

12 Tips for Parents

to Use When Working with Child Support

1 Make paying your child support a priority.

Even in tough times paying something is better than not paying at all.

2 Read all of the paperwork you receive.

Pay careful attention to dates and to the directions provided in notifications sent to you.

3 Always show up for your appointments with the child support office or hearings with the court.

If you are unable to appear, call prior to the date to change your appointment or to request a continuance. Show up on time. Failure to appear may result in a default order.

4 Come prepared for your appointment or hearing.

If your child support order is in the process of being established or modified, you may be asked to bring records such as:

- copies of court orders
- birth certificates
- social security numbers
- income or tax records
- payment records

5 Keep in contact with your County Child Support Services (CSS) Technician.

Especially when there is a change in circumstances that will make it difficult to pay the full monthly amount. Tell the CSS Technician about changes that will impact your child support case such as:

- telephone number and address changes
- employment changes
- custody changes
- changes made to a child support order that were not handled by the CSS office

6 Write things down. Especially if you are asking complicated questions.

Make a list of what you want to talk about before you call. This will help you make sure you ask everything that is important to you.

Write down the names of the people you talk to and what they said.

Make a note of the important dates the CSS Technician provides.

7 Make your payments through the Family Support Registry.

Do not make different arrangements with the other parent without getting the court order changed. Remember, gifts to a child from a parent cannot be counted as child support payments. If you need information on the FSR, please ask your CSS Technician.

8 Keep good records.

Find something to place all of your records in like a large, sturdy envelope or file folder.

9 Ask Questions.

If you don't understand something ask questions until you understand. Don't be afraid to ask to speak to a supervisor or an administrator.

10 Educate yourself.

Cooperate with your CO-PEP staff. If you have access to the Internet, visit the Colorado Child Support Services website at childsupport.state.co.us or your County CSS Office's website to learn more about child support.

11 Good communication with the other parent is very important.

Try not to allow your personal feelings about the other parent to influence providing financial support for your child.

If you want to learn how to communicate more successfully with your child's other parent, talk with a local parenting program.

12 Ask for help.

Sometimes CSS Technicians are aware of special programs that may be able to assist you.

If you and the child's other parent need help resolving child visitation issues, ask your CSS Technician if you can be referred to mediation services.

Ask your CSS Technician if there is a workforce center or other employment service in your community that can help you if you are seeking employment.

CO-PEP

Colorado Parent Employment Project