

The purpose of this pamphlet is to help the non-custodial parent understand how the Division of Child Support Services (DCSS) determines unpaid support and to answer some commonly asked questions about this topic.

What information is used for DCSS to determine the amount of unpaid support (arrears) owed on a case?

The information used to determine if unpaid support exists on a case is the court order, payment histories and evidence of direct payments.

Does DCSS automatically receive a copy of all court orders for support?

No, if you go to court and an order is issued, but DCSS is not at the hearing, it is your responsibility to get a copy of that court order to DCSS.

Does DCSS automatically know about all payments I make on the court order?

No, DCSS only knows about payments that are made through the Arizona Clearinghouse. Support payments you have made directly to the other party, to another child support agency in another state, to a private collection agency, or to any address other than the Arizona Clearinghouse are not reported to DCSS.

How can I make sure that DCSS knows about payments that were not made to the Arizona Clearinghouse?

Your court directs you where to send your payments. You should provide DCSS with a copy of the court order. DCSS can request a pay history from where your order directs your payments to be sent.

What if I paid support directly to the custodial parent?

If you have made payments directly to the other parent, you must let DCSS know. You will have to provide DCSS with proof of your direct payments. DCSS can also ask the other parent about direct payments.

If the other parent denies receiving support payments directly from you, only a court will be able to determine if you should be given credit for those payments.

What if I made payments to a child support collection company?

You must follow your court order. If you made payments to a private collection agency/company and were not ordered to do so by the court, you must obtain a pay history from that agency. You must tell DCSS about the payments made to the private collection agency. Private collection agencies working for DCSS will always tell you to send your payment to the Arizona Clearinghouse.

What if I make my child support payments to another state?

If you made support payments to a child support agency in another state, you must tell DCSS where you sent these payments. DCSS will contact the other state's child support agency and request proof of the payments they have received from you.

I have sent all my child support payments to the Arizona Clearinghouse and always paid my support but DCSS records show that there is an unpaid support balance. What can I do?

Ask DCSS to send you a copy of your pay history or view your payments online at <http://www.azdes.gov/dcsc>. If all of your payments were made to the Arizona Clearinghouse, you can check the pay history to see if all of your payments are shown. If all of your support payments were made in full and on time but DCSS records show an unpaid support balance, you should request a review of your balance. DCSS will send you a copy of the calculation that shows your unpaid balance. DCSS will send you a copy of the debt calculation upon your request.

My support payments have always been deducted from my paychecks. Why does DCSS show an unpaid support amount?

You should request a copy of your pay history. This will show the payments that were made by your employer(s). It is possible that an employer did not pay the full monthly amount of support when deducting payments from your paycheck.

If an employer pays on a weekly or bi-weekly basis, the amount deducted from your paycheck may not equal the monthly court ordered amount. You are responsible for the monthly amount ordered by the court regardless of how an employer deducts support from your paycheck. If DCSS does not receive the full amount in each month, your case will show an unpaid balance and interest will be added.

To review your payments you may call DCSS 7 days a week, 24 hours a day. You can call 602-252-4045 or 1-800-882-4151, or review online at <http://www.azdes.gov/dcsc>.

My children are living with me. Why do DCSS records show that I owe support?

If your original court order required you to pay support, DCSS must enforce the current child support order. If you did not go to court to get a legal change of custody order, you will have to obtain a court order that stops the requirement for you to pay current support for the child(ren).

There was a legal change in custody of the child(ren) for whom I paid support. Why do DCSS records show that I have unpaid support?

DCSS has probably not received a copy of the order for the change in custody. Send a copy of this order to DCSS and ask for your case to be updated and a new debt calculation be done. Verify that your court order states that your requirement to pay current support has stopped. DCSS cannot stop collecting current support unless the court order says you do not owe current support. Any unpaid support is still owed by you. You may still own unpaid support.

I went to court and a modification of my original order was done. How come DCSS records do not show the new amount of support?

DCSS may not have received a copy of the modification of the court order. Send a copy of the modified order to DCSS and ask that your case be updated and a new calculation of unpaid support be done. Ask DCSS to update your case with a new debt calculation.

How long must I continue to pay support for my child(ren)?

If your court order was issued in the state of Arizona, you must pay child support until your child(ren) emancipate(s). In the State of Arizona, the age of emancipation is 18 unless the child is still in high school. If the child is still in high school after the age of 18, child support is owed until the child graduates high school or turns 19, whichever occurs first. You may continue to owe unpaid support after the child emancipates.

My child was legally adopted and the court order terminated my parental responsibility. Why is DCSS still enforcing the original support order?

You must provide a copy of the adoption order to DCSS. A termination of parental rights is not sufficient to stop child support. DCSS will continue to enforce the court order for support until a copy of the adoption order is received. The court order that terminated your parental rights will only stop your obligation to pay support from the date of the adoption. Any unpaid support that is still owed must be paid.

My child(ren) is/are deceased but DCSS is still collecting current support. What can I do?

You should send a copy of the death certificate to DCSS and request a recalculation of your unpaid support balance. Any unpaid support is still owed.

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008; the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact (602) 252-4045; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en la oficina local.

Local Area Child Support Offices:

Apache County
DCSS Flagstaff Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

Cochise County
DCSS Bisbee Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

Coconino County
DCSS Flagstaff Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

Gila County
Attorney's Office
Child Support Division
Phone: (928) 425-4464

Graham County
DCSS Safford Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

Greenlee County
DCSS Safford Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

La Paz County
Attorney's Office
Phone: (928) 669-6469

Maricopa County
All Local Offices
Phone: (602) 252-4045
Toll Free (800) 882-4151

Mohave County
DCSS Kingman Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

Navajo Nation
Department of Child
Support Services
Phone: (928) 871-7194

Navajo County
Attorney's Office
Phone: (928) 524-4730

Pima County
DCSS Tucson Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

Pinal County
DCSS Florence Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

Yavapai County
DCSS Prescott Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

Yuma County
DCSS Yuma Office
Phone: (602) 252-4045
Toll Free (800) 882-4151

Arizona Department of Economic Security Division of Child Support Services

How Much Do I Owe?

If you want to make a payment by credit card, debit card or automated check, visit our web site at www.azdes.gov/dcsc or call 1-866-562-0140.

<http://www.azdes.gov/dcsc>

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