

CSSD Checklist:

- **Always read and respond** to mail from CSSD.
- **Provide complete information** for faster processing and accurate orders.
- **Maintain contact.** Your caseworker 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.



DID YOU KNOW?
95% of all child support collections went to families in 2013.

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



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Alaska Child Support Services Division (CSSD)

Helping Parents Help Their Kids



A Modification Guidebook

Changing Your Child Support Order

Call Center Hours:

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

Walk in/Cashier Hours:

10:00 am-4:00 pm

MORE INFORMATION CHECK OUR WEB PAGE:

http://www.childsupport.alaska.gov/FAQ/FAQ_Modifications.aspx



What has to change before the monthly support amount will be modified?

Every situation is unique, but some examples that could qualify for a change include:

- Change in income (higher or lower) that will affect the current monthly charge by 15%
- New child of the relationship (add a child to the order)
- No monthly support obligation listed in order (Judge's will rule that CSSD will calculate the monthly support)
- Change order to allow a visitation credit
- Extend the support to charge while a child is 18, but still living with parent or guardian while pursuing a high school diploma or equivalent. Keep in mind that the emancipation age changes from state to state, if your order is an out of state order, the age of emancipation is determined by the state that created your order
- Three year review
- Change order to address medical coverage
- Physical custody change.

If a court issued the original custody order, a court must issue a new custody order before CSSD can change the support amount. CSSD cannot change custody orders.

Who can ask for a change in a Child Support Order?

Either parent. The child's physical guardian, Custodial Parent (CP) can ask for a change in a child support order. The Non Custodial Parent, (NCP), may request a change if their finances have moved significantly up or down.



CSSD will help you modify your order when allowed by law.

Under Alaska Law, parents must give their children the same level of support whether they are together or separated. The parent who does not have custody of the child pays child support. The amount of the child support is based on the NCP's income, if the custody is primary. If the custody changes to divided or shared, the support will be based on both parents income. If the income goes up or down by 15%, the child support order may be changed. CSSD, or the court, will make these changes in a 'modified support order'.

How do I ask for a modification?

You can request a modification by calling, emailing or writing to CSSD. We usually need federal income tax returns for the past two years, W-2's (annual wage statements you receive from your employer), pay stubs for the past three months, and proof of health insurance coverage.

Will the new order be effective back to when the change in income started?

No. The new support order will be effective the first day of the month after CSSD sent both parents notice of the scheduled modification. (Notice of Petition for Modification). State and federal laws do not allow a modification to cover time that has passed. It is important to request a modification as soon as income or custody changes.

Will CSSD help me modify my order, even if I do not have a case with the office?

Yes. If you apply for full enforcement services we will help you modify your order. Once you apply, we provide both parents with our services. This includes: enforcing the child support order and collecting child support. If the NCP is working, we are required by federal law to send a withholding order to the employer.

If the original order was issued by another state, the modification will take longer.

What if my order was recently changed and there has now been a significant change in my income?

If your income and employment circumstances have changed and it is not considered temporary, we will require you to provide documentation along with your request to modify your support.

Can I get my order changed if I think a mistake was made?

If CSSD established the order, we have a procedure to correct mistakes. If the order is from another state, we will contact that state to see if they can correct the mistake. If an Alaska court established the order, you may need to consult with an attorney.

What if the other parent does not provide the information needed to determine if an order may be changed?

If a parent refuses to provide income information to CSSD, we use the best information available to estimate the parent's income or potential income, and will base the modification on that estimate.

How long does it take to get an order changed?

If the original order was issued by CSSD, it can take up to six months. However, if all of the information is received on time, and, if neither parent appeals, the process can be completed much faster.

If an Alaska court issued the original order, the process usually takes about four to six months.

DID YOU KNOW?

In 2009, 23.8% of children lived with only one parent.