

Changing a Child Support Order in Your State

 The information below applies only to North Carolina

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

Parents can utilize the North Carolina website, contact the local child support office and/or contact the North Carolina Child Support Central Office.

2. How can I contact my child support agency?

The North Carolina Child Support Central Office is:

N.C. Child Support Services
PO Box 20800
Raleigh, NC 27619-0800

(919) 855-4755

Parents may contact the local child support office by telephone via the NC DHHS Call Center Internal Voice Response (IVR) system or Call Center Child Support Representatives at 1-800-992-9457 toll free or 252-789-5225 in the Martin County Area.

The CSS Customer Service Center serves as the gateway for questions. This number puts you in contact with the Interactive Voice Response system, which is available twenty-four (24) hours a day; seven (7) days a week. Information is available in English or Spanish. Interactive Voice Response representatives are available Monday – Friday from 7:30 am to 7:30 pm.

Parents may use the child support website, <http://www.ncchildsupport.com/>. This website lists all child support offices (addresses and phone number). Alternatively, parents may use the North Carolina DSS website, <http://www.ncdhhs.gov/dss/cse/> to find a local office.

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

No. Under North Carolina statute, no arrears accrue “during any period when the supporting party is incarcerated, is not on work release, and has no resources with which to make the payment.” (G.S. § 50-13.10(d)(4)).

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

No. However, the North Carolina Child Support Handbook provides some information about asking to change an order, <http://www.ncdhhs.gov/dss/cse/docs/csehandbook.pdf>.

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?

CSE automatically reviews child support orders every three years if the family is receiving public assistance. Other orders being enforced through CSE may be reviewed every 36 months if either parent requests a review. A review may be requested at any time if there has been a substantial change in circumstance that affects the child.

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7. How do I request the change?

Parents may contact the local child support office and make a request by phone or letter. North Carolina child support does not have any formal form when requesting a review of the child support order. Alternatively, parents may go to the clerk of court and file their own motion at any time.

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

During the review process, the child support agency determines the present income and assets of both parents and the needs of the child. The child support caseworkers use a Review and Adjustment Checklist to assist in evaluating requests for review and adjustment. The review process must be completed and the parties informed of the results. Parents have 30 days to contest the review after they have been notified of the review completion. Once the review evaluation is completed and if the parties consent, the modification can be completed administratively. If the parties do not consent, the child support agency files a court action with the courts. If the case does not meet the child support agency's standards for review, parents may still be able to petition the court for a hearing.

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

Yes. If the parties consent, the modification can be completed administratively instead of going through a court process.

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

No. If filed by the child support agency, motions to modify do not have fees.

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

The local child support office may need to prepare a legal document requesting attendance in court.

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

Local child support may assist with work-release programs, Fatherhood programs, and JobLink Centers if the agent is aware of upcoming release.

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

N/A

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

Local child support offices remind parents via mail to contact their child support agent upon release. In addition, when parent are released, probation offices ask parents to contact their local child support office.

 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.

