



State of Illinois
Department of Healthcare and Family Services

A black and white photograph of five young children (three girls and two boys) standing outdoors in a row, smiling at the camera. They are wearing casual clothing like t-shirts and overalls. The photo is framed with a decorative, dark, scalloped border.

Child Support Services

A black and white photograph of two young children, a boy and a girl, standing outdoors on grass. They are both reaching their arms high into the air, smiling. The boy is wearing a t-shirt and jeans, and the girl is wearing a patterned crop top and shorts. The photo is framed with a decorative, dark, scalloped border.

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What is Child Support Services (CSS)?

Federal law requires that states offer and provide child support services (per Title IV-D of the Social Security Act) to all families, not just those who receive public assistance. In Illinois, child support services are administered by the Department of Healthcare and Family Services' (HFS) Child Support Services (CSS).

CSS helps parents:

- Locate the parent who does not live with the child(ren);
- Legally establish paternity (the child's father) if the parents are not married or in a civil union;
- Get an order for child support and address health insurance;
- Collect payments on an established child support order;
- Change the amount of a child support order (known as a modification); and
- Collect past due child support payments.

CSS **cannot** provide legal advice and **cannot** help parents:

- Get a divorce or property settlement.
- Get or modify (change) a custody or parenting time (visitation) order;
or
- Get an order to provide college expenses.

Who can get help from CSS?

CSS will help **any** parent get support for a child or children.

Custodial parents (CP's)/obligees who receive Temporary Assistance for Needy Families (TANF) are automatically provided with child support services; CPs/obligees who receive Medical Assistance by enrolling with the Department of Human Services (DHS) are automatically offered child support services but must complete and return the Child Support Questionnaire to establish a child support case. TANF clients must cooperate with CSS to keep receiving benefits. If public and/or Medical Assistance benefits end, CSS will continue to provide services unless asked to stop. Cases for custodial parents/obligees that do not receive public assistance are called "non-assistance cases".

Parents under the age of 18 can apply for and receive services. However, if they are not emancipated (have their own household without a parent or guardian), they will be required to bring a parent or guardian to the interview.



If the Non-Custodial Parent (NCP)/obligor lives outside the state of Illinois, including some other countries, CSS may still be able to help the CP/obligee get child support.

How much do these services cost?

Illinois child support services are free.

What needs to be done to sign up for child support services?

Custodial parents/obligees who receive TANF are automatically provided child support services; CPs who receive Medical Assistance benefits are automatically offered child support services but must complete and return the Child Support Questionnaire to establish a child support case. Persons who do not receive public assistance can get an Application for Child Support Services (Title IV-D) by:

Using the online application found at:

- [Enroll for Services](https://hfs.illinois.gov/childsupport/parents/apply.html) page
<https://hfs.illinois.gov/childsupport/parents/apply.html>
- Calling the Child Support Customer Service Call Center at
 - 1-800-447-4278 (persons using a teletypewriter or TTY device may call 1-800-526-5812); or
- Visiting any CSS office

Applicants are asked to provide as much of the information requested on the application as possible. For individuals who already have a paternity, child support, parenting time (visitation), or divorce order, it is very important to send a copy of these documents with the completed and signed application to:

Child Support Services,
NA Application Unit
PO Box 19405,
Springfield, IL 62794-9405.

The more information provided with an application, the faster a case will proceed.

When an application for child support services has been received or a custodial parent/obligee starts receiving Medical Assistance and returns the Child Support Questionnaire, or a custodial parent/ obligee starts receiving TANF, what's next?

Once CSS has received an application or a case referral from the Department of Human Services, the CP/obligee will be sent a Child Support Appointment Notice or a Return Notice.

The Child Support Appointment Notice will provide the date, time, and location for an interview and the information/documents the CP/obligee needs to bring to the interview.

The Return Notice will list the information/documents the CP/obligee needs to either mail or bring to the CSS Regional Office.

The information and documents needed to process a case may include but are not limited to:

- Both parents' full name, date of birth, address, telephone number(s), social security number, photo identification, and employer's name and address;
- The child(ren)'s full name(s), date(s) of birth, social security number(s) and birth certificate(s);
- Marriage license and divorce decree, existing paternity, child support, and parenting time (visitation) order.



What does “establish paternity” mean?

The definition of “paternity” is: “The quality or state of being a father.”

If the mother was married or in a civil union when the child was born or within 300 days before the child was born, that person is automatically and legally presumed to be the child’s father.

If the mother was not married when the child was born or within 300 days before the child was born, the man she names as the child’s biological father is referred to as the “alleged father”. For the alleged father to be the legal father of the child:

- Both parents complete, sign and have witnessed a Voluntary Acknowledgment of Paternity form; or
- An Administrative Paternity Order has been entered by a state child support agency; or
- An Order of Paternity has been entered in court by a judge.

An Administrative Paternity Order or a Judicial Order of Paternity may be entered after genetic testing authorized by the Department has been conducted and the alleged father has been concluded to be the child’s biological father.

If the parents are not married or in a civil union when their child is born, hospital staff will give them a Voluntary Acknowledgment of Paternity (VAP) form. Both parents can complete, sign, and have the VAP witnessed at the hospital and give it to hospital staff. The hospital can only place the father’s name on the birth record if the VAP is completed, signed, and witnessed before the parents and the child leave the hospital.



The VAP can be taken home from the hospital and completed at a later date. There are instructions on the VAP for completion and mailing to CSS.

A VAP can be completed, signed, witnessed, and filed at any time for any child.

A VAP form can be obtained at:

- Any CSS Regional office;
- The Department's [website](https://hfs.illinois.gov/childsupport) (hfs.illinois.gov/childsupport);
- Any Department of Human Services office;
- Any County Clerk's office;
- Any state or local Registrar's office; or
- Some community organizations such as Head Start, and Women Infants & Children (WIC) Food Centers in Chicago

Why is it important to establish paternity?

There are a number of reasons to legally establish paternity for a child. They include, but are not limited to:

- Helping to ensure a child's right to have a relationship with his/her father and his family;
- Adding the father's name to a child's birth certificate;
- Having a legal document proving the identity of a child's father;
- Protecting the father's rights if something should happen to a child's mother and she is no longer able to care for the child;
- Having a child added to his/her father's health insurance plan;
- Making sure a child will have access to family medical records that contain information that could possibly save his or her life;
- Making it possible for a child to receive financial and emotional support from both parents; and
- Ensuring that a child is eligible to receive his/her father's Social Security benefits, veteran's benefits, pension and/or inheritance in the event of his/her father's death.

What is genetic testing and how is it done?

Genetic tests are commonly called DNA tests or blood tests. In most instances, however, it is no longer necessary to draw blood for these tests. A simple swab of the inside of a person's mouth is all that is needed. The mother, the child, and the alleged father must all be tested.

Just like all people have a unique set of fingerprints, they also have a unique set of genes. DNA is found in those genes. A child receives half of his/her genes from each parent. Therefore, a child's DNA will also be found in each of his/her biological parents' genes. If none of the child's genes match those of the man alleged to be his/her father, that man is ruled out (excluded) as being the child's biological father. If the child's genes match those of the man tested, he is ruled to be the child's biological father.



Genetic testing is very accurate. If the man tested is **not** the biological father, the genetic testing results will prove that with 100% certainty. Under Illinois law, an alleged father is presumed to be the father of the child if genetic test results show the alleged father is at least 1,000 times more likely to be the child's father than a random, unrelated man in the population and the probability of paternity is at least 99.9 %. This presumption can be overcome only by evidence showing that it is highly probable that the alleged father is not the father of the child.

Genetic testing can be ordered by CSS only if both the mother and alleged father sign an Agreement to Be Bound By the Results of Genetic Testing. If a case goes to court, however, a judge can order the mother, child, and alleged father to submit to genetic testing. In both instances, CSS will schedule the testing.

Persons scheduled for genetic testing should bring:

- A copy of the Administrative Order for Genetic Testing (issued by CSS) or the Court Order for Paternity Testing (ordered by the judge); and
- A photo I.D. plus one other form of identification.

Staff at the testing facility may ask that a consent form be signed giving them permission to perform the test and send the results to CSS.

What happens after genetic test results are received?

When results are received, the mother and the alleged father will be notified.

If the alleged father has been determined **not** to be the father of the child, CSS will issue an Administrative Order of Non-Paternity, or the court will issue an Exclusion Order.

If the alleged father has been determined to be the father of the child, an Administrative Paternity Order will be issued by CSS or a Judicial Paternity Order will be issued by the judge.

What happens after paternity is established?

The next step in the process is establishment of a child support order either administratively in a CSS office or judicially by a circuit court judge. If done administratively by CSS, the NCP will be scheduled for an interview with a Child Support Specialist.



What can be expected at an interview?

The Child Support Specialist will:

- Ask for photo ID;
- Ask for the documents and information listed on the Child Support Appointment Notice and the forms that were sent with the Notice;
- Review the child(ren)'s information and verify the parents' information including employment;
- Ask questions that will help determine if paternity has been legally established for the child(ren); and
- Ask the parents to complete paternity related forms if paternity has not been established for the child(ren).

What if the custodial parent obligee misses an appointment, does not return the Return Notice, fails to provide information, or does not sign forms when requested?

Custodial parents/obligees who receive TANF and miss an appointment, fail to return the Return Notice by the required date, or are non-cooperative during the child support interview or any other time during the process, may have their benefits reduced. However, the child(ren)'s medical benefits will continue. This is called a "sanction". If sanctioned, the CP/obligee has the right to ask for a hearing (appeal) and may be able to keep the benefits while waiting for the appeal decision. Your Department of Human Services (DHS) caseworker must be contacted for more details about this process.

If the CP/obligee is not receiving TANF assistance and misses an appointment and/or does not cooperate during the process, the case may be closed.

If the CP/obligee has a good reason for missing an appointment she/he must contact the DHS caseworker or the CSS Regional Office before the appointment or as soon as possible afterward. If the custodial parent/obligee does this, benefits will not change.

Good reasons for missing an appointment include, but are not limited to:

- The CP/obligee or child is disabled or homebound;
- The CP/obligee does not have childcare or transportation;
- The CP/obligee or child is sick (need a letter from a doctor);
- The CP/obligee is hospitalized or in an institution;
- The CP/obligee is temporarily in jail; or
- The CP/obligee has a sudden emergency or family crisis.



What is cooperation and are there reasons for not cooperating that are acceptable?

Cooperation is the requirement of TANF clients to cooperate with CSS to continue eligibility to receive cash benefits. Cooperation includes providing information, attending appointments, helping to determine parentage, assisting with support enforcement, appearing at court or judicial hearings, and participating in modification of an order.

Custodial parents/obligee who receive TANF should contact their Department of Human Services (DHS) caseworker if:

- The mother became pregnant because of rape or incest;
- Someone is working with them to decide if they should continue to be the caretaker for their child(ren);
- Their child is being adopted; or
- They are afraid because they and/or their child(ren) have been or may become victims of domestic violence involving the NCP/obligor.

It may be necessary to present proof to support a reason for not cooperating such as birth certificates, court, medical, criminal, child psychology or law enforcement records. The DHS caseworker or the CSS Regional Office may be able to help locate records.

What if the custodial parent/obligee is afraid that the non-custodial parent/obligor may cause harm?

The safety of the CP/obligee and that of the child(ren) is the Department's main concern. Domestic violence occurs when a person uses physical or psychological abuse, threats, intimidation, or harassment to control another person in a family, household, or caretaker relationship. If there is cause for concern of family violence, contact the Department of Human Services caseworker or CSS Regional Office for help. Custodial parents/obligees who have non-assistance cases should contact the CSS Regional Office to report the situation.

If the CP/obligee wishes to continue child support services, CSS staff will code the case with a Family Violence Indicator (FVI) so that all staff will be aware of the situation and take extra precautions to protect personal information.

The only time any of a CP's/obligee's confidential information, such as address

and the child's Social Security Number, is given out by CSS is on the National Medical Support Notice. This Notice is sent only to the NCP's/obligor's employer or the health insurance plan administrator. If a FVI is placed on the case, the CSS' Medical Support Unit's address will display on the Notice as the CP's/caretaker's/obligee's address. Taking this precaution may slow down the receipt of dependent healthcare paperwork, but the family is protected.

If the custodial parent/obligee does not know where the non-custodial parent/obligor lives and/or works, how is CSS going to find him/her?

If you don't know where your child's other parent is, CSS will assist you in locating him/her. Any information you can provide will assist us and speed up the search. CSS has several resources to help locate NCPs/obligors including data matches with:

- The U.S. Postal Service;
- The National New Hire Reporting Service;
- The Federal Parent Locator Service;
- The State Parent Locator Service;
- The Illinois Department of Employment Security; and
- The Illinois Secretary of State.



How is the amount of child support a parent must pay determined?

In Illinois, the method used to set the amount of child support is income shares based on both parents' net income and the number of children included in the child support order using the Illinois child support guidelines.

The Illinois mandatory child support guidelines require both parents' financial information to calculate the child support obligation. Either parent may be ordered to provide child support and/or medical coverage. However, only one parent will be ordered to pay child support to the other parent.

The incomes of both parents are combined and the number of children the parents share is identified. The Basic Support Obligation is calculated using an independent, statistically valid table of expenditures, and the amount a family of that size and income would spend on the child or children.

A monthly support amount will be ordered, payable on a monthly, semi-monthly, bi-weekly, or weekly basis, depending on the NCP's/obligor's pay schedule.

Who issues the child support order?

A child support order will be established through the CSS administrative process or by using the judicial process through the circuit court. CSS will choose the best and quickest method for the case. Child support orders are not established when the parents of the child(ren) live together.

When the judicial process is used, the Department is represented by the county State's Attorney's Office or the Illinois Attorney General's Office. These legal representatives handle CSS cases in circuit court as the attorneys for the Department and do not legally represent parents, in court or out of court, as clients. Any discussions between parents and the Department's attorneys are not considered confidential or privileged under Illinois law. Parents may be asked to read and sign a Disclosure Statement Regarding Legal Representation.

What is the administrative process and when is it used?

According to state law, CSS may establish legal paternity and/or child support rather than going through the court process. CSS may also

change (modify) existing administrative support orders. The advantages of the administrative process are:

- A court hearing is not required.
- Parents will be interviewed in a confidential, private setting.
- Parents may establish paternity by completing the VAP.
- If genetic testing is needed to establish paternity, the testing is free for the CP/obligee and child.
- Paternity and child support may be established in a single appointment/interview with the alleged father.
- If the parents provide enough information over the phone and/or by mail, an appointment/interview may not be necessary.
- Establishment of administrative paternity and/or child support orders may take 90 days or less.
- As in court, paternity and child support may be established by default if CSS has proof that the alleged father received proper notification



to appear for an appointment or genetic testing but failed to appear.

- Changes to existing orders (modifications) are processed quickly.
- Administrative orders may be enforced by CSS or through the courts.

Child support may be established through the administrative process when:

- The mother and father are not married or in a civil union and paternity has already been established; or
- The mother and father are separated but not divorced; or
- No prior court order has been established for the parties.

If the NCP/obligor does not live in Illinois, the administrative process may still be used if:

- The child was conceived and/or born in Illinois and presently lives in Illinois with the CP/obligee; or
- The parents already have an existing administrative or judicial order from another state or most countries, and the CP/obligee wants Illinois to enforce the order.

Do parents have to carry health insurance for the child(ren)?

CSS may obtain, as part of the child support order, health insurance coverage for the child(ren). When health insurance is available through a parent's employer or trade union, CSS enters an order requiring the child(ren) to be enrolled in that health insurance plan. If health insurance coverage is not available through a parent's employer or trade union, the parent may be ordered to pay the insurance premium, add the child(ren) to any other available group plan, obtain private health insurance coverage or be ordered to pay a monetary amount to cover health care needs.



The National Medical Support Notice is sent to the NCP/obligor's employer when health care coverage is ordered through employment. The CP/obligee will receive a copy of the Notice when it is sent to the employer. Insurance plan information is sent to the CP/obligee and the Department by the employer's insurance plan administrator.

The Department of Healthcare and Family Services has a health insurance program, called All Kids, offered to all Illinois' children at a reduced rate or at no cost to the parent. This does not affect a parent's obligation to provide health coverage. For more information on this program, call the All Kids Hotline at 1-866-ALL-KIDS (1-866-255-5437). TTY (1-877-204-1012)

How long will a parent be required to pay child support?

Child support is ordered until the youngest (or only) child reaches the state's legal age of emancipation. In Illinois, a child is legally emancipated at the age of 18 years. Unless otherwise agreed in writing or provided in the judicial order, current support of a child is terminated upon emancipation. However, as of June 1, 2003, Illinois law allows the Department to extend current child support until the child graduates from high school or attains the age of 19, **whichever comes first**. This high school extension is available to administrative and judicial cases. Also, if past due support is owed at emancipation, the amount that had been paid for current support may be extended until the past due amount is paid off.



How will child support payments be collected?

Illinois law requires that child support payments be withheld from the wages of the parent/obligor ordered to pay support. After the child support order has been established, an Income Withholding for Support will be served on the NCP/obligor's employer. The employer must begin taking the ordered amount out of the NCP/obligor's paycheck the first pay period occurring within 14 business days of the date the Income Withholding for Support was mailed, faxed, or personally served on the employer.

The employer then sends the child support payment to the State Disbursement Unit.

Self-employed NCP/obligors will receive a billing statement for their child support obligation and may choose to utilize the following payment options:

- Travelers, cashiers, or personal checks; and money orders

Mail payments to: State Disbursement Unit

P.O. Box 5400

Carol Stream, Illinois 60197-5400

- Electronic Payment

www.expertpay.com

An easy and secure way for child support obligors to make payments.

Fee Schedule

One Time Registration Fee - a one-time registration fee of \$2.50 is charged to the first payment on a new bank or PayPal account. The registration fee charged is in addition to the child support payment amount and any transaction or convenience fees.

PayPal Convenience Fee - a 2.95% convenience fee is charged to all payments made with a PayPal account, with a maximum convenience fee of \$60.00. Fees are in addition to the child support payment amount.

Credit Card Convenience Fee - a 2.95% convenience fee is charged to all payments made with a credit card, with a maximum convenience fee of \$60.00. Fees are in addition to the child support payment amount.

ACH Debit Fee – There are no transaction fees for debit-based child support payments in Illinois.

➤ **Pay by Phone – 1-866-645-6347**

There is a registration process for first time users. Once registered, obligors can make payments on-line using Visa, MasterCard or Discover. A processing fee will be charged. The fee schedule is: Payments of \$0 - \$500.00 – a Flat Rate fee of \$14.95. Payments of \$500.01 or more – a Percentage Rate of 2.95%. It can take up to 7 business days before your payment is posted to your child support account.

What does the State Disbursement Unit do when it receives child support payments?

How the State Disbursement Unit (SDU) disburses child support payments depends on the type of case the custodial parent/caretaker/obligee has with CSS.

If a CP/obligee does not receive public assistance, child support payments are disbursed directly to her/him.

If the CP/obligee receives TANF cash assistance, support payments are disbursed to the Department. This is explained in more detail in the section titled “How child support payments are disbursed?”



If the CP/obligee receives Medical Assistance only, the SDU will disburse only the amount for medical support to the Department. All other support owed to the CP/obligee will be disbursed directly by the SDU.

For information concerning payments received and disbursed by the SDU, call SDU's customer service line toll-free at 1-877-225-7077.

What if the non-custodial parent/obligor lives in another state or country?

The federal Uniform Interstate Family Support Act (UIFSA) makes it easier to establish, enforce and collect child support across state lines. It reduces the paperwork involved with intergovernmental child support issues, expands administrative options, and speeds the process of income withholding. Intergovernmental cases may involve more than one state, tribe, or country.

UIFSA enables other states to directly serve their orders on the NCP/obligor's employer in Illinois as well as enables Illinois to serve an Illinois order on employers directly in other states that have adopted UIFSA.

The Department collects child support faster when it serves employers directly rather than having to ask other states to serve the income withholding. This may occur if Illinois has authority over an NCP/obligor who does not live in Illinois if:

- The NCP/obligor is personally served a court order in Illinois;
- The NCP/obligor voluntarily accepts Illinois' authority;
- The NCP/obligor previously lived with the child in Illinois;
- The NCP/obligor lived in Illinois and supported the mother before the child was born; The child lives in Illinois because of the actions/directives of the NCP/obligor; or
- The child was conceived in Illinois.

Illinois must, however, ask another state or country to enforce the child support order under its own laws on behalf of Illinois if:

- Illinois does not have authority over the parties;
- Illinois cannot collect child support through direct income withholding;
or
- The NCP/obligor lives in a state that has not adopted UIFSA or in a foreign country.

CSS does have agreements with all states, some countries, and some tribal child support programs in order to help each other. Any money collected out-of-state is sent back to Illinois to be forwarded to the appropriate person or state agency.

Illinois can ask another country to establish paternity, to establish a child support order, or to modify or enforce an existing order if that country has child support laws similar to ours. The U.S. Attorney General's Office may establish a cooperative agreement with a foreign country if one does not currently exist.

If a parent's income changes will the amount of the child support payments change too?

The amount of the child support payments will not change automatically. However, CSS reviews child support orders every 3 years or when requested by either parent. If it is appropriate, steps will be taken to change (modify) the order. Both parents will be notified of the review results.

Either parent may request modification of a child support order at any time but proof of a substantial change in circumstances must be provided.

What if the non-custodial parent/obligor changes jobs?

A 1997 state law requires employers to report every new person they hire within 20 days. In Illinois, this information must be provided to the Illinois Department of Employment Security (IDES). IDES shares this information via data match with CSS. When there is a match with the NCP/obligor in the CSS computer system, an Income Withholding for Support will automatically be sent to the NCP/obligor's new employer.



In addition, all child support orders instruct NCP/obligors to contact CSS when their employment and/or address changes.

It is, however, very important that the CP/obligee contact CSS personally when new information concerning the NCP/obligor's employment status and/or address becomes known.

To report this information, visit the CSS website at hfs.illinois.gov/childsupport, or call the Child Support Customer Service Call Center at 1-800-447-4278. Persons using a teletypewriter (TTY) may call 1-800-526-5812.

What if the non-custodial parent/obligor loses his/her job?

If the NCP/obligor loses his/her job and cannot pay child support, the NCP/obligor should contact CSS as soon as possible to report this change in circumstances by visiting the CSS website at hfs.illinois.gov/childsupport, or by calling the Child Support Customer Service Call Center at 1-800-447-4278. Persons using a teletypewriter (TTY) may call 1-800-526-5812.

If the NCP/obligor files for unemployment insurance benefits (UIB) in Illinois, the Department can have child support payments deducted from those benefits. Child support payments can be deducted from UIB only by the Department for CP/obligees who have a child support case.

If the NCP/obligor files for unemployment insurance benefits in another state, some states allow other states to serve an Income Withholding for Support directly on the agencies that administer those benefits. For those states that do not allow direct service, CSS must send a request to that state's child support agency to serve an Income Withholding for Support.



What if the non-custodial parent/obligor gets behind and/or stops paying child support?

If an NCP/obligor gets behind in paying child support, a delinquency exists on the child support account. The CSS computer system automatically calculates the delinquent amount and serves the NCP/obligor's employer with an Income Withholding for Support to deduct an additional amount from the NCP/obligor's wages until the delinquency amount is paid in full.

To try to collect past due child support from the NCP/obligor, CSS may automatically use one or more special collection tools including:

- Intercepting federal and state income tax refunds (if the case is TANF or Foster Care and the NCP/obligor owes \$150 or more, or \$500 or more if the case is non-assistance);
- Intercepting other state payments, such as lottery winnings;
- Intercepting casino or racetrack winnings;
- Placing liens on property;
- Seizing bank accounts;
- Denial or revocation of U.S. passports;
- Submitting requests to state licensing agencies for denial or revocation of professional, occupational, or recreational licenses;
- Submitting requests to the Illinois Secretary of State for suspension of driver's licenses.

Before the Department takes any of the actions above, a letter must be sent to the NCP/obligor to notify him/her of CSS' intentions. The NCP/obligor may then ask CSS

to review the account to determine if the amount of past due child support is correct. This may result in a delay in the disbursement to the CP/obligee of any money collected for past due child support.

How are child support payments disbursed?

If you are not receiving TANF or Medical Assistance, all child support payments collected will be passed through to the family.

Will child support payments be received when the custodial parent/obligee is receiving TANF?

In accordance with state and federal law, if a CP/obligee receives TANF cash and Medical Assistance for the child(ren), the child support and/or medical support payments are automatically assigned to the Department.

In addition, if a CP/obligee receives cash assistance with the child(ren) and receives spousal support or maintenance through a divorce decree, those payments are also automatically assigned to the Department.

Effective January 1, 2023, in accordance with the provisions of PA 102-1115, if you are receiving TANF, all child support collected in a month on behalf of the family will be passed through to the family. In addition to your TANF grant, you will receive a Pass-Through payment of up to the first \$100.00 for one child or \$200.00 for two or more children from the current support collected each month by HFS. The child support amount collected in a month that exceeds the Pass-Through payment amount will be passed through separately to the family the following month. No payment will be made to a family for a month in which there is no child support collection. Ordered cash medical support will continue to be payable to the Department.

Will child support payments be received when the custodial parent/obligee is receiving Medical Only?

If the client/obligee received Medical Assistance only and has never received TANF Cash Assistance, the Department will only retain the amount designated as Medical Support. The client/obligee will receive all the Child Support payments.

What if the non-custodial parent/obligor still owes the custodial parent/obligee past due child support when the child support order has ended?

CSS will continue to collect past due support until it is paid in full or until the CP/obligee asks that her/his case be cancelled. A state law that went into effect January 1, 2005, gives the Department the legal authority to continue to collect the amount that was previously ordered as current support through income withholding to satisfy all unpaid support after the end date of the order.

What can the custodial parent/obligee do if she/he has questions about their child support payments?

If the CP/obligee has questions about their child support payments, they can call the Child Support Customer Service Call Center at 1-800-447-4278, TTY 1-800-526-5812 (TTY user only).



Who is the contact for other questions regarding a child support case?

For general inquiries, visit the CSS website at hfs.illinois.gov/childsupport, call the Child Support Customer Service Call Center at 1-800-447-4278, Persons who have questions and use a teletypewriter (TTY), call toll-free at 1-800-526-5812 (TTY only).

- If you have an active child support case with CSS, you can access your case information 24 hours a day, 7 days a week by visiting our website at hfs.illinois.gov/childsupport and selecting "On-Line Services". Not registered to use On-Line Customer Service? Click "Register Here" on the Login screen.
- (You must have a valid SSN in order to register online. If you do not have a valid SSN, please call 1-800-447-4278 and speak to a customer service representative to help with registration.)
- or write to one of the following addresses:

In Cook County:

Illinois Department of Healthcare and Family Services
Child Support Services
PO Box 1185
Chicago, IL 60664-0629

In All Other Counties:

Illinois Department of Healthcare and Family Services
Child Support Services
Client Services Unit
PO Box 19405
Springfield, IL 62794-9405

How long will child support services continue?

Child Support services will continue until:

- The CP/obligee fails or refuses to cooperate when CSS needs help in proceeding to the next step in providing services;
- The CP/obligee fails to advise CSS of her/his mailing address;
- CSS is notified in writing that child support services are no longer wanted;
- CSS learns that further action is inadvisable or legally impossible;
- CSS is not able to contact the CP/obligee over a 30-calendar day period. CSS will attempt to contact the CP/obligee by letter 60 calendar days before discontinuing child support services. The case will be left open if the CP/obligee notifies CSS.

**Note: Although child support services may stop, all future child support payments will be issued by the State Disbursement Unit if the support is paid through income withholding.*

Who is the contact for address and/or telephone number changes?

To make sure child support payments are received, it is important to report any change of address within seven (7) days to CSS and the State Disbursement Unit (SDU). It is also very helpful to report changes in telephone numbers. To report these changes, call the Child Support Customer Service Call Center at 1-800-447-4278 or SDU at 1-877-225-7077. Persons using a teletypewriter (TTY) device may call toll-free at 1-800-526-5812 (TTY only).



Address change information may also be reported in writing to:

Address Change
Illinois Department of Healthcare and Family Services
Child Support Services
PO Box 19405
Springfield, IL 62794-9405

Child Support Services Regional Office Locations

Information and an application can be provided at any CSS office. Persons who have questions may write the CSS Regional Office listed below for their county or may call the Child Support Customer Service Call Center at 1-800-447-4278. Persons using a teletypewriter (TTY) may call toll free at 1-800-526-5812 (TTY only).

COOK COUNTY CENTRAL FIELD OPERATIONS

Child Support Services
PO Box 1185
Chicago, IL 60664-0629

COOK COUNTY SOUTHERN FIELD OPERATIONS

Child Support Services
PO Box 1902
Chicago, IL 60664-0720

AURORA REGIONAL OFFICE

Child Support Services
2711 New York, Suite 203
Aurora, IL 60502

Counties in Aurora Region: DuPage, Kane, Lake

BELLEVILLE REGIONAL OFFICE

Child Support Services
1803 Ramada Boulevard, Suite B204
Collinsville, IL 62234

Counties in Belleville Region: Madison, St. Clair

CHAMPAIGN REGIONAL OFFICE

Child Support Services
313 North Mattis, Suite 218
Champaign, IL 61821

Counties in Champaign Region: Champaign, Clark, Coles, Cumberland, Douglas, Edgar, Effingham, Ford, Macon, Moultrie, Piatt, Shelby, Vermilion

JOLIET REGIONAL OFFICE

Child Support Services
16 West Cass St., 4th Fl.
Joliet, IL 60432

Counties in Joliet Region: Bureau, Grundy, Iroquois, Kankakee, Kendall, LaSalle, Livingston, Will

MARION REGIONAL OFFICE

Child Support Services
3419 Professional Park Drive
Marion, IL 62959

Counties in Marion Region: Alexander, Bond, Clay, Clinton, Crawford, Edwards, Fayette, Franklin, Gallatin, Hamilton, Hardin, Jackson, Jasper, Jefferson, Johnson, Lawrence, Marion, Massac, Monroe, Perry, Pope, Pulaski, Randolph, Richland, Saline, Union, Wabash, Washington, Wayne, White, Williamson

PEORIA REGIONAL OFFICE

Child Support Services
401 Main Street, Suite 680
Peoria, IL 61602

Counties in Peoria Region: Fulton, Henderson, Henry, Knox, Marshall, McLean, Mercer, Peoria, Putnam, Rock Island, Stark, Tazewell, Warren, Woodford

ROCKFORD REGIONAL OFFICE

Child Support Services
175 Executive Parkway, Suite 107
Rockford, IL 61107

Counties in Rockford Region: Boone, Carroll, DeKalb, JoDaviess, Lee, McHenry, Ogle, Stephenson, Whiteside, Winnebago

SPRINGFIELD REGIONAL OFFICE

Child Support Services
607 E Adams Street
Springfield, IL 62701

Counties in Springfield Region: Adams, Brown, Calhoun, Cass, Christian, DeWitt, Greene, Hancock, Jersey, Logan, Macoupin, Mason, McDonough, Menard, Montgomery, Morgan, Pike, Sangamon, Schuyler, Scott

Illinois State Disbursement Unit Addresses, Telephone Number and Website

Illinois State Disbursement Unit Addresses

Send child support payments to:

Illinois State Disbursement Unit
PO. Box 5400
Carol Stream, IL 60197

Send letters to:

Illinois State Disbursement Unit
PO Box 5920
Carol Stream, IL 60197

Illinois State Disbursement Unit Hotline phone number:

1-877-225-7077

**Illinois State Disbursement Unit website for payment
information: www.ilsdu.com**

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