

What's new with child support and Colorado Works?

A new policy affects families receiving Colorado Works basic cash assistance (known federally as TANF) and who have an established child support order.

Starting in April 2017, families who get Colorado Works basic cash assistance may also start receiving child support payments. Before, government agencies used payments to administer their programs.

Colorado is changing this policy because:

- Financial support from both parents strengthens the relationship between parents and their children
- It helps provide more financial support to children, which leads to better educational success



If you're a family receiving Colorado Works basic cash assistance and have an established child support order:

You could now receive child support in addition to your Colorado Works benefits IF child support payments are made.

NOW: Colorado Works + Child Support

The payments will come separately:

Colorado Works on your EBT card

or

directly to your bank account



Child support through your requested disbursement method listed with the

Family Support Registry

Call 1-800-374-6558 or email to CDHS_FSRCustomerService@state.co.us to make sure your information is updated.

Like most public benefits, the intent of this policy is to support your family in becoming self-sufficient. There may be certain circumstances where your public benefits may be impacted.

If you receive an average of \$500 monthly in Child Support Payments over a six-month period (\$3,000 in a six-month period) it may impact your Colorado Works. Inconsistent payments will not impact your benefits.

This could change how your income is counted for other programs like Colorado Child Care Assistance Program (CCCAP), Supplemental Nutrition Assistance Program (SNAP), and Housing. Talk with your program contacts for more information.

If you pay child support

You play an essential role in supporting your child, and we know you take pride in doing it!

If your child is receiving Colorado Works basic cash assistance (known federally as TANF) they can now receive any current child support payments you make through the Family Support Registry, too!

What do you need to make a payment?

Your FSR account number

Your name

The amount to remit for each FSR account, if you are paying on multiple FSR accounts



Electronic Check

One-time payment
No Fee



Credit Card/Debit Card

Through Value Payment System:
www.childsupportbillpay.com/colorado
Service Fee



Recurring Automatic Withdrawal

Set up for once a month, twice a month, etc.
No Fee



Pay by Phone

Make payments when YOU want to
No Fee



PayNearMe

Cash

Go to paynearme.com/Colorado
Print a payslip and pay at participating 7-Elevens
Service Fee



MoneyGram

Billor name: CO Family Support Registry
Receive code: 14651
Available at any MoneyGram location
Service Fee



Check or Money Order

Mail payments to:
Family Support Registry
P.O. Box 2171
Denver, CO 80201-2171

Questions?

Questions about this policy:

303-866-5211

CDHS_CSECustomerService@state.co.us

To make a payment or update your information to receive payments:

Family Support Registry

Call 1-800-374-6558 or email

CDHS_FSRCustomerService@state.co.us

Questions about your

Child Support Services Case:

Contact your county technician

Questions about your

Colorado Works Benefits:

Contact your county eligibility worker

A new policy that provides

Direct Support for Children

for families receiving Colorado Works
with an established child support order



COLORADO
Department of Human Services