

Child Support Services Handbook



Strong Families Make a Strong Kansas

CHILD SUPPORT CALL CENTER (CSCC)

Toll Free 1-888-757-2445
TTY 1-888-688-1666

Contact CSCC regarding:

- Locate information
- Establishment or enforcement of an order
- Modifying a child support amount
- To report new or update current information
- To learn more about the Family Violence Indicator

www.kschild.com

KANSAS PAYMENT CENTER (KPC)

Toll Free 1-877-572-5722

KPC can help with:

- Status of payments
- Lost or stolen payments
- Copy of payment record
- Direct deposit
- NOW debit card
- Making a payment online
- General information about payment processing

www.kspaycenter.com

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INTRODUCTION

The **Kansas Child Support Services (CSS)** program helps children receive the financial support necessary for their growth and development. The program assists by establishing parentage and orders for child and medical support, locating noncustodial parents and their property, enforcing child and medical support orders, and modifying support orders as appropriate. CSS automatically serves families receiving **Temporary Assistance for Needy Families (TANF)**, foster care, medical assistance, and child care assistance. Assistance from CSS is also available to any family, regardless of income or residency, who applies for our services. The CSS program is part of the **Department for Children and Families (DCF)**.

To help you understand CSS terms (which appear in boldface), a glossary can be found in the last section of this Handbook.

HOW TO RECEIVE CSS SERVICES

Any parent or person with custody of a child who needs help to establish paternity, get a child support or medical **support order** created, or help getting the payments that are owed may apply for CSS services. This person is referred to as the **custodial parent (CP)**. The person we are trying to collect child support/medical support from is referred to as the **noncustodial parent (NCP)**.

To contact Kansas CSS during regular business days, call the Child Support Call Center (CSCC) toll free at 1-888-757-2445 (TTY 1-888-688-1666, for the hearing impaired). A CSCC representative can discuss how to apply for services, support enforcement services in general, or answer questions about an existing child support enforcement case. For more information view the CSCC website at www.kschild.com.

Who may receive CSS services?

CSS automatically serves families receiving TANF, foster care,

medical assistance, and child care assistance. Assistance from CSS is also available to any family, regardless of income or residency, who applies for our services.

Every application will be handled on an individual basis and the circumstances of each will be evaluated. CSS reserves the right to decline an application as individual situations warrant. For example, CSS may deny an application in a situation when a judge indicates there is no legal standing in the case; therefore CSS would be unable to provide any services.

LEGAL RIGHTS

The laws and regulations which control the CSS program change from time to time. You may request a new copy of this Handbook at any time. You may also contact the CSCC at 1-888-757-2445 to determine if your copy of the Handbook is up to date.

The following are important things you need to know about the CSS Program and your legal rights:

- **Assignment of Support Rights:** When you sign the application for services, you assign (turn over) your rights to past, present and future support to the Secretary of DCF. This lets CSS do the work that is needed for your case. Signing the application also gives the Secretary of DCF the legal power to endorse support checks while your CSS case is open. This allows the State to handle and process your support payments quickly.
- **Fees for CSS Services:** There is a fee charged for CSS services. The fee is not charged while you are receiving TANF benefits, child care assistance, Medicaid or Food Assistance from DCF. The basic fee is 4% of support that is collected for you (\$4.00 of every \$100.00). When the fee applies, CSS will deduct it from the support payment before it is sent to the custodial parent. CSS will not charge you an application fee

just for opening a case.

- **No Attorney-Client Relationship:** The attorneys who work for the CSS program work only for the Secretary of DCF. Even if you benefit from their work, they do not represent you. They cannot give you legal advice. They cannot do any legal work on your case that goes beyond CSS services. The role of the CSS attorney in the child support case is to act in the public interest to make sure parents support their children.

If the other parent raises issues that are beyond CSS services (such as parenting time or custody) you will need to talk with a lawyer of your own to protect your rights or for personal legal advice.

- **Use of Information:** Federal and State laws require CSS to protect private information you give us. Those laws also require CSS to use and share it in appropriate ways.

If you are afraid that our use of confidential information will cause harm to you or your child, talk with your CSS worker immediately (See section on Family Violence/Protection from Abuse).

CSS may have to use information you gave us to establish and/or enforce a child support order against you, if a child leaves your home.

When CSS has confidential information about the NCP, State or Federal law keeps us from sharing that information with you.

- **Misdirected Payments:** If you receive support money you are not supposed to get, you must return that money to DCF (even if DCF made the mistake). If you do not return it, administrative or legal action can be taken against you to recover the money. By signing the application for CSS

services, you agree to allow CSS to recover money out of future support payments.

- **Limited CSS Services for Judgment Interest:** If there is unpaid support owed, the law where the order was issued may let you collect judgment interest from the debtor. CSS will not calculate the total amount of interest that is due nor ask the court to figure it for you. However, if you have an order that states the total amount of interest due from the debtor, CSS will enforce and collect that interest along with the unpaid support. You will need to talk with a private attorney of your choosing if you are interested in getting this kind of order. Money CSS collects in your case will be counted toward judgment interest after all past due support is paid in full.
- **Family Violence/Protection from Abuse:** It is the policy of the CSS program to protect potential victims of domestic violence or child abuse by not disclosing their whereabouts and by notifying the Secretary of the US Department of Health and Human Services (HHS) of the potential for domestic violence or child abuse.

When is it needed, a **Family Violence Indicator (FVI)** is set by CSS that puts special limits on CSS's computer record for that person. The FVI must be set if:

- There is a Protection From Abuse Order (PFA);
- The Economic and Employment Services worker has decided there is good cause for the customer not to cooperate with CSS; or
- There is potential for physical or mental harm to the child or to the CP.

The potential for physical or mental harm must be verified by the individual's statement and one piece of supporting evidence. Such supporting evidence may be physical evidence of domestic violence, a copy of the police report, or a notarized

statement from any other individual who has knowledge of the circumstances.

CSS will not reveal a potential victim's location while an active FVI is in place. If there is evidence that the FVI is no longer necessary or appropriate, CSS will notify the person who is the potential victim by mail, offering them an opportunity to provide evidence to support retaining the indicator. If the potential victim does not reply, or does not provide convincing evidence and has been so advised, the FVI shall be removed.

DUTIES OF THE CUSTOMER

What does CSS need to know?

CSS must have enough information to pursue your case. The more details you can provide, the easier it will be to process your case and collect child support payments for your child(ren).

- The CSS application (**Support Questionnaire**) provides important information needed to begin working your case. Be sure to review the form for completeness and accuracy.
- Mothers will be asked questions about the child's conception and the alleged father if paternity is an issue.
- If the NCP needs to be located, one of the most helpful pieces of information you can provide is his or her Social Security Number. This can sometimes be found on old tax forms, check stubs, or medical records.
- A NCP's last known address, last known employer, information about friends and family, and whether he or she is a member of the Armed Forces is also helpful.
- Support orders are based on both parents' ability to pay. You may be required to provide financial information. This may include information about your income, property, savings accounts, etc.

Are there other forms I will need to fill out to receive CSS services?

Yes, sometimes CSS will provide the CSS application (**Support Questionnaire**) for you to complete or request further information to proceed with your case. For example, if paternity is an issue, a **Paternity Questionnaire** could be necessary.

What documents do I need to give CSS?

If you do not have an order and paternity is an issue, letters, notes, or anything in writing where the alleged father has said or implied the child is his would be helpful. If the alleged father signed a paternity acknowledgement at the time of the child's birth or later, it can be used to establish an order for support. In addition, the child's birth certificate is required.

Copies of Divorce Decrees, Custody Orders or Separation Agreements are needed. These documents can be obtained from the county court in which the order(s) was granted. Also include all child support orders, modifications, and records of child support payments received in the past.

What if I do not cooperate with CSS?

Failure to cooperate (by not providing CSS with the necessary documents and information) will keep CSS from taking action on your behalf. If you are a mandatory CSS participant (receiving TANF, child care, or family medical) and fail to cooperate, your benefits could be affected.

If a non-cooperation penalty is applied it will result in loss of TANF and child care benefits for all family members and potentially a loss of medical benefits for some family members. Penalties will be applied as follows:

- The first penalty will result in ineligibility for TANF and/or Child Care for a minimum of three months and the CP must cooperate with CSS and reapply prior to regaining eligibility for assistance.
- The second penalty will result in ineligibility for TANF and/or Child Care for a minimum of six months and the CP must

cooperate with CSS and reapply prior to regaining eligibility for assistance.

- The third penalty will result in ineligibility for TANF and/or Child Care for a minimum of one year and the CP must cooperate with CSS and reapply prior to regaining eligibility for assistance.
- The fourth or subsequent penalty will result in a ten year penalty.

For further information regarding non-cooperation penalties, contact your Economic and Employment Services worker or the Child Support Call Center.

What if I receive payments directly?

Unless otherwise ordered by a court, direct payments will be considered a gift and no credit will be given towards the child support obligation. If the NCP tries to pay you direct you must instruct him/her to send the payment through the KPC. If you receive a payment directly, you must immediately send it through the KPC so the NCP gets credit. If a court order does not contain a requirement that the support payments be paid to the KPC, CSS will immediately file a motion to obtain an order requiring all support payments to be made through the KPC. If your child is in foster care or custody of the Juvenile Justice Authority (JJA), all child support must be turned in. If you are receiving TANF, you must turn in all current support for anyone on the grant (See Distribution Policy for more details). If you keep any support you should have turned in while receiving assistance, the State may collect the support back from you. If we are unable to collect from you, the State may get a court order for you to repay the amount you withheld. In addition, the State may keep any state tax refund you would have received and apply it to this debt, or recover the money out of future payments.

Could money be added to my Kansas Payment Center debit card any time, even after the last child is an adult?

Unpaid child support on Kansas orders is owed until it is paid; these debts do not go away when children reach the age of 18 or when a certain amount of time has passed. If you have a debit card from the KPC, check your card's balance at least once a year in case support money you did not expect has been loaded on it. This can happen even while you receive public assistance. You may check your card's balance for free by calling the toll free number printed on the back of the card.

Does the NCP have a right to spend time with the child (Parenting Time)?

Parenting time, also referred to as 'visitation', is often the key to a healthy relationship between your child and the NCP. If there is no order for parenting time, you and the NCP can arrange parenting time informally by agreement. Once a paternity and/or support order is established, either parent may ask a court to set parenting time arrangements. If there is a disagreement, the court would have to settle the matter.

Parenting time is separate from child support services, and is not handled by CSS. It is an issue that must be handled by a private attorney.

If the NCP does not make child support payments, do I have to allow parenting time?

If an order for parenting time exists, you must follow that order until the court changes it.

DESCRIPTION OF CSS SERVICES

CSS provides a full range of services. Those services may include locating the NCP's address and employer, establishing paternity and support orders, enforcing support orders, and updating orders as circumstances change. Actions such as paternity, establishment, and enforcement are explained later in this Handbook.

LOCATING THE NCP

To establish and enforce a support order, CSS must know where the NCP lives and/or works.

CSS may perform nationwide searches using the NCP's Social Security Number. Also, CSS may check records of state agencies such as motor vehicle registration, unemployment insurance, correctional facilities, economic assistance, etc. If the NCP changes jobs, the **State Directory of New Hires** should notify CSS about the new employer.

What if the NCP cannot be found in Kansas?

Kansas will ask for help from other states, or from the **Federal Parent Locator Service (FPLS)**. The FPLS searches for addresses in records of Federal agencies, such as the Social Security Administration.

If the NCP is in the military, but the duty station is unknown, will CSS be able to do anything?

Increased security since September 11, 2001, has made this more complicated. However, with the NCP's SSN, CSS can still take steps to locate an active duty or reservist military participant.

ESTABLISHING PATERNITY

If a child's mother was not married at the time the child was born, it may be necessary to establish paternity. Paternity establishment is the legal way to recognize the relationship between a father and his child.

What are the benefits of establishing paternity?

Once paternity is legally established a child gains many rights and privileges, including the right to child support. Other rights may include rights to inherit, rights to the father's medical and life insurance benefits, and to Social Security and Veteran's benefits. Another benefit is having a full family medical history, which can help if the child has inherited any special health problems. Your

child may not be able to claim these benefits if paternity has not been legally established. These rights may be different in other states.

How is paternity established voluntarily (by agreement)?

- Kansas hospitals give unmarried parents of a newborn the chance to acknowledge the father's paternity and have his name put on the birth certificate.
- If papers are not signed at the time of the child's birth, the parents may go to the local Kansas court to sign forms and have the father's name added to the birth certificate.
- A father may sign a voluntary agreement and an Agreed Order through CSS establishing paternity that is filed with the court.

What if he denies he is the father, or says he is not sure?

CSS will arrange for genetic testing, which will compare the DNA of the mother, the child, and the man alleged to be the father.

These tests are very accurate and will exclude (rule out) a man who is not the biological father. If a man is not excluded, CSS requires the laboratory to analyze the DNA until they can show that the probability of paternity is at least 99%.

Genetic tests use cells swabbed from inside the mouth, so the process is painless and safe.

Who pays for the genetic test?

The NCP may be charged the cost of the genetic testing if the results prove he is the father. If he is not the father, the State of Kansas will pay for the testing.

What if I am not sure who the father is?

CSS needs to know about each possible father, even if his full name is unknown. Paternity law may require us to give notice to all possible fathers if we go to court. Each possible father may be required to submit to a genetic test.

You will be asked about any sexual relationships you may have had during the time the child was conceived. The information you provide to CSS staff about paternity is treated as highly confidential. For more information, see the Use of Information section of this Handbook.

Can paternity be established if the alleged father lives in another state?

Yes. Depending on the facts in your case, CSS will either attempt to secure an Agreed Order for paternity, file a petition with the court in Kansas to establish paternity, or request assistance from the state in which the NCP resides.

ESTABLISHING AND ENFORCING A SUPPORT ORDER

It is necessary to have an order for child support stating the amount due each month. CSS also will ask the court to decide what health insurance coverage is needed. Once an order has been established the CSS program will try to make sure payments are made regularly and in the correct amount.

How is the amount of monthly child support set?

The State of Kansas has statewide Child Support Guidelines that the District Court must follow when setting a child support order.

These Guidelines balance the needs of the child, other children in the family, the cost of work-related child care, the cost for the child's insurance, and the incomes of both parents. Adjustments may be made to fit special circumstances.

Can child support be established and enforced if the NCP lives in another state?

Yes. If necessary, Kansas may request the state where the NCP lives to establish and/or enforce a child support order.

What if the NCP is in jail or prison?

If the NCP is in a federal penitentiary, Kansas prison, or a county

jail, CSS can still initiate legal action. If the NCP is not on a work release program and has no assets, efforts to collect child support may not be successful.

What enforcement actions can CSS take to get the NCP to pay?

The most effective way to collect child support is through an **Income Withholding Order (IWO)**. An IWO is sent to the employer, who sets up an automatic payroll deduction for support.

However, if the NCP's employer is unknown or the NCP is self-employed, other actions such as **passport denial, recreational license denial, driver's license restriction**, Consumer Credit Bureau reporting, **offset** (tax intercept) or **contempt** can be used. The more we know about the NCP's bank accounts, real estate, personal property, and licenses, the more successful our efforts will be.

What happens when the NCP quits a job where the IWO is in place?

As long as CSS knows who the new employer is, the IWO will follow the NCP. If the new employer is not known, CSS will work to locate the new employer.

Can a lien be issued against property?

Yes. In Kansas, liens may apply to real estate or to certain kinds of personal property. However, a lien on property does not, by itself, result in the immediate collection of any money. It only prevents the owner from selling, transferring, or borrowing against the property until the child support is paid.

My monthly child support has always been the same. Can I get it increased?

Once child support is set, it continues at the same rate until it is legally changed. Normally, CSS will review your case every three years to see if a **modification** of your child support order under the Support Guidelines is appropriate. Your case can be reviewed sooner if there is a substantial change in circumstances. For a Kansas order, this could be when a child turns age six, twelve, or when a permanent change in income(s) would make the support

order change by ten percent or more. If either parent asks CSS to review and modify the order, it could go up or down, depending on the facts at that time.

How long will the order for current support last?

It depends on the law of the state that issues the order. For Kansas orders, current support lasts until the child is emancipated (reaches adulthood). For most children, that is their 18th birthday. If a child turns eighteen while still attending high school, the child's current support order automatically continues until the end of that school year. In very rare cases, the court may order support to continue until the child turns nineteen if the child is still in high school. If you think this will apply to your child, you must tell us before the child turns 18.

Kansas current support orders automatically go down as each child emancipates. For example, an order for three children will be reduced by one-third when the oldest child becomes an adult. That is usually a good time for the CP to ask CSS to review the order for the younger child(ren).

The NCP has been ordered to provide health insurance, but has not done so. What can CSS do?

CSS can take steps to enforce health coverage which is available to the NCP through an employer provided group plan. If there is a group plan, CSS can inquire whether the child has been enrolled. If the child is not yet enrolled, CSS can then notify employer that they must enroll the child. If necessary, CSS can take legal action to ensure this gets done.

What is a CSS contractor?

In some parts of the state, DCF contracts with attorneys outside DCF to work CSS cases. A CSS contractor may be the district **court trustee**, the county attorney, a private law firm or a private company who has a contract with the Secretary of DCF to provide legal services to CSS. These contract attorneys represent the Secretary of DCF. Your relationship to them is the same as it would be to a DCF attorney.

The NCP has declared Bankruptcy and says he/she does not have to pay. Is this true?

Generally, the answer is no. However, the answer can depend on the type of debt owed (current or arrears only) and the type of Bankruptcy that was filed and when it was filed.

If the NCP is in Bankruptcy at the time you begin to receive support services or files for Bankruptcy while those services are being provided, CSS needs to be told as early as possible so appropriate actions can be taken. If you learn the NCP has filed for bankruptcy while CSS is enforcing the child support order you need to contact the CSCC immediately to relay that information.

If the NCP does not make child support payments on time, how soon will CSS enforce the order for payments?

The NCP has thirty calendar days from the due date to make the payment before it is considered delinquent. Once the thirty calendar days have passed and the NCP is one full month delinquent, CSS may take enforcement actions against the NCP. The unpaid amount of child support becomes an arrearage.

KANSAS PAYMENT CENTER (KPC)

All support payments in Kansas are handled by the **Kansas Payment Center (KPC)**. The KPC has many options and services for parents receiving support—including parents with a CSS case—and for parents paying support. To learn more, visit the KPC website, www.kspaycenter.com.

When CSS establishes a support order, the case is automatically set up for you at the KPC. It is very important that you tell CSS and the KPC immediately if your mailing address changes. A current mailing address is needed even when you receive KPC payments by direct deposit or on a KPC debit card (the NOW card), so that funds can be disbursed to you and replacement cards or important information can be mailed to you.

It is important for all support payments from the NCP and the NCP's employer to be sent to the KPC, so that they will be shown on the court's payment record. The NCP will not get credit for a payment until it arrives at the KPC. One of the fastest ways for the NCP to get credit is if the payment is made online (www.kspaycenter.com), and that can be done by the NCP or the NCP's employer without paying a fee. Check with the KPC for more details.

How can I check on payments?

Up-to-date instructions can be found on the KPC website given at www.kspaycenter.com. Click on "If You Receive Support" and explore "Frequently Asked Questions" (FAQ). Or explore the "Payment Records" tab on the left side of the KPC home page. You'll need the court order number (including the name of the county) to look at the payment record in a case.

You may also call the KPC's **Interactive Voice Response** (IVR) system at the phone number given at the beginning of this Handbook to hear information about recent payments or pre-recorded answers to common questions. The IVR is available twenty-four hours a day, seven days a week. If you call between 8:00 am and 5:00 pm, Central Time, Monday through Friday (excluding state holidays) you may also talk with a KPC customer service representative.

How are payments handled coming from other states?

If payments are made to an office in another state, we will ask the other state to send those payments to KPC. KPC will have an account set up so that you will be able to find out about payments using the website or IVR. When these payments come to KPC, they will be handled as usual.

DISTRIBUTION POLICY

If you have never received public assistance, all collections for current and past due support will be distributed to you, after

deduction of any CSS fees that apply.

The distribution policy mainly affects cases where a child is now receiving or has received public assistance, such as:

- TANF
- Medicaid
- Foster Care, or
- Children in the custody of the Juvenile Justice Authority

Note: In a Medicaid only case, the State will only keep cash support that is specifically identified in the court order as being ordered for the child's medical needs. All other cash support goes to the family.

Current Support

If a child support obligation exists, payments will be applied to the current month's obligation until it is met. If you are not receiving public assistance, the full amount of any current support, minus any collection fee that applies, will be sent to you.

If you are receiving public assistance, any current child support payment that the NCP makes is retained by the State to repay assistance costs. This is part of your agreement with DCF that allows you to receive cash assistance.

Arrearage (Past Due Support)

If an arrearage is owed to both you and the State of Kansas, you will be paid first until your claim is paid in full. Any additional payments of back support assigned to the State will be kept by DCF. However, if a federal tax refund is intercepted from the noncustodial parent; those are always applied to DCF debts first. If there is no current support obligation and your arrears are paid in full but a judgment owed to the State of Kansas still exists, the payment will be kept by DCF.

If fees apply to your case, they will be deducted before the money

is sent. There are times when a TANF recipient may receive payments from the KPC for past due support; if in doubt, you may call the CSCC to make sure these payments do not need to be reported or turned in.

Very Small Amounts

CSS does not send out a payment if the amount is less than \$1.00 and a paper check must be mailed. If the very small payment can be sent out electronically, or it can be combined with another payment, it will be sent out.

ISSUES NOT ADDRESSED BY CSS

Services CSS can provide are limited in several ways. For example, CSS cannot represent you in court on issues such as custody or parenting time. The NCP may bring custody or parenting time issues to the attention of the judge when child support matters are before the court. If this happens, you will need to represent yourself or hire a private attorney to represent you.

The CSS Program is also unable to obtain a divorce decree or legal separation for you. We can seek child support orders for parents who are married but separated.

Retroactive child support (also known as a Cost of Raising a Child judgment) can only be done in cases where CSS is establishing paternity for the child. If paternity is not an issue in your case and you want retroactive child support you will need to represent yourself or hire a private attorney to represent you.

Services by CSS do not include calculating judgment interest that may be owed on past due support. CSS will enforce judgment interest if the total owed is clearly stated in a court order.

CSS also cannot obtain a judgment to reimburse you for any uninsured medical expenses incurred by the child that are owed by the NCP. However, if you obtain a judgment for those expenses CSS can enforce payment on that judgment.

CUSTOMER RELATIONS/CONCERNS

You have a right to apply for Child Support Services (CSS). If you feel CSS has not provided the services it is required to provide, please contact the Child Support Call Center. CSS will make every attempt to reach an agreement both you and CSS feel is acceptable.

GLOSSARY OF CSS TERMS

Agreed Order: A court order that does not require a trial or argument in court because both sides agree to the terms of the order.

Arrearage: The total amount of support payments that are past due and have not been paid.

Child Support Services (CSS): Program that provides a full set of services to establish paternity and establish and enforce child support and medical support orders.

Contempt: A finding by the court that a person has willfully refused to obey the order of the court. If a finding of contempt is made, the court may set a punishment which could include jail. The judge may also set conditions a person must comply with or risk further punishment. Contempt actions are usually a last resort used when all other enforcement actions have failed.

Cooperation: An act or instance of working or acting together for a common purpose or benefit.

Court Trustee: Many, but not all, Kansas District Courts have a trustee who is responsible for the enforcement of child support orders issued by that district court. CSS has contracts with some trustees to provide enforcement services on cases.

Current Support: The amount of support ordered to be paid each

month. A single child support payment may include current support and an additional amount to be applied to the arrearage.

Custodial Parent (CP): The person who has primary care, custody, and control of the child(ren). A caretaker relative or government agency may be treated as a CP.

Department for Children and Families (DCF): A Kansas state agency that administers programs such as Child Support Services, Economic and Employment Services, and Prevention and Protection Services.

Direct Deposit: The way a payment from the Kansas Payment Center is automatically deposited into your bank account. This process avoids mail delays and lost or stolen checks.

Driver's License Restriction: If an NCP is behind in paying court ordered child support, the NCP's Kansas Driver's License can be restricted. This information will be provided to the Kansas Department of Motor Vehicles and the NCP's license will be restricted. This restriction will allow the NCP to only drive to and from work.

Establishment: The legal process of creating an order for a parent to support a child. It begins with paternity establishment if there is no legal relationship between the father and the child.

Family Violence Indicator (FVI): A marker put on CSS computer records to prevent address information from being released if there is potential for domestic violence or child abuse.

Federal Parent Locator Service (FPLS): The FPLS can search for addresses in records of the IRS, Department of Defense, National Personnel Records Center, Social Security Administration, Department of Veterans Affairs, State Employment Security Agencies and the National Directory of New Hires.

Federal Tax Offset: See "Offset"

Foster Care: Placement of a child into DCF's custody by a court.

Human Service Specialist: An employee of CSS who acts as the case manager for a child support case. This employee may also be referred to as a "case coordinator," "collection officer," or as a "CSS specialist."

Income Withholding Order (IWO): An order that directs an employer to withhold regular amounts from each paycheck a NCP receives. The employer then sends this money to KPC as child support.

Interactive Voice Response (IVR): A phone system for Customer Service information about child support payments.

Juvenile Justice Authority (JJA): A state agency responsible for the care, custody and control of juvenile offenders. Support rights for those children are automatically assigned to the State. Under an agreement between JJA and DCF, CSS provides child support enforcement services for those children.

Kansas Payment Center (KPC): A central unit created by law to process all child support payments in the State of Kansas.

Locate: The process of finding the address and/or employer of the noncustodial parent.

Modification: The legal process of changing the terms of a court order, such as the amount of monthly support.

Noncustodial Parent (NCP): The parent who does not have primary physical nor residential custody of the child on the CSS case. A noncustodial parent can be either the father or the mother.

Non:TANF: Not currently receiving cash assistance.

Notice of Assignment (NOA): A legal notice filed with the court that states who is entitled to support payments in a CSS case.

Offset: A way to collect past due support by attaching federal

tax refunds (Federal Offset) or payments from the State of Kansas (State Offset). State Offset will automatically apply to tax refunds, lottery winnings, a portion of Unemployment Insurance, and other payments owed to the NCP. The NCP's Social Security Number must be known for offset to be used.

Parenting Time: Parenting time used to be called 'visitation'. It is the time each parent spends with the child(ren).

Passport Denial: CSS has the capability to deny a passport to any person owing a child support arrearage in an amount greater than \$2,500.

Paternity Order: A court order showing who is the father of a child.

Paternity Questionnaire: A form used by CSS to gather information about the person you think is the father. It is used when there is no legal relationship between the noncustodial parent and child. This form asks for information about the alleged father(s) and what happened around the time of conception.

Public Assistance: Programs administered by the DCF. Public assistance includes TANF, Medicaid, Child Care, Food Stamps and Foster Care assistance.

Recreational License Denial: If an NCP is behind in paying court ordered child support, the NCP can be denied the purchase of a recreational license. Payment information will be provided to the Kansas Department of Wildlife, Parks, and Tourism (DWPT). Once DWPT has been notified, they are required to deny the sale of a recreational license. Recreational licenses include Hunting Licenses, Stamps, Tags, Fishing Licenses, Trapping Licenses, Boating Permits, Park and Camping Fees.

State Directory of New Hires (SDNH): This directory is a database of employment information on newly hired employees reported to a State. This information also goes to the National Directory of New Hires, where it is used by the Federal Parent

Locator Service.

State Tax Offset: See "Offset"

Support Questionnaire: A form used by CSS to gather information about the NCP and any existing court orders. It is used to gather the information needed to begin working a child support case.

Temporary Assistance for Needy Families (TANF): Temporary cash assistance to families in need.

TTY: Text Telephone.

HELPFUL WEBSITE LINKS

Department for Children and Families
www.dcf.ks.gov

Kansas Payment Center (KPC)
www.kspaycenter.com

Federal Office of Child Support Enforcement
www.acf.hhs.gov/programs/cse/index.html

Kansas Legal Services
www.kansaslegalservices.org/

Federal Trade Commission
www.ftc.gov/

Kansas Judicial Council Forms
www.kansasjudicialcouncil.org/legal_forms.shtml



Department for Children
and Families
Child Support Services

Strong Families Make a Strong Kansas

This booklet was provided by
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