

# CHILD SUPPORT

## Questions and Answers



### CONTACT US

Maryland Child Support  
Customer Care Center  
1-800-332-6347

[www.dhs.maryland.gov](http://www.dhs.maryland.gov)



The Maryland Child Support Administration (CSA) has prepared this booklet to help answer questions about child support and your case. We hope you will find what you are looking for here, but encourage you to call us if you have additional questions or concerns.

### **CONTACT INFORMATION**

Maryland Child Support Customer Care Center  
1-800-332-6347

Maryland CSA Website

<https://dhs.maryland.gov/child-support-services>

Create and/or Manage a Child Support Account

<https://benefits.maryland.gov/home>

Make a Child Support Payment

844-324-3855

<https://md.smartchildsupport.com>

### **Notice of Legal Representation.**

*Attorneys working in the child support program represent the Child Support Administration (CSA). Representation of CSA does not create an attorney-client relationship between that attorney and any other person. You may hire private counsel to represent your personal interest.*

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# Customer Rights and Responsibilities

As a Customer of the Child Support Administration (CSA) you have the following rights and responsibilities:

- The right to available services regardless of your race, color, creed, national origin, or as defined by the Americans with Disabilities Act (ADA).
- The right to information regarding client rights, including a copy of this document and/or an explanation of client rights in a language of your choice, to the extent possible, and access to an interpreter in order to understand, exercise and protect your rights.
- The right to have your case record kept private as required by State and Federal laws.
- The right to make suggestions or complaints when you think your services have been delayed or you disagree with a decision.
- The right to get appropriate services that follow State, Federal, and local laws and regulations.
- The right to be treated with respect and courtesy.
- The right to be informed about any fee required in order to receive services.

As a Customer of this agency you have a responsibility to:

- Treat agency team members with respect and courtesy.
- Give correct and complete information about persons involved in your case.
- Inform CSA immediately about changes in legal custody, your address employment, income and health insurance.
- Provide copies of all relevant court orders.
- Attend all scheduled appointments.
- Respond truthfully and timely to letters, notices or other inquiries from the Agency.
- Notify your local Child Support office before filing any civil or criminal action concerning child support.

# Receiving Support:

## Frequently Asked Questions



### Who is eligible for child support services?

Any custodian of a minor child is eligible for services. This includes parents, aunts, uncles, grandparents, court-appointed guardians, or others who are caring for a child.

The non-custodial parent may also apply for child support services to determine parentage of a child born out of wedlock, to sign up for voluntary wage withholding of child support, or to request modification of the child support ordered amount.

Persons from other states seeking services directly from a Maryland child support agency may complete an application for child support services.

## Receiving Support: *Frequently Asked Questions*

### What services are available through the local office of child support?

1. Locating the non-custodial parent
2. Establishing parentage
3. Establishing a court order for child support and health insurance
4. Collecting support payments
5. Enforcing the court order
6. Reviewing and adjusting the court ordered support amount

The following services are NOT available through your local child support office. You may contact private counsel or your local legal aid office for help with these issues:

1. Divorce actions
2. Legal advice
3. Property settlements
4. Visitation and custody issues
5. Collection of private attorney's fees

### How do I apply for child support services?

If you receive Temporary Cash Assistance (TCA) or Medical Assistance, child support services will be provided free of charge. If not, you will need to complete an application for child support services with your local child support office and pay an application fee of \$15 with the submission of your application. To have an application mailed to you, or for further information, please contact the Child Support Administration at 800-332- 6347. A separate application is required for each case.

**To apply online for child support services visit**

[MarylandBenefits.gov](https://dhs.maryland.gov/child-support-services/child-support-resources/) and click “**CREATE ACCOUNT.**”

You may also obtain a paper application on the CSA webpage found on <https://dhs.maryland.gov/child-support-services/child-support-resources/>

## **Receiving Support:** *Frequently Asked Questions*

### **Do I have to pay for child support services?**

Maryland law requires customers who have never received Temporary Cash Assistance (TCA) for a related child support case to pay a \$15 application fee at the time of application. A \$15 annual collection fee is also collected if:

- You have received a least \$3,500 of child support within a 12 month period beginning October 1st of each year, and
- You have never received TCA for that child support case.

### **What information will my local office need to process my case?**

**Please provide as much information as possible. If known, please include:**

1. Full name and last known address of both parents and any other names each person is known by (for example, nicknames, aliases, etc.).
2. Dates of birth and Social Security numbers for both parents and child(ren). Include any supporting documentation you may have.
3. Marriage license-separation order, divorce decree, protective or restraining order involving either parent, other support order, Affidavit of Parentage, Registered Domestic Partnership documentation, or any other legal documents where parentage has been acknowledged.

### **Helpful information to process a case:**

- Any additional information about the other parent, such as where he or she lives or works.
- A physical description with the most current photograph of the other parent.
- Name and address of the current or most recent employer of both parents.



## Receiving Support: *Frequently Asked Questions*

### How can I get information about my child support case?

The Maryland Child Support Administration has a toll-free Maryland Child Support Customer Care Center (1-800-332-6347) to handle all of your general questions and provide payment information. The Customer Care Center can accept requests for payment history, address changes, employment changes, and requests for enforcement of a court order.

The consumer portal is also useful to update your address and more. You can also view your case online at:

<https://benefits.maryland.gov/home/#>

Please allow at least 10 working days after a hearing date for updated information regarding your account to be posted to the case file.





## **Receiving Support:** *Frequently Asked Questions*

### **Which office should I go to?**

Most inquiries about your child support case are best handled through the Customer Care Center. The number is 800-332-6347. You may also visit the local child support office assigned to your case.

### **What happens if the other parent does not live in Maryland?**

The local office will work to establish parentage, collect support for the child, or resolve any issues you may have with your case, even if one parent lives in another state or country.

### **Do all states handle cases the same way?**

The child support program is a federal program managed by the states. While all states have the same goals of establishing parentage and child support orders, and enforcement of child support orders, each state has its own child support processes and its own method of calculating child support.

### **How long does it take to establish a child support order?**

Generally, a child support order will be established within 90 - 180 days. Several factors may delay the establishment process: the non-custodial parent lives out of state, cannot be located and served with a summons, is incarcerated, fails to appear for a settlement conference or a court hearing, or if there are problems verifying income.

## **Receiving Support:** *Frequently Asked Questions*

### **What if I do not know where the other parent is?**

The child support office will use several resources to locate the other parent. The more information you provide, the easier it will be to find the other parent. The following conditions make it more difficult to locate the non-custodial parent.

1. Lives out of state
2. Is not working
3. Is self-employed
4. Works under assumed names or multiple Social Security numbers
5. Changes jobs often
6. Works for cash

The child support specialist will try to locate the non-custodial parent by checking federal, state and local sources to find the mailing address, employment or assets of the non-custodial parent. The child support specialist will follow up on information you provide on the application form.

### **How can I obtain a court order for child support and health insurance coverage?**

Your local child support office will ask the court to order current child support as well as medical support and as available through employment. Remember, the child support office's attorneys do not represent either party nor their interests when appearing in court. The attorneys have to pursue what is believed to be the best interest of the child(ren).

### **Can you enforce a separation agreement?**

In order for the child support agency to collect child support or enforce an obligation, there must be a court order, signed by a judge. If your agreement has been incorporated into a court order

## **Receiving Support:** *Frequently Asked Questions*

or divorce decree, it can be enforced. Otherwise, your separation agreement may be used as a piece of evidence in requesting the court to establish a child support order. You may consult private legal counsel to enforce the written contractual agreement between you and the other parent.

### **How do you figure out the amount of child support to be paid?**

Maryland uses an income shares model for its child support guidelines. Each child support award takes into account the incomes of each of the parents, the number of children and specific expenses related to the care of those children. You can find the guidelines calculator here: <https://mydhr.benefits.maryland.gov/dashboardclient/#/csocDisclaimer>

### **How are child support payments distributed?**

If the custodial parent receives Temporary Cash Assistance (TCA), any child support payments collected will be retained by the state as reimbursement for that benefit. If the custodial parent no longer receives TCA, the current support as well as any payments made on arrears will be sent to the custodial parent first then, once all family-owed arrears are paid, the state-owed arrears are paid. If the custodial parent has never received Temporary Cash Assistance payments, all monies collected will be sent to the custodial parent. Payments will be deposited directly into the bank account, pre-paid debit card account, or mailed. Contact the Customer Care Center at 800-332-6347 to apply for direct deposit of child support payment or a pre-paid card.

## **Receiving Support:** *Frequently Asked Questions*

### **The other parent is paid “under the table.” Can you attach that money by income withholding?**

Wages that are not subject to payroll taxes or income withholding are generally not subject to earnings withholding.

### **The other parent is self-employed. Can you attach those earnings?**

Attaching earnings of a self-employed person requires the cooperation of the self-employed person to arrange for payroll withholding.

### **How do I change my: name, address, telephone number, and employment information?**

The order for support requires that the person paying child support notify the court within 10 days of any change in address or employment. You must also notify your local child support office by updating the information online through the Consumer Portal, contacting the Customer Care Center at 800-332-6347, or by notifying your local office in writing. Please include your nine digit case number on all correspondence.

### **How can I establish parentage for my child?**

If the mother was not married at the time the child was conceived or born, your child support office will help you establish parentage. Parentage can be established by executing an Affidavit of Parentage or by judicial determination. Establishing parentage is important for several reasons:

1. It will establish a father-child relationship, enable your child to benefit from that relationship, and strengthen your child's sense of identity.
2. It will allow the father's name to be listed on the child's birth certificate.

## Receiving Support: *Frequently Asked Questions*

3. It will give the father the right to seek child custody and visitation through a court action and to be consulted about adoption.
4. It will give the child the right to important benefits from both parents; such as financial support, inheritance, social security veteran's benefits, life insurance and health insurance.
5. It will make it easier for the child to learn the medical histories of both parents and to possibly benefit from medical insurance through a parent's employer, union, or military service.
6. Parentage must be established before the court can order child support.

### Can I request genetic testing?

Yes, either the custodial parent or alleged father may request genetic testing. Genetic samples are usually collected at the child support office. Contact your local child support office for more information on genetic testing.



## **Receiving Support:** *Frequently Asked Questions*

### **What if parentage for the child is denied?**

If the person identified as the father denies parentage, he can request that genetic testing be performed. The mother, child and the alleged father may be court-ordered to appear for a testing appointment. Currently, this is done by collecting a DNA sample from the inside of the cheek with a cotton swab.

### **Can I get retroactive child support?**

Child support can be awarded retroactively to the date a complaint is filed with the court, unless good reason is provided for starting the support order at a later date. The court may give the non-custodial parent credit for any financial contribution made for the children since the filing date of the case.

### **How do I request an increase/decrease in my child support?**

You have the right to request a review for a modification every three years, even if nothing has changed. You can also request a review at any time if there has been a material change in circumstances since the last child support order was entered. Examples of changes that may be grounds for a modification are: significant changes in income, incarceration, changes in work-related day care costs, changes in health care costs, changes in transportation costs for visitation, a change in custody, or a change in the financial needs of the child. Contact the Customer Care Center at 800- 332-6347 for additional information.

Our agency can file for a modification on your behalf after receiving a completed modification packet (and all supporting documentation) found here: <https://dhs.maryland.gov/child-support-services/child-support-resources>

Parties can also file for a modification directly with the courts

## Receiving Support: *Frequently Asked Questions*

(this is called Pro-se, also known as self-representation). You can reference the Family Law Self Help Center for additional information at: <https://www.mdcourts.gov/family/familyselfhelp>

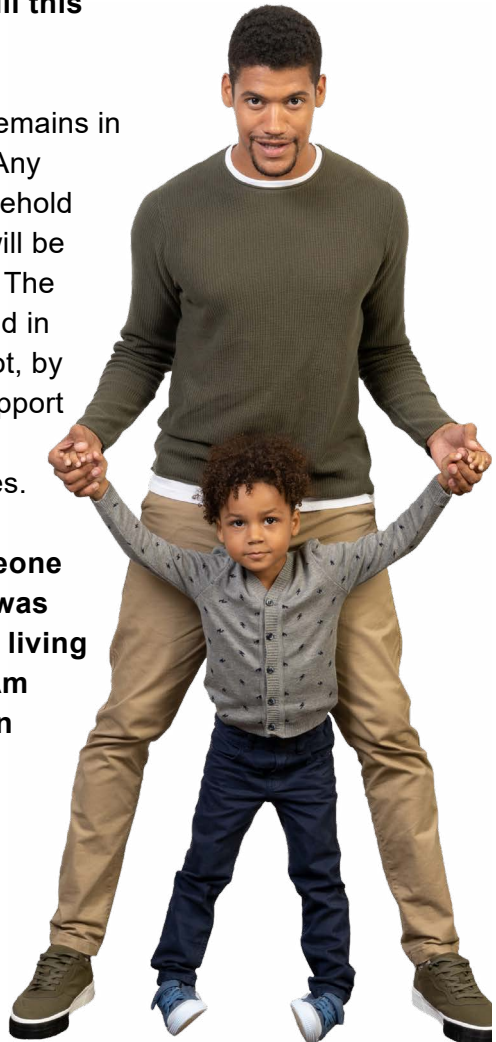
**Please Note:** Requesting a review does not automatically mean your support order will be changed. After we complete the review, we will determine whether filing for a modification is appropriate based on the information provided.

### **One or both parents have had another child since the last child support order was entered. How will this affect child support?**

The existing child support order remains in effect until further order of court. Any existing child(ren) within the household and existing child support order will be considered when setting support. The fact that a parent has another child in his/her household to support is not, by itself, justification to adjust the support amount recommended by the Maryland Child Support Guidelines.

### **I began living with or married someone else since my child support order was entered, or the other parent is now living with or married to someone else. Am I entitled to an increase/decrease in child support?**

The incomes that are considered for purposes of calculating the recommended amount of child support according to





## **Receiving Support:** *Frequently Asked Questions*

the Maryland Child Support Guidelines are the income of both parents. The income of spouses or boyfriends/girlfriends is generally not considered.

### **The child is now living with the other parent. Do I need to notify the Child Support Administration?**

When custody of the child changes, the child support case specialist must be notified in writing about the change, stating who now has custody of the child. A copy of the court order stating that there has been a change in custody or school enrollment information should be provided to show that custody has changed.

### **I want to close my case. What should I do?**

Contact the Customer Care Center at 800-332-6347 or visit your local child support office for further information.

### **Whom do I contact if I do not receive child support payments?**

Contact the Customer Care Center at 800-332-6347 if you are not receiving payments as ordered.

### **What will happen if the non-custodial parent just won't pay?**

If the non-custodial parent does not pay on time, or does not pay in full, your child support office may:

1. Withhold child support from wages and unemployment benefits, Workers' Compensation claims, etc.
2. Intercept federal and state tax refunds to pay child support arrears.
3. Report parents owing past-due support to credit bureaus.
4. Refer parents owing past-due support to the Motor Vehicle

## **Receiving Support:** *Frequently Asked Questions*

- Administration for driver's license suspension.
5. Intercept Maryland lottery winnings and casino gaming winnings to pay child support arrears.
  6. Garnish accounts at financial institutions.
  7. Request the suspension or revocation of a professional or recreational license.
  8. Request denial of a passport.
  9. Bring contempt of court actions against that parent.

### **Will the non-custodial parent's tax refund be intercepted?**

A non-custodial parent may be certified for state tax offset if the arrears are \$150 or more. Certification for federal tax offset may occur if arrears are \$500 or more. Certifying a case for tax offset is not a guarantee that a payment will be received.

### **Why are my payments splitting between my case and the non-custodial parent's second case?**

Federal law states that payments received by income withholding must be divided among all of the non-custodial parent's' cases. Payments are divided automatically by the Child Support Management System (CSMS). Even though the amounts received each month may differ, at the end of the year the custodial parent should receive the total court ordered amount of child support provided payments are made as ordered on a regular and consistent basis.

### **How do I get someone out of jail when s/he is there for being behind in child support payments?**

A purge/bond amount is generally set on the warrant. You can contact the court or your local office for payment information.

## Receiving Support: *Frequently Asked Questions*

**The non-custodial parent was arrested, but has now been released. As the custodial parent, how can I find out how much s/he paid and when will we go back to court?**

Contact the Customer Care Center at 800-332-6347.



# Paying Support:

## Frequently Asked Questions



### Who is eligible for child support services?

Any custodian of a minor child is eligible for services. This includes parents, aunts, uncles, grandparents, court-appointed guardians, or others who are caring for a child.

The non-custodial parent may also apply for child support services to determine parentage of a child born out of wedlock, to sign up for voluntary wage withholding of child support, or to request modification of the child support ordered amount.

### How can I get information about my child support case?

The Maryland Child Support Administration has a toll-free Maryland Child Support Customer Care Center (1-800-332-6347) to handle all of your general questions and provide payment

## **Paying Support:** *Frequently Asked Questions*

information. The Customer Care Center can accept requests for payment history, address changes, employment changes, and requests for enforcement of a court order.

The consumer portal is also helpful to update your address and more. You can also view your case online at: <https://benefits.maryland.gov/home/#>

Please allow 10 working days after a hearing date for updated information regarding your account to be posted to the case file. Please note, your calls will not be forwarded to the local child support office on a routine basis.

### **Which office should I go to?**

Inquiries about your child support case are best handled through the Customer Care Center. The number is 800-332-6347. You may also visit the local office assigned to your case.

### **Do all states handle cases the same way?**

The local office will work to establish parentage, collect support for the child, or resolve any issues you may have with your case, even if one parent lives in another state or country. The child support program is a federal program managed by the states. While all states have the same goals of establishing parentage and child support orders and enforcement of child support orders, each state has its own child support process and its own methods of calculating child support.

### **How do you figure out the amount of child support to be paid?**

Maryland uses an income shares model for its child support guidelines. Each child support award takes into account the incomes of each of the parents, the number of children and

## **Paying Support:** *Frequently Asked Questions*

specific expenses related to the care of those children including the cost of health insurance and daycare.

### **How are child support payments distributed?**

If the custodial parent receives TCA, any child support payments collected will be retained by the state as reimbursement for that benefit. If the custodial parent no longer receives Temporary Cash Assistance, the current support as well as any payments made on arrears due other than Federal Tax Offset will be sent to the custodial parent. If the custodial parent has never received Temporary Cash Assistance payments, all monies collected will be sent to the custodial parent.

### **How do I change my: name, address, telephone number, and employment information?**

The order for support requires that the person paying child support notify the court within ten days of any change in address or employment. You must also notify your local child support office by contacting the Customer Care Center at 800-332-6347, or by notifying your local office in writing. Please include your nine digit case number on all correspondence.

### **Can I request genetic testing?**

Yes, either the custodial parent or alleged father may request genetic testing. Genetic samples are usually collected at the child support office.

### **How do I make payments?**

Maryland law requires that all new court orders have support payments made by wage attachment. If you change your job, you must notify the child support agency of your new employment information immediately so the income withholding order can

## Paying Support: *Frequently Asked Questions*

be redirected. It is your responsibility to make sure that your payments are made on time until deductions are reflected on your pay stubs.

You can make your payments online here:

<https://benefits.maryland.gov/home/#>

### **How long before my employer starts making deductions?**

Once your employer receives the income withholding order, s/ he is required to make the deduction the first pay period after the receipt of the wage lien. Until you receive a pay stub which shows that your employer has started deducting the child support payment, you are responsible for sending your support payments to the Maryland Child Support Account. You can speed this process by taking a copy of the order you receive at your court hearing to your employer and asking to start making the deductions immediately. You should monitor your account to make sure you are receiving credit for the income withholding payments.





## **Paying Support:** *Frequently Asked Questions*

### **Where should I make my payments?**

Payments, in the form of check or money order, should be mailed to the Maryland Child Support Account, P.O. Box 17396, Baltimore, Maryland 21297-1396. Please include your nine digit case number and telephone number on all payments. You can make your payments online here: <https://md.smartchildsupport.com>. You can also make credit card payments (fee applies) by calling 1-844-324-3855.

### **I have a new employer. How can I get my employer to withhold child support from my wages?**

You are required to report any change in employment to the child support agency and to the court within 10 days of any change. You should contact the Customer Care Center at 800-332-6347. The agency will issue an administrative earnings withholding order to your new employer.

**YOU MUST MAKE THE PAYMENTS YOURSELF UNTIL YOUR NEW EMPLOYER STARTS TO MAKE THE DEDUCTIONS FROM YOUR PAY.**

**Send your payments to:**

Maryland Child Support Account  
Post Office Box 17396  
Baltimore, MD 21297-1396

*Make sure that you put your nine digit case number on your check or money order.*

## **Paying Support:** *Frequently Asked Questions*

### **Can you attach my worker's compensation, unemployment, or disability checks?**

We can attach other forms of income, including these. You should contact the child support agency as soon as your job status changes to make arrangements for paying your support so that you do not fall behind.

### **How long am I obligated to pay child support?**

Under Maryland law, child support continues until the minor child reaches the age of 18. It may be extended to age 19 if the child is still enrolled in high school. If there is past-due child support, the agency will continue to enforce payment until the arrears are paid in full, regardless of the age of the child.

### **How do I request an increase/decrease in my child support?**

You have the right to request a review for a modification every three years or if there has been material change in circumstances since the last child support order was entered. Examples of changes that may be grounds for a modification are: significant changes in income, incarceration, changes in work-related day care cost, changes in health care costs, changes in transportation costs for visitation, a change in custody, or a change in the financial needs of the child. Contact the Customer Care Center at 800- 332-6347 for additional information.

### **I lost my job (or I am earning less money). I cannot afford the court-ordered child support. What can I do?**

A modification of child support may be appropriate if circumstances have changed substantially since the last order was entered. Send a written statement to your case specialist

## **Paying Support:** *Frequently Asked Questions*

stating what changes have occurred since the last order for child support was entered and request a review for modification. The specialist will investigate your request to determine whether or not your case meets the agency's guidelines for a modification. If it does, the local office may file a motion for a modification with the Circuit Court. You may also hire an attorney to file a motion for modification, or you may represent yourself and file a motion for modification directly with the Circuit Court (this is called pro-se). You can consult with the Family Law self help center in your local jurisdiction.

### **I have been laid off and can't pay my court ordered child support. What can I do?**

If you receive unemployment benefits during the time that you are laid off, you need to make sure that your child support is paid. The child support payments can be deducted automatically from your unemployment benefits. If you are not receiving unemployment benefits and cannot find another job promptly, you may qualify for a modification of child support. Your local child support office may refer you to an employment services program. Non-custodial parents may be able to participate in this program on a voluntary basis or could be ordered by the court to participate. Contact the Customer Care Center at 800-332-6347 for more information about the Non-Custodial Parent Employment Program (NPEP).

### **I am disabled and I can't work now. Do I still have to pay child support?**

Your obligation to pay child support continues until your order is modified by the court. You should contact your child support specialist and provide him/her with medical information, including reports from your doctor about your ability to work. It may be appropriate for your child support order to be modified temporarily until you are healed and able to return to work. If you are receiving

## **Paying Support:** *Frequently Asked Questions*

worker's compensation payments or disability payments you must continue to pay your child support.

### **Does the income of a new spouse or partner count?**

If one parent no longer works because s/he is fully supported by a current partner, the court may use the income from that parent's previous job to calculate child support. The value of the support received from a current partner is generally not considered as income.

### **My girlfriend/boyfriend/new spouse has a child whom I am supporting. Can I get credit for supporting that child since s/he lives in my household?**

You may only receive credit for a child whom you are legally obligated to support. If you have legally adopted the child or you have a court order giving you custody or guardianship, then your support of that child may be considered in calculating child support.

### **One or both parents have had another child since the last child support order was entered. How will this effect child support?**

The existing child support order remains in effect until further order of court. Any existing child(ren) within the household and existing child support order will be considered when setting support. The fact that a parent has another child in his/her household to support is not, by itself, justification to adjust the support amount recommended by the Maryland Child Support Guidelines.

## **Paying Support:** *Frequently Asked Questions*

**I began living with or married someone else since my child support order was entered, or the other parent is now living with or married to someone else. Am I entitled to an increase/decrease in child support?**

The incomes that are considered for purposes of calculating the recommended amount of child support according to the Maryland Child Support Guidelines are the income of both parents. The income of spouses or boyfriends or girlfriends is generally not considered.

**My child (or one of my children) turned 18. How do I get my child support order reduced or ended?**

Send a written statement to your case specialist stating the facts of your case. Note that if the child is still enrolled in high school, the obligation to pay child support and medical support continues until she or he turns 19.

**The children are now living with me. Can I get my payments stopped immediately?**

If you are paying child support and your child now lives with you, send a written statement to your case specialist stating that the child lives with you and begin the process of filing a motion to suspend your child support payment. A copy of the court order stating that there has been a change in custody or school enrollment information should be provided to show that you now have custody. The local office may investigate the matter and ask for additional information to document the change of custody.

**Will my tax refund be intercepted?**

A non-custodial parent may be certified for state tax offset if the arrears are \$150 or more. Certification for federal tax offset may occur if arrears are \$500 or more.

## **Paying Support:** *Frequently Asked Questions*

### **What if I need to stop payment on a check I submitted?**

If you discover that you need to stop payment on a child support check, you should immediately call customer service at 1-800-332-6347 or visit your local child support office. You will receive a stop payment form with instructions for submitting it. If you do not report a stop payment, you may be responsible for repayment of the transaction.

### **I have been served with a contempt of court petition and must appear for a hearing. What should I do?**

You should appear in court on the date and time stated in the subpoena. Even if you are up to date on your payments, there could be other reasons your appearance is required. Failure to appear for a court proceeding may result in a bench warrant or body attachment being issued for your arrest.

### **How do I change my court date?**

If you have a problem with your court date, you should contact the number that appears on your paperwork or your local Clerk of Court.

### **Can the Judge put me in jail if I do not pay my child support on time?**

If you have the ability to pay, a judge could find that you are in contempt of court



## **Paying Support:** *Frequently Asked Questions*

and incarcerate you for failing to obey a court order requiring you to pay child support.

### **I missed my court date and a bench warrant/body attachment has been issued for my arrest. Can I just turn myself in at the Sheriff's Office?**

You can turn yourself in at the Sheriff's Office, 24 hours a day, seven days a week.

### **How do I get someone out of jail who is there for being behind in his/her child support payments?**

A purge/bond amount is generally set on the warrant. You can contact the court or your local office for payment information.

### **I have never missed a payment. Why is there a warrant for my arrest?**

If you miss a court date, a warrant may be issued for your arrest. Even if you are up to date on your current payments, there may be other reasons why you were subpoenaed back to court. For example, a modification may have been requested, or there may be an issue of paying medical expenses for your child.

### **If my support payments are coming out of my check (income withholding) I won't have a warrant issued for me, right?**

A warrant may be issued if you fail to appear for court. It can take several weeks for income withholding to take effect. If you haven't made any payments on your own, your account will show an arrearage. You also need to make sure that the correct amount is being deducted from your paycheck and that the deductions are getting to your child support account. You can call the Customer



## **Paying Support:** *Frequently Asked Questions*

Care Center at 800-332-6347 or login to the online Consumer Portal at: <https://benefits.maryland.gov/home/#/> to check on the status of your account. The support payments are your responsibility, not your employer's.

### **My driver's license is suspended because I got behind on my child support payments. How do I get my license reinstated?**

If you fall behind on your child support payments your driver's license will be suspended automatically. Contact the Customer Care Center at 800- 332-6347 for more information.

### **I gave the custodial parent money last month for school clothes. Shouldn't that count against my support?**

The court order requires you to pay your support obligation through the child support agency. Any payments you make to the custodian directly or payments you make to someone else on the child's behalf are gifts. These gifts do not count against your support but are merely in addition to the support you owe under the court order.

### **I have a court order to make an additional monthly payment towards the arrearage, and I haven't missed a payment. Why am I receiving notices that my income tax refund will be intercepted and that I will be reported to the credit bureau?**

You are doing the right thing by making your payments on time, including a payment toward the arrearage. However, the Child Support Administration is required to use all available enforcement tools to collect the arrearage. All child support arrears are due immediately and you are not fully in compliance until your account has a zero balance. Some of the automated processes which may

## **Paying Support:** *Frequently Asked Questions*

be used to collect the arrears are: federal and state tax refund intercepts, lottery winnings intercept, credit bureau reporting, garnishment of bank accounts, passport denial/suspension, and driver's license suspension. These processes are triggered automatically. You must pay the arrears in full to avoid these automated enforcement tools.

### **I missed some payments and now my employer got a new wage withholding notice requiring an additional deduction from my pay for an arrears payment. How can you do this without a court order?**

Maryland law allows the Child Support Administration to issue administrative wage withholding notices and the agency has the duty to collect any child support arrears. In addition, the law authorizes the agency to determine an arrears payment as long as it is not more than 25% of the current support obligation. For example, if your regular child support payment is \$400 per month, the arrears payment can be as much as \$100 per month.

### **The custodial parent does not let me see the child. Do I have to pay support?**

Support and visitation are separate issues. If you have been denied visitation, you may be able to file a court case against the custodial parent. You can contact an attorney or family law self help center to handle your case or you can obtain forms from the Circuit Court Clerk's Office to file a Petition for Contempt (Denial of Visitation) on your own.

# Establishing Parentage: Frequently Asked Questions



## Establishing parentage:

Maryland law allows establishment of parentage through judicial determination or execution of an Affidavit of Parentage form. Genetic testing may be requested if parentage is in question. The genetic testing simply involves passing a swab along the inside of the cheek to collect a DNA sample. A representative from your local child support office can explain the process of establishing parentage to you. Your local child support office can also explain the rights and responsibilities that go along with parentage and answer questions. If you are currently receiving Temporary Cash Assistance payments, your case will automatically be referred to your local child support office by the Department of Social Services and you will need to apply for child support services.

# Establishing Parentage:

## *Frequently Asked Questions*

### **If the Father is Present:**

You can encourage the father to start the parentage process by signing the Affidavit of Parentage right after your child's birth or while you are still in the hospital. This action will allow the father's name to be placed on the birth certificate. You and the father can sign the Affidavit of Parentage while you are still in the hospital. The hospital staff can help you complete the form, act as your witness, and send the Affidavit to the Division of Vital Records - Vital Statistics Administration at no cost to you. You can also take the form home with you, complete it in the presence of a notary public, have it notarized, and send it back to the Division of Vital Records. You may contact the Maryland Department of Health/ Division of Vital Records at 410-764-3182 to request an Affidavit. You can establish parentage using an Affidavit up until your child's 18th birthday.

Signing the Affidavit is your choice. Once it is signed, it becomes a legal finding of parentage. Keep in mind that before signing the Affidavit, the person named as the father has the right to request a genetic test or consult an attorney.

You can sign the Affidavit even if you are under the age of eighteen without getting permission from an adult or legal guardian. You may want to seek the advice of a parent or legal guardian before signing this form.

### **If You Change Your Mind:**

A person who has signed an Affidavit of Parentage may rescind (cancel) the Affidavit by completing a Rescission Form for Affidavit of Parentage and signing and dating it in the presence of a notary public within 60 days of the date the Affidavit was signed. If more than 60 days have passed from the date the Affidavit was signed,

# Establishing Parentage:

## *Frequently Asked Questions*

the Rescission Form will NOT rescind the Affidavit. If the Parents signed on different dates, count from the date that the last parent signed.

After the expiration of the 60-day period, the Affidavit can only be nullified by a court order, upon a finding of fraud, duress or material mistake of fact.

You may obtain a Rescission Form by calling the Maryland Department of Health/Division of Vital Records - Vital Statistics Administration at 410-764-3038.

### **If the Father is Not Present:**

Your local office of child support can help. They will need to know as much information as possible, including his Social Security number, date of birth, last known address, what he looks like, and where he works. This information will help them locate him.

Once they locate him, the father may sign. If the father does not acknowledge parentage the court can order a genetic test to determine parentage.

### **Parentage Establishment is Important!**

Your child deserves all of the advantages in life that two parents can give. There are some special reasons to establish parentage.

- **Benefits For Your Child:** Your child may be eligible for some benefits because you have established parentage. These benefits may include Social Security, veteran's benefits, health insurance, life insurance and inheritance. Establishing parentage ensures you can provide for your child even when the unexpected occurs.
- **Family Medical History:** Knowing the family's full history of

# Establishing Parentage:

## *Frequently Asked Questions*

diseases, illnesses and birth defects will help your doctor if your child becomes sick. It's important to know the father's medical history for this reason.

- Child Support: Your child needs and deserves both emotional and financial support from both parents. You may think that you can get by on your own and live without any help from your child's father. But you may change your mind some day. A court can't order child support without legal proof of parentage. It's easier to get that proof today than to wait.

## TIME FRAMES

### *Establishing Parentage: Frequently Asked Questions*

### Steps to establishing parentage

1. A parent applies for child support or parentage establishment services.
2. The Maryland child support program contacts the parent to sign a complaint.
  - The process generally takes 1-20 days but can take longer if a parent must be located.
  - If the parents are not in agreement that the alleged father is the biological father, the mother must sign a Complaint to Establish parentage.
3. Once a complaint is filed, the Maryland child support program will attempt to establish parentage and/or a child support order.
4. Once served, the alleged father may deny that he is the biological father and request genetic testing.
  - The case is set for hearing on the issue of parentage and support. The non-custodial parent has 30 days to file an answer. If no answer is filed and the party fails to appear,

# Establishing Parentage:

## *Time Frames*

a default judgment may be entered.

- If genetic tests are requested, they will be scheduled for the next available dates.
5. Genetic tests are performed on the alleged father, child, and mother.

If the test results in a probability of parentage of 99% or more, it can be submitted to court without any additional substantiation. The results are usually available within 7 days.

If the test results exclude the putative father as the biological parent, the Complaint to Establish parentage will be dismissed.

## **Steps to establishing a new order for child support**

1. A parent applies for child support services.
2. The Maryland child support program contacts the parent to sign a complaint.
  - The process generally takes 1-20 days but can take longer if a parent must be located.
  - If the issue of parentage is in question it must be resolved.
3. If the parents are amenable, they can come in together to the child support office and sign a consent order to set support according to Maryland guidelines.
4. If the couple is not willing to meet together in the office or unable to reach an agreement during the consent process, they can have a court hearing. The custodial parent signs a complaint and the Maryland child support program will attempt to establish a child support order. This process will take longer because the NCP has 30 days to file an answer, and it generally takes 4-8 weeks to get a hearing before the court. The resulting support obligation is determined using the Maryland child support guidelines.



# Establishing Parentage:

## *Time Frames*

### **Steps to modifying a current order for child support**

1. Every three years, the parties have an opportunity to have their case reviewed to determine if the order amount is still appropriate. This process is called Review and Adjustment.
2. Under the review and adjustment process, the agency will look at the current circumstances and incomes of the parties to determine if the current order is accurate, and will file for modification if it is not.
3. In addition, at any time, a party may request a modification based on a substantial change in circumstances, which could be a change in the child's needs or a change in income.
4. Once the motion/petition is filed. Parties are given an opportunity to consent to the modified amount as determined by the Maryland child support guidelines. A hearing is scheduled if no agreement is reached.

### **Steps for an intergovernmental case**

If you are the custodial party and the non-custodial parent lives in another state, the pleadings can be sent to the other state with a request for that state to hold a hearing and set support. This process may take longer because there are two agencies involved and communications may take longer. Typically, it can take 90 days to hear back from another state and schedule a hearing for support.

If you are the non-custodial parent, the custodial party in another state may have requested that Maryland set an order for your child(ren).

Child support orders are based on the guidelines law in the state holding the hearing or entering the order.

# Child Support Glossary

**Accrual** - Sum of child support payments that are due or overdue.

**Acknowledgment** - A declaration before an official, usually a Notary Public, by the person who signed a document, stating that the contents of the document are true and that he or she signed it freely and without coercion or duress.

**Action Transmittal** - Document sent out as needed, which instructs State child support programs on the actions they must take to comply with new and amended Federal laws. Has basis in Federal law and regulation.

**Adjudication** - The entry of a judgment or decree by a judge after all claims of the parties and a verdict returned.

**Administrative Determination of Support** - A support obligation arrived at as a result of the administrative process. It is fully enforceable.

**Administrative Process** - A quasi-judicial system setup in a state agency by statute for the purpose of setting and enforcing child support obligations.

**Affidavit** - A written statement of facts confirmed or sworn to by the party making the statement. It is taken before an officer having legal authority to administer an oath, such as a notary public.

**Affidavit of Parentage** - A legal document that constitutes a rebuttable presumption of parentage in a parentage proceeding.

**Age of Majority** - The age at which a person is an adult as a matter of law.

**Aid to Families with Dependent Children (AFDC)** - A category of public assistance paid on behalf of children who are deprived of one or both of their parents by reason of death, disability, or continued

## *Child Support Glossary*

absence (including desertion) from the home. Also referred to as IV-A or welfare. This program has been replaced by Temporary Assistance for Needy Families (TANF), effective January 1, 1997.

**Alimony** - Spousal support paid to a divorced spouse.

**Alleged Father** - A person who has been named as the father of a child born out of wedlock but for whom parentage has not been legally established.

**Arrearage** - Past due, unpaid child support owed by the non-custodial parent. If the parent has arrearages, s/he is said to be "in arrears."

**Assignment** - An eligibility requirement for public assistance whereby the applicant/ recipient must assign to the state all rights he or she may have on their own behalf or on behalf of a dependent child.

**Assignment of Support Rights** - An eligibility requirement for TCA & MA whereby the applicant/recipient must assign to the state all rights to current or past due support he/she may have on his/her own behalf or on behalf of dependent children in exchange for receipt of a TCA grant and other services.

**Bench Warrant** - (BW) An order of the court that authorizes an arrest; criminal.

**Body Attachment** - (BA) Court order authorizing arrest; civil code.

**Bond** - A sum of money paid by a defendant or on his/her behalf to ensure his/her appearance in court or compliance with a court order.

**Burden of Proof** - The duty of a party to produce the greater weight of evidence on a point at issue.

**Caretaker** - The person (or agency) taking physical care of the child. The person may or may not have legal custody of the child.

## *Child Support Glossary*

**Case Action Log** - Record of activities taken by a child support staff person or automatically generated by CSES.

**Case Law** - Law established by the history of judicial decisions in cases.

**Centralized Collection Unit** - A single, centralized site in each State IV-D agency to which employers can send child support payments they have collected for processing. This centralized payment-processing site is called the State Disbursement Unit (SDU) and is responsible for collection, distribution, and disbursement of child support payments.

**Central Registry** - A centralized unit, maintained by every State IV-D agency that is responsible for receiving, distributing, and responding to inquiries on interstate IV-D cases.

**Certificate of Service** - A signed document by which a person who served process on a defendant to appear at a court hearing vouches that the service was performed.

**COMAR** - Code of Maryland Regulations, published by the Maryland Secretary of State, Division of State Documents for implementing state law.

**Common Law** - A body of law developed from judicial decisions or custom rather than legislative enactments.

**Complaint** - The formal written document filed in a court whereby the person initiating the action sets forth the names of the parties, the allegations, and the request for relief sought; the initial pleading.

**Compliance Balance** - Amount by which the delinquency process determines if an NCP is paying the court ordered amount of child support.

**Confidentiality** - Privileged information that is treated as private and not for dissemination. The requirement that the use or disclosure of information concerning applicants and recipients of child support services be restricted.

## *Child Support Glossary*

**Consent Agreement** - Voluntary written admission of parentage or responsibility for child support.

**Contempt** - Willful disobedience of the authority of a court of law.

**Cooperation** - TANF recipients are required to cooperate with Child Support unless they can prove “Good Cause” for not doing so. Failure to cooperate can result in public assistance benefits being terminated.

**Court Order** - A legally binding edict issued by a court of law. Issued by a magistrate, judge, or properly empowered administrative officer. A court order related to child support can dictate how often, how much, what kind of support a non-custodial parent is to pay, how long he or she is to pay it, and whether an employer must withhold support from their wages.

**CSR** - Customer Service Representative.

**CSA (Child Support Administration)** - An administration in the Department of Human Resources that administers child support throughout the state.

**CSMS** - Child Support Management System (The automated system for child support in Maryland).

**Current Support** - The amount of on-going support that an absent parent is ordered to pay for a child(ren).

**Custodial Parent (CP)** - The mother, father, relative, or other designated individual with whom the child maintains a primary residence.

**Default** - The failure of a defendant to file an answer or appear in a civil case within 20 days after having been properly served with a summons and complaint.

## *Child Support Glossary*

**Defendant** - In civil proceedings, the party responding to the complaint, "one who is sued and called upon to make satisfaction for a wrong complained of by another (the plaintiff )."

**Delinquent** - When an amount equaling or exceeding one month's support ordered amount (SOA) is not paid by the due date. Also known as past due current amount or out of compliance.

**Dependent** - A person for whom a duty of support is owed.  
DHS - Department of Human Services.

**Disbursement** - The paying out of collected child support funds.  
**Dismissed with Prejudice** - A ruling that a case be discharged and is barred from further action.

**Dismissed without Prejudice** - A ruling that a case be discharged, however, it is not barred from further action.

**DOL**- Department of Labor, Licensing and Regulations.

**DLS** - Drivers License Suspension.

**DRAFS** - Division of Recoveries and Financial Services, a Medicaid unit within the Maryland Department of Health (MDH).

**DSS** - Department of Social Services.

**Emancipation** - For child support purposes, this represents the point in time when the parents of a child are no longer legally responsible to financially support the child. Depending on the circumstances, the emancipation could be tied to a specific age (for example, when the child turns 18) or an event (as long as the child remains in school, or when the child marries and leaves the home).

**Enforcement** - The use of administrative and/or judicial techniques to convince the non-custodial parent to comply with the court order.

## *Child Support Glossary*

**Establishment** - The process of proving parentage and/or obtaining a court or administrative order to put a child support obligation in place.

**Federal Case Registry** - (FCR) A national database of information on individuals in all IV-D cases, and all non IV-D orders entered or modified on or after October 1, 1998. The FCR receives this case information on a daily basis from the State Case Registry (SCR) located in every State, proactively matches it with previous submissions to the FCR and with employment information contained in the National Directory of New Hires (NDNH). Any successful matches are returned to the appropriate State(s) for processing. The FCR and the NDNH are both part of the expanded FPLS, which is maintained by OCSS.

**Federal Information Processing Standards (FIPS)** - The nation-wide identification system that assigns a unique number to each US county, territory, and to some independent cities.

**Federal Parent Locator Service (FPLS)** - The system devised and operated by the Office of Child Support Services (OCSS) for the purpose of searching Federal Government records to locate absent parents.

**FIA** - Family Investment Administration.

**Foster Care** - A Federal-State program which provides financial support to a person, family, or institution that is raising a child or children that are not their own. Parents with children in foster care must pay child support through a local office.

**Full Faith and Credit** - Doctrine under which a State must honor an order or judgment entered in another State.

**Garnishment** - A legal proceeding under which part of a person's wages and/or assets is withheld for payment of a debt. This term is usually used to specify that an income or wage withholding is involuntary.

## *Child Support Glossary*

**Genetic Testing** - Analysis of inherited factors in human tissue to determine legal fatherhood or parentage.

**Good Cause** - “Good cause” refers to a specific clause in IV-A (AFDC/TANF) rules. Under this rule, if a client has “good cause” not to cooperate with child support they will be excused from being required to cooperate with the IV-D agency. Generally, the client must prove that either the child was born as a result of rape or incest or that either the client or child could suffer physical or mental harm if the child support case is pursued.

**Grant** - The total public assistance cash payment paid to the family for the month.

**Hearing Officer** - One who presides at a legal proceeding with the power to administer oaths, take testimony, rule on questions of evidence, and make determinations of fact.

**Income** - Any form of payment to an individual without regard to the source. Income may be earned or unearned.

**Income Withholding** - Deductions made directly from an individual's income to pay a child support obligation.

**Indigent Parent** - An adult that is legally determined to be unable to support him/herself.

**Initiating State** - The state where interstate activities are commenced and where the obligee resides.

**Intake** - The first step in the child support process. The functions of child support that begins at the point of referral or application of service and ends at the point of case initiation and assessment to another function for delivery of service.

**Intercept** - A method of securing child support by taking a portion



## *Child Support Glossary*

of non- wage payments made to a non-custodial parent. Non-wage payments subject to interception include Federal tax refunds, State tax refunds, unemployment benefits, and disability benefits. Lottery & casino gaming winnings.

**Intergovernmental** - Any case in which the non-custodial parent resides in a different state than the children for whom a duty of support is owed.

**Intrastate** - Any case in which the non-custodial parent and the children for whom a duty of support is owed reside in the same state.

**IV-A Case** - A child support case in which a custodial parent and child(ren) is receiving public assistance benefits under the State's IV-A program, which is funded under Title IV-A of the Social Security Act. Applicants for assistance from IV-A programs are automatically referred to their State IV-D agency in order to identify and locate the non-custodial parent, establish parentage and /or a child support order, and /or obtain child support payments. This allows the State to recoup or defray some of its public assistance expenditures with funds from the non-custodial parent.

**IV-D Case** - A child support case where at least one of the parties, either the custodial parent (CP) or the non-custodial parent (NCP), has requested or received IVD services from the State's IV-D agency. An IV-D case is composed of a custodial party, non-custodial parent, or putative father, and dependent(s).

**IV-E Case** - A child support case in which the State is providing benefits or services under Title IV-E of the Social Security Act to a person, family, or institution that is raising a child or children that are not their own. As with other public assistance cases, recipients are referred to their State IV-D agency in order to identify and locate the non-custodial parent, establish parentage and /or a child support order, and/or obtain child support payments. This allows the State to recoup or defray some of its public assistance expenditures with funds from the non-custodial parent.

## *Child Support Glossary*

**Judgment** - The official decision or finding of a court upon the respective rights and claims of the parties to an action; also known as a decree or order and may include the “findings of fact and conclusions of law.”

**Judicial Remedies** - A general designation for court enforcement of obligations. More specifically, it relates to the functions of the judges such as contempt, stay of execution, probation, work release, withheld judgment, garnishment, etc.

**Jurisdiction** - The power of the court over a person or property.

**Legal Custodian** - The person who has responsibility for another person according to law.

**Legal Father** - A man who is recognized by law as the male parent of another person.

**Levy** - To confiscate property.

**Lien** - A remedy enacted by filing a judgment with a county recorder. It acts as an encumbrance on any real property in the county belonging to the obligor.

**Long Arm** - Process whereby personal jurisdiction can be obtained through service of process over persons who are non-residence when the case circumstances meets certain requirements.

**MA** - Medical Assistance.

**MDH** - Maryland Department of Health.

**Medical Support** - Form of child support where medical or dental insurance coverage is paid by the non-custodial parent (NCP). Depending on the court order, medical support can be an NCP's sole financial obligation, or it can be one of several obligations, with child

## *Child Support Glossary*

and/or spousal support being the others.

**Minor** -A person under 18 years of age who has not been otherwise emancipated.

**Modification** - The process whereby the terms of an existing court order is altered.

**National Directory of New Hires (NDNH)** - A national database containing New Hire (NH) and Quarterly Wage (QW) data from every State and Federal agency and Unemployment Insurance (UI) data from State Employment Security Agencies (SESAs). Data contained is first reported to each State's State Directory of New Hires (SDNH) and then transmitted to the NDNH. OCSS maintains the NDNH as part of the expanded FPLS.

**Non-Cooperation** - An obligee's refusal to cooperate with child support in establishing and enforcing the absent parent's legal responsibility to support his/her child(ren). Examples include, failure to provide verbal or documentary information, failure to appear for appointments at the child support agency or the prosecutor's office, failure to appear as a witness at a judicial or an administrative hearing, etc.

**Non-custodial Parent (NCP)** - The parent who does not have primary care, custody, or control of the child, and has an obligation to pay child support. Also referred to as the obligor.

**Non-IV-A** - Child support cases where the custodial parent is not receiving public assistance. Also known as Non-AFDC/TANF, Non-PA, or Non-Welfare.

**Obligation** - The legal amount of support owed for the benefit of children as ordered by a court or administrative procedure.

**Obligee** - The person to whom a duty of support is owed.

## *Child Support Glossary*

**Obligor** - The person owing a duty of support.

**OCSS** - The Federal Office of Child Support Services in Washington, D.C., with regional offices around the country, responsible for ensuring that states comply with federal requirements when operating their Child Support programs. Formerly known as the Office of Child Support Enforcement (OCSE).

**Order** - Any direction of a judge to a person made or entered in writing.

**Parentage** - An action to determine the parentage of a child born out of wedlock.

**Payee** - Person or organization in whose name child support money is paid.

**Payor** - Person who makes a payment, usually non-custodial parents or someone acting on their behalf, or a custodial party who is repaying a receivable.

**Performance Bond** - A requirement for an obligor to post a cash or property bond to insure compliance with a support order.

**Periodic Payment** - Payment due at fixed intervals, such as weekly or monthly.

**Petition** - A formal written request submitted to the court asking that a certain thing be done. It states facts and circumstances relied upon, as a cause for judicial action and contains a formal request for relief.

**Personal Property** - Everything that is subject to ownership that does not fall under the category of real estate.

**Plaintiff** - A person who brings an action; the party who complains or sues in a civil case.

## *Child Support Glossary*

**POC** - Purchase of Care. A program offered by the Child Care Administration that provides subsidized day care.

**Probation** - Allowing a person convicted of an offense to go free, under a suspension of sentence and supervision.

**Public Assistance** - Money and/or services granted to a person or family based on their income and program eligibility factors. Also known as AFDC, TANF or IV-A.

**Putative Father** - A person who has been named as the father of a child born out of wedlock, but for whom parentage has not been established.

**Recipient** - Anyone who receives public assistance benefits.

**Responsible Parent** - A natural or adoptive parent who owes or potentially owes a duty of child support.

**Responding Jurisdiction** - As related to interstate cases the jurisdiction that is responding to a request for action from another. Under UIFSA the court/state with continuous exclusive jurisdiction or when no order exists the court/state that has personal jurisdiction over the non- custodial parent.

**SAO** - State's Attorney's Office.

**Service of Process** - The delivery of a writ, summons, or other notice to the party to whom it is directed for obtaining personal jurisdiction over and notice to that party.

**Shared Physical Custody** - Both parents keep the child(ren) overnight for at least 35% of the year (at least 128 overnights).

**Show Cause** - A court order directing a person to appear and bring forth any evidence as to why the remedies stated in the order should not be confirmed or executed. A show cause order is usually based on a motion and affidavit asking for relief.

## *Child Support Glossary*

**SOA** - Support Ordered Amount.

**Sole Physical Custody** - One parent keeps the child(ren) overnight for more than 65% of the year.

**Spousal Support** - Court ordered support of a spouse or ex-spouse; also referred to as maintenance or alimony.

**State Parent Locator Service (SPLS)** - The organization in a state charged with the duty of locating absent parents for establishing or enforcing child support obligations.

**Stipulation** - An agreement reached between opposing parties.

**Subpoena** - A process issued by a court compelling a witness to appear at a judicial proceeding. Sometimes the process will also direct the witness to bring documentary evidence to the court.

**Summons** - A notice to a defendant that an action against him or her has been commenced in the court issuing the summons and that a judgment will be taken against him or her if the complaint is not answered within a certain time.

**Suspended Case** - A case that is not currently being worked but for which activities may be undertaken in the future.

**TCA** - Temporary Cash Assistance – Formerly AFDC.

**Temporary Assistance to Needy Families (TANF)** -The public assistance program that replaced AFDC, effective January 1, 1997.

**Title IV-A** - Title IV-A of the Social Security Act containing the federal law establishing the public assistance program (AFDC/ TANF).

**Title IV-D** - Title IV-D of the Social Security Act containing the federal law establishing the child support program.

## *Child Support Glossary*

**Title IV-E** - Title IV-E of the Social Security Act containing the federal law establishing the foster care program.

**Title XIX** - Title XIX of the Social Security Act containing the federal law establishing the Medicaid program.

**TRIP** - Tax Refund Intercept Program. Provides for the interception of state income tax refunds of delinquent obligors.

**TROP** - Tax Refund Offset Program. Provides for the interception of federal income tax refunds of delinquent obligors.

**UIBIP** - Unemployment Insurance Benefits Intercept Program.

**UIFSA** - Uniform Interstate Family Support Act.

**Wage Withholding** - A procedure by which scheduled deductions are automatically made from wages or income to pay a debt, such as child support. Wage withholding often is incorporated into the child support order and may be or involuntary. The provision dictates that an employer must withhold support from a non-custodial parent's wages and transfer that withholding to the appropriate agency (the Centralized Collection Unit or State Disbursement Unit). Also known as income withholding.

**Warrant** - A writ issued by a judicial officer commanding a law enforcement office to perform an arrest or search.

**Writ** - An order issued from a court that requires the performance of a specific act.

**Writ of Attachment** - A court order instructing the sheriff to seize a person or property.

# Access Useful Links

## Government Sites:

Federal Government - The United States Governments Official Web Portal

<https://www.usa.gov>

## Office of Child Support Enforcement

<https://www.acf.hhs.gov/css/parents>

## Resources for Fathers: Everything You Need to Serve Fathers

<https://www.fatherhood.org/>

## Maryland Government

[Maryland.gov](https://www.maryland.gov)

Maryland New Hire Registry

<https://www.mdnewhire.com/#/public/public-landing/login>

Non-custodial Party Employment Programs

<https://dhs.maryland.gov/child-support-services/noncustodial-parents/noncustodial-parent-employment-programs/>

Maryland Child Support

<https://dhs.maryland.gov/child-support-services/>

Maryland Department of Labor

<https://labor.maryland.gov/>

Maryland Children's Health Program (MCHP)

<https://health.maryland.gov/mmcp/chp/pages/home.aspx>

Internal Revenue Service

<https://www.irs.gov/>



## Access Useful Links:

### *Frequently Asked Questions*

#### **Employers:**

Child Support: Maryland Child Support Administration

<https://dhs.maryland.gov/child-support-services/>

#### **Pro Se Assistance Project**

*(assistance for the unrepresented)*

Family Law Self Help Center


<https://www.mdcourts.gov/family/familyselfhelp>





## CONTACT INFORMATION

Maryland Child Support Customer Care Center

 **1-800-332-6347**

<https://dhs.maryland.gov/child-support-services>


Maryland CSA Website

<https://dhs.maryland.gov/child-support-services>

Create and/or Manage a Child Support Account

<https://benefits.maryland.gov/home>

Make a Child Support Payment

 **1-844-324-3855**

[md.smartchildsupport.com](http://md.smartchildsupport.com)



**Maryland**  
Department of Human Services  
CHILD SUPPORT ADMINISTRATION