How are payments made?
Support payments are distributed as follows:
1. Current monthly support is paid to the family.
2. Past due support is paid to the family.
3. Past due support assigned to the state is paid.

An exception is made for past due support collected through intercept of federal tax refunds. This support must be applied to support assigned to the state.

A small fee is deducted from payments received from federal administrative offset, federal tax intercept or state tax intercept. The fee for full service IRS collection is $122.50.

Receiving Payments
A check will be issued to you or the funds will be directly deposited into a checking, savings or Direct Payment Card account. To report a lost, stolen or damaged Direct Payment Card contact JP Morgan Chase and Company Customer Service at 1-866-795-5927. If you have signed up for Direct Deposit, any lost, stolen or damaged card must be reported to your financial institution.

Access your case information, such as payment information and case status, online at www.dcfs.la.gov/cse or by calling 1-877-7LADCFS (877-752-3237) to receive automated information 24 hours a day, 7 days a week, as well as speak to a customer service representative if needed between the hours of 7:30 a.m. to 6 p.m. Monday through Friday

To report a lost, stolen or damaged Direct Payment Card contact JP Morgan Chase and Company Customer Service at 1-866-795-5927

Department of Children & Family Services
Building a Stronger Louisiana

www.dcfs.la.gov/cse

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Child Support Enforcement

Department of Children & Family Services
Building a Stronger Louisiana

Child Support Enforcement
Are you a parent (divorced, separated or never married) with children to support, or are you responsible for a child?

Do you need help to establish paternity and/or a child support order?

Do you have a support order and need help to collect payments?

Child support is an obligation of a parent to provide emotional, financial, and medical support for a child or children. DCFS offers parent locator and paternity establishment services, as well as assistance to establish and enforce child support orders and collection and distribution of child support payments.

Child Support Enforcement helps:
- Locate non-custodial parents
- Establish paternity
- Establish child support and medical support
- Enforce child support, medical support, and spousal support
- Collect and distribute payments

Who can get help?
Any parent or person responsible for a child who needs our services.

Anyone who receives Family Independence Temporary Assistance Program (FITAP), Kinship Care Subsidy Program (KCSP), or Medicaid benefits automatically receives child support enforcement services. Anyone else may apply for Child Support Enforcement services and pay an application fee of $25.

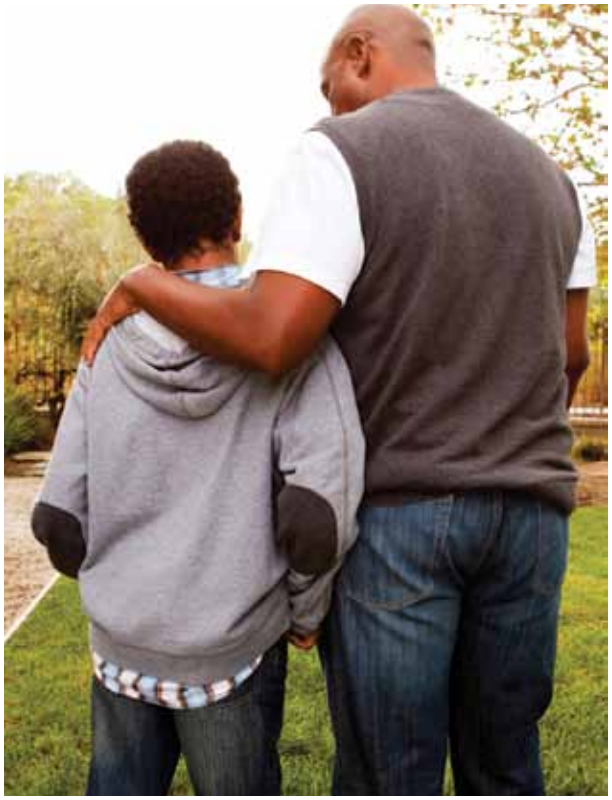
Do people who receive FITAP, KCSP or Medicaid have to seek support from the noncustodial parent?

To be eligible for FITAP or KCSP, a person must give information to help identify and locate the non-custodial parent. A parent included in the Medicaid case also must cooperate in securing medical support in order to receive benefits. However, in some cases the FITAP, KCSP or Medicaid agency may determine there is good cause for not cooperating.

Is help available if the other parent lives in a different state?

Yes. Child Support Enforcement works with all other states and some foreign countries to help provide child support services.

How does the program work?
Child support enforcement services are administered from 12 District Offices which serve all 64 parishes. Offices of the District Attorney also provide child support services.

The fee for parent location services only is $10 if the non-custodial parent's Social Security number is known or $14 if it is unknown. Social Security numbers are released in connection with programs within DCFS and as required by state and federal law.

If you have a complaint regarding the way your child support case is being handled, you may request an administrative review of the actions taken on your case. If you wish to request an administrative review, call or write to the office that handles your case within 30 days of the date of the notice. You will be notified of the date, time and place of your administrative review.