

## A Guide for You and Your Child Support Order – Custodial Parent

In Nebraska, the Department of Health and Human Services administers the federally mandated child support enforcement program. This guide is being sent to parents who were recently ordered by the court to receive child support.

### Enforcement of Child Support Orders

A child support court order may be enforced by the custodial party's attorney or a CSE60 application can be obtained at [www.dhhs.ne.gov](http://www.dhhs.ne.gov) Choose: *How do I apply for services?* . . on the right side of the screen and Select *Child Support Services*.

A yearly fee of \$25.00 is deducted from the non-custodial party's payment after \$500.00 is collected. As a condition for receipt of Public Assistance, an Enforcement Case is opened by the State. No fees apply when Public Assistance is received.

Caseworkers are assigned to the case, and then, automated and worker initiated enforcement actions begin as the case qualifies.

Some actions cannot be started until no payments have been received for three consecutive months on a case or all other enforcement actions have been unsuccessful.

Examples of enforcement actions are: *sending an income withholding to non-custodial parties employer; reporting to credit bureaus; interception of State and Federal Tax Refunds; passport denial; driver's license suspension; application of liens and further court actions*. Questions are communicated to the caseworkers through the Customer Service Call Center.

### Assignment of Support

The child support payments become assigned to the state when a cash grant is paid out by the State or when the child is a State Ward and is in an assignable placement. Insurance judgments are assigned to the state if the child is receiving Medicaid.

### Customer Service 1- 877-631-9973

Option 0 – To Speak to a Person

Option 1 – Voice Response Unit

1. English or 2 for Spanish

2. Enter County Number of your order (i.e. license plate #)

Douglas = 1

Lancaster = 2

Sarpy = 59

3. Enter 2 digit case year

4. Enter Docket and Page or Case Number

Option 2 – Customer Service

Option 3 - State Disbursement Unit

Option 4 – General Information

Option 5 – If you are another IV-D Agency

Option 9 – To End the Call

## A Guide for You and Your Child Support Order – Custodial Parent – {2} Custody and Visitation

Child support is a separate issue from custody and visitation. The state does not get involved with custody and visitation issues.

### Child Care Payments

Child care payments are made through the Clerk of the District Court.

#### Payments

##### Payments are disbursed:

- Within 3 business days of receipt.
- By check; direct deposit or Relia Card (Visa card from U.S.Bank).
- Across all orders according to Federal and State laws.
- Some exceptions apply.

##### Payments are:

- Due on first of the month;
- Allowed a 30 day grace period.
- Accrue interest on the 31<sup>st</sup> day.

##### Payments received by Income Withholding are:

- Deducted from non-custodial parents pay checks and sent in according to the pay period.
- Calculated by dividing the amount of child support by the number of pay periods in a year.

##### Receipt of Payments May Be Affected By:

- Change of Employer
- Bank Returned Item / Administrative Appeal
- Large Payment / Holidays
- Receipt by Check vs. Electronic Deposit
- Payment Source –*Tax collections may be held up to 6 months.*

### How Can I Assist With Enforcement of My Order?

#### Contact Customer Service with any change in your:

- Address
- Phone Number
- Banking Information

#### Contact Customer Service with any change in the non-custodial parent's:

- Employer
- Address
- Phone number

### Modifying Child Support Orders

Contact customer service for information regarding a possible review when the order is three years old or there has been a significant change in the income of either party.

### Medical Support

Contact customer service with questions regarding medical support.

#### Contact Customer Service with any additional Child Support questions you may have.

#### Nebraska Informational Websites

[www.nebraskachildsupport.com](http://www.nebraskachildsupport.com)

[www.dhhs.ne.gov](http://www.dhhs.ne.gov)

[www.supremecourt.ne.gov](http://www.supremecourt.ne.gov)

Nebraska Child Support Payment Center

Nebraska Health and Human Services

Nebraska Supreme Court