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.

*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 to Friday, 8:00am-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

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 8:00am-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.

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Tips to Help DCSS 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 DCSS 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 DCSS for processing and accounting.
- Remember that gifts to a child do not count as support payments.

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 Services (DCSS) 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 or by visiting our website: [www.dhss.delaware.gov/dcss](http://www.dhss.delaware.gov/dcss).

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.