



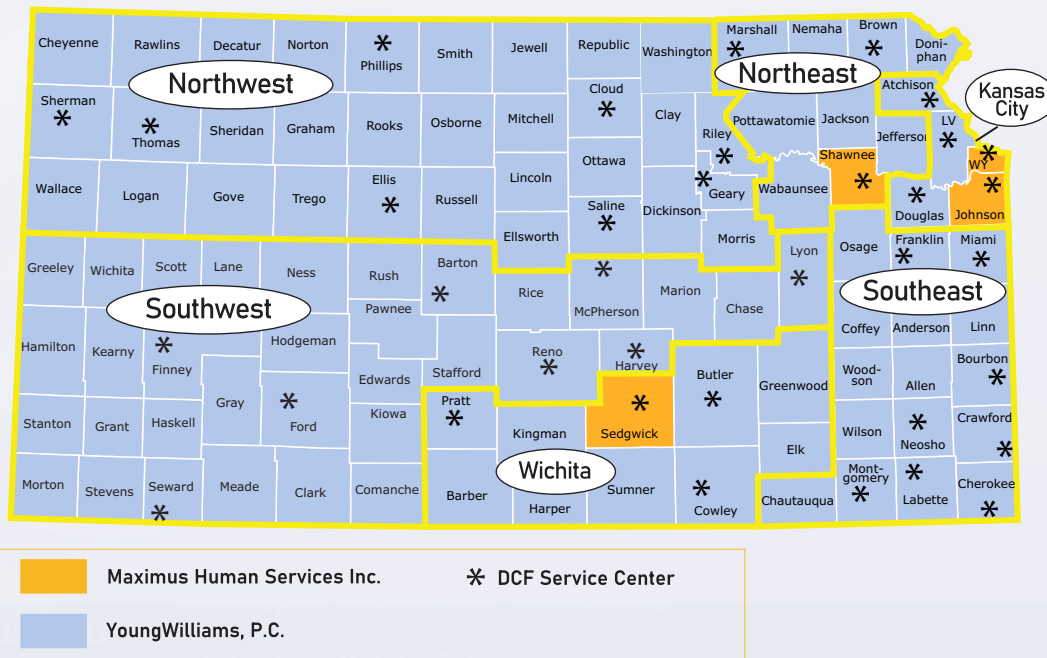
**QUESTION:** Who are the contractors?

**ANSWER:** Kansas Department for Children and Families (DCF) child support division has contracted with two companies to provide day-to-day IV-D child support services. IV-D cases are the child support cases that are being overseen by DCF. The two contractors are Maximus and YoungWilliams.

**QUESTION:** Who is providing services in my county?

**ANSWER:** Maximus will provide services in the following counties: Johnson, Sedgwick, Shawnee and Wyandotte. YoungWilliams will provide the services in the remaining Kansas counties.

### Child Support Services Contracts



**QUESTION:** I have a child support case in a county that the contractor is changing. What does that mean for my case?

**ANSWER:** The change in contractor should result in a minimal change to you. However, the location that you return mail to may change as well as the location for the local child support offices. We ask that you review any materials you receive carefully to make sure you are aware of any change that has occurred.

**QUESTION:** What child support offices are closing?

**ANSWER:** The child support office in Manhattan is closing permanently. The child support office in Hays is temporarily closing and will reopen at a new location in January 2022. The child support offices in Kansas City, Topeka, and Olathe are closing at their current locations. They will reopen at their new locations in October 2021. The new locations will be



available after October 1st on the DCF webpage at:

<http://www.dcf.ks.gov/services/CSS/Pages/Contractor-Information.aspx>

**QUESTION:** Is the Kansas Payment Center part of this change?

**ANSWER:** No, the contractor change is only for DCF child support full-service offices and the operator of the call center. There is no change at the Kansas Payment Center.

**QUESTION:** Will I still be able to call the call center at 1-888-757-2445?

**ANSWER:** Yes! With the changes, all the automated features of the call center will not be impacted. Calls will be answered during the hours of 7 a.m. to 6 p.m., Monday through Friday, except for state holidays. A big change is that the customer service representative that you speak to will work for the contractor who handles your case. Therefore, if your child support case is in Johnson, Wyandotte, Shawnee, or Sedgwick county, a customer service representative for Maximus will answer the phone. If your child support order is in any other county in Kansas, the customer service representative with YoungWilliams will answer the phone.

**QUESTION:** How can I meet with my caseworker?

**ANSWER:** Please call 1-888-757-2445 anytime between 7 a.m. to 6 p.m. Monday through Friday to schedule a time to meet with your child support caseworker. If you reside in a county that does not have a child support office, a time can be scheduled in the community closest to you that has a DCF service center or you may meet with them virtually.

**QUESTION:** I have a court date soon, will that be changing?

**ANSWER:** No, any court date and location that you have been told about will continue as scheduled. There will be an attorney representing DCF child support services in attendance. Call 1-888-757-2445 prior to your court date if you need to speak with them prior to the hearing or to request a continuance.

**QUESTION:** I have genetic testing scheduled, will that be changing?

**ANSWER:** No, any genetic testing appointments will be as scheduled in the letter that you received telling you of the location and time. If you need more information or to check the time or location of the appointment, please call 1-888-757-2445.

**QUESTION:** What is a required or mandatory program and how does that impact child support?

**ANSWER:** A required program is a program that requires the child be part of a child support case. Each required child will need to have the person who applied for services that are identified as required complete the Kansas child support enrollment form in timely manner. Once the enrollment form is received by the child support program, it will be reviewed to determine what stage the legal case is for each child. The case head will be contacted for additional information. Once the enrollment form is received by the child support program, the current



case status may be obtained by calling 1-888-757-2445.

**QUESTION:** What are the required or mandatory programs for child support cooperation in Kansas?

**ANSWER:** You will be told if you need to cooperate with child support services. But, the programs that require cooperation are the following:

- Temporary Assistance for Needy Families (TANF)
- Child care
- Food assistance
- Foster care
- Some medical

**QUESTION:** What is an IV-D case?

**ANSWER:** An IV-D case are the child support cases that child support services as overseen by the Kansas Department for Children and Families (DCF) are involved. This may be because someone enrolled for services or because they were required at one time to cooperate with the program. IV-D services are provided to anyone regardless of residency who enrolls for services.

**QUESTION:** What is a non-IV-D case?

**ANSWER:** A non-IV-D case is any child support case that is not overseen by child support services (DCF).

**QUESTION:** How can I find out if I have an IV-D or non-IV-D case?

**ANSWER:** The case type is identified on the Kansas Payment Center website:  
<http://www.kspaycenter.com/Default.aspx>

In the yellow row of a payment record you will see CO TYPE. NIVD is non-IVD and IVD is IV-D. If you see any other letters, the breakdown is found at question 2 on this page:

<http://www.kspaycenter.com/paymentrecords-2.aspx>

**QUESTION:** What is an income withholding order?

**ANSWER:** An income withholding order is approved and signed by a district court judge or hearing officer and filed by the clerk of the court in the judicial case file. An income withholding order is an order entered by the courts that requires a payor of income/employer to withhold part of the income to meet a support obligation.

**QUESTION:** What is a notice of income withholding order?

**ANSWER:** A notice of income withholding order is a document that is sent to anyone who pays a payor of support income, usually an employer. The payor of income/employer is notified that there is an official income withholding order on file and that they are to withhold a part of the payor's income directly to the location to fulfill the payor's support order. If the income



withheld is not enough to pay the entire monthly support order, the court ordered payor of support is responsible for sending in their own direct payment to make up any difference.

**QUESTION:** Can I pay my child support in cash?

**ANSWER:** You may pay with cash using PayNearMe. There is an additional fee of \$1.99 and payments may take three days to post. Alternatively, you may mail a check or money order to the Kansas Payment Center or pay electronically. Visit the Kansas Payment Center website for options at [http://www.kspaycenter.com/pay\\_support.aspx](http://www.kspaycenter.com/pay_support.aspx).

If you are unsure what your county identifier or case number may be, please call 1-888-757-2445 during the hours of 7 a.m. to 6 p.m., Monday through Friday.