

Delaware's Division of Child Support Enforcement (DCSE) operates a state-wide Automated Assistance Line (AAL) and Customer Service Unit (CSU).

The Automated Assistance Line can be accessed by touch-tone phone. It provides pre-recorded general information about DCSE services, as well as specific information about your case.

The AAL is available 24 hours a day, seven days per week.

During DCSE's normal business hours (Monday through Friday, 8:00 am-4:30 pm) the AAL will give you the option to speak with a Child Support Specialist in the Customer Service Unit about DCSE services, or about your own specific case.

For customers who speak Spanish, DCSE offers a Spanish version of the information contained on the AAL. Child Support Specialists who speak Spanish are also available to answer your questions.

Payment information about your case is updated daily, Monday through Friday.

Automated Assistance Line and Customer Service Unit Toll-Free Telephone Numbers

New Castle County	(302) 577-7171
Kent County	(302) 739-8299
Sussex County	(302) 856-5386

Using the Automated Assistance Line

When you call the DCSE Automated Assistance Line (AAL) you will be greeted with a menu of choices. When you hear the option you want, simply press the corresponding number on your touch-tone phone pad and the system will give you the information you requested.

- **For English - press 1**
- **For Spanish - press 2**
- *Rotary phone users are instructed to stay on the line and will be transferred to a Child Support Specialist during normal business hours.*

Options and Information:

When you request specific information on your case, you will be asked to enter your case number on your touch-tone phone pad. *There are two lines on the back of this brochure to write down your case number(s) so this information is readily available when you place your call to the AAL.*

PRESS 1 - for PAYMENT INFORMATION

Enter your Case Number. Once verified, you will hear a menu containing different types of information available regarding your case, including the last payment disbursed and account balances.

PRESS 2 - for TAX INTERCEPT INFORMATION

Enter your Case Number. Once verified, you will hear instructions on accessing case specific information regarding the State and Federal Tax Intercept Program, as well as Lottery Intercept Program.

PRESS 3 - for GENERAL INFORMATION

- Locations & Hours
- Applications
- Change of Address
- Locating Parents
- Paternity
- Check Replacement
- New Hire Program
- Income Withholding
- License Suspension
- Passport Denial

PRESS 4 - for EMPLOYER INFORMATION

Employers will find information on Income Withholding Orders and New Hire Reporting.

PRESS 5 - to SPEAK WITH A CHILD SUPPORT SPECIALIST

During normal business hours (Monday through Friday, 8:00 am to 4:30 pm) you will be connected with a Child Support Specialist in DCSE's Customer Service Unit.

This information is intended as a guide for using our phone system.

Due to changing Federal and State Regulations, periodic upgrades may occur.

In the event changes to the system are required, the updated information and instructions will be provided on the AAL.

Tips to Help DCSE Help You:

- Keep your appointments, or call to cancel and reschedule as needed.
- When applying for services, bring...
 - Child Support Orders
 - Children's Birth Certificates
 - Children's Paternity Records
 - Marriage/Divorce Records
 - Proof of Income
 - Proof of Residence
 - Support Payment Records
- Provide as much information as possible regarding the whereabouts of the Non-Custodial-Parent (NCP)...
 - Home Address
 - Work Location
 - School Location
 - Temporary Residence
- Notify DCSE in writing of **all changes** in address, phone, employment, custody, or support orders.
- Follow your court order **exactly**. Do not make **any** changes to your order outside of Family Court. Attend **all** Family Court proceedings.
- Keep records of all support payments.
- If you receive support payments directly, forward them to DCSE for processing and accounting.
- Remember that gifts to a child do **not** count as support payments.

Delaware Health and Social Services is committed to improving the quality of life for Delaware's citizens by promoting health and well-being, fostering, self-sufficiency, and protecting vulnerable populations.

Paternity Establishment

When the relationship between parents ends, regardless of how long the relationship lasted, both parents continue to have a legal and financial responsibility to their child(ren).

The Division of Child Support Enforcement can help to determine, with certainty, the identity of a child's parents. Paternity Establishment (identifying a child's father) is the foundation for establishing a Child Support Order.

DCSE can help you establish the paternity of your child by providing information and assistance with the following services:

1. Genetic Testing
2. Voluntary Acknowledgement of Paternity (VAP) Program

You can obtain detailed information regarding either of these programs by speaking with a Child Support Specialist.



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Child Support Enforcement

Customer Service Location:

Churchmans Corporate Center
PO Box 15012
Wilmington, DE 19850

Customer Service Availability:

Monday through Friday, 8:00 am-4:30 pm

Customer Service Phone Numbers:

New Castle County (302) 577-7171
Kent County (302) 739-8299
Sussex County (302) 856-5386

Case # _____

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Child Support Enforcement**

**Customer Service Unit
and
Automated Assistance Line**

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(302) 577-7171**

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(302) 739-8299**

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(302) 856-5386**

**Website
www.dhss.delaware.gov/dcse**