

Keeping up With Your Case is Easy

Just call the Interactive Voice Response (IVR) at **1-877-NJKIDS1**, login to the customer portal at **CaseInfo.NJChildSupport.org** or download the **NJ Child Support Mobile App**.

The IVR, customer portal and mobile app allow you to:

- Make payments and check account balances.
- Easily update address and contact information.
- Access case-related forms and other related services.
- Find useful resources on available services and agency programs.
- Stay up to date with child support news and announcements.
- **CaseInfo.NJChildSupport.org** further allows you to sign up for direct deposit.

If you need help, customer service representatives are available at **1-877-NJKIDS1 (655-4371)** – Monday through Friday, 8:00 a.m. to 7:00 p.m. and via web chat at **CaseInfo.NJChildSupport.org** – Monday through Friday, 8:30 a.m. to 4:30 p.m. To use the web chat you must be logged into your account.

Download the NJ Child Support App



ChildSupport.
It's more than just money.

Every child needs financial and emotional support from both parents. Even when parents do not live together, they can work collaboratively to offer their children opportunities they need and deserve to reach their full potential. In our commitment to strengthen families, the New Jersey Child Support Program helps locate parents, establish paternity, establish and enforce child support and medical support (health insurance) and provides convenient ways to pay support.

In New Jersey, the child support program is supervised by the Department of Human Services (DHS), Division of Family Development (DFD), Office of Child Support Services (NJ OCSS). You can get services in your county by going to your County Social Service Agency as well as the Judiciary's Family, Probation and Finance Divisions, which are supervised by the Administrative Office of the Courts.



There Are Two Parents in Every Case

The custodial parent is the parent who lives with the child the majority of the time and has the primary day-to-day responsibility. The custodial parent is also sometimes referred to as the parent/person receiving support, the payee or the obligee.

The non-custodial parent is the parent who does not have physical custody of the child on a day-to-day basis. The non-custodial parent is sometimes called the parent/person paying support, the payor or the obligor.

Both parents share responsibility to ensure their child's financial and emotional wellbeing.

Applying for Child Support Services

You can apply for services at [Application.NJChildSupport.org](https://www.njchildsupport.org), by visiting your local child support office or by calling **1-877-NJKIDS1 (655-4371)** to request an application via mail. There is a one-time fee of \$6 to apply for child support services.

Locating Non-Custodial Parents

If you are not sure where the non-custodial parent lives, the child support program has many tools available to help you locate them whether they live in or out of state. The more information you are able to provide about the non-custodial parent, the easier it will be to locate him or her.

Establishing Paternity

When a child is born to married parents, the husband is presumed to be the legal father and his name appears on the child's birth certificate. In this situation, paternity does not need to be established to proceed with the child support process.

When a child is born to unmarried parents, paternity must be established to proceed with the child support process. This may occur in two ways: the parents may sign a Certificate of Parentage (COP) or file with the court for an order of paternity establishment.

Establishing a Child Support Order

Either party may file with the court to establish a child support order, including medical support. New Jersey Child Support Guidelines are used to calculate the amount of support. These legal guidelines consider both parents' incomes and account for expenses such as child care, health insurance and anything else the child may need in order to thrive.

If the parties agree, they can consent to the ordered amount and no court appearance is necessary. If they do not agree, they can have a hearing before a Hearing Officer or Judge. To estimate your obligation amount online, visit [QuickCalc.NJChildSupport.org](https://www.njchildsupport.org/QuickCalc).

Paying and Receiving Child Support

After the child and/or medical support is ordered by the court, the child support program collects the money from the person paying support, records each payment and sends the amount collected to the person receiving support via direct deposit to their bank account or New Jersey Debit Card. Most people who pay child support have it deducted from their paycheck through income withholding. Payments also can be made with a debit/credit card, check, money order or cash. For more information, visit [NJChildSupport.org/PaymentOptions](https://www.njchildsupport.org/PaymentOptions).

Making Sure Child Support is Paid

If payments are missing, late or incomplete, the unpaid support – known as arrears – is still owed. When arrears are owed, enforcement action(s) may be taken to collect support. Paying on time, and in full, will help avoid enforcement actions such as:

- Credit reporting
- Seizure of assets
- Judgments
- Lottery and casino prize intercept
- Federal and state tax refund offset
- Court enforcement
- Passport denial
- Bench Warrants
- License suspension