
	Division/Section	Family Support
	Chapter No./Name	9 – Child Support Enforcement (CSE)
	Part No./Name	J – Collections/Enforcement
	Section No./Name	J-500 Customer Service
	Document No./Name	J-520 Louisiana DCFS Website
	Effective Date	September 15, 2024

I. STATEMENT OF POLICY

A variety of information is available on the * [Department of Children and Family Services \(DCFS\) Website](#). The general public can view Louisiana delinquent payors, frequently asked questions, general information, address and telephone directory for [Child Support Enforcement \(CSE\)](#) and all other [DCFS](#) offices. In addition, [customers](#) may access the Child Support Payment Inquiry feature. This will provide the amount and date of the last three months of payments sent to a [customers](#).

CSE Website Sections:

- **About CSE**
 - Defines the functions and purpose of child support. Also provides information on services offered, how to apply for services, how to look up case information, etc.
- **Access and Visitation**
 - Explains parents' rights when it comes to access and visitation and how to apply for it.
- **Apply for Services**
 - Provides links for different steps and forms in the application process for child support services.
- **Calculate Child Support**
 - Defines the rules of the Louisiana Child Support Guidelines, links to the guidelines, and child support estimate calculator.
- **Child Support Modification Process**
 - Explains the process of review and modification and how parents may request a review.
- **CSE Offices**
 - Provides contact information for all Child Support Enforcement offices within Louisiana.
- **CSE Services Provided**
 - Details the services that are provided by Child Support Enforcement and any associated fees: Parent locator, Establishing Paternity and Orders, Enforcing Orders, and Collection & Distribution.
- **Delinquent Payors**
 - Provides access to look up delinquent payors of child support within Louisiana.
- **Direct Deposit**
 - Explains to Custodial Parents (CPs) how they can set up direct deposit to receive their child support payments.

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- **Employer's Guide**

- Defines the importance of the responsibilities of employees and the services they are to perform when it comes to child support enforcement.

- **Employment and Training**

- Provides link to the CSE E&T website page. On this page, staff and parents can find information on the initiative, such as how to enroll and services provided.

- **Family-Centered Child Support**

- Explains the Family-Centered approach CSE has taken to provide a more overall experience to families.

- **FAQs**

- A list of frequently asked questions regarding the child support program and answers.

- **Lump Sum Reporting**

- Defines what a lump sum payment is and how to report them.

- **Make a Payment**

- Provides different options in which child support payments can be made.

- **New Hire Registry**

- Explains the different options employers can use to report new hires.


II. PROCEDURES

To review the last payments made, advise customers to sign into Café. If they do not already have a user ID and PIN, they will need to make one on Café by selecting “Register” **. *** They will be taken through the registration process. * Customers should be advised to make note of their ID and keep their PIN confidential. If a customer has forgotten their PIN, they will need to call 1-888-LAHELP-U and follow the instructions given by the interactive voice response on how to reset their PIN. Both the custodial parent (CP) and the non-custodial parent (NCP) may use this feature. Once their user ID and PIN is made, to review payments they may click on “Child Support Payment Inquiry”, enter their user ID and PIN, and then click on the “Log On” button.

Employers may also report new hires on the New Hire Registry and obtain information on reporting requirements through portals on the website.

J-521 Non-Custodial Parent Delinquent Payors List:

The LASES system will automatically add NCPs to the online delinquent payors list. This may include NCPs who satisfy this criteria:

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- CAS1 screen – IV-D STAT field = ATV. Include Assistance Types NA, FA, and CA. Exclude PA Status 7 cases and cases with Family Violence Indicator = Y for any member.
- CAS1 screen – WEB EXC indicator = N.
- LICD screen - Active debt with an ongoing obligation and/or arrears only that has been active for at least six months, on LICO/COOD the established date is 6 months prior to the run date. Include only the following debt types: AR, CS, MS, and MX.
- CAPH and MEPH screens - No payment received in 6 months. Exclude IRS/STX/LOT offsets.
- Total arrearages are equal to or greater than \$500.00.

Note: If there is family violence indicated on a case, the case is excluded from this list.

III. FORMS AND INSTRUCTIONS

There are no forms or instruction associated with this policy.

IV. REFERENCES

There are no references associated with this policy. **