

## CSSD Checklist:

- **Always read and respond** to mail from CSSD.
- **Provide complete information** for faster processing and accurate orders.
- **Maintain contact.** Your case-worker can give you updates on actions taken on your case.
- **Keep good records** of your dealings with CSSD. Keep copies of your paystubs and tax records.
- **Notify CSSD of any changes** to your address, new job, income, child support order, custody order by the court, or when a child turns 18.
- **Check our website** for more information, forms, and answers to questions.



## Let us introduce ourselves!

We are the Alaska Child Support Services Division (CSSD) and are responsible for establishing and enforcing child support orders to make sure Alaska's children receive financial support from both parents.

### We offer the following services:

- **Locate parents**
- **Establish paternity**
- **Establish child support orders**
- **Enforce child support orders**
- **Review and modify child support orders**
- **Direct deposit of your child support payments**

### Customer Service Center:

655 F Street, Anchorage

### Payment Mailing Address:

P.O. Box 100380  
Anchorage, AK 99510-0380

### Mailing Address:

550 W 7th Ave, Suite 310  
Anchorage, AK 99501-6699

### Contact us:

Customer Service: **(907) 269-6900**  
TOLL FREE (In-state) 800-478-3300  
TDD (Hearing/Speech Impaired)  
(907) 269-6894 (machine access only)  
TOLL FREE (In-state) 800-370-6894  
FAX (907) 787-3220

**Email:** [dor.cssd.customerservice.anchorage@alaska.gov](mailto:dor.cssd.customerservice.anchorage@alaska.gov)



## Alaska Child Support Services Division (CSSD) Helping Parents Help Their Kids



## What you should know about Children in State Custody

### Call Center Hours:

9:30 am-4:00pm M-F

### Walk in/Cashier Hours:

10:00 am-4:00 pm

FOR MORE INFORMATION  
CHECK OUR WEBPAGE:

[www.childsupport.alaska.gov](http://www.childsupport.alaska.gov)



## What is State Custody?

State custody typically refers to a period of time when the State of Alaska has legal custody of a child. This may include the removal of the child from the home. An out of home placement may be a foster care home, residential care, residential treatment or juvenile detention.

## Who Gets involved?

Two state agencies are responsible for removing children from their homes and placing them in state custody.

- The Office of Children's Services (OCS)
- The Division of Juvenile Justice (DJJ)

## How does CSSD know when a child might be in state custody?

The Office of Children's Services or the Division of Juvenile Justice will complete a referral to CSSD notifying the agency that a child is in their custody. A parent may also fill out a noncustodial parent application for service.

### DID YOU KNOW?

As of 2013, the cost to house a child in Alaska Division of Juvenile Justice is \$389.00 per day.



## Who is responsible for Child Support when the child is in state Custody?

Both parents have a legal responsibility for the care and maintenance of their child(ren). Each parent will have their own individual case(s) with a monthly amount they are required to pay. If a parent already has an order on file for the child that is in foster care CSSD will redirect the payment to the State of Alaska to assist with the cost of caring for their child. If there isn't an order CSSD will set up a new case and a child support order will be established.



## How is my child support obligation calculated?

There is a formula, described in Civil Rule 90.3, that determines how much a parent should pay to support his or her child.

The Child Support Services Division will ask you for information on your living circumstances, current income and medical insurance. It is important that you participate in the process of establishing your child support order. If you do not provide information, your child support amount may end up not reflecting your current financial circumstances.

There is an online child support calculator that can be used to estimate your child support obligation.

It can be found at:

<https://webapp.state.ak.us/cssd/guidelinecalc/login>



## Why do I have two cases for the same child?

**Federal Foster Care (FFC)** is any out of home placement paid with federal funds. Foster homes must be fully licensed (as determined by OCS) to be eligible for federal funding. It is these care givers that are considered FFC.

**Non-Federal Foster Care (NFFC)** includes any placement paid with state funds. These placements are not monitored federally because the placement is not funded federally. As a result, non-federal foster care cases are separated. If the children have been placed in both federal and non-federal care, there will be a separate case for both types of foster care. Each case will cover the timeframes of the placement.

Placements made by OCS may be either Federal or Non-Federal foster care placements. DJJ cases are always Non-Federal placements.

## What should I do when my child is no longer in state custody?

Contact the Child Support Services Division immediately. You will need to provide documentation that shows your child is no longer in state custody. You may also be asked to supply information regarding the actual physical custody of the child.

### DID YOU KNOW?

For children in foster care, CSSD can charge child support up to age 19.