



Child Support Services

Illinois Department of
Healthcare and Family Services

We work together to help Illinoisans access high quality health care and fulfill child support obligations to advance their physical, mental, and financial well-being.

ENROLL FOR SERVICES

Enrolling for services is easy and FREE! Scan the QR code to apply online at childsupport.illinois.gov or contact us at **800-447-4278**. If you are a person using a TTY device, please call **800-526-5812**. Our website is a great resource for child support information and get answers to many of your questions!



STATE DISBURSEMENT UNIT (SDU)

Send Payments to: Illinois State Disbursement Unit
PO Box 5400 • Carol Stream, IL 60197
SDU Hotline: 877-225-7077 • Website: ilsdu.com



@ILChildSupport



@ILChildSupportServices



Family Centered. Service Focused.

Transforming to Better Serve You!



Child Support
Services

SERVICES TO HELP YOU

- ◆ Find Resources - Family Resource Connections
- ◆ Locate a Parent
- ◆ Establish Parentage
- ◆ Estimate Child Support - Income Shares
- ◆ Obtain an Order for Child Support
- ◆ Serve Income Withholding Order (IWO)
- ◆ Monitor and Record Payments
- ◆ Collect and Enforce a Child Support Order
- ◆ Calculate, Recalculate Payment Amounts (Modify Up or Down)

FIND RESOURCES - FAMILY RESOURCE CONNECTIONS (FRC)

Children deserve financial, emotional, and family support to grow and thrive. CSS is committed to helping parents by focusing on more than just money. Whether struggling with financial difficulty, unemployment, or experiencing other personal issues, we want to provide assistance and guidance by connecting parents with essential services. We offer our services to all parents, whether receiving support or paying support. Call or visit our website for more information on how we can help.

LOCATE PARENTS

We can assist if you do not know where the parent lives or works. Services can still be provided even if the parent lives in another state, country, or tribunal. Visit our Central Registry page on our website for more details.

ESTABLISH PARENTAGE

Children with actively involved parents are more likely to have higher self-esteem, greater motivation, increased confidence in their abilities, and will generally achieve greater success in life. If parents are unmarried when a child is born, we can assist in establishing paternity through the Voluntary Acknowledgment of Paternity (VAP) form. Establishing parentage creates a legal relationship that benefits the child. This process doesn't require court involvement. Additionally, we offer genetic testing at no cost to you.

ESTIMATE CHILD SUPPORT - INCOME SHARES

Guidelines for child support in Illinois considers both parents' incomes, parenting time, and the number of

children to determine the amount of child support. An easy-to-use estimator is available on our website to calculate the potential child support payment amount.

OBTAIN AN ORDER FOR CHILD SUPPORT

After parentage has been established, we can help you obtain a child support order. This is a legal document that states when, how often, and how much a parent is to pay for child support. Staff at CSS have expertise to help parents navigate through the child support journey. Our services are free of cost to parents.

SERVE INCOME WITHHOLDING ORDER

Once a child support order is established, an income withhold order (IWO) is issued to an employer. An IWO allows the employer to withhold funds from the wages of the parent responsible for paying support. These funds are sent to and processed by the State Disbursement Unit (SDU). Payments owed to you may be deposited directly into your bank account (most common), placed on an Illinois Debit Card, or issued to you by a paper check. Please note that having child support payments ordered or paid through the SDU does not automatically enroll you in the Child Support program.

In cases without an IWO, payments can be made by check or money order and sent directly to the SDU.

Visit our website for other payment options.

MONITOR AND RECORD PAYMENTS

Child Support Services monitors and tracks incoming payments as well as maintains a certified record of payment transactions and account balances.

COLLECT AND ENFORCE A CHILD SUPPORT ORDER

If your support is not being paid, we have programs to help collect past due child support payments. Program services will include efforts to connect parents with employment opportunities, support service programs, and skill training through the FRC program. Additionally, CSS staff will pursue collection and enforcement programs. We can help to get the other parent to pay and have specialized staff available to handle cases when a parent can pay but is unwilling.

CALCULATE/ RECALCULATE PAYMENT AMOUNTS

Recognizing circumstances can change, we can assist parents in calculating or recalculating payment amounts, either up or down. If a significant change in circumstance occurs, it is important to take action quickly. Contact a child support service representative for guidance.