



CHILD SUPPORT SERVICES HANDBOOK



CHILD SUPPORT CALL CENTER (CSCC)

Toll Free 1-888-757-2445

Contact CSCC for:

- Locating information
- Establishing or enforcing of an order
- Modifying a child support amount
- Reporting new information
- Learning more about the Family Violence Indicator

www.dcf.ks.gov/services/css/Pages/default.aspx

KANSAS PAYMENT CENTER (KPC)

Toll Free 1-877-572-5722

KPC Services:

- Check for payments
- Print payment record
- Receive payments on a NOW debit card or by direct deposit
- Make your payment online
- General information about payment processing
- Report lost or stolen payments

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 non-custodial parents and their property, enforcing child and medical support orders and modifying support orders, as appropriate. CSS is mandatory for families receiving **Temporary Assistance for Needy Families (TANF)**, foster care, food assistance, 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. CSS is a division of the **Kansas Department for Children and Families (DCF)**.

CSS commonly used terms appear in boldface and a glossary can be found in the last section of this handbook.

WHO MAY RECEIVE CSS SERVICES

CSS is mandatory for families receiving TANF, foster care, food assistance, medical assistance and child care assistance. Assistance from CSS is also available to any family, regardless of income or residency, who applies for services.

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

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, modify a support order or collect payments that are owed

may apply for CSS services. This person is referred to as the **custodial parent**. The person we are trying to collect child support/medical support from is referred to as the **non-custodial parent**.

To contact Kansas CSS during business hours (7 a.m. to 6 p.m., Monday through Friday), call the Child Support Call Center (CSCC) toll free at 1-888-757-2445. A CSCC representative can discuss how to apply for services, support enforcement services in general, or answer questions about an existing child support case. For more information about CSS or to retrieve a **CSS Application**, view the CSS website at:
www.dcf.ks.gov/services/css/Pages/default.aspx

LEGAL RIGHTS

The laws and regulations that govern the CSS program may change overtime. A copy of the handbook may be requested at any time by contacting CSS at 1-888-757-2445 for a copy to be mailed or a current version can be viewed at, www.dcf.ks.gov/services/css/Pages/default.aspx.

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

- **Assignment of Support Rights:** When an application for services has been signed, permission is given to assign (turn over) rights to past, present and future support to the Secretary of DCF. Signing the application also gives the Secretary of DCF the legal power to do the work needed on the case. This allows the State to handle and process support payments quickly.
- **No Attorney-Client Relationship:** The child support program attorney who works on your case does not represent you. He or she represents only the State of Kansas, and there is no attorney-client relationship between you and the child support program attorney. In the course of a child support enforcement case, there will be times when your interest coincides with the State's

interests, and times when your interests' conflict with the State's interests.

Whether or not the child support program is involved, you have the right to be represented by your own attorney in any actions concerning your child or a child in your care.

If the other party 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 and regulations require CSS to protect private information provided to CSS. Those laws also require CSS to use and share protected private information as allowed and in appropriate ways.

If there are concerns regarding you or your child's safety, please notify CSS immediately (see section on Family Violence/Protection from Abuse).

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

CSS is not allowed through Federal and State laws to share information about a parent with another parent.

- **Misdirected Payments:** If support payments are received that should not have been, they must be returned to DCF (even if DCF made the mistake). If payments are not returned, administrative or legal action can be taken to recover the money. A signed CSS application provides agreement for CSS to recover payments from future support payments.

- **Limited CSS Services for Judgment Interest:** If there is unpaid support owed, the law where the order was issued may allow for collection of judgment interest from the debtor. CSS will not calculate the total amount of interest that is due nor ask the court to figure it. However, if there is an order that states the total amount of interest due from the debtor, and grants a judgement for that amount, CSS will enforce and collect that interest along with the unpaid support.

To seek judgment interests from the debtor the custodial parent will need to seek legal representation outside of CSS to obtain judgment interest order. All money collected by CSS will be allocated to current support and past due support and will only be counted towards judgment interest after all past due support is paid in full.

- **Family Violence/Protection from Abuse:** It is CSS program policy to protect potential victims of domestic violence or child abuse by not disclosing their whereabouts and by notifying the Secretary of the U.S. Department of Health and Human Services (HHS) of the potential for domestic violence or child abuse through a **Family Violence Indicator (FVI)**.

When is it needed, a FVI is set by CSS that puts special limits on CSS' electronic computer record for that person. The FVI must be set if:

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

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 him/her an opportunity to provide evidence to support retaining the indicator. If the potential victim does not reply, the FVI shall be removed.

RESPONSIBILITIES OF THE CUSTOMER

What does CSS need to know?

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

- The CSS application provides important information needed to begin processing the case. Be sure to review the form for completeness and accuracy. Report any changes to information such as address, phone, e-mail, etc. to CSS.
- Mothers will be asked questions about the child's conception and the alleged father if paternity is an issue.
- If the non-custodial parent needs to be located, one of the most helpful pieces of information that can be provided is his/her Social Security number. This can sometimes be found on old tax forms, check stubs or medical records.
- A non-custodial parent's last known address, last known employer, information about friends and family and whether he/she is a member of the Armed Forces is also helpful. Report any changes of address, phone, e-mail or employer to CSS.
- Support orders are based on both parents' ability to pay. Parents may be required to provide financial information. This may include information about income, property, savings accounts, etc.

Are there other forms that will need filled out to receive CSS services?

Yes, sometimes CSS will provide the CSS application for you to complete or request further information to proceed with your case.

What documents will CSS need provided to them?

If there is not 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 mandatory services are being provided, such as receiving TANF, food assistance, medical assistance or child care and you fail to cooperate, your benefits could be affected.

If a non-cooperation penalty is applied, it will result in the loss of TANF and child care benefits for all family members, and your food assistance and medical assistance could be affected.

Penalties will be applied as follows:

- The first penalty will result in ineligibility for TANF and/or child care assistance for a minimum of three months, and the custodial parent 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 assistance for a minimum of six months, and the custodial parent 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 assistance for a minimum of one year, and the custodial parent must cooperate with CSS and reapply prior to regaining eligibility for assistance.
- The fourth or subsequent penalty will result in a 10-year penalty.

For further information regarding non-cooperation penalties, contact your DCF Economic and Employment Services worker or CSS.

What if payments are received directly?

Unless otherwise ordered by a court, direct payments will be considered a gift, and no credit will be given toward the child support obligation. If the non-custodial parent tries to pay directly he/she must be instructed to send the payment through the KPC, so the non-custodial parent 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 the custody of the Kansas Department of Corrections - Juvenile Services, all child support must be returned to CSS. If TANF is being received, all current support payments for anyone on the grant (see Distribution Policy for more details) must be returned. If support is received while receiving public assistance, the State may collect the support back from you. If necessary, a court order may be obtained to pursue the repayment of support back to the State.

In addition, the State may keep any State tax refund a custodial parent 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 at 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 non-custodial parent 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 non-custodial parent. If there is no order regarding parenting time, the custodial parent and non-custodial parent 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.

All parenting time concerns are separate from child support services and are not handled by CSS.

If the non-custodial parent does not make child support payments, do I have to allow parenting time?

If there is an order indicating parenting time, the order is valid regardless if child support payments are made.

DESCRIPTION OF CSS SERVICES

CSS provides a full range of services. Those services may include locating an address for the non-custodial parent, identifying employment, 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 NON-CUSTODIAL PARENT

To establish and enforce a support order, CSS must know where the non-custodial parent lives and/or works.

CSS may perform nationwide searches using the non-custodial parent'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 non-custodial parent changes jobs, a match with the **State Directory of New Hires** should notify CSS about the new employer.

What if the non-custodial parent 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 non-custodial parent is in the military, but the duty station is unknown, will CSS be able to do anything?

Increased security since Sept. 11, 2001, has made this more complicated. However, with the non-custodial parent's Social Security number, 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. A 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 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 percent. Genetic tests use cells swabbed from inside the mouth, so the process is painless and safe.

Who pays for the genetic test?

The State of Kansas covers the cost of initial genetic testing. If one party disputes the test results, that party would then be responsible for the cost of any additional testing.

What if I am not sure who the father is?

Paternity law requires we give notice to all possible fathers if we go to court. In order to establish paternity, CSS will need all information available about each possible father, even if his full name is unknown. Paternity law requires we give notice to all

possible fathers if we go to court. Each possible father may be required to submit to a genetic test.

A mother will be asked about any sexual relationships there may have been during the time the child was conceived. The information provided 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 circumstances of the 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 non-custodial parent resides.

ESTABLISHING AND ENFORCING A SUPPORT ORDER

It is necessary to have an order for child support stating the amount due each month. CSS will ask the court to order health insurance coverage as needed. Once an order has been established CSS will take available enforcement actions to encourage regular and full payments.

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 income of both parents.

Can child support be established and enforced if the non-custodial parent lives in another state?

Yes. If necessary, Kansas may request the State where the non-custodial parent lives to establish and/or enforce a child support order.

What if the non-custodial parent is in jail or prison?

If the non-custodial parent is in a federal penitentiary, Kansas prison or a county jail, CSS can still initiate legal action. If the non-custodial parent is not on a work release program and has no assets, efforts to collect child support while incarcerated may not be successful. CSS has the right to close the child support case if the non-custodial parent will be incarcerated beyond the youngest child's **emancipation** date.

What enforcement actions can CSS take to get the non-custodial parent 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 non-custodial parent's employer is unknown or the non-custodial parent is self-employed, other actions such as **passport denial, recreational license denial, driver's license restriction**, Consumer Credit Bureau reporting, **offset** (tax intercept), garnishment, liens, professional license suspension or other court actions can be used. The more we know about the non-custodial parent's bank accounts, real estate, personal property and licenses, the more successful efforts will be.

What happens when the non-custodial parent quits a job where the IWO is in place?

As long as CSS knows who the new employer is, the IWO will follow the non-custodial parent. If the new employer is not known, CSS will work to locate the new employer. If new or additional information on the employer for the non-custodial parent is obtained, it can be reported to CSS, and an IWO will be issued.

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. CSS may review a case every three years to see if a **modification** (change to the amount of monthly child support ordered), of the child support order under the Support Guidelines is appropriate. Cases 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, 12 or when a permanent change in income(s) would make the support order change by 10 percent or more. CSS will conduct a review of the child support amount and pursue modification, increase or decrease, when requested by either party (custodial parent or non-custodial parent).

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 (turns 18).

If a child turns 18 while still attending high school, the child's current support order automatically continues until the end of that school year (June 30), as defined by Kansas state law. The court may order support to continue until the child turns 19, if the child is still in high school. If you think this will apply to your child, CSS must be notified before the child turns 18. Documentation regarding the reason for the graduation delay will be required to file a Motion to Extend Child Support and have a hearing in court.

Kansas current support orders automatically reduces as a child listed on the order emancipates. For example, an order for three children will be reduced by one-third when the oldest child becomes emancipated. It is the custodial parent's responsibility to contact CSS when a child emancipates to request a review for modification of the child support order.

The non-custodial parent has been ordered to provide health insurance, but has not done so. What can CSS do?

CSS may take steps to enforce health coverage which is available to the non-custodial parent through an employer provided group plan. If there is a group plan, CSS can inquire whether the child has been enrolled and whether the costs to provide the health coverage for the child are reasonable. CSS can then notify the employer that a child must be enrolled. If necessary, CSS can take legal action to ensure this happens.

Changes in medical support requirements due to the Affordable Care Act have influenced changes in Kansas CSS policy. CSS will lean toward having the custodial parent accountable for providing health care coverage, unless the non-custodial parent has steady employment/health care coverage being provided. CSS will request that the party providing health insurance/medical support be given the tax adjustment.

The non-custodial parent has declared bankruptcy and says he/she does not have to pay. Is this true?

This answer varies depending 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 non-custodial parent is in bankruptcy at the time application is made to begin to receiving support services or files for bankruptcy while services are being provided, CSS should be notified as early as possible so appropriate actions can be taken. If information is obtained regarding the non-custodial parent filing for bankruptcy while CSS is enforcing the child support order, please notify CSS immediately to relay that information.

If the non-custodial parent does not make child support payments on time, how soon will CSS enforce the order for payments?

The non-custodial parent has a full calendar month from the due date to make the payment before it is considered delinquent. Once a full calendar month has passed, and the non-custodial parent is one

full month delinquent, CSS may take enforcement actions against the non-custodial parent. 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 activated for the custodial parent at the KPC. It is important that CSS and the KPC are notified immediately if your mailing address changes. A current mailing address is required for both direct deposit payments and payments applied to the KPC KeyBank Card. A current address ensures funds can be disbursed and replacement cards or important information are received.

It is important for all support payments from the non-custodial parent and the non-custodial parent's employer be sent to the KPC. Payments shall go through KPC to be recorded on the court's payment record. Credit towards a child support payment made is not documented until the payment is received by the KPC. One of the fastest ways for the non-custodial parent to get credit is for the payment to be made online. This can be done by the non-custodial parent or the non-custodial parent's employer without paying a fee. Payments made directly by a non-custodial parent to a custodial parent are considered gifts (unless otherwise ordered by the court). Check www.kspaycenter.com to see ways to make a payment and other details.

How can I check on payments?

Up-to-date instructions can be found on the KPC website 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 24 hours a day, seven days a week. If you call between 8 a.m. and 5 p.m., Monday through Friday (excluding State holidays) you may also talk with a KPC customer service representative.

How are payments that come from other states handled?

If payments are made to an office in another state, CSS will ask the other state to send those payments to KPC. KPC will have an account activated so any party 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 the child(ren) have never received public assistance, all collections for current and past due support will be distributed to the custodial parent.

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 Kansas Department of Corrections - Juvenile Services

Note: In a Medicaid-only case, the State may 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 child(ren) are not receiving TANF and/or not in custody of State of Kansas or Department of Corrections-Juvenile Services, the full amount of any current support payment collected, will be sent to the custodial parent.

If child(ren) are receiving TANF and/or in custody of State of Kansas or Department of Corrections-Juvenile Services, any current child support payment that the non-custodial parent makes, will be 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 past support assigned to the State will be kept by DCF. However, if a federal tax refund is intercepted from the non-custodial parent, those are always applied to DCF debts first. If there is no current support obligation, and custodial parent 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, please call CSS to make sure these payments do not need to be reported or turned in.

CONCERNS NOT ADDRESSED BY CSS

Kansas CSS does not provide the following services:

- Establishing, enforcing or modifying custody orders;
- Establishing, enforcing or modifying visitation orders;

- Retroactive child support (also known as **Cost of Raising a Child (CRCH)** judgment), unless paternity has not legally been established, does not exceed five years and is entered at the time of the original order;
- Divorce actions;
- Enforcing property and/or debt division provisions of a divorce decree;
- Collection of attorney fees owed to a custodial parent;
- Obtaining judgment for children's medical expenses not covered by insurance;
- Collection of children's medical expenses not covered by insurance, unless reduced to judgment in the original support order or reduced to judgment after the order is entered;
- Calculating judgment interest on past due support, unless reduced to judgment after the order is entered or;
- Providing legal advice to a parent or custodian.

CUSTOMER RELATIONS/CONCERNS

You have a right to apply for CSS. If you feel CSS has not provided the services it is required to provide, please contact CSS.

GLOSSARY OF CSS TERMS

Agreed Order: A court order that does not require a trial or court hearing, 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): The Kansas Department for Children and Families division which provides a full set of services to establish paternity and establish and enforce child support and medical support orders.

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

Cost of Raising a Child (CRCH): Retroactive child support judgment that may be obtained only at the time of original order being entered. Paternity must not have been previously been legally established. Per Kansas law, judgment may not exceed five years prior to filing of petition.

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

CSS Application: A form used by CSS to gather information about the non-custodial parent and any existing court orders. It is used to gather the information needed to begin processing a child support case.

Current Support: The amount of support court 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 custodial parent.

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 a non-custodial parent is behind in paying court ordered child support, the non-custodial parent's Kansas Driver's License may be restricted. This information will be provided to the Kansas Department of Motor Vehicles, and the non-custodial parent's license may be restricted. This restriction will allow the non-custodial parent to only drive to and from work, school or medical appointments.

Emancipation: The age under which the child becomes a legal adult and is given certain rights as an adult. In Kansas, emancipation occurs when a minor turns 18 years of age or June 30 of the school year during which the child became 18 years of age, if the child is still attending high school.

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 electronic case record 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.

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

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

Kansas Department for Children and Families (DCF): The State agency that administers Child Support Services, Economic and Employment Services, Prevention and Protection Services and Rehabilitation Services programs.

Kansas Department of Corrections - Juvenile Services: The State agency responsible for the care, custody and control of juvenile offenders.

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 non-custodial parent.

Modification: The legal process of changing the terms of a court order, such as the amount of monthly support, (either increase or decrease).

Non-custodial Parent (NCP): The parent who does not have primary physical nor residential custody of the child on the CSS case. A non-custodial 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 non-custodial parent. The non-custodial parent's Social Security number must be known for offset to be used.

Parenting Time: Parenting time refers to the time a parent spends with their child(ren). Parenting time may also be referred to as “visitation”.

Passport Denial: CSS may 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.

Public Assistance: These are programs administered by DCF. Public assistance includes TANF, Medicaid, child care assistance, food assistance and foster care.

Recreational License Denial: If a non-custodial parent is behind in paying court-ordered child support, the non-custodial parent may be denied the purchase of a recreational license. Payment information will be provided to the Kansas Department of Wildlife, Parks, and Tourism (KDWPT). Once KDWPT has been notified, KDWPT is 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”

Temporary Assistance for Needy Families (TANF): This is often called “cash assistance”.

HELPFUL WEBSITES

Kansas 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/

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



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