

## 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.



**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

## Alaska Child Support Services Division (CSSD)

Helping Parents Help Their Kids



## A Modification Guidebook Changing Your Child Support Order

### Walk-in Appointment Schedule:

Monday – Friday 10:00 am – 3:30 pm

### Call Center:

Monday – Friday: 9:30 am – 4:00 pm

**MORE INFORMATION CHECK OUR WEB PAGE:**

[http://www.childsupport.alaska.gov/FAQ/FAQ\\_Modifications.aspx](http://www.childsupport.alaska.gov/FAQ/FAQ_Modifications.aspx)



## What kind of order do you have?

**Administrative:** Alaska administrative orders are completed by CSSD. If you have an administrative order, CSSD can review your modification request.

**Court Order:** these are done directly through the court. If you have a court order, only the court can modify the order.

## Will the Child Support Services Division (CSSD) modify a child support order established by an Alaska court?

CSSD does not modify Alaska court orders. The court will determine if your court order should be modified. CSSD can help with the process by reviewing income statements provided and returning the calculation results back to the requesting party.

## 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:

- Your income has changed (higher or lower) that will affect the current monthly charge by 15%
- There is a 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 for yearly 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.
- Three year review—It has been more than three years since your income has been reviewed.
- Medical coverage needs to be added
- Physical custody change
- Change of circumstance

## How do I ask for a modification of my Administrative Support Order?

You can request a modification by calling, emailing or writing to CSSD. Include your 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. State and federal laws do not allow support to be changed to cover timeframes that have already passed. The effective date will be the first day of the month after CSSD sends both parents notice of the scheduled modification. (Notice of Petition for Modification). Because of this, it is important to request a modification as soon as your income or custody changes.

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

Yes. If you apply for full enforcement services we will help you modify your order.

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

CSSD is unable to modify a court orders.

## 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 you will need to contact the court.

## 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 documentation along with your request to modify your support.

## What Changes the circumstances?

- Something prevents your from full-time annual employment or working in your normal occupation
- Permanent or short-term disability
- Loss of a professional license or certification
- Conviction or incarceration
- Relocation somewhere where your occupation pays lower wages.

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

If CSSD established the administrative order we have a procedure to correct mistakes. If an Alaska court established the order you need to contact the court for a correction.

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

Either parent or the child's physical guardian.

### DID YOU KNOW?

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