

Frequently Asked Questions

Do I have to pay for DOR's services?

No. We do not charge an application fee

Do DOR attorneys represent me?

No. DOR attorneys represent only DOR. They do not represent either parent. DOR is required to present all facts to the court regardless of which parent those facts may benefit. You may hire your own attorney to represent you. DOR will work cooperatively with your attorney; however, your attorney must keep us up to date on any actions taken on your case.

Will DOR help me with custody and visitation?

DOR does not provide services related to custody and visitation. If you need assistance with custody or visitation, you may contact your local Probate & Family Court for help.

Why do I need to give DOR my Social Security number?

Federal law requires you to give your Social Security number to DOR. DOR uses Social Security numbers to identify customers correctly and to locate parents for purposes of establishing paternity and establishing, modifying and enforcing child support obligations. The law that requires this is 42 USC Section 405(c)(2)(C).

How are child support payments distributed if a parent owes support to more than one family?

- DOR must distribute support payments among all the families, with payments going first to current support and then to any past-due support.
- If a parent pays less than the full amount of child support owed for all families, the amount collected is distributed in proportion to the amount of support owed to each family.

How are child support payments sent to me?

DOR sends support payments through direct deposit into your checking or savings account or via DOR's Child Support Card – a VISA®-branded debit card. We do not send checks by mail except on a very limited basis if certain hardship exemptions apply.

Disclosure of Information

We protect your personal information to the extent possible but we are required by state and federal law to share your information with:

- other state agencies or entities for the purpose of enforcing child and medical support orders. For example, federal law requires DOR to provide a custodial parent's address to the other parent's employer so the employer can enroll the children in a health care plan.
- the court, on documents that may be reviewed by the other parent. A judge may remove a parent's address from court documents, but the county and state where each parent lives still appear.



Child Support Intake Form & Application for Full Child Support Services Part 1

Everyone with a child support order must complete the attached form.

This form is used in two ways.

- 1) **As an application** for a parent who wants to apply for DOR's full child support enforcement services.
- 2) **As an intake form** to collect information about child support orders for the Massachusetts case registry as required by law.

Instructions

- ✓ Complete the attached form.
- ✓ Check one of the boxes at the top of the form to indicate whether you want full child support enforcement services from DOR.
- ✓ Attach copies of required documents.
- ✓ Mail the form to: DOR/CSE, P.O. Box 7057, Boston, MA 02204-7057 or if you are completing the form in court, leave the form at the Register's Office of your local Probate & Family Court.
- ✓ If you are completing the form in court on the day your child support order is entered, make sure that the court gives a copy of the order to DOR.

**Massachusetts Department of Revenue
Child Support Enforcement Division
Telephone: 800-332-2733
(617-660-1234 for local callers in the Boston area)
Fax: 617-887-7570
E-Mail: csegen@dor.state.ma.us**

**Visit our website for more information
www.mass.gov/cse**

Who must complete this form?

- Everyone with a child support order even if you do not want to apply for DOR's full child support enforcement services; and
- Everyone who wants to apply for DOR's full child support enforcement services.

What child support enforcement services does DOR offer?

- **Locate** parents.
- **Establish paternity** for your child under 18 years of age, which may include arranging for DNA paternity tests, if necessary.
- **Establish a child support and a medical support order** for your child.
- **Enforce child support and medical support orders** by identifying employers and issuing income withholding and medical support orders.
- **Collect and distribute payments** via direct deposit or debit card.
- **Monitor payments** for compliance.
- **Collect past-due child support** until paid in full by taking the following actions as appropriate:
 - ⇒ Increase the amount of income withholding by 25%;
 - ⇒ Seize bank accounts;
 - ⇒ Intercept state and federal tax refunds, insurance claims, worker's compensation, unemployment compensation or lottery winnings;
 - ⇒ Suspend driver's, business, trade, or professional licenses or motor vehicle registrations;
 - ⇒ Send the case to the U.S. Department of State to deny issuance or renewal of a passport;
 - ⇒ Place liens on real estate and personal property;
 - ⇒ Seize real estate and personal property;
 - ⇒ Report the parent's debt to credit reporting agencies;
 - ⇒ Send the case to a collection agency;
 - ⇒ Seek civil contempt of court (the court may order participation in a seek work program or incarceration); and
 - ⇒ Initiate prosecution for criminal nonsupport.
- **Assist you in asking the court to modify** the amount of your child support order (either upward or downward).
- **Work with child support agencies in other states**, if necessary.

State and federal law and DOR's policies and procedures govern all child support services we offer. DOR will decide what services may be available and best suited to a case. In some situations, this may mean that we handle your case differently from what you would prefer. It is not possible for you to choose the actions we take on your case. Because our caseloads are high, there may be times when it may not be possible to devote as much individual attention to your case as you or DOR would like.

We are not successful when we do not have good location or asset information about parents or do not have copies of documents we need. Parents are often the best source of this information. If we do not get a copy of your child support order on the day it is entered, child support payments may be delayed. Make sure we get a copy from you or the court.

If you DO want full child support services from DOR:

You MUST:

- Cooperate with us and provide the information necessary to process your case.
- Provide DOR with your name, address, home and cell telephone numbers, e-mail address, Social Security number, and any other information we may need from you.
- Tell DOR if any of that information changes.
- Sign forms as necessary.
- Appear in court and for other appointments when necessary.
- Tell DOR **before** you enter into any agreement, waiver, stipulation or modification that would affect your child support order so we can give the court information it needs about your child support case.
- Tell DOR if you get a new child support order or if your order changes.
- Review and verify the information on checks, statements, court orders, direct deposit and debit card information, and other documents DOR sends to you and notify DOR if you see an error.
- Return a payment to DOR if you received it in error.
- Provide DOR with copies of documents we may need to process your case such as birth and/or marriage certificates, court orders, and divorce orders.

You must NOT:

- Make payments directly to or accept payments directly from the other parent.

If you do NOT want full child support services from DOR and the court ordered payment by wage assignment:

DOR will ONLY:

- Send a bill to the employer and send payments from an employer to the parent to whom child support is owed.

DOR will NOT:

- Enforce the child support order if payments are not made.
- Track the end date of the order.

You MUST:

- Tell DOR if there is a change to your name, Social Security number, residential or mailing address, home or cell telephone numbers, driver's license number, or your employer's name, address or telephone number.
- Contact DOR when your order ends.

If you do NOT want full child support services from DOR and the court did NOT order payment by wage assignment:

DOR will ONLY:

- Keep a record of your child support order as required by law.

DOR will NOT:

- Enforce the child support order if payments are not made.
- Collect your child support payments.

You MUST:

- Tell DOR if there is a change to your name, Social Security number, residential or mailing address, home or cell telephone numbers, driver's license number, or your employer's name, address or telephone number.