessary to calculate the child support obligation, the child support worker calculates the support using the Kentucky Child Support Guidelines. If the review reflects the case does not meet the criteria for a modification, the worker sends notice to the parties explaining why the case is not eligible for modification. If the review reflects the case does meet the criteria for a modification, the worker attempts to resolve the matter by agreement of the parties to prevent filing a motion with the court or proceeds with filing a motion with the court. The process from beginning to end generally takes six months; however, if the case must be heard by the court, this process could take longer.

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

Yes, if both parents are willing to enter into an agreed order to modify the support obligation, most Kentucky Courts do not require a motion to be filed with the court. Most Kentucky Courts allow the parties to sign an agreed order which is then submitted to the judge for approval and signature. This expedites the modification process and eliminates the need to file a motion with the court and conduct a hearing before a judge.

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

No.

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

N/A

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

No.

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

There are four Kentucky Legal Aid offices listed on the following website, <http://www.kybar.org/418>

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

No.



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.

