

## Child Support Services

The Illinois child support program is run by the Illinois Department of Healthcare and Family Services. There are 102 counties in the State of Illinois. Child Support is set up in eight downstate regional offices and Cook County. Regions are listed below.

### **Aurora Region**

280 East Indian Trail  
Aurora, Illinois 60505-1733  
Counties served: *DuPage, Kane, and Lake*

### **Belleville Region**

1220 Centreville, Suite 103  
Belleville, Illinois 62220-1601  
Counties served: *Madison and St. Clair*

### **Champaign Region**

313 North Mattis, Suite 218  
Champaign, Illinois 61821-2460  
Counties served: *Champaign, Clark, Coles, Cumberland, Douglas, Edgar, Effingham, Ford, Macon, Moultrie, Piatt, Shelby, and Vermilion*

### **Cook County Region (Cook County will be moving to 36 South Wabash, Chicago, Illinois 60603, tentative date for move is May 1, 2013)**

32 West Randolph  
Chicago, IL 60601  
Counties served: *Cook*

### **Joliet Region**

16 West Cass Street, 4th Floor  
Joliet, IL 60432  
Counties served: *Bureau, Grundy, Iroquois, Kankakee, Kendall, LaSalle, Livingston, and Will*

### **Marion Region**

3419 Professional Park Drive  
Marion, Illinois 62959  
Counties served: *Alexander, Bond, Clay, Clinton, Crawford, Edwards, Fayette, Franklin, Gallatin, Hamilton, Hardin, Jackson, Jasper, Jefferson, Johnson, Lawrence, Marion, Massac, Monroe, Perry, Pope, Pulaski, Randolph, Richland, Saline, Union, Wabash, Washington, Wayne, White, and Williamson*

### **Peoria Region**

401 Main Street, Suite 680  
Peoria, Illinois 61602  
Counties served: *Fulton, Henderson, Henry, Knox, Marshall, McLean, Mercer, Peoria, Putnam, Rock Island, Stark, Tazewell, Warren, and Woodford*

### **Rockford Region**

1114 Taylor Street  
Rockford, Illinois 61101-5861  
Counties served: *Boone, Carroll, DeKalb, JoDaviess, Lee, McHenry, Ogle, Stephenson, Whiteside, and Winnebago*

### **Springfield Region**

509 South Sixth Street  
Springfield, Illinois 62701  
Counties served: *Adams, Brown, Calhoun, Cass, Christian, DeWitt, Greene, Hancock, Jersey, Logan, Macoupin, Mason, McDonough, Menard, Montgomery, Morgan, Pike, Sangamon, Schuyler, and Scott*

## Call Center

Illinois also operates a Call Center. The Illinois Department of Healthcare and Family Services (HFS), Division of Child Support Services operates a toll-free customer service Automated Voice Response System (AVRS). The AVRS is available to answer calls in both English and Spanish, 24 hours per day, 7 days per week. The number to call to reach the AVRS is: 1-800-447-4278

## Website

Illinois has a website where customers may access their child support case information. Customers use a PIN to access the website. The website is also accessible for employers.

<http://www.childsupportillinois.com/>

### **Customers may access information regarding:**

- Income Withholding.
- Appointments.
- Tax Refund or Other Offsets.
- Instructions on how to change your name and/or address.
- Payments.
- Account balance.

### **General information on the following:**

- What to expect when you go to a hearing regarding child support.
- Explanation of process for modification of a child support order.
- Information regarding the income withholding process.

## Judicial and Administrative Process

Illinois is both judicial and administrative. Paternity can be established administratively through a Voluntary Acknowledgment of Paternity or judicially by court order. Orders for Support may be established judicially or administratively. Enforcement is accomplished through both administrative and judicial actions.

Legal representation for IV-D cases is handled by both the Illinois Assistant Attorney's General and the County State's Attorney.

At this time Illinois does not store non-IVD case information. However, the Illinois State Disbursement Unit distributes payments for both IV-D and non-IVD cases.

## Collection of Processing Fee

The State of Illinois **NA application** fee was terminated February 25, 2003.

## Illinois State Disbursement Unit

The SDU is a centralized unit to receive and distribute child support payments. Child support payments for both IV-D cases (current and former cash or medical assistance cases, as well as others who have requested child support services) and non-IV-D cases (those whose child support is handled privately, generally through private attorneys) are processed through this central unit.

**EPPICard/Debit Card** – Provided by the SDU, this is a stored value card to issue child support payments to the custodial parent unless direct deposit or a paper check is requested.

## Obtaining Financial and Judicial Documents

The Clerk of the Circuit Court is the official keeper of all judicial records. Financial records are available through the State Disbursement Unit, however, it is linked to the Clerk of the Circuit Court and provides all financial records to them electronically.

## Modifications

Healthcare and Family Services (or contractual) staff conduct modification reviews of court and administrative support orders when either parent or another state requests it due to change in circumstances. Modifications are also completed every 3 years for assistance cases or sooner if health insurance had not been previously addressed. A change in circumstances may include a 100% change in the non-custodial parent's income. Cases with zero dollar support are selected if the 100% change applies and the calculated proposed amount is at least \$10.00 per month.

## Change of Payee

Change of custody is changing the care, control and maintenance of a child from one parent to another or to another caretaker such as an aunt, uncle or grandparent. Change of custody does not involve a child who is in the care of the Department of Children and Family Services (DCFS).

When a change of custody occurs, the CP, NCP or new caretaker must provide the Department with documentation that the child now lives with someone other than the CP. Appropriate documentation includes, but is not limited to:

- 1) Formal guardianship documents awarding guardianship of the child(ren) to the NCP or new caretaker, **or** (**Note:** If the guardianship document awards guardianship of both the child and the child's estate, it is not necessary to obtain a change of payee for current support.)
- 2) Custody order awarding custody of the child(ren) to the NCP or the new caretaker, **or**
- 3) Docket entry stating that child support payments are:
  - a. terminated because the child(ren) live with the NCP **or**
  - b. are now to be made to the new caretaker, **or**
- 4) Department of Corrections Temporary Guardianship Agreement.

In the absence of the above documentation, the NCP or new caretaker must provide documentation that the child(ren) live with him/her, such as school records, doctors statement, etc. If the obligor provides school records or a doctor's statement, it is necessary to contact the CP and verify the change of custody.

## Change of Custody – From one parent to the other

**Judicial** - An Illinois Appellate Court Decision allows child support to automatically terminate when: an Illinois judicial order for support exists, custody changes from one parent to the other, and a temporary or permanent custody order has been entered.

**Administrative** - If the order for support is administrative, the original obligor must request that DCSS terminate the support order and provide any of the above documentation. Once the Dept. has received the required documentation, it is necessary to enter an end date on the current extensions.

If the new custodian applies for IV-D services it will be necessary to establish a new administrative or judicial support order for the new Non-Custodial Parent.

## Unemployment Compensation/Worker's Compensation

Direct withholding of a non-custodial parent's unemployment benefits and workman's compensation benefits can be done.

## Interest

Illinois law states that: "A support obligation, or any portion of a support obligation, which becomes due and remains unpaid as of the end of each month shall accrue interest at the rate of 9% per annum."

## Emancipation

While Illinois law considers a minor child emancipated at 18 years of age, there are limited circumstances which may warrant an extension of child support and medical insurance.

1. The child will be in high school past age 18. We may assist a customer extending child support and medical insurance through the date of graduation or up to the age of 19.
2. The child is disabled and was determined to be permanently disabled prior to reaching emancipation (age 18). We may assist the customer in extending child support and medical insurance for the child past the age of emancipation.

If the child is over the age of 18 and attending a college/vocational school or other educational institution, the customer may be able to continue to receive financial support. However, the Department **will not** assist in securing this support.

## Enforcement Action (Contempt)

Due to a recent Supreme Court Decision, *Turner v. Rogers* (June 20, 2011), the Division of Child Support Services reviewed the Division's practices in referring obligor's for contempt actions through the Rule to Show Cause (RTSC) process. As a result, of the Supreme Court decision, whether we submit a case for a RTSC must be determined on a case-by-case basis with a specific review of the obligor's ability to pay. To assist child support staff in making the determination of ability to pay, several criteria have been established (see below).

If after applying the criteria to a specific case, it does appear that the obligor has the means to pay support, the worker may complete a RTSC referral.

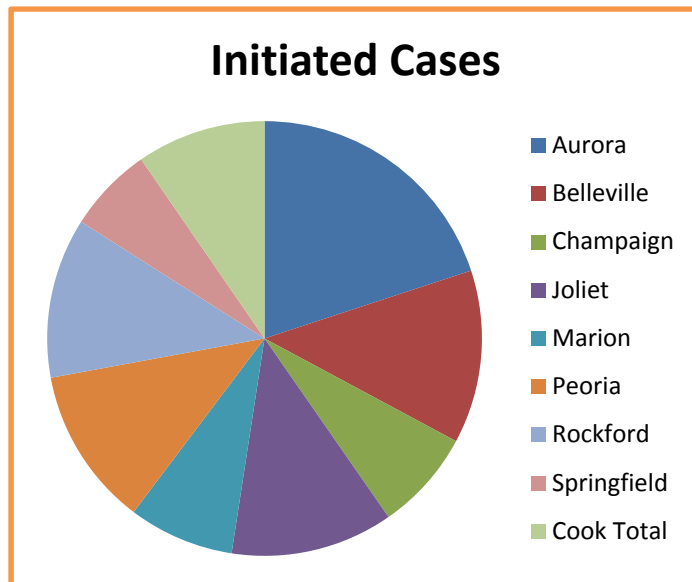
A referral for RTSC should only be completed when:

- there has been no payment for at least 90 days, and
- there is income not subject to other collection remedies (like working for cash), and
- the person does not have an Illinois driver's license, and
- there are no assets that are subject to administrative lien, or
- the parent who owes support has a documented history of paying only when threatened with contempt.

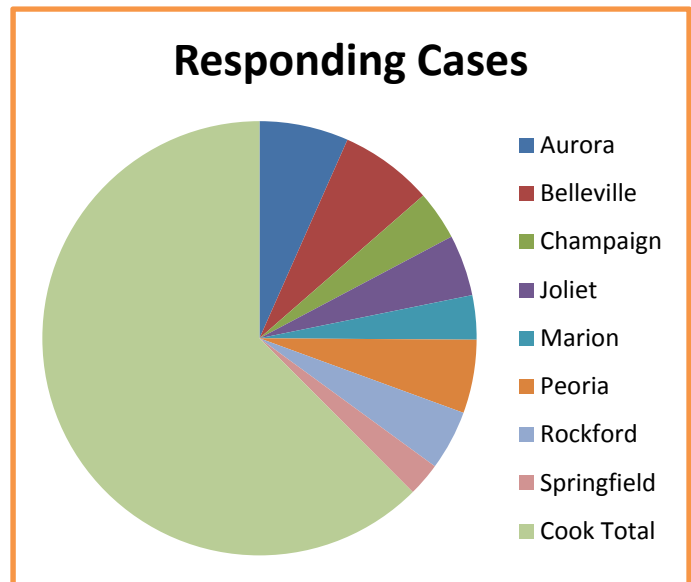
## Intergovernmental Cases

Intergovernmental Statistics – February 2013 – 56,940 cases

**Total Initiating – 14,588 cases**



**Total Responding – 42,352 cases**



## Intergovernmental Central Registry (ICR)

The ICR has statutory responsibility for establishing, receiving and disbursing cases received from IV-D agencies and foreign entities to the appropriate Illinois jurisdictions. Responding cases are handled by ICR as follows:

- 1) Receive and review UIFSA transmittals from initiating state to ensure completeness.
- 2) Request missing information/documentation from the initiating state.
- 3) Return invalid UIFSA petitions to the initiating state.
- 4) Review KIDS to determine if CP and NCP already have an existing case. If a case already exists, it is updated to ensure that all financial extensions roll to S60/61. If a case does not exist on KIDS, a new case is created.
- 5) Complete change of payee and redirection of payment as requested by the other state on the UIFSA transmittal.
- 6) Initiate appropriate action and process case as requested on the UIFSA transmittal.
- 7) Register the initiating state's order and enter it on KIDS

The Regional interstate intergovernmental staff is responsible for processing both initiating and responding cases. Their responsibilities include the following:

### **Responding Cases:**

- 1) Receive all UIFSA transmittals from ICR.
- 2) Review packet to ensure it includes all necessary documents.
- 3) Request missing information/documentation from the initiating state.
- 4) Send petitions to the Department's Legal representatives.
- 5) Create appropriate event code.
- 6) For other state's orders that are registered administratively;
- 7) Hold case for 20 days pending receipt of payments.

### **Initiating Cases:**

- 1) Update case information on KIDS.
- 2) Create appropriate UIFSA transmittals.
- 3) Code case for referral.
- 4) Send CSENet entry if other state is CSENet capable.
- 5) Hold case pending acknowledgment from other state.

## **Administrative Collection Remedies**

**Consumer Reporting Agencies** - Currently, DCSS provides NCP names, unique identifying data, and limited balance information to 4 major CRAs when the past-due amount owed per docket is at least \$2500 . The CRAs currently utilized are: Equifax, Experian, Innovis, and TransUnion

**Delinquent Parent Website Publication List** – HFS DCSS has the authority to publicize delinquent NCP names and identifying data with the amount of past-due support owed via the Internet, which is intended to be used as a tool in cases where other enforcement remedies administered by the Department have not been successful. HFS is authorized to disclose the "Deadbeats Most Wanted List," known as "The Delinquent Parent List." The Delinquent Parent List consists of individuals who owe \$5,000 or more in past due support under an Illinois court order or administrative order.

**Administrative Driver's License Suspension** – Began January 1, 2008. An NCP is determined to be eligible for suspension of their Illinois driver's license if the following criteria are met. The NCP must owe at least \$2,500 in past due support, have made no voluntary payments in the past 90 days and have no outstanding protest or appeal. Issuance of Family Financial Responsibility Driving Permits began January 1, 2011.

**Federal Administrative Offset** - Past-due amount owed is at least \$150 for TANF or Foster Care debt, and at least \$500 for Non-TANF, medical, or SSI debt.

**Federal Income Tax Refund Offset** - For initial submittal, the cumulative past-due principal amount owed is at least \$150 for TANF/Foster Care balances, or \$500 for NA (client/medical) balances. If one balance threshold is met, then the other amount can be sent as long as it is greater than \$25.00.

**State Income Tax Refund Offset** - For initial submittal, the cumulative past-due amount owed is at least \$150 for TANF/Foster Care balances, or \$500 for NA (client/medical) balances. If one balance threshold is met, then the other amount can be sent as long as it is greater than \$25.00.

**Illinois Dept of Natural Resources License Suspension** - NCP's matched by DNR on their database after receiving a listing of delinquent NCP's from HFS DCSS are denied from obtaining a fishing or hunting license. KIDS determines NCP's to be submittable for denial if they do not currently receive SSI, TANF or SNAP benefits and meet the following criteria: NCP owes at least \$1,000.

**Illinois Professional License Suspension** - NCP has a balance more than 30 days past-due, has made no voluntary payments and owes at least \$1,000.

**Passport Denial/Revocation Program** - Originally, the Passport Denial program became effective October 1, 1997 and prevented NCP's with a past-due amount of at least \$5,000 from obtaining or renewing a United States passport upon application to the DoS. Then effective October 1, 2006, the federal Deficit Reduction Act lowered the minimum past-due threshold amount for passport denial/revocation from \$5,000 to \$2,500.

**Personal Property Lien** - The NCP's support obligation is more than \$1,000 and has a legitimate interest in the asset.

**Real Property Lien** - The NCP's support obligation is at least \$3,500, has a legitimate legal interest in the property and is not deceased.