

# Child Support

## A Guide to Services in Alabama



Alabama's Child Support Enforcement Program is a Federal, State and local partnership designed to get your child the financial and medical support he or she deserves. The Program can assist in paternity establishment, location of parents, obtaining an order for support, enforcement and collection of support. Our goals are to ensure that children have the financial support of both their parents, to foster responsible behavior towards children, and to reduce welfare costs. New laws and enforcement tools each year give the State a better chance of collecting money. Services are available to all parents who need them.

This booklet provides an overview of Alabama's child support services. The more you know about child support, the more you can help us benefit your child.

If you have any questions, visit our website at [www.dhr.alabama.gov](http://www.dhr.alabama.gov), call your child support worker, or our automated Hotline at 1-800-284-4347 or out-of-state 1-334-242-0210.



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## Common Words in Child Support

Here are some of the words and terms used in the Child Support Program.

<b>AllKids</b>	A low-cost, healthcare coverage program for children and teens under age 19. 1-888-373-5437 (KIDS)
<b>Child Support</b>	Money paid by a parent to help meet the needs of a child.
<b>Child Support Order</b>	An order by a court or administrative agency that requires a parent to pay child support.
<b>Custodial Party (CP)</b>	The person with whom the child lives. This may be another relative or person besides a birth or adoptive parent.
<b>Enforcement</b>	A term for measures to make sure a child support order is obeyed.
<b>Family Assistance (FA)</b>	A program that provides time-limited financial assistance to needy families with children administered by the Department of Human Resources. This program replaced the program known as Aid to Families with Dependent Children ( <b>AFDC</b> ).
<b>IV-D</b>	Short for Title IV-D of the Social Security Act, the federal law governing the Child Support Program.
<b>Medical Support</b>	A court order that requires a parent to provide medical insurance or cash medical support.
<b>Non-custodial Parent (NCP)</b>	The parent with whom the child does not live; sometimes called the "absent parent".
<b>Obligor</b>	A non-custodial parent who is required by a court order to pay child support.
<b>Paternity</b>	Legal Fatherhood.
<b>Visitation</b>	The legal right under a court order of a non-custodial parent to spend time with the child. Visitation and child support are separate requirements under the law. Therefore, support must be paid even if there are visitation issues. Note: We cannot represent any party on visitation issues.



## Agencies Involved in Child Support

The following State agencies work together to provide child support services to families in Alabama.

**Child Support Enforcement  
Division of the Alabama  
Dept. of Human Resources**

Responsible for coordinating all child support services, taking all applications, finding non-custodial parents, establishing paternity, establishing support orders, enforcement activities and administrative hearings.

**Administrative Office of  
Courts (AOC)**

Responsible for the administration and management of the State Judicial System that hears child support cases.

**State Child Support Attorneys**

Responsible for providing legal assistance to the State in child support cases in court. These attorneys represent the State only and not the custodial party or the non-custodial party.



## Child Support Services

There are six major child support services provided by the State of Alabama. Depending on your family's situation, you may need help in any or all of the following areas:

- Locating non-custodial parents
- Determining the legal father (paternity)
- Establishing or changing a support order (modification)
- Enforcing a child support order and spousal support if included in the child support order
- Obtaining or enforcing medical support
- Collecting and distributing support

These services are available to all families, regardless of their financial situation. Let's take a look at how they can work for your child.

## Finding Non-custodial Parents

Finding a non-custodial parent is a key first step in collecting support for many children. To do this, child support workers can search many sources of information. Staff in our local offices and in our central office State Parent Locator Service checks state and national computer banks. We can look at records of the Internal Revenue Service, Social Security Administration, Department of Defense, state motor vehicle, and labor and law enforcement agencies around the nation. With the help of the Federal Parent Locator Service in Washington, we can search for a non-custodial parent anywhere in the U.S., its territories and some other countries, if certain information is known.

The more information you give us, the easier it is for us to locate the non-custodial parent. The best information you can give us is the social security number. You may find it in bank, insurance or credit card records, income tax returns, or other papers. If you can't find it this way, we can use other clues: the name of a former employer; the non-custodial parent's date and place of birth; or the non-custodial parent's own parents' names and addresses. Names, addresses, and phone numbers of friends, relatives, and organizations of which the non-custodial parent is a member may also help.

The location process can take time and patience, but the odds are good for success. We find thousands of non-custodial parents every year.



## Establishing Paternity

When a child is born to unmarried parents, a legal relationship between the father and child must be established before a court will order child support. This legal relationship is called paternity. Establishing paternity allows the child to receive medical support, Social Security benefits, inheritance rights, and other forms of support.

In many cases, the alleged father admits paternity by signing an acknowledgment. This paper can be signed at the hospital or at a Department of Human Resources Office. If he does not admit paternity, the State must begin a court action.

Child support staff collects information and other evidence about the alleged father and refers the case to the State IV-D Attorney for legal action. This legal assistance should benefit the mother and child, but remember that in all cases the IV-D Attorney represents the State child support agency and not the parent. A parent can also hire a private attorney to represent him or her.

When the case goes to trial, the mother may be required to be present in court to testify about the father. In addition, the mother, the child, and the alleged father may need to take genetic tests to help the court determine paternity.

A court case for paternity can be started any time until the child is 19 years old, but your child benefits most if you act quickly. Retroactive or "back" support can only be ordered for the two years before the court action begins.

## The Child Support Order

### ▪ **Establishment**

The process of getting a court to order support is called establishment. The court uses statewide guidelines to make fair and consistent support orders. Copies of the guidelines are available on-line at [www.alacourt.gov](http://www.alacourt.gov)

The first step in getting a support order is to collect financial information from both parents. This includes wages and other income, as well as some expenses.

The easiest and quickest way to get a support order is through a voluntary agreement. If the non-custodial parent agrees to the amount owed under the guidelines, we ask him or her to sign an agreement form. When the agreement is approved by a child support judge and filed with the clerk of the court, it becomes an order and is legal (or binding).

We can also get a support order by bringing a legal action before a judge. The Child Support Enforcement Agency can go to court with the help of the State IV-D Attorney. The State presents information about the parent's finances. Each parent may also be required to testify about his or her ability to support the child.

If the non-custodial parent is not living in Alabama, the State may ask the other State or country where the non-custodial parent lives to help get an order. If there is already a support order issued by Alabama or another state, we pursue support based on that order.

If there is no order, we can ask the other State or country to issue a support order based on its own guidelines. Paternity can also be established across state lines. Collecting support from parents who live

out-of-state is more complicated and may take more time. Your child support worker will give you information about the ways to get support in your case.

### ▪ **Modification**

After child support is ordered by the court, the order can be changed (or modified) if any of the following situations occur: the financial situation of one or both parents changes; the support order is no longer adequate to meet the needs of the child; there is no provision for medical support or the circumstances of either parent or the child have changed substantially. Generally, if the support amount is either 10% higher or lower than the guideline amount previously used by the courts, the child support agency can petition the court for a change. The Child Support Agency will only review orders once every 36 months, unless a significant change of circumstances occurs.

Either parent may request that the State review the support order to see if it should be changed. If the order should be changed, the State will pursue the change by preparing the legal papers and taking the case to court. This may result in the court ordered amount being increased or decreased. Requests for a review should be made in writing to your child support worker and should state the reason(s) you believe the order should be changed. The State has 180 days from your request to complete the review of your order and present the modification request to the court.

## Medical Support

Medical support can be just as important as financial support for your child. Medical support must be included in new and modified orders for child support when employment related or other group health insurance is available to the non-custodial parent at a "reasonable" cost. If medical/dental

insurance is not available at a "reasonable" cost, the court may order "cash medical support". This money can be used to offset medical expenses or premiums for insurance provided by the custodial parent, including premiums for AllKids. Medical support is also included in all voluntary support agreements.



## Enforcing Support

***Income withholding is the best way to enforce child support...***

After a child support order is in place, support payments should begin arriving for your child.

For many families, however, payments may be late, too small, or may not come at all. Too often, the parent required to pay support does not follow the court order; and children suffer.

The good news is that there are many methods that the State can use to collect support. They include:

- ***Income Withholding*** - Child support payments can be taken directly out of paychecks, unemployment and workers' compensation, and retirement checks. State law requires that all child support orders include withholding orders. In those cases where income withholding orders are not implemented immediately, withholding can be started if the parent's payments fall 30 days behind or the total of one month's obligation.

***Civil Contempt*** - If a parent does not obey a court order, he or she may be found in contempt of the order. Child Support Enforcement can ask a judge to find a parent in contempt if he or she is 30 days late in support payments or does not comply with the medical support order. The parent must receive the court papers in accordance with state law in order to be properly served. If the parent is found in contempt, it means he or she did not obey the support order on purpose. The parent could be sent to jail.

- ***Failure to Appear*** - The judge may order the arrest of a parent who receives proper notice of a court hearing if he or she does not come to the hearing. The parent is often brought to court (or to jail if the court is not in session).



## Enforcing Support (continued)

**Income Tax Refund Intercept** - If a parent owes back support (at least \$150 if his or her child receives FA or \$500 if the child does not receive FA), the State can report the parent to the Internal Revenue Service and the State Department of Revenue. Support is then deducted from the parent's federal or state tax refund and paid to the family (or to the state). Non-custodial parents have the right to contest this action.

**Credit Bureau Reporting** - If a parent falls behind in support payments by at least \$1,000, we can report his or her name and debt to consumer reporting agencies (AKA credit bureaus). Once reported, the parent may have a hard time borrowing money to buy a house, car, etc. Before a parent's name is sent to a credit bureau, the parent is notified and given an opportunity to contest the action.

**Liens** - If a parent owes at least \$1,000 in back child support, we can place a lien on real or personal property. A lien is a legal hold on property so that the debt must be paid before the property can be sold or refinanced. Normally, we collect on the lien when the parent wants to sell or refinance, or when another creditor is foreclosing. After a lien is placed, the parent is notified and has the opportunity to contest the action.

**Financial Institution Data Match (FIDM)** - A noncustodial parent who owes back child support of at least \$500 is subject to a data match system that occurs between the Child Support Enforcement Program and financial institutions. The purpose of FIDM is to identify financial accounts that belong to noncustodial parents who are delinquent in their child support obligations. Once identified, these accounts are subject to liens and levies issued by the Child Support

Enforcement Program if the noncustodial parent owes back support of at least \$1,000.

**Other Enforcement Remedies** - The State may also attempt Garnishments, Federal Prosecution, Criminal Non-support and IRS Full Collection in an effort to collect support. The State also has the ability to revoke personal and professional licenses and deny the non-custodial parent's ability to renew or obtain a passport if the case meets certain criteria.

**Interest** - Child support judgments entered prior to November 13, 1981 accrue interest at the rate of 6% per year. Judgments entered between November 13, 1981 and August 31, 2011 accrue interest at the rate of 12% per year, and judgments entered on or after September 1, 2011 accrue interest at the rate of 7.5% per year.

**Automation** - To strengthen enforcement, the State has developed the Alabama Location, Enforcement, and Collection System (ALECS) that tracks payments and amounts owed, links government agencies and speeds up the process. The system automatically sends notices to parents and even flags problem cases for child support workers.



## Collecting, Distributing and Allocating Support

Processing child support payments is another service provided by the State. When the State receives payments from non-custodial parents it is called *collection*. When the State pays out money to custodial parents or the State it is called *distribution*. *Allocation* is the method of distributing payments when a non-custodial parent has more than one child support case.

**COLLECTION** - The Alabama Child Support Payment Center receives all child support payments and enters them into the computer system. Monthly statements are mailed to parents required to pay child support who are not paying by income withholding. Spousal support, if ordered, can be collected in conjunction with child support.

**DISTRIBUTION** - The distribution of child support payments is governed by Federal laws and regulations.

***If you have never received FA*** - The child support payment is sent directly to you. Usually, a payment is sent to you within two days after we receive it.

***If you used to receive FA*** - The State distributes child support collections (other than those made through Federal Income Tax Refund Intercept) in a former assistance case as follows:

- First, you receive child support collected in any month - up to the amount of the current support order.
- Second, any amount collected above the current support obligation is sent to you to satisfy any arrearages the non-custodial parent owes to you.
- Third, once the arrearages owed to you are satisfied, any remaining amounts are applied to arrearages owed the State for the time you received Family Assistance.

The State will, however, never retain more child support than you received in Family Assistance.

***If you are receiving FA*** - Any child support payments received will be retained by the State but limited to the lesser amount of either:

- the amount of unreimbursed financial assistance that has been paid to you or
- the amount of unpaid child support and interest assigned to the State.

***Federal Income Tax Intercept*** -

The law requires the State to distribute child support collections made through Federal Income Tax Intercept in a former assistance case as follows:

- First, the State keeps all collections up to the amount of arrears and interest owed the State for the assistance you received.
- Second, any amount collected above the amount of arrears and interest owed to the State is paid to you.

**ALLOCATION** - Alabama law requires that if the noncustodial parent has more than one case, any child support payments received will be distributed on a pro rata basis among each family due support.

**PAYMENT HISTORY** - The State has a written history of all child support payments made through their computer system. The Payment History may be given to you upon request if you are a party to the case.

## Your Rights

When you receive child support services from the State of Alabama, you have the right to:

- **Full and Fair Treatment** - You have the right to receive all the services necessary and appropriate in your case to get or collect child support. You have the right to receive those services regardless of your sex, color, race, national origin, or any handicap or disability.

- **Confidentiality** - You have the right to confidential treatment of all the information that you give us, or that we find in our investigation about your case. This means that the agencies involved will not tell any outside agency or individual what we know about you or your family, unless we must do so in order to collect child support for your child. Even then, we will only tell what is absolutely necessary to help your case.

- **Notification** - You have the right to be told about all important actions concerning your case. We will tell you about the progress of your case whenever you ask us. We will also tell you whenever there is going to be a court hearing in your case, and whenever we get an order or determine that we cannot get an order in your case. If you receive FA, we will continue to provide child support services when your FA payments eventually stop, unless you ask us to no longer provide services. We will tell you upon request how much money we have collected in your case, and how it has been distributed. Finally, we will tell you when we plan to close your case.

- **Participation** - You have the right to participate in any court actions involving your case. You have the right to ask for

and participate in the review of your support order.

- **Review and Adjustment** - You have the right to request a review of your support order to ensure that it is fair and appropriate. However, the State will only review orders once every 36 months, unless a significant change of circumstances has occurred. The request must be made in writing and state why you believe the order should be changed. If our review finds that your support order should be changed (modified), either increased or decreased, we will prepare the legal papers and arrange a court hearing for you. The judge will make the final decision about whether an order will be changed.

**Explanation of Departmental Action** - You have the right to request a review of any action or inaction by the agency. You have three options:

- (1) You may request a conference with the child support worker who has been handling your case.

- (2) You may request a review of your case at the county level without a conference with the worker.

- (3) You may request an administrative hearing at the State Office level of Child Support Enforcement.

Your request for review must be submitted in writing to the County Department of Human Resources that is handling your child support case.

## Your Responsibilities

When you receive child support services, you have these responsibilities:

- **Cooperation** - You must tell us all you can to help us provide the child support services you need. This includes personal and family information about you and your child's other parent. Your worker will determine the degree to which your cooperation is needed. This determination will be based on information provided by you and if any exemptions for cooperating apply, such as exceptional circumstances and domestic violence. You may have to testify at a court hearing about the establishment of paternity or support. You must turn over to the State any child support payments you receive directly from the noncustodial parent. This allows the State to maintain accurate accounting records needed to determine enforcement actions on your case. If you are receiving FA and you do not cooperate in pursuing child support, including turning over child support payments paid directly to you by the father of your child, your FA benefits may be reduced or stopped. If you are not receiving FA and you do not cooperate in pursuing child support, we may have to close your case.

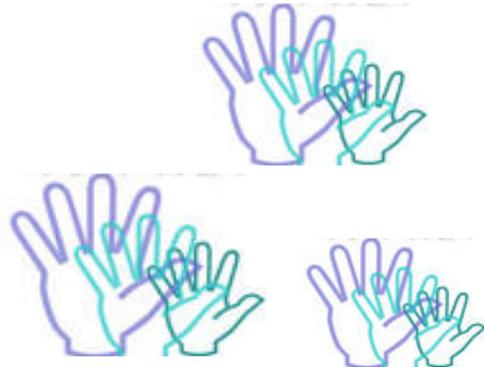
- **Assignment of Rights** - When you apply for FA benefits, under the law you give all of your rights to collect child support to the State of Alabama. This means that while you are getting FA you must turn over to the State any child support payments you receive directly from the noncustodial parent.

This assignment of rights ends when you stop receiving FA. However, the amount

of money owed to the State is still under assignment.

- **Overpayments** - If the State makes a mistake and pays you too much money, you must repay the amount overpaid.

- **Notification** - You must tell us when any of the following occur: you start a court action for child support without our help; custody of your child changes; you change your name, address, **(child support checks cannot be forwarded by the post office; if you move please update your address with the county DHR office that handles your case)** or employment; your child leaves home or is legally emancipated; you begin living with your child's other parent; or anything else happens that may affect the amount of child support and your right to receive it for your child.



## Fees for Services

Alabama does not ask parents to pay the actual cost of child support services we provide (for example: legal representation by the State IV-D Attorney or preparing court documents). However, we do charge fees for certain services if you do not receive FA.

- **Application Fee** - Depending on your income, \$5 or \$25 is charged when you apply for child support services. If you are now receiving FA, Medicaid, or foster care assistance, you do not have to pay the fee to continue child support services after your assistance stops.
- **Annual Collection Fee** - A fee of \$25 is charged annually in cases in which at least \$500 has been collected and disbursed unless you have previously received FA.
- **Income Tax Refund Offset Fee** - We charge a \$10 fee for intercepting state or federal income tax refund. You do not have to pay it yourself; it will be deducted from any amounts we collect for you through this process.
- **IRS Full Collection Fee** - A fee of \$122.50 is charged if you ask us to apply to the Internal Revenue Service for action to collect back support of at least \$750. This fee is charged up-front and is non-refundable.
- **Administrative Offset Fee** - We charge a \$10 fee each time a Federal payment is offset for the purpose of child support. You do not have to pay it yourself; it will be deducted from the amount received. Federal payments eligible for offset could include retirement payments, vendor payments, expense reimbursements or travel payments.

## How to Get Help

Take these steps to get child support services from the State:

***If you receive FA or foster care assistance*** - you automatically receive all child support services. A child support worker in the Department of Human Resources will be assigned to work with you.

***If you do not receive FA or foster care assistance*** - you can apply for services by contacting a local office of the Department of Human Resources.

***If you are already receiving child support services and need your child support order enforced or changed*** - you should contact the office of the Department of Human Resources that handles your case.

***If you have questions or need more information...***

- If you want specific information about the management of your case, contact the county that handles your child support case. See county listings and phone numbers beginning on page 13
- If you want payment information about your case you can call our Voice Response System at (in-state) 1-800-284-4347 or (out-of-state) 1-334-242-0210. You can also view payment information through the Online Payment Inquiry system at [www.MyAlabama.gov](http://www.MyAlabama.gov).
- If you have a general question or problem, you can call our Customer Services Unit at 1-334-242-9300. Call Monday - Friday between 8:00 a.m. and 4:30 p.m., or visit our website at [www.dhr.alabama.gov](http://www.dhr.alabama.gov).

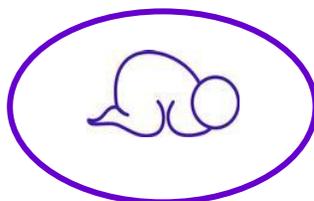
### ***VOICE RESPONSE***

VOICE RESPONSE is an automated information system which can give you payment information on your case. The automated service is 24 hours a day. You need a 'tone' push button phone.

In order to obtain information about your case through the Voice Response, your correct Social Security Number must be in our automated system

VOICE RESPONSE (in-state) 1-800-284-4347  
(out-of-state) 1-334-242-0210  
(Montgomery Area) 242-0210

*Alabama Child Support Enforcement*



## **Child Support Enforcement Department of Human Resources**

### **COUNTY OFFICES**

**Autauga:** 203 North Court Street,  
Prattville, AL 36067; 334-358-5000

**Baldwin:** 22259 Palmer Street., P.O. Box  
2529, Robertsedale, AL 36567; 251-945-  
2400 Toll Free 1-866-684-1575

**Barbour:** 276 Highway 239 South, P.O. Box  
547, Clayton, AL 36016; 334-775-2000

**Bibb:** 84 Library St., Centreville, AL 35042;  
205-926-2900

**Blount:** 415 5<sup>th</sup> Avenue, E., P.O. Box 68,  
Oneonta, AL 35121; 205-274-5200

**Bullock:** 201 N Powell St., Union Springs, AL  
36089; 334-738-0111

**Butler:** 109 Caldwell St., Greenville, AL  
36037; 334-382-4400

**Calhoun:** 415 West 11<sup>th</sup> St., Anniston, AL  
36202; 256-240-2021

**Chambers:** 410 9<sup>th</sup> Ave., S.W., P.O. Box 409,  
LaFayette, AL 36862; 334-864-4000 Toll  
Free 1-877-756-9640

**Cherokee:** 202 Dean Buttram, Sr. Ave.,  
Centre, AL 35960; 256-927-1440

**Chilton:** 500 Airport Rd., P.O. Box 1699,  
Clanton, AL 35046; 205-280-2000

**Choctaw:** 1003 Mulberry Ave., P.O. Box 687,  
Butler, AL 36904; 205-459-9701

**Child Support Enforcement  
Department of Human Resources**

**Clarke:** 22609 Highway 84, Grove Hill, AL 36451; 251-275-7001

**Clay:** P.O. Box 940, Ashland, AL 36251-0490; 256-396-6800

**Cleburne:** 732 Oxford St., Heflin, AL 36264; 256-463-1700

**Coffee:** 3881 Salem Rd., P.O. Box 311665, Enterprise, AL 36331; 334-348-2000

**Colbert:** 3105 George Wallace Boulevard, Muscle Shoals, P.O. Box 270, Tuscumbia, AL 35674; 256-314-4900

**Conecuh:** P.O. Drawer 565, Evergreen, AL 36401; 251-578-3900

**Coosa:** 300 S. Jackson St., P.O. Box 36, Rockford, AL 35136; 256-377-2000

**Covington:** 1515 Martin Luther King, Jr. Expressway, P.O. Drawer 190, Andalusia, AL 36420; 334-427-7900

**Crenshaw:** P.O. Drawer 151, Luverne, AL 36049-0151; 334-335-7000

**Cullman:** 1220 St. Joseph Street, NW, P.O. Box 990, Cullman, AL 35056; 256-737-5300

**Dale:** 513 Carroll Avenue, Ozark, AL 36361; 334-445-4900

**Dallas:** 200 Samuel O. Moseley Dr., P.O. Box 1210, Selma, AL 36702; 334-874-1400

**DeKalb:** 2301 Briarwood Ave. South, P.O. Box 680049, Fort Payne, AL 35968; 256-844-2700

**Elmore:** 73932 Tallassee Highway, P.O. Box 787, Wetumpka, AL 36092; 334-514-3200

**Escambia:** 326 Evergreen Avenue, Brewton, AL 36426; 251-809-2000

**Etowah:** 210 Hoke St., Gadsden, AL 35902; 256-549-4100

**Fayette:** 410 16<sup>th</sup> Street, NE, P.O. Box 489 Fayette, AL 35555; 205-932-1665

**Franklin:** 737 Highway 48, P.O. Box 360, Russellville, AL 35653; 256-331-5900

**Geneva:** 1831 West Magnolia Avenue, Geneva, AL 36340; 334-684-5800

**Greene:** 36 Park Street., P.O. Box 311, Eutaw, AL 35462; 205-372-5000

**Hale:** 906 Wheelan St., Greensboro, AL 36744; 334-624-5820

**Henry:** 507 Kirkland St., P.O. Box 367, Abbeville, AL 36310; 334-585-4100

**Houston:** 1605 Ross Clark Cr. SE, Dothan, AL 36302; 334-677-0400

**Jackson:** 205 Liberty Lane, Scottsboro, AL 35769; 256-574-0300

**Jefferson:** 2001 12<sup>th</sup> Avenue North, P.O. Box 12585, Birmingham, AL 35202; 205-423-4400

**Lamar:** 250 Springfield Road, P.O. Box 489, Vernon, AL 35592; 205-695-5000

**Lauderdale:** 424 Veterans Dr., Florence, AL 35630; 256-765-4000

**Child Support Enforcement  
Department of Human Resources**

**Lawrence:** 13280 AL Highway 157, P.O. Box 278, Moulton, AL 35650; 256-905-3100

**Lee:** 1715 Corporate Drive, Opelika, AL 36801; 334-737-1100

**Limestone:** 1007 West Market Street, P.O. Box 830, Athens, AL 35612; 256-216-6380

**Lowndes:** 382 State Highway 97, P.O. Box 36, Hayneville, AL 36040-0036; 334-548-3800

**Macon:** 404 N. Main St., Tuskegee, AL 36083; 334-725-2100

**Madison:** 2206 Oakwood Ave., NW, Huntsville, AL 35810; 256-427-6165

**Marengo:** 701 South Shiloh St., P.O. Box 480909, Linden, AL 36748; 334-295-2000

**Marion:** 760 Industrial Drive, P.O. Box 96, Hamilton, AL 35570; 205-921-6000

**Marshall:** (DHR Annex) 70 Grimes Dr., Guntersville, AL 35976; 256-571-4120

**Mobile:** 501 Bel Air Blvd, Mobile, AL 36606; P.O. Box 1906., Mobile, AL 36633; 251-450-1700

**Monroe:** 25 Legion Dr., Monroeville, AL 36460; 251-743-5900

**Montgomery:** 3030 Mobile Hwy, P.O. Box 250407, Montgomery, AL 36125; 334-293-3100

**Morgan:** 507 14<sup>th</sup> Street SE, P.O. Box 964, Decatur, AL 35602; 256-340-5840

**Perry:** 1609 Highway 5 South, P.O. Box 509, Marion, AL 36756; 334-683-5500

**Pickens:** 401 Tuscaloosa Avenue, P.O. Box 31 Carrollton, AL; 35447; 205-367-1500

**Pike:** 717 South Three Notch Street, Troy, AL 36081; 334-807-6120

**Randolph:** 865 Hillcrest Avenue, Wedowee, AL 36278; 256-357-3000

**Russell:** 1003 25<sup>th</sup> Avenue, Phenix City, AL 36869; 334-214-5780

**St. Clair:** 1310 Comer Avenue, Pell City, AL, 35125; 205-812-2165

**Shelby:** 987 Highway 70, P.O. Box 1438, Columbiana, AL 35051; 205-669-3000

**Sumter:** 108 West Main Street, P.O. Box 310, Livingston, AL 35470; 205-652-5000

**Talladega:** 1010 Ashland Hwy, P.O. Box 715, Talladega, AL 35161; 256-761-6600

**Tallapoosa:** 353 N. Broadnax St, P.O. Box 100, Dadeville, AL 36853; 256-825-2755

**Tuscaloosa:** 3716 12<sup>th</sup> Ave. East, P.O. Box 2845, Tuscaloosa, AL 35407; 205-554-1100

**Walker:** 1901 Highway 78 East, Jasper, AL 35501; 205-387-5400

**Washington:** 14921 St. Stephens Avenue, P.O. Box 600, Chatom, AL 36518; 251-847-6100

**Wilcox:** 231 Depot Street, P.O. Box 430, Camden, AL 36726; 334-682-1200

**Winston:** 991 Highway 33 North, P.O. Box 16, Double Springs, AL 35553; 205-489-1500

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**Alabama Child Support Enforcement Program -  
A partnership of the State Department of Human Resources,  
Administrative Office of Courts, the State IV-D Attorneys and you.**

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***ONLINE PAYMENT INQUIRY (OPI)***

The Child Support ONLINE PAYMENT INQUIRY system provides a portal so that custodial parties can look up child support payment information and noncustodial parents can find court order balances, bills, and payment coupons through their MyAlabama account. In addition, address and employer changes may be submitted to the Child Support Enforcement Division.

In order to obtain information about your case through OPI, your correct social security number must be in our automated system.

OPI can be accessed by going to the MyAlabama website at [www.MyAlabama.gov](http://www.MyAlabama.gov).

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All programs of the Alabama Department of Human Resources are administered in accordance with the Civil Rights Act of 1964, the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990.