



CHILD SUPPORT & YOU

How Child Support Services (CSS) and Social Services work together?

When a parent requests help from the State of North Carolina for doctor's appointments and other health care needs, you also receive help from the CSS office. The goal is that parents, in the end, can take care of their children with the support of both parents without help from the State.

How can child support help?

CSS can help parents figure out who is dad and work with parents to come up with a child support agreement that works for both parents. They can also help to adjust a child support order if there are changes in a parent's life circumstances. CSS will work with both parents to make sure that your child gets the support they need when you are no longer getting help from the State.

What if I feel that working with CSS is not best for my children?

You can ask for health insurance for your children only. You are only required to work with child support if you request health insurance for you and your children.

What services does CSS provide for my family?

CSS can help both parents figure out the child support process. They provide FREE genetic testing if necessary to ensure that your child has access to important family health information and financial security benefits in case something was to happen to either parent. They help parents figure out the child support process and try to come to an agreement that works for everyone. They can also help adjust an order in the future if a parent's life circumstances change. The first step will be a meeting with your child support case manager.

What happens at the meeting?

The CSS case manager will help you and the other parent complete the necessary paperwork for the child support. The case manager is available to answer any questions you may have.

What happens next?

When your family is approved for health care, Social Services will send your contact information to the CSS Office. They will then contact you about the next steps within two weeks.



WHAT IF I DO NOT GO TO MY MEETINGS WITH CHILD SUPPORT?

The CSS Office is required by law to let social services know. Once that happens, health care coverage for you will end. Health insurance for your children will continue.

What if I am not sure if child support is best for my family?

The CSS Office can help you decide. They can talk to you about the options to help you decide what is best for your family. Contact them at:

Phone: (704) 289-4356

Visit in person: 1643 Campus Park Drive, Suite B, Monroe, NC 28112