***What type of child support services does the Cabinet for Health and Family Services (CHFS), Division of Child Support Enforcement (CSE) provide?***CSE provides the following services:

* Location of noncustodial parents.
* Establishment of paternity.
* Establishment, enforcement, and collection of current and/or past-due child/medical support obligations.
* Enforcement and collection of spousal support where there is an existing spousal support order, the spouse or ex-spouse is living with the child, and CHFS is collecting support for the child.
* Review and modification of child/medical support obligation.

Location only services may be requested if the location of the noncustodial parent is the only service you need or when the noncustodial parent disobeys a custody or visitation order by kidnapping the child(ren). CHFS will not attempt location efforts if it has reason to believe an allegation of child abuse or domestic violence could be harmful to the child(ren).

***What child support related services are not provided by CSE?*** CSE cannot provide services to address visitation or custody or establish or modify spousal support.

***Who is eligible to receive child support services?*** Anyone who has physical custody of a child and needs help establishing who is the father of the child, establishing a child support order, or collecting current or past-due child support payments is eligible to receive child support services. Services are available to anyone living with and caring for a child who needs financial help supporting him or her. If you believe you may be the father of a child, you can apply for services to establish paternity and a child support order.

***Are there any fees for child support services?*** Yes, CSE deducts an annual fee of $35 from the custodial parent’s child support payments when he/she has never KTAP for the child(ren) and at least $550 in child support payments have been disbursed to the custodial parent during the federal fiscal year.

***Will the CSE attorney represent me in court?*** CHFS county attorneys are contracted to provide legal services to and for the CHFS and the Commonwealth of Kentucky. They do not represent you or your personal interest.

***How can I monitor the status of my case?*** To obtain information about your child support case 24 hours a day, 7 days a week, sign up for online access to the CSE website at <https://KentuckyChildSupport.ky.gov>. From this website, you can communicate with your caseworker, check payments and balance owed, change your electronic deposit information, and provide updated employment and address information.

***How is the child support obligation amount calculated?*** The monthly support obligation is set based on the Kentucky Child Support Guidelines found in KRS 403.212. The Guidelines are based on the principle that both parents are financially responsible for the support of their child(ren). You may estimate your child support obligation online through the CSE website <https://KentuckyChildSupport.ky.gov>.

***How will I receive my child support payments?*** CSE requires custodial parents to receive their child support payments by electronic deposit to a checking or savings account or Kentucky Way2Go Card. Complete this action online through the CSE website <https://KentuckyChildSupport.ky.gov>; or, complete the enclosed Authorization for Electronic Deposit of Child Support Payments (CS-202) and return it to the address or FAX number listed on the form. If your account information changes you must submit a new CS-202 to notify our office of the change or update the information online.

***When should I begin receiving payments?*** All child support must be paid to the Child Support Enforcement Program through its Centralized Collection Unit. This allows us to keep track of when child support is paid. CSE is required to distribute payments received within two (2) working days of receipt of the payment. As payments are made, they will be sent to you until the support obligation owed for the month is paid. If the noncustodial parent pays more than the amount owed for the month, any extra amount will be applied to past-due support owed to you and/or CHFS. If past-due support is not owed to you or CHFS, the extra amount will be held until the first of the following month when it will then be forwarded to you.

***What can I do if the noncustodial parent does not pay his/her child support obligation?*** CSE has various enforcement remedies to collect current or past-due child support obligations from the noncustodial parent. Some examples include, but are not limited to, income withholding, license suspension, personal or real property liens, passport denial or revocation, seizure of lottery winnings or funds held by a bank or other financial institution, and interception of federal and state tax refunds.

***Can CSE establish or enforce a child support order if the noncustodial parent lives in another state?*** Yes, all states must provide child support services regardless of where the other parent lives. The **Uniform Interstate Family Support Act** (UIFSA) requires states to work together to establish and enforce a child support order.

***How long will I receive child support?*** KRS 403.213(3) requires support payments to continue until the child emancipates (reaches the age of 18). If the child emancipates because of age, but not due to marriage, while still a high school student, the court-ordered support will continue while the child is a high school student, but not beyond completion of the school year during which the child reaches the age of 19. Child support may end sooner if the child emancipates because of marriage, induction into military service, death, or upon termination of parental rights.

***Who can request a review for modification?*** If there is a support order for your child(ren), either parent (any person who has physical custody of the child) has the right to send a written request for a review of the order for possible modification every 36 months or sooner if there is a continuing change in circumstances that may increase or decrease the monthly support obligation by 15% or more.

***Who do I contact if I have issues with my child support case?*** If CSE is handling your child support case, contact the local CSE office to discuss and resolve any issues. If you are unable to reach your local child support office, contact the child support hotline at (800) 248-1163. Any complaints you have been unable to resolve through your local child support office may be reported to Office of the Ombudsman by calling (800) 372-2973 or emailing [CHFS.Listens@ky.gov](mailto:CHFS.Listens@ky.gov).

***How do I stop child support services?*** Send a written request to discontinue services to the local child support office handling your case. If your support order was initially issued on or after January 1, 1994, and there is an income withholding order in effect, payments will continue to be directed through the CSE Centralized Collection Unit as required by federal and state law.

***How do I submit the enclosed forms?*** Complete all applicable items on the enclosed forms and submit to your local CSE office. To obtain contact information for your local child support office visit the CSE website at <https://KentuckyChildSupport.ky.gov> and select “Locate Office”. Alternatively, you may complete and submit the application through the CSE website. If possible, provide the Social Security number and a copy of the birth certificate of the child(ren), copy of the divorce decree, and copies of any orders concerning paternity, child or medical support. To work your case adequately, all possible information about the noncustodial parent is needed, including social security number, last known home address, workplace and work address.