

Because *Kids* Matter Most

Family Support Registry



FSR Customer Service

Did you know that the FSR contract states that the customer service unit is responsible for :

- Answering telephone and email inquiries concerning FSR payments received and disbursements sent for child support cases for obligor, obligees and employers.
- Providing information about payments such as when they were received and mailed.

Payments

Payments may be mailed to:

FSR

PO Box 2171

Denver, CO 80201-2171

Overnight payments may be mailed or dropped off at:

FSR

PMB 262

1550 Larimer Street

Denver, CO 80202-1610



Customer Service Services

- ▣ Change of address
- ▣ Mailing payment records
- ▣ Process obligor and obligee EFT authorizations
- ▣ Routing of correspondence and returned undeliverable mail received at the FSR mail boxes
- ▣ Research and properly resolve “lost “ payment or disbursement inquiries
- ▣ Initiate payment problem logs to resolve complaints
- ▣ Reissue disbursements with hold flag reason of “F”

Customer Service Services

- ❑ Before discussing any case with an obligor or obligee at least two items of identification are verified to prove identity.
- ❑ Information provided to parties must be factual regarding payments received or disbursed.
- ❑ Questions that require an explanation of program rules or procedure are generally forwarded to the enforcing county CSE unit technician of record.
- ❑ Customer Service Reps use Smart Contact to access account information, not ACSES.

FSR Customer Service Emails

6

□ **Emails from Obligors/Obligees**

- State Office FSR Unit is responsible for reading, responding, and/or forwarding to FSR Customer Service.
- State Office may forward or copy email request/response to County tech of record or send a msg via ACSES chron.
- FSR Customer Service handles emails regarding payment inquiry, address updates, payment records, request for EFT authorizations, etc.

Performance Standards

- FSR customer service representatives shall be available Monday – Friday, 8:00 a.m. to 6:00 p.m. Mountain Time.
- All customer service call center services shall be provided same day.
- Vendor shall meet or exceed an overall customer service rating of 7.0 points on a 10-point rating scale.
- The average wait time shall not exceed three (3) minutes.
- All lines may not be busy more than 5% of the time.
- Shall not exceed 5% of the total monthly call volume.
- Vendor shall ensure that their system will not drop calls inappropriately.

Who do I call for questions?

8

Lexie Barath FSR Program Manager 303-866-4555 lexie.barath@state.co.us	<ul style="list-style-type: none"> FSR Contractor Performance Concern
Janine Archuletta FSR Team Lead 303-866-4548 janine.archuletta@state.co.us	<ul style="list-style-type: none"> FSR Customer Service Issues/Concerns IVD/NIVD Account Transitions NIVD Disbursements on Hold Obligor Payment Coupons SMART Image Viewer (SIV) Parent eCSS Web Accounts
Ralph Proffitt FSR Financial Specialist 303-866-4554 ralph.proffit@state.co.us	<ul style="list-style-type: none"> Disbursements Issues \Methods Payment Processing Issues \Methods Return Payments (NSF/Stop Payment) that have not been referred to collections FA Unidentified Payments
Frank Shamoon FSR Employer Specialist 303-866-3280 frank.shamoon@state.co.us	<ul style="list-style-type: none"> Employer File Maintenance EIWO and Web IWO Employer Outreach and Trainings Employer EFT and Web Payments Employer eCSS Web accounts Employer Coupons Employer eCSS Web Accounts New Hire Reporting
Suzanne Martin FSR NIVD Court CCS Specialist 303-866-4553 suzanne.martin@state.co.us	<ul style="list-style-type: none"> Central Collection Services (CCS) Referrals NIVD Only Accounts

Payment Processing

- Did you know that Payment Processing is required:
 - ▣ To ensure that at least two identifiers are used to positively identify payments
 - ▣ The two identifiers may be any two of the following:
 - FSR account number
 - Obligor Name
 - Obligee Name
 - Child Name
 - Social Security Number
 - Partial Docket Number
 - Household Number
 - IV-D or Non IV-D number

Performance Standards

- Process Payments Same Day
 - Payments shall be received and transmitted to ACSES within 1 business day.
 - Payment research shall be completed same day payment is received. No more than 5% of payments received on any business day may be carried over to the subsequent business day.

Unidentified Payments

- If the FSR is unable to process and deposit an item on the day it is received, an example would be if information is missing, these payments may be held until the close of business on the 2nd business day. If the payment still cannot be posted it will be sent to the State FSR Unidentified file.

FSR Financial Services Unit Functions provided at the State Office

12

- Disbursements
 - ▣ Process daily outbound EFT credit and debit file to the bank
- Payment Adjustments and Problem Logs
 - ▣ Process all bank adjustments and requests from County CSE staff and FSR Customer Service.
- State Unidentified File
 - ▣ Research all unidentified payments transactions for identification to case/account or disbursement.
- Return Item Processing (NSF's, Stop Pay, etc.)
 - ▣ Responsible for making appropriate adjustment, initiating Notice, recovery of funds, and referrals to State's Central Collection Services.

FSR Financial Services Unit Functions provided at State Office

13

- Over The Counter (OTC) Payments
 - ▣ Responsible for posting and reconciling: Administrative Offset (ADO), Central Collections Services (CCS), Colorado Payback Offset, Dept. of Corrections, Gaming Offset, Lottery, IRS, State Revenue, Thrift Savings, Unemployment Compensation, Vendor Offset, Obligor Pay by Phone and Obligor Recurring Auto Withdrawal.
- Disbursement Exceptions
 - ▣ Process all disbursement exception adjustments (e.g. return ACH items, return undeliverable checks, stale dated checks, stolen/lost disbursements, forgery requests, and all Non-IV-D disbursements on hold.
- Reconciliation Functions
 - ▣ Responsible for daily and monthly reconciliation processes (e.g. vendor and state daily deposits/exceptions, bank accounts, and ACSES).
- EFT Authorizations
 - ▣ Process and maintain electronic authorizations for other state agencies and employers in the ACSES.

Obligee Electronic Disbursement Options

- Direct Deposit (DD)



- Electronic Payment Card (EPC)



Direct Deposit

- ❑ Requires a Written Authorization
- ❑ A Confirmation Notice is mailed to the obligee
- ❑ Funds are typically available within 1 to 2 business days after the payment is received at the FSR
- ❑ If there are multiple FSR accounts (including N-IVD), the authorization will apply to all accounts

EFT CP Menu

16

Automated Child Support Enforcement System (ACSES)	
<div><div>Print</div><div>ELFDAAM1</div><div>03/14/2014 16:11:21</div></div>	
<div>EFT CP MENU</div> <div>-----</div>	
<div>----- REQUIRED KEY -----</div>	
A} ENTER/MODIFY DIR DEPOSIT AUTHORIZATION	OBLIGEE FSR ACCOUNT NUMBER
B} ENTER/MODIFY FSR CARD AUTHORIZATION	OBLIGEE FSR ACCOUNT NUMBER
C} LIST/SELECT ALL FSR CARD AUTHORIZATIONS	FSR CARD ID
D} LIST/SELECT ALL AUTHORIZATIONS	FSR ACCOUNT NUMBER (OPTIONAL)
<div><div><div>d</div>OPTION</div><div>FSR ACCOUNT NUMBER: <div>1111111</div><div>1</div></div><div>FSR CARD ID : <div></div></div></div>	
<div>. } -CANCEL M} -MAIN MENU Q} -QUIT ? } -HELP EFTCP</div>	

CP Authorizations

17

Automated Child Support Enforcement System (ACSES)

Print

ELFDAIM1

03/14/2014 16:21:27

LIST/SELECT ALL AUTHORIZATIONS

NUM	TYP	FSR	ACCOUNT	BANK NAME	START DT	STATUS	---	STOP/REVOKE	--
							DATE	RSN	NOTC
1	DD	1111111	01	SECURITY SERVICE F	01/17/2014	ACTIVE			

1

<==== ENTER NUMBER OF DESIRED AUTHORIZATION

N}

<====

OPTION

. } -CANCEL

N} -NEXT

M} Q} ?} |

Display Authorizations

18

Automated Child Support Enforcement System (ACSES)

[Print](#)

ELFDAIM2

DISPLAY DIRECT DEPOSIT AUTHORIZATION

03/14/2014 16:25:22

OBLIGEE..... WONDER WOMAN

PERSON ID: **AY956573**

FSR ACCOUNTS...	11878659 01	0000000000	0000000000	0000000000	0000000000
	0000000000	0000000000	0000000000	0000000000	0000000000

BANK RT NUM...: 314088637

START DATE....: 01/17/2014

BANK NAME.....: SECURITY SERVICE F C U

STATUS.....: A - ACTIVE

BANK ACCT NUM.: 22222222

BANK ACCT TYPE: C - CHECKING

CREATED: 01/17/2014 09:29:29:1

FSR CARD ID....:


BY TECH: **EL960093** MOD BY:

STOP REASON....: -

REVOKED REASON: -

STOP DATE.....: 00/00/0000

REVOKED DATE...: 00/00/0000

N}  OPTION N}-NEXT .}-CANCEL

M} Q} ?} |

EFT Authorization Status Codes

19

TABLE: EFT-AUTH-STATUS

NUM	--CODE--	DESCRIPTION
1		TABLE RECORD
2	A	ACTIVE
3	E	ESTABLISHED
4	F	XFER TO BANK
5	P	PRE-NOTE
6	R	REVOKED
7	S	STOPPED

VALIDATION CODES

03/13/2014

FILE: E-ACSES-EFT14:15:34

(* = BLANK)

E-ACSES-EFT

ACTIVE AUTHORIZATION, PRE-NOTE CONFIRMED

FSR CARD AUTH ESTABLISHED.

FSR CARD INFO TRANSFD TO BANK

PRE-NOTE SENT

REVOKED AUTHORIZATION

STOPPED AUTHORIZATION

ELDAHCM1

EPC

- ❑ Same Process as DD
- ❑ No Qualifying
- ❑ Use just like a VISA
- ❑ The account belongs to the obligee just the same as a bank account

EPC Authorization

21

Automated Child Support Enforcement System (ACSES)

[Print](#)

ELFDAGM1

MODIFY DIRECT DEPOSIT AUTHORIZATION

03/14/2014 16:03:54

OBLIGEE.....: CAT WOMAN

PERSON ID: **AK168192**

FSR ACCOUNTS...:	22222222	01	33333333	01	0000000000	0000000000	0000000000
	0000000000		0000000000		0000000000	0000000000	0000000000

BANK RT NUM...: 121139313

START DATE....: 03/24/2014

BANK NAME.....: US BANK

STATUS.....: E - ESTABLISHED

BANK ACCT NUM.: EF00U21

BANK ACCT TYPE: **F**

FSR CARD ID...: **AK168192**

STOP REASON...:

STOP DATE.....: / /

REVOKED REASON:

A}-MODIFY AUTHORIZATION

B}-LIST/DISPLAY HISTORY

<===== OPTION .}-CANCEL

M} Q} ?} |

NCP Electronic Payment Options

22

- Recurring Automatic Withdrawal (RAW)



- Pay By Phone (PBP)



- Coming Soon – Credit Cards



Recurring Auto Withdrawal

23

- ❑ Requires Written Authorization to FSR
- ❑ 10 day pre-note
- ❑ A Confirmation Notice is mailed to the obligor
- ❑ Payment is withdrawn according to frequency selected. (Monthly, Semi-monthly)
- ❑ Changes or cancels must be in writing to FSR
- ❑ Changes or cancels must be received by FSR
3 days before next withdrawal date
- ❑ Case closed must cancel in writing

EFT NCP Menu

Automated Child Support Enforcement System (ACSES)

[Print](#)

ELFDAAM2

03/14/2014 08:55:38

EFT NCP MENU

----- REQUIRED KEY -----

A} ENTER/MODIFY RECURRING AW AUTHORIZATION

OBLIGOR FSR ACCOUNT NUMBER

B} STOP/REVOKE RECURRING AW AUTHORIZATION

OBLIGOR FSR ACCOUNT NUMBER

C} ENTER/MODIFY/REVOKE PBP AUTHORIZATION

OBLIGOR FSR ACCOUNT NUMBER

D} MAINTAIN ARU PBP REQUESTS

OBLIGOR FSR ACCOUNT NUMBER

E} LIST/SELECT OBLIGOR'S AW AUTHORIZATIONS


OBLIGOR FSR ACCT / PERSON ID

F} LIST/SELECT ALL AUTHORIZATIONS

FSR ACCOUNT NUMBER (OPTIONAL)

G} RETURNED RAW TRANSACTION / NOC

OBLIGOR FSR ACCOUNT NUMBER

 OPTION

FSR ACCOUNT NUMBER:

OBLIGOR ID :

. } -CANCEL

M} -MAIN MENU

Q} -QUIT

? } -HELP

! EFTNCP

Obligor Authorization

Automated Child Support Enforcement System (ACSES)

[Print](#)

ELFDAHM1

LIST/SELECT OBLIGOR'S AW AUTHORIZATIONS

03/13/2014 15:03:21

NUM	TYP	FSR	ACCOUNT	BANK NAME	START DT	STATUS	DATE	RSN	NOTC
1	AAW	11111111	00	TEST BANK	03/23/2014	PRE-NOTE			
2	RAW	11111111	00	PUEBLO B&T	07/13/2012	REVOKED	02/05/2014	FA	Y

--- STOP/REVOKE ---

TABLE: EFT-AUTH-TYPE
NUM --CODE-- DESCRIPTION
1
2 A TABLE RECORD
3 D ARU AW
4 R DIR DEPOSIT
RECURRING AW

VALIDATION CODES
(* = BLANK)
E-ACSES-EFT
ARU AUTO WITHDRAWAL (AAW)
DIRECT DEPOSIT (DO)
RECURRING AUTO WITHDRAWAL (RAW)

ELDAHCM1
03/13/2014 14:16:25
FILE: E-ACSES-EFT

2 <==== ENTER NUMBER OF DESIRED AUTHORIZATION

N} <==== OPTION . } -CANCEL N} -NEXT

M} Q} ?} |

Display Authorization

Automated Child Support Enforcement System (ACSES)	
Print	
ELFDAIM3	
DISPLAY RECURRING AW AUTHORIZATION	
03/14/2014 09:05:05	
OBLIGOR.....	PERSON ID: AP870370
SUPER MAN	
FSR ACCOUNT....: 11111111	
BANK RT NUM....: 107000068	START DATE....: 07/13/2012
BANK NAME.....: PUEBLO B&T	STATUS.....: A - ACTIVE
BANK ACCT NUM.: 2222222	
BANK ACCT TYPE: C - CHECKING	CREATED: 07/03/2012 13:51:37:7
	BY TECH: EL900485 MOD BY: EL960093
AMOUNT.....: 391.00	
FREQUENCY.....: S - SEMI-MONTHLY	
DAY OF WEEK....: 0 - MO/SEMI-MO	
DAY 1 OF MONTH: 14 (MONTHLY, SEMI-MONTHLY)	
DAY 2 OF MONTH: 28 (SEMI-MONTHLY)	
NEXT DUE DATE.: 02/14/2014	
STOP REASON....: -	REVOKED REASON: -
STOP DATE.....:	REVOKED DATE...:
N) <==== OPTION N) -NEXT .) -CANCEL M) Q) ?)	

Pay By Phone

- Requires Written Authorization to FSR
- 10 day pre-note
- A Confirmation Notice is mailed to the obligor
- Obligor calls IVR to schedule payment
- Payment withdrawal must be 2 business days in the future
- Payment is withdrawn according to obligor's requested withdrawal date

PBP Authorization

Automated Child Support Enforcement System (ACSES)	
Print	
ELFDAIM4	
PAY BY PHONE AUTHORIZATION	
03/13/2014 13:42:36	
OBLIGOR.....: SUPER MAN	PERSON ID: AP870370
FSR ACCOUNT...: 11111111	
BANK RT NUM...: 102000021	START DATE....: 03/23/2014
BANK NAME.....: TEST BANK	STATUS.....: P - PRE-NOTE
BANK ACCT NUM.: 22222222	
BANK ACCT TYPE: C - CHECKING	CREATED: 03/13/2014 13:39:20:7
	BY TECH: \$ET321 MOD BY:
NEXT DUE DATE.: 00/00/0000	
STOP REASON....: -	REVOKED REASON: -
STOP DATE.....: 00/00/0000	REVOKED DATE..: 00/00/0000
N} < OPTION N}-NEXT .}-CANCEL M} Q} ?}	

If a withdrawal is scheduled more than 2 days in the future,
the FSR can stop the request

Electronic Processing Procedures

- ❑ Bank Holidays and weekends are not valid withdrawal dates
- ❑ If the requested date falls on a weekend or holiday, it will be withdrawn on the next business day and the payment will post that day.
- ❑ The obligor is excluded from requesting withdrawals on the 28th thru the 30th-31st of the month.
- ❑ Payments must be greater than \$1.01

Credit Cards


30

- ❑ Coming Soon
- ❑ Obligors and Employers
- ❑ Payments may be made by credit or debit card
- ❑ Charge is 2.95% of amount or \$4.95 whichever is greater
- ❑ Link on our website
- ❑ Point of Sale Machines



Obligor Coupons

- Bill Due Dates are calculated as follows:
 - Court orders that commence on the 1st through the 4th will have a bill due date of the 5th.
 - Court orders that commence on the 5th through the 28th will have a bill due date equal to the commencement date
 - Court orders that commence on the 29th through the 31st will have a bill due date of the last day of the month
 - Court orders that have no commencement date will calculate a bill due date of the 25th

- 
- After a payment coupon is generated, the system will re-calculate the next bill due date to approximately 20 days prior to the commencement date
 - An Obligor will be billed once a month for each child support order that has MSO, MAD and /or arrears

Automatic ACSES Suppression

Occurs if:

- ❑ The Obligor has an Active EFT authorization
- ❑ The case has an active initiating reciprocal action
- ❑ The case has a manual ledger
- ❑ The court order has been dismissed, abated, suspended or pending
- ❑ There is no ledger for the court cases

Auto Suppression Continued

- The Obligee has been granted good cause
- The court order has Not transitioned to the FSR
- The court order is voluntary
- The Obligor has filed for bankruptcy

Billing Not Suppressed

If Billing is Not Suppressed, ACSES will attempt to bill the obligor. The following reasons will cause billing not to print:

- The court order has a commencement date that is not within the next 20 days
- The case category is 3 and there is no address for the obligor
- The enforcing case is in a category 4-9
- The court order is not verified

Not Suppressed Continued

- All cases associated with the court order are closed
- There is an active income withholding order that is not UCB
- The obligor is coded as employed on the employer menu
- The ledger is on financial hold

Employer Coupons

- **Mailed to employers with 10 or fewer active income withholdings.**
- **Mailed once per month, on or around the 16th of the month.**
- **Number printed and mailed is based upon the employee's payroll frequency.**
 - Monthly – one coupon per income withholding
 - Semi-monthly – two coupons per income withholding
 - Weekly – five coupons per income withholding
 - Bi-weekly – three coupons per income withholding
- **If payments are received with no coupons during the previous 6 months, coupons will be suppressed.**

What's the difference between Paper IWO's, Web IWO's & e-IWO's?

Paper

- ❑ IWO is requested on ACSES and sent to the Print Vendor the following business day for printing.
- ❑ An acknowledgement of printing and mailing is entered on ACSES after printing that day.
- ❑ Employers manually acknowledge and reject IWO's, report terminations and lump sums.

eCSS - WEB

- ❑ eCSS registered employers receive notification of IWOs via email and then download IWO from our state website.
- ❑ If employer does not download IWO within 2 days, it will automatically be printed and mailed to the employer.
- ❑ Employers electronically acknowledge and reject IWO's, report terminations and lump sums.

Federal Portal - e-IWO

- ❑ Employers contact OCSE to get set up for e-IWO.
- ❑ Useful for employers that handle IWOs from multiple states.
- ❑ Employers electronically acknowledge and reject IWOs, report terminations and lump sums through OCSE.

How do I know if it's a Web or e-IWO employer?


Print

EL BALM2

03/18/2014 15:05:48

BROWSE EMPLOYER LOCATIONS

BY **EMPLOYER NAME = THE BAILEY**

EMPLOYER-ID	EMPLOYER NAME OR DBA NAME	<XMIT>	FEIN	ORG-ID
W/C-ID	ADDRESS	<TYPE>		PHONE
1 90-00814194	THE BAILEY COMPANY		<WEB>	00000433
	601 CORPORATE CIR, GOLDEN, CO 80401-5622			303-384-0200
2 90-05117536	THE BAILEY COMPANY	<WEB>		00000433
	2150 MAIN ST, LONGMONT, CO 80501-1407			303-772-1766
3 90-05117775	THE BAILEY COMPANY	<WEB>		00000433
	2310 E COLFAX AVE, DENVER, CO 80206-1403			303-322-7931
4 90-05180096	THE BAILEY COMPANY	<WEB>		00000433
	4350 S BUCKLEY RD, AURORA, CO 80015-2728			303-693-6842
5 90-05184536	THE BAILEY COMPANY	<WEB>		00000433
	3010 W 10TH ST, GREELEY, CO 80634-5360			970-353-4151
6 90-05871249	THE BAILEY COMPANY	<WEB>		00000433
	1480 S COLORADO BLVD, DENVER, CO 80222-3605			303-757-4244
7 90-06678759	THE BAILEY COMPANY	<WEB>		00000433
	742 GENOA WAY, CASTLE ROCK, CO 80109-1982			303-663-3957

0 <==== ENTER NUM OF DESIRED EMPLOYER *** CONTINUED NEXT PAGE ***

A}-FIND LOCATION BY AUTO-MATCH / ADD NEW LOCATION L}-LIST IA'S

N } <==== OPTION B}-DISPLAY/MODIFY N}-NEXT .}-CANCEL P} M} Q}

How long does it take for the employer to acknowledge the e-IWO?

- The employer should receive your e-IWO the next business day.
- Usually you should receive an acknowledgment or rejection within a week.
- DFAS and SSA may take up to 45-60 days to provide an acknowledgment but usually respond sooner.
- If a 3rd party payroll processor is set up to receive the e-IWOs, it may take longer, as they pick them up and then deliver them to the employer and the employer will submit the acknowledgment or rejection.
- If you have not received an update on your e-IWO, you can follow up with the employer, just as you would if it was paper IWO.

How do I know if it's acknowledged?

41

MAINTAIN INACTIVE IA

COURT CASE ID: **08031-** OBLIGOR:
INC ASSIGN SOURCE: **TI - TECH INIT** # OF OBLIGEES: **1** INCOR/PEND MED INS: **Y**
INC ASSIGN TYPE: **O - ORDERED** XMIT STATUS: **20 - XMIT NOT ACK**

Status
****Rejected****
****Accepted****
****Xmit Not ACK**

FIN/INS CODE: **F - FINANCIAL** ESTABLISHING CASE:
STATUS: **I - INACTIVE W**
OBTAINED BY (FIPS)... **08031 - DENVER**
DIRECT INCOME ASSIGN TO EMPLOYER: **N**
OBJECTION TO IA..... **-**
MONTHLY AMOUNT OF ASSIGNMENT
CURR SUPPORT.: **1186.00** AS/COSTS: **24.00**
ARREARS..... **237.00** TOTAL..... **1210.00**
TOTAL..... **1423.00**
DATE SERVED/MAILED...: **0 / 0 / 0** OTHER AMOUNT: **0.00**
DATE LAST UPDATED...: **8 / 16 / 2013**
FSR EMPLOYER ID.....: **91 - 1970590** **AT&T SERVICES INC**
OBLIGOR PAYROLL FREQ: **B - BI-WEEKLY** EMPLOYER PAYROLL FREQ:
NOTICE REFERENCE NUM: LAST EMPLOYER BILLING: **00/00/0000**
NOTICE TYPE: **ORIGINAL** ***** EMPLOYER IS AN EIWO EMPLOYER *****
<==== OPTION .)-CANCEL U)-UPDATE

Date will update when acknowledged by employer, no date will be entered if the IWO is rejected.

Who Is FSR Employer Services?

42

We are a Department of the Family Support Registry dedicated solely to support our employer community with their payment related and new hire reporting questions.



How Can Employer Services Help?

43



- We can assist with:
 - ▣ Employer Remittance Coupons
 - ▣ Employer address updates
 - ▣ Payment questions and options
 - ▣ Employee terminations
 - ▣ Employer web related questions
 - ▣ Electronic Funds Transfer (EFT) support/training
 - ▣ New Hire Reporting technical support for reporting via the Internet, or secure File Transfer Protocol (FTP)

On-Line Employer Services at www.childsupport.state.co.us

44

Colorado The Official State Child Support Services Portal



Parent

Employer

CSE Worker

Partner Agency

[Home](#) | [FAQ](#) | [Contact Us](#)

[Login](#)

New User Registration:
[Parents](#) | [Employers](#)

Colorado Division of Child Support Services

Welcome

The **Mission** of the Colorado Child Support Services Program is to assure that all children receive financial and medical support from each parent. This is accomplished by locating each parent, establishing paternity and support obligations, and enforcing those obligations.

*** Haga clic en la ficha de los padres para obtener información en español y haga clic en la ficha de publicaciones a la derecha. Description of Colorado CSS - Spanish Video 7.7mb*

What's New

- [Online Application Available](#)
- [Enhancements to Income Withholding Orders](#)
- [Colorado CSS Program Strategic Plan 2011 - 2013](#)
- [The Child Support Newsletter For Parents](#)
- [Description of Colorado Child Support Services - Spanish Video](#)
- [The importance of paternity.](#)
 - [The Power of Two - Spanish Video](#)
 - [The Power of Two - English Video](#)

CSS Site Search

[Additional Search Tips?](#)

Find County Offices
Enter a County or City name:

Quick Links
[Community Resources](#)
[Forms & Applications](#)
[Glossary of Terms](#)
[Other State Child Support Publications](#)

The Child Support Services Program will put children first by helping both parents assume responsibility for the economic and social well-being, health and stability of their children. We recognize that children benefit from positive, ongoing relationships



Contact Us...please

Employer Contacts

FSR Employer Services

Employer Services

303-297-2849

Nationwide

1-800-696-1468

CDHS_FSREmployerServices@state.co.us

Employee Contacts

Family Support Registry

Customer Service

303-299-9123

Nationwide

1-800-374-6558

CDHS_FSRcustomerservice@state.co.us

Please visit our updated website for additional
information at
www.childsupport.state.co.us