

HOW CAN YOU HELP US HELP YOU?

When you call the Customer Service Helpline or visit your local Child Support Enforcement Unit office, be prepared to provide us with as much information as you can about yourself, the child(ren), and the noncustodial parent. The more information you provide the faster we will be able to assist you.

Provide the noncustodial parent's:

- Full name.
- Social Security number (look on old pay stubs, tax, military, or medical records).
- Date of birth.
- Current or last known address and phone number(s).
- Current or last known work address and phone number(s).
- Income information (tax records, pay stubs, bank and business records).
- Health care coverage information.

Provide copies of other helpful information such as:

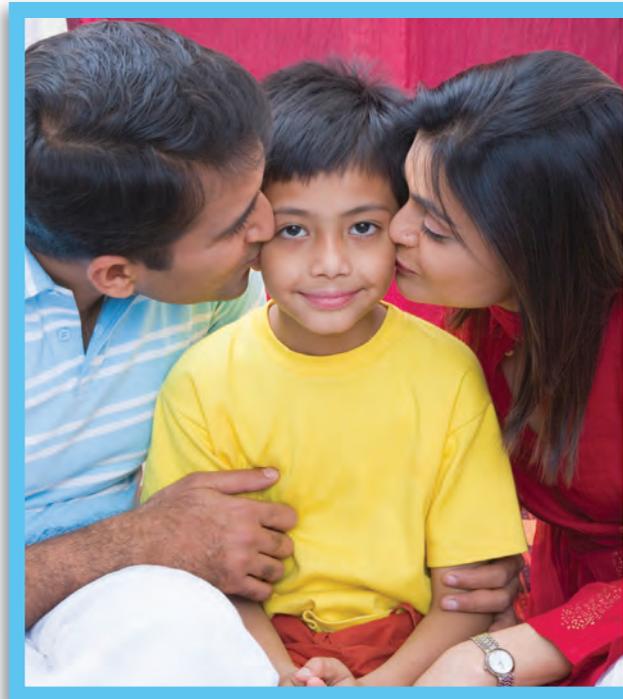
- The child's birth certificate.
- Acknowledgment of Paternity or Order of Filiation.
- Your marriage certificate.
- Your divorce decree or separation agreement.
- Any child support orders you already have.
- Your income information (tax records, pay stubs, bank records).
- Information about child care, health or educational expenses for the child.
- Information about health care coverage available to you.



CONTACT INFORMATION

Customer Service Helpline
(888)208-4485
TTY: (866) 875-9975
Relay Service

<http://www.fcc.gov/encyclopedia/trs-providers>



If you have questions about Paternity or Child Support please visit our website

childsupport.ny.gov



New York State
Office of Temporary &
Disability Assistance

Pub # 1950 (Rev. 10/12)



Child Support Services

Every child has the right to support from both parents



THE CHILD SUPPORT ENFORCEMENT PROGRAM CAN WORK WITH YOU TO:

- Find a noncustodial parent.
- Establish legal fatherhood for a child.
- Establish or modify a court order for support for child, including provision for health care coverage.
- Collect and distribute child support payments from the noncustodial parent.
- Enforce unpaid child support.
- Review your support order for an increase in support based on a cost of living adjustment.
- Take any of these actions across state lines.

WHO IS ELIGIBLE FOR SERVICES?

Any parent or nonparent caregiver acting as guardian of at least one child under the age of 21 is eligible to apply for child support services.

HOW DO I APPLY FOR CHILD SUPPORT SERVICES?

You may apply by obtaining and completing the Application / Referral for Child Support Services (LDSS-4882) available on our website at childsupport.ny.gov; by calling the Customer Service Helpline at (888) 208-4485, TTY: (866) 875-9975, or by visiting your local child support office. In addition you may request child support services in your petition, motion, or other application to the court. If you are an applicant for, or recipient of, temporary assistance or Medicaid for you and your child or your child is in foster care, child support services are automatically provided unless seeking child support services may result in physical or emotional harm to you or your child.

WHAT ARE CHILD SUPPORT SERVICES?

Once you apply, the following services are provided by our program. These services are available whether the noncustodial parent lives in or outside of New York State.

Location of Noncustodial Parents

Computer and local searches are used to find the noncustodial parent if you do not know where he or she lives or works.

Paternity Establishment

If needed, we will help you establish legal fatherhood either by voluntary acknowledgment or through the court by filing a petition to establish paternity. We also arrange for genetic marker or DNA testing to aid in making a determination about paternity.

Support Establishment

To get the child support you are legally entitled to you need a support order from the court. We will help you file a petition with the court to get a support order that is based on the following child support guidelines.

Percentages

The calculation of the basic child support obligation paid by the noncustodial parent starts with a fixed percentage of parental income, depending on how many children will be covered by the order.

1 child	17%
2 children	25%
3 children	29%
4 children	31%
5 or more	at least 35%

This percentage guideline is applied to almost all combined parental income up to \$136,000 (minus certain local and social security tax amounts). The earnings considered include workers compensation, disability payments, unemployment benefits, and many other forms of income. For income above \$136,000, the court determines whether or not to use the percentage guidelines, and it may consider other factors in setting the full support award.

Additional Amounts

In addition to the percentage amount, the court must increase the basic support award to cover any reasonable health care expenses not covered by insurance; reasonable child care expenses if the custodial parent is working, in school, or in a vocational training program; and may also award educational expenses of the children.

Support Collection

The noncustodial parent will be ordered to pay child support to the Support Collection Unit (SCU) through the New York State Child Support Processing Center. The SCU will keep track of the payments and promptly send them to the custodial parent. Parents may obtain payment information using their personal identification number (PIN) by visiting our website or by calling the Customer Service Helpline (CSH).

Support Enforcement – Administrative

The SCU will enforce the order automatically through income withholding and, where appropriate, collect unpaid support by taking tax refunds, lottery winnings, seizing bank accounts, suspending driver's licenses, suspending or denying passports, and notifying credit reporting agencies of child support arrearages. The SCU can refer the case for collection to the NYS Department of Taxation and Finance.

Support Enforcement – Court

When administrative enforcement is not successful, the SCU can assist you in filing an enforcement petition with the court. The court has a number of powers to enforce child support, including: ordering money judgments; ordering that hearings take place to suspend state-issued business, professional, recreational or occupational licenses; issuing probation or jail sentences; or referring the noncustodial parent to work or rehabilitation programs.

Health Insurance Benefits Establishment and Enforcement

Your child is legally entitled to health insurance coverage, if it is available to the noncustodial parent. We will help you file a petition with the court to get this coverage and enforce it if it is available through the noncustodial parent's employer.

Review and Adjustment

The SCU will periodically review your support order. If eligible and on your request the SCU will apply a cost-of-living adjustment to the child support obligation.

Modification

The SCU can assist you in filing a petition to modify your child support order based on a substantial change in circumstance, a three year passage of time, or a 15% or more change in the income of either parent.

Legal Services

You may request legal services if your child is not in receipt of Temporary Assistance for Needy Families (TANF) or Medicaid or your child is not in foster care. If you request legal services, you will be advised by the Child Support Enforcement Unit of the cost of such services. The attorney assigned to your case is the legal representative of the Commissioner of the social services district and does not represent you personally.

Annual Service Fee

A \$25 annual service fee will be charged when you receive child support services if you have never been in receipt of TANF and more than \$500 of support is collected during the federal fiscal year (October 1-September 30).