

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

The Automated Assistance Line (AAL) can be accessed by any touch-tone phone. It provides pre-recorded general information about DCSE services and specific information about your case.

The AAL is available 24 hours per day seven days per week. During normal business hours, Monday to Friday the AAL will also give you the option to speak with a Child Support Specialist (CSS) in the Customer Service Unit about DCSE's products and services, and details about your specific case.

DCSE has a Spanish version of the information contained on the AAL. Bilingual Child Support Specialists are also available to speak with you and to answer your questions.

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

Customer Service Unit and Automated Assistance Line Toll-Free Numbers

New Castle County (302) 577-7171

Kent County (302) 739-8299

Sussex County (302) 856-5386

Website: www.dhss.delaware.gov/dcse

Using the Automated Assistance Line

When you call the Automated Assistance Line (AAL) you are 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**

Options and Information:

When you request specific information on your case, you are 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.

**Rotary phone users are instructed to stay on the line to be transferred to a Child Support Specialist (CSS) during customer service hours Monday-Friday, 9:00am-4:00pm.*

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 made and account balances.

PRESS 2 - for TAX INTERCEPT INFORMATION

Enter your case number. Once verified, you will hear instructions on how to access case specific information for the State and Federal Tax Intercept Program, as well as Lottery Intercept Program.

PRESS 3 - for GENERAL INFORMATION

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

PRESS 4 - for EMPLOYER INFORMATION

Employers can find out more information on Income Withholding Orders (IWO's) and New Hire Reporting.

PRESS 5 - to SPEAK WITH A CHILD SUPPORT SPECIALIST

Customer service hours are 8:30am-4:00pm Monday to Friday. A Child Support Specialist can talk with you about your case. If you need a child support application, an electronic payment enrollment form, or an account statement, Customer Service can assist you!

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 if necessary.
- When applying for services, bring:
 - *Child Support Orders*
 - *Child(ren's) Birth Certificates*
 - *Child(ren's) Paternity Records*
 - *Civil Union/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, custody, employment, name, phone number(s), and/or support orders.
- Follow your Family 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, send 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 (DCSE) can help to determine the identity of a child's parents. Paternity Establishment (*identifying a child's legal 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

Mailing Address:

DCSE
PO Box 15012
Wilmington DE 19850

Customer Service Availability:

Monday—Friday 8:30am-4:00pm

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Kent County	(302) 739-8299
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Case # _____

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Customer Service Unit



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