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# Child Support Services

*This booklet provides information about  
Child Support Services and  
explains how to apply for services*



**Children First!**



IDAHO DEPARTMENT OF  
HEALTH & WELFARE

## About Child Support Services

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Child Support Services (CSS) has a staff of skilled and caring people, who believe that financial, medical, and emotional support from both parents help children to be healthy and happy.

We are dedicated to improving the quality of life for children. Our efforts, combined with yours, support children toward a brighter tomorrow.

### CSS can help you . . .

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- Find a parent who does not live with his/her child
- Establish paternity (a legal father) for a child
- Establish an order for financial and medical support
- Collect child support payments
- Enroll a child on the other parent's health insurance policy
- Modify your present child support order

You may apply for services if you are the parent or guardian of a minor child.

### The \$25 application fee

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A non-refundable fee of \$25 is charged to process your application and open your case.

If you would like us to collect support from more than one parent, complete an application for each parent and include \$25 with each application.

### All payments must be sent to CSS

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Once your case is open, all child support payments must be sent to CSS at Idaho Child Support Receiving Services, P.O. Box 70008, Boise, Idaho 83707-0108. We will let the other parent know about this, too. If you receive a

payment directly from the other parent, please send it to us immediately.

### The best methods will be used

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Every case is different. Your case will be carefully studied to determine which methods will be most effective. Depending on laws, policies, and your individual case, we may:

- Contact the other parent
- Withhold child support from the other parent's income, such as wages, unemployment benefits, and tax refunds
- Report the debt to credit bureaus
- Garnish bank accounts or other assets
- Suspend a driver's, hunting, fishing, or occupational license

### When CSS receives payments

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When a payment is received, it is recorded and sent to you.

Some parents pay support for children in more than one household. If a payment does not cover all of the monthly obligations, it will be divided so that each household receives an amount equal to their percentage share of the total owed.

If you used to receive cash assistance from a state, collections received from intercepting the other parent's Federal tax refund will be used to repay the amount of assistance you received. Once that amount is paid, the rest will be sent to you.

### About your privacy

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CSS is required to provide information about all cases to a Federal Case Registry and to other agencies (such as other states' child support agencies.) Your address will not be provided to the other parent without your permission or a special court order.

## Child Support Guidelines

Child support obligations are set based on Idaho Supreme Court guidelines. These guidelines consider the income of both parents and the number of children each parent supports.

If significant changes take place, either parent may write to CSS and request a review of their order. The review will indicate if the amount of monthly child support should change. If so, a court process is necessary to modify the order.

### If your case needs court action

CSS will contact you if court action will be taken on your case. A CSS attorney will do the legal work and handle your case in court, but you may need to sign documents or testify in court. A judge will make the final decision in court.

### The cost of legal action

You may be responsible to pay for legal services.

- If you are the custodial parent, we will keep 20% of each support payment until the legal costs are paid. The other parent may be ordered to pay these costs. If so, we will reimburse you once the fees are paid.
- If you are the non-custodial parent, you may be ordered to pay legal costs. If you are, we will work with you to set up a payment arrangement.

### Costs for special services

If you or the other parent live in another state, CSS may work with that state's child support agency. If the other state charges fees for their services, the amount of the fee will be taken from the collections

before the money is sent to you.

If we receive money from a state or federal offset (such as from the other parent's tax refund), \$25 of the offset will be used to pay the fee for the offset.

If you pay by personal check, and your bank does not honor the check, a \$20 fee will be charged.

## Fees for Legal Services

- Establish a paternity order or a child support order:
  - if other parent defaults \$270
  - if other parent stipulates before trial \$450
  - if case goes to trial \$525
- Modify (change) an existing order
  - if other parent defaults \$270
  - if other parent stipulates before trial \$450
  - if case goes to trial \$525
- File a complaint (and then the alleged father is excluded by genetic testing) \$240
- Contempt Action for non-payment of child support:
  - for dismissal of Contempt Action \$120
  - if other parent stipulates before trial \$450
  - if case goes to trial \$525
- Establish a temporary support order (i.e., if parents are still married) \$210
- Interventions (when CSS is not a party, but becomes involved): \$135
- Hourly rate for legal services not listed above:
  - Attorney Time (per hour) \$100
  - Paralegal Time (per hour) \$50
- Genetic Test Costs (per person) \$37.75

### Let us know if something changes

We may need additional information from you. Please answer our letters and phone calls as soon as possible. If you move or change your home or work telephone number, let us know. Please let us know about matters that may affect your child

support case.

## If you or the other parent hire an attorney

You may hire an attorney to do legal work or take action in court. If you do, please contact CSS before taking any action and give us copies of any documents that may affect your child support.

The other parent also may hire an attorney. Let us know if you receive letters or documents from the other parent or an attorney about matters involving child support.

Issues regarding custody or visitation must be handled by a private attorney. Child Support Services cannot become involved in those matters.

## Customer Service

When you call customer service, you will be connected with an automated voice system. This system can provide information about CSS services, methods, and policies. It also can provide you with specific information about your case, such as if you have received payment.

During regular working hours, you may ask to speak with a customer service representative by pressing "0" at any time during the recording.

You may contact customer service at 1-800-356-9868. Or, if you are calling from the Boise area, call (208) 334-2479.

## Closing your case

CSS may close your case if you:

- Intentionally withhold important and/or legal information
- Accept child support payments directly from the other parent, or
- Move and do not leave a forwarding address or phone number

At any time, you may ask CSS to close your case.

Even if your case closes, you and the other parent still will be responsible to pay any amount owed to the State for legal fees, reimbursement of cash assistance, etc.

# Child Support Customer Service



Toll-free

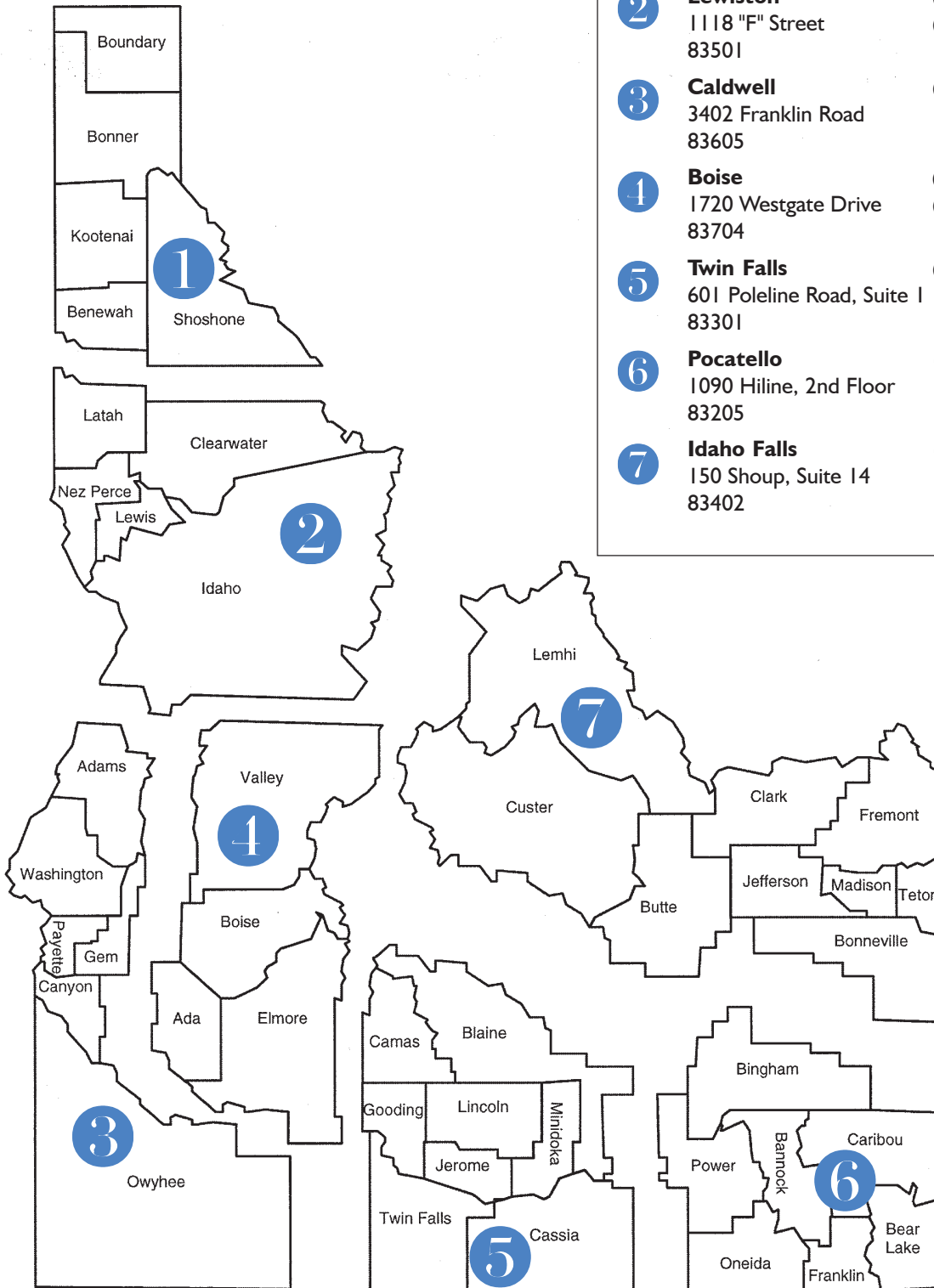
1-800-356-9868

In Boise

334-2479

## Regional Service Centers

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|----------|---|--|
| <b>1</b> | <b>Coeur d'Alene</b><br>1120 Ironwood Drive<br>Suite A, 83814 | <b>(208) 769-1413</b>                          |
| <b>2</b> | <b>Lewiston</b><br>1118 "F" Street<br>83501                   | <b>(208) 799-4465</b><br><b>(800) 356-5689</b> |
| <b>3</b> | <b>Caldwell</b><br>3402 Franklin Road<br>83605                | <b>(208) 454-0421</b>                          |
| <b>4</b> | <b>Boise</b><br>1720 Westgate Drive<br>83704                  | <b>(208) 334-0750</b><br><b>(888) 855-0918</b> |
| <b>5</b> | <b>Twin Falls</b><br>601 Poleline Road, Suite 1<br>83301      | <b>(208) 736-2170</b>                          |
| <b>6</b> | <b>Pocatello</b><br>1090 Hiline, 2nd Floor<br>83205           | <b>(208) 235-2860</b>                          |
| <b>7</b> | <b>Idaho Falls</b><br>150 Shoup, Suite 14<br>83402            | <b>(208) 528-5870</b>                          |



# How to Apply for Child Support Services

## 1. Complete the application

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If the information on your application is accurate and complete, work on your case will begin quickly.

## 2. Include these documents with your application

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- If child support has been ordered, please include a certified copy of the original child support order. If the order has been modified (changed), include certified copies of the modified orders, too.
- If any child support was paid through the Clerk of the Court or through another state agency, please include a certified copy of the child support pay record.
- If you ask us to establish paternity for a child, please include a copy of the child's birth certificate and, if both parents signed one, an acknowledgment of paternity form.

You can get a copy of the birth certificate or acknowledgment from the Vital Statistics agency in the state where the child was born. The agency may charge for the copies. If the child was born in Idaho, we can obtain a copy of these documents.

## 3. Mail your application with the \$25 fee and any additional documents to Idaho Child Support Receiving Services, P.O. Box 70008, Boise, Idaho 83707-0108.

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**Children First!**

# Application for Child Support Services



## INFORMATION ABOUT THE CUSTODIAL PARENT (the parent or guardian who lives with the child)

1. Name \_\_\_\_\_  
First Middle Last

2. Social Security Number \_\_\_\_/\_\_\_\_/\_\_\_\_ Sex Female Male

3. Date and place of birth \_\_\_\_/\_\_\_\_/\_\_\_\_ \_\_\_\_\_  
Month Day Year Place of Birth

4. Home Address \_\_\_\_\_  
Street City State ZIP

5. Mailing Address (if different) \_\_\_\_\_  
Street (or P.O. box) City State ZIP

6. Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

7. Have you ever received cash assistance, such as AFDC or TAFI? Yes No  
 If yes, when and in which state? \_\_\_\_\_

8. Have you ever received Medicaid? Yes No If yes, when and in which state? \_\_\_\_\_

9. Does an attorney represent you on any matter related to the non-custodial parent? Yes No  
 If yes, please list the attorney's name, address, and telephone number: \_\_\_\_\_

10. What is your relationship to the child? Parent Stepparent Grandparent Sibling Other \_\_\_\_\_  
Name Street City State ZIP Phone Number

11. Please list the name of a close friend or relative who always will be able to get in touch with you if we are unable to : \_\_\_\_\_  
Name Street City State ZIP Phone Number

## INFORMATION ABOUT THE NON-CUSTODIAL PARENT (the parent who does not live with the child)

12. Name \_\_\_\_\_  
First Middle Last

13. Social Security Number \_\_\_\_/\_\_\_\_/\_\_\_\_ Sex Female Male

14. Date and place of birth \_\_\_\_/\_\_\_\_/\_\_\_\_ \_\_\_\_\_  
Month Day Year Place of Birth

15. Home Address \_\_\_\_\_  
Street City State ZIP

16. Mailing Address (if different) \_\_\_\_\_  
Street (or P.O. box) City State ZIP  
 Is this address current? Yes No If no, or don't know, address above was current as of \_\_\_\_/\_\_\_\_/\_\_\_\_  
Month Day Year

17. Home Phone ( ) \_\_\_\_\_ Work Phone ( ) \_\_\_\_\_

18. Physical description: Eye Color \_\_\_\_\_ Hair Color \_\_\_\_\_ Height \_\_\_\_\_ Weight \_\_\_\_\_  
 Race: Alaskan Eskimo Black White American Indian Hispanic Asian Other \_\_\_\_\_  
 Other marks (tattoos, scars, etc.) \_\_\_\_\_

19. Who are this person's parents (even if deceased)?  
 Father's Name \_\_\_\_\_ Mother's Maiden Name \_\_\_\_\_

20. Has this person ever been in the military? Yes No If yes, which branch? \_\_\_\_\_  
 Current status \_\_\_\_\_ Base \_\_\_\_\_  
Name City State ZIP

21. Has this person ever been in jail or prison? Yes No If yes, where? \_\_\_\_\_ When? \_\_\_\_\_

22. Is this parent working? Yes No

23. Where does the non-custodial parent work? If you don't know, list the last known employer:  
 Company Name \_\_\_\_\_  
 Address \_\_\_\_\_  
Street City State ZIP  
 Phone ( ) \_\_\_\_\_ If employment is not current, when did he/she last work there? \_\_\_\_/\_\_\_\_/\_\_\_\_

24. Does this person receive or qualify for SSI SSA/SSD VA benefits Workman's Compensation Other \_\_\_\_\_

25. Other information that may help CSS collect child support, such as other names used, additional employers, or assets this person may have (bank accounts, automobiles, real property, etc.) \_\_\_\_\_

