

For more information on the child support program or to apply for child support services, call your local DSS office:

**DEPARTMENT OF SOCIAL SERVICES  
REGIONAL OFFICES**

**Bridgeport:** 925 Housatonic Avenue; **203-551-2703**

**Danbury:** 342 Main Street; **203-207-8986**

**Hartford:** 3580 Main Street; **860-723-1002**

**Manchester:** 699 East Middle Turnpike; **860-647-1441**

**Middletown:** 117 Main Street Extension; **860-704-3126**

**New Britain:** 270 Lafayette Street; **860-612-3465**

**New Haven:** 194 Bassett Street; **203-974-8248**

**Norwich:** 401 W. Thames, Unit 102; **860-823-3325**

**Stamford:** 1642 Bedford Street; **203-251-9417**

**Torrington:** 62 Commercial Blvd. Suite 1; **860-496-6944**

**Waterbury:** 249 Thomaston Avenue; **203-597-4171**

**Willimantic:** 676 Main Street; **860-465-3500**

**Toll Free TDD/TTY line:** 1-800-842-4524

For questions about the enforcement of your case, call the SES office responsible for your order or e-mail us 24 hours a day by accessing our website  
<http://www.jud.state.ct.us/faq/child.html>

**SUPPORT ENFORCEMENT SERVICES  
LOCAL OFFICES**

**Bridgeport:** 172 Golden Hill Street; **203-579-6590**

**Danbury:** 71 Main Street; **203-731-2940**

**Hartford:** 999 Asylum Avenue; **860-566-8723**

**Middletown:** 484 Main Street; **860-344-2957**

**New Britain:** 20 Franklin Square; **860-515-5300**

**New Haven:** 414A Chapel Street; **203-789-7485**

**Norwich:** 99 Main Street; **860-886-2694**

**Putnam:** 263 Kennedy Drive; **860-963-2580**

**Rockville:** 26 Park Street; **860-871-7289**

**Stamford:** 123 Hoyt Street; **203-965-5730**

**Waterbury:** 11 Scovill Street; **203-596-4188**

More services to help answer  
your questions...call  
**1-888-233-7223**

**CHILD SUPPORT INFORMATION LINE**

-  automated up-to-date information about your case!
-  call anytime, seven days a week!
-  from any touch-tone phone!
-  no PIN # required...simply access your account by entering your social security number
-  customer service staff available to answer questions or concerns about your child support payments  
**8:00am - 5:00pm, Monday-Friday**

**DIRECT DEPOSIT**

**Come join more than 13,000 Connecticut child support recipients who have discovered the benefits of Direct Deposit!**

**If you are unable to establish a bank account but would like the benefits of direct deposit...we can help!**

**Ask us about our PayAccess Program**

You may also fax letters to **(860) 566-2452**  
or mail them to  
**Information and Problem Resolution Unit  
999 Asylum Avenue  
Hartford, CT 06105**

**Check out these WEBSITES  
for more information**

[www.dss.state.ct.us](http://www.dss.state.ct.us)

[www.jud.state.ct.us](http://www.jud.state.ct.us)

[www.ctchildsupport.com](http://www.ctchildsupport.com)

# A Brief Guide to Child Support Services in Connecticut



The State of Connecticut's child support program is designed to get your child the financial and medical support he or she deserves. We firmly believe that both parents are responsible for supporting their children.

This pamphlet provides an overview of Connecticut's child support services. We believe that the more you know about child support, the more you can help us help your child.

If you have any questions at any time, please call your child support worker, or our automated telephone line at 1-888-233-7223.

Joseph H. Pellegrino  
Chief Court Administrator  
Judicial Branch



Patricia A. Wilson-Coker  
Commissioner  
Department of Social Services

**Publication No. 98-6  
Revised June 2004**

The Department of Social Services' programs are available to all applicants and recipients without regard to race, color, creed, sex, sexual orientation, age, disabilities, learning disabilities, national origin, ancestry or language barriers.

The Department has a TDD/TTY line for persons who are deaf or hearing impaired and have a TDD/TTY: 1-800-842-4524.  
Auxiliary aids are available for blind or visually impaired persons.

The Department of Social Services is an equal opportunity, affirmative action employer.

## ***We are here to help!***

Child support program staff believe that both parents play an important role in raising a healthy child. As parents, you have the right to be equally informed and have access to services that will assist you in providing support to your children.

Regular child support payments help families meet their children's daily needs, including food, shelter and health care.



When you receive child support services you have these responsibilities...

### ***You must:***

- provide all information that you can about the noncustodial parent
- if you are receiving state assistance, **assign** all of your support rights to the state for past, present or future payments; a portion of your support is disregarded from your state assistance award, allowing you to become financially independent
- provide bills for day care and/or unreimbursed medical expenses to the parent under court order to pay

### ***You may:***

- be required to testify at a court hearing for paternity and support
- be denied cash benefits, if you are applying for state assistance and you do not provide important information to help process your case
- be exempt from cooperation requirements in exceptional circumstances and situations involving domestic violence

### **BCSE Services include:**

- ◆ taking your application
- ◆ locating the noncustodial parent
- ◆ establishing paternity (legal fatherhood)
- ◆ establishing financial, medical, and/or child care orders, including orders for overdue support

### **Programs that help BCSE collect overdue child support payments include:**

- \* credit bureau reporting
- \* interception of lottery winnings
- \* state and federal tax interception
- \* liens on real and personal property
- \* seizure of financial assets
- \* passport denial



**The Connecticut Bureau of Child Support Enforcement (BCSE) and Support Enforcement Services (SES) work together, with legal assistance from the office of the Attorney General, to provide child support services to families:**



### **SES services include:**

- ◆ enforcing your child support, medical support, and child care orders
- ◆ reviewing and/or modifying your child support, medical support, and child care orders

**Either parent can request a review of the support order to see if it should be changed.**

Requests for a review should be made in writing to your SES Officer and should state the reasons you think the order should be increased or decreased.

***Child support services can be provided even if the other parent does not live in Connecticut.***