

Question: Can I visit my local child support office?

Answer: The Kansas Child Support Offices that are overseen by DCF are currently closed to the public effective, Monday, March 23, 2020. The Child Support Contact Center is available for calls regarding your case. Caseworkers will reach out by telephone, email or text.

Question: How do I enroll for IV-D child support services?

Answer: The enrollment form and child support handbook is available on the DCF website at <http://www.dcf.ks.gov/services/CSS/Pages/Applying-for-Child-Support-Services.aspx>. For a Spanish form or to request one be mailed, please call the Child Support Call Center at 1-888-757-2445.

Question: Can I enroll online?

Answer: We do not have a way to enroll online.

Question: Can I email my enrollment form?

Answer: Yes, please send a scanned copy of the signed enrollment form to the following email address: DCF.CSSCustomer@ks.gov.

Question: Where do I mail my enrollment form?

Answer: Please make sure it is signed before mailing and send to: KS Child Support Services
P.O. BOX 552
Lawrence, KS 66044

Question: How can I get information about my child support case?

Answer: Please call the Child Support Call Center at 1-888-757-2445. The hours are currently 8:30 a.m. to 5:00 p.m.

Question: How can I get payment information about my child support case?

Answer: Kansas payment records are available online at <http://kspaycenter.com>. You will need to have the court order number and know the county the order is from to look up your payment record.

Question: How can I make a payment?

Answer: Electronic payments are preferred for both payors and employers. Payments can be made online at <http://kspaycenter.com>. If you cannot make an electronic payment, you may also mail in a payment by check or money order to: Kansas Payment Center
P.O. Box 758599
Topeka, KS 66675-8599

You MUST include your name, county and court order on the payment. Payments cannot be made in person. Cash payments are not accepted.

Question: Can I pay the other parent directly?

Answer: No, all IV-D payments for support must go through the Kansas Payment Center. If they do not, the payment may be considered a gift.

Question: What is a IV-D case?

Answer: IV-D cases are usually those cases in which the child support office representing Department for Children and Families (DCF) is involved. If you work with a Court Trustee, it is likely not a IV-D case.

Question: Will my court hearing take place?

Answer: Courts are not currently hearing general child support matters, with the exception of hearings regarding a bench warrant. You will be notified at your last known address of a new court date. Contact the child support call center at 1-888-757-2445 to update or confirm your address.

Question: Will my genetic testing appointment take place?

Answer: Genetic testing availability depends on the availability of sites other than the child support office in your area. If it is currently available, an appointment letter will be sent to you. If it isn't, you will be notified that your appointment will be rescheduled.

Question: Will Enforcement Actions be taken if I am not able to pay support?

Answer: All enforcement actions are being monitored on a case by case basis. If you have questions about your case, please contact the Child Support Call Center at 1-888-757-2445.

Question: I lost my job due to COVID-19?

Answer: Please call the Child Support Call Center at 1-888-757-2445 to update us on your last day of employment. Further help may be available at other agencies. See the resource list available for employers and employees at the Kansas Department of Labor website at <https://www.getkansasbenefits.gov/Home.aspx>.