



Child Support News You Can Use

Child Support Enforcement Division
Massachusetts Department of Revenue
(DOR)
Fall 2016



New Computer System Implementation

We are implementing a new computer system in the spring of 2017. The new system will help us provide better service to our customers.

Many of the tasks that our staff now have to do will be handled by the new system. That means we will free up staff time to focus on the things that only a person - not a computer - can do. For example, talk directly with our customers. Another feature will allow us to communicate with customers using text messaging.

We will also launch a new customer website. You will get much more information about the new website over the next year. One of many new website features will be the ability to see documents related to your case.

Over the next year, we will put information on our existing website about the changes that are coming. Our goal is to make the transition as seamless as possible for you. No doubt there will be some bumps in the road with a project this big, but we hope they are small and we will appreciate your patience as we make the changes.

Child Support and Military Service



We know that many parents who have a child support case with us are active duty military service members; are being called to active military duty; or are veterans. CSE joins those who thank you for your dedicated service to our country. We want to help parents with their child support issues as they make the transition from civilian life to full-time military duty or leave active military service.

We recently launched a new initiative to help veterans manage their child support obligations. CSE staff have met with a number of veterans groups and attended various events. You can find more information for service members and veterans on our website.

CSE Implements a Statewide Early Intervention Team

The child support process can be confusing for parents. Our new early intervention team will try to make things clearer for our customers. The team is charged with reaching out to parents at the time a new child support order is entered by a court.

Team members will contact the parent who is making payments to make sure that he or she understands what happened in court, what DOR does to collect child support, and the actions he or she must take to provide health insurance for the children if that was part of the order. The early intervention team will explain how to send in child support until payments start being withheld from his or her pay. Our goal is to make sure that the parent who is paying understands what the court order requires, knows what to do if he or she has problems paying, and to answer any questions the parent might have.

The team will also contact the parent who is to receive child support. Again, we want to make sure that the parent understands what happened in court, what the court ordered for child support, when and how support will be sent to him or her, and what DOR will do if payments don't come in. And, of course, we will answer any questions the parent has.

DOR is excited about getting the new early intervention team up and running. We hope it will help us better communicate with our customers and make things easier for customers to understand.

Do you think the amount of your child support order should change?

Either parent can ask the court to increase or decrease the amount of a child support order or add an order for health insurance coverage for the children. This is called a modification.

Only the court can modify your order, but we can review your case and, if appropriate in your case, we can help you go to court to ask for a modification.

For an estimate of how much a court might order, you can use the Child Support Guidelines Worksheet on our website. (Click on "Parent to Pay Support" and then "How to Make Changes to Your Court Order" to get to the Worksheet.)

Report Changes

Let us know right away about changes to your address, email, phone number or employer. To report these changes:

- Call us.
- Make the changes in the case manager on our website.
- Email us from our website.