

Keeping up With Your Case

Accessing your case is easy. Just call the Interactive Voice Response (IVR) System at **1-877-NJKIDS1**, login to the customer portal online at **NJChildSupport.org** or download the **NJ Child Support Case Info Mobile App**.

The IVR, customer portal and mobile app allow you to:

- Access detailed case information 24/7
- Make payments and check account balances
- Easily update address and contact information
- Access case-related forms and other related services
- Find useful resources on available services and agency programs
- Stay up to date with child support news and announcements

In addition, customer service representatives are available over the phone at 1-877-NJKIDS1 Monday through Friday, from 8 a.m.-6:45 p.m. Eastern time and online via web chat Monday through Friday, 8 a.m.-4:30 p.m. Eastern time.

New Jersey
ChildSupport.
It's more than just money.

Download the NJ Child Support App



NJ Department of Human Services
Phil Murphy, Governor | Sheila Oliver, Lt. Governor | Carole Johnson, Commissioner



Families don't all look the same. When child support is needed, the New Jersey Child Support Program is there to make the process as simple as possible. In our commitment to strengthen families, we help to locate parents, establish paternity, establish and enforce child support and medical support (health insurance) and provide convenient ways to pay support.

In New Jersey, the Child Support Program is supervised by the state Department of Human Services (DHS), Division of Family Development (DFD), Office of Child Support Services (OCSS) but you can get services in your county by going to your local County Board of Social Services, Family Court and Probation Division.

There Are Two Parents in Every Case

One is the custodial parent – the person who lives with the child the majority of the time and receives support; the other is the non-custodial parent – the person who shares responsibility for the child and pays support.

Applying for Child Support Services

You can apply for services online at NJChildSupport.org, by visiting your local child support office or by calling **1-877-NJKIDS1** to request an application via mail. There is a one-time fee of \$6 to apply for child support services. However, this fee is waived for applicants who receive public assistance.

Locating Non-Custodial Parents

If you are not sure where the non-custodial parent lives, we can help you find them, whether they live in or out of state. The more information you can provide, the easier it will be to locate the parent, and the sooner you can start receiving the support your child needs.

Establishing Paternity

When a child is born to married parents, the husband is assumed to be the legal father. Paternity is automatically established and the husband's name appears on the child's birth certificate.

When a child is born to unmarried parents, the father may sign a Certificate of Parentage to establish paternity. If he does not agree to sign, then extra steps – such as genetic testing – are needed to establish paternity.

Establishing a Child Support Order

In New Jersey, both child support and medical support are established through a child support order. New Jersey Child Support Guidelines are used to calculate the amount of support. These legal guidelines consider both parents' incomes and account for expenses such as child care, health insurance and anything else the child may need in order to thrive. If either parent does not agree with the amount that is set, or if there are other issues that need to be worked out, both parents will need to appear before the Family Court to define what is best for the child.

Paying and Receiving Child Support

After the child and/or medical support is ordered by the Family Court, the Child Support Program collects the money from the person paying support, records each payment and sends the amount collected to the person receiving support via direct deposit to their bank account or New Jersey Debit Card.

Most people who pay child support have it deducted from their paycheck through income withholding. Payments also can be made with a credit or debit card, check, money order or cash. For more information, visit NJChildSupport.org/PaymentOptions.

Making Sure Child Support is Paid

If payments are missing, late or incomplete, the unpaid support – known as arrears – is still owed. When arrears are owed, there are several ways the Child Support Program tries to collect support.

Paying on time, and in full, will help avoid enforcement actions such as:

- Court Enforcement
- Bench Warrants
- License Suspension
- Credit Reporting
- Federal and State Tax Offset
- Passport Denial
- Seizure of Assets
- Civil Award/Settlement Intercept
- Lottery and Casino Prize Intercept