Welcome to the New Mexico Child Support Enforcement Division’s KIDSLine, providing automated payment information, basic program information, and the opportunity to leave information 24 hours a day, 7 days a week. For information in English, press 1, for Spanish, press 2. If you are calling from a rotary phone please remain on the line.

SPANISH

1 English
2 Spanish
Stay on Line

Module A

To hear payment information, press 1; to request an application for child support services, press 2; to hear information about the services we provide or to leave information, press 3. For assistance, press 0. To end this call at any time, hang up.

See page 2
See page <<
See Module Z, page 19

Page-1
To use this portion of the KIDSLine you must know and voluntarily enter both your New Mexico case number and your social security number for identification purposes. Unauthorized access or misrepresentation of yourself while using this system is a violation of federal and state law and is a criminal act. Indicate your understanding and acceptance of the terms by pressing 1; to repeat this message, press 2. To return to the main menu, press 9. To end the call, hang up.

Is the database available?

The system is currently unavailable. Please try your call again later.

B

To use this portion of the KIDSLine you must know and voluntarily enter both your New Mexico case number and your social security number for identification purposes. Unauthorized access or misrepresentation of yourself while using this system is a violation of federal and state law and is a criminal act. Indicate your understanding and acceptance of the terms by pressing 1; to repeat this message, press 2. To return to the main menu, press 9. To end the call, hang up.

C

Please enter your case number followed by the pound sign

B

Caller inputs case number

The case number you entered is [speak case number]. If this is correct, press 1; to re-enter, press 2

1

2

A

1

2

Continue next page
Thank you. Please hold while we process your inquiry.

SQL Database

Was a match found?

YES

Please enter your social security number

D

The social security number you entered is [speak SS number]. If this is correct, press one, to re-enter, press 2.

Continued next page

NO

The case number you entered was not found. To re-enter your case number, press one. To return to the main menu, press 9. For assistance, press zero.

Caller inputs Social Security Number

1

9

0

Module B Payment Information Continued

C

A

Module X Page 19
Thank you. Please hold while we process your inquiry.

Does SSN match for case?

If not, then:

- The social security number you entered is not associated with this case. To re-enter the 9 digits of your social security number, press 1. For assistance, press 0.
- To hear payment information, press one.
- To return to the main menu, press 9.

If yes, then:

- Continue page 6.
No payment has been issued on this case. Press 9 to return to the main menu, or hang up to end this call.

This information is current as of [last file date] and is the most current information available.

A payment of [payment amount] was disbursed on [date of issue].

Your total collections across all cases for the previous month are [total amount].

To repeat payment information, press the star key; to return to the main menu, press 9; for assistance, press 0. Hang up to end this call.
To hear the most recent payments received on this case, press one. To return to the main menu, press 9.

If you hear the message "Call charged," press 1 to repeat the payment information.

If you hear "No payment has been received on this case. Press 9 to return to the main menu or hang up to end this call," press 9 to return to the main menu or hang up to end this call.

This information is current as of [speak last file date] and is the most current information available.

The amount of payment last received was [speak payment amount].

Was received on [speak date of issue].

To repeat payment information, press the star key; to return to the main menu, press 9; for assistance, press 0. To end this call, hang up.

To hear the most recent payments received on this case, press one. To return to the main menu, press 9.

If you hear the message "Call charged," press 1 to repeat the payment information.

If you hear "No payment has been received on this case. Press 9 to return to the main menu or hang up to end this call," press 9 to return to the main menu or hang up to end this call.

This information is current as of [speak last file date] and is the most current information available.

The amount of payment last received was [speak payment amount].

Was received on [speak date of issue].

To repeat payment information, press the star key; to return to the main menu, press 9; for assistance, press 0. To end this call, hang up.
To hear payment information, press 1. To return to the main menu, press 9.

Call is charged at this point

**F**

Last payment amount > 0

**NO**

This information is current as of [speak last file date] and is the most current information available

**A**

No payment has been issued on this case

No payment has been issued on this case. Press 9 to return to the main menu, or hang up to end this call.

**A**

A payment of [speak payment amount]

Last disbursed amount

Was received on [speak date of issue]

Last disbursed date

Repeat total of last 6 payments

To repeat payment information, press the star key; to return to the main menu, press 9; for assistance, press 0.

**F**

**A**

Module B2 Noncustodial; from page 5

Module X Page 19

Page-8
Module C Request Application

To hear information about the application process, press 1. To request that an application be mailed to you, press 2. To return to the main menu, press 9.

1

To open a case with the New Mexico Child Support Enforcement Division, you must complete, sign, and return an application form. The more information you can provide, the more successful our efforts on behalf of the children will be. Especially important are the non custodial parent’s Social Security number and current or most recent employer. We will also need a copy of any court orders that mention child support for the children. If no court order exists, we can assist in establishing an order. To repeat this information, press the star key; to request that an application be mailed to you, press 2; to return to the main menu, press 9. To end this call, hang up.

A

Please answer each question slowly and completely as it is asked. At the end of each response, press the pound key to advance to the next question.
1) At the tone, please say and spell your first and last name.
2) At the tone, please say your mailing address or post office box number.
3) At the tone, please say your city, state, and zip code.
4) At the tone, please say your 10 digit daytime telephone number.

Your recorded message is: [system replays full recorded message]. To erase and re-record the message, press 1. To send the message, press the pound key.

1

Thank you for your request. The application process is not complete until the signed application form has been returned. You will be notified at the address you provided if additional information is needed. To return to the main menu, press 9. To end this call, hang up.

9

Call charged upon selection
To report a change of address or employer, press 1; to provide information on a person responsible for paying child support, press 2; for information on child support services, press 3; to return to main menu, press 9; for assistance, press 0.

If you are the custodial person, press 1; if you are the non custodial parent, press 2; all others, press 3; to return to the last menu, press 8.

If you are calling to report a change in your address, press 1; if you are calling to report a change in your employer, press 2; if you are calling to report a change of address or employer for the non custodial parent, press 3; to return to the last menu, press 8.

Call charged upon selection
To protect your confidential case information, you must make a change of address request in writing. You may mail or take into your local office a signed, notarized statement that includes your name, case ID, old address and new address, or you may fax this statement to [fax number]. To repeat this information, press *. To return to the last menu, press 8. To end this call, hang up.

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You have selected the option to report a change of employer. Please answer each question as it is asked. If you do not know an answer, say, "I don't know." At the end of each answer, press the pound key to advance to the next question.

1) At the tone, please state your case number.
2) At the tone, please state your social security number for identification purposes only, or press 8 to return to the last menu.
3) At the tone, please say your 10 digit daytime phone number.
4) At the tone, please say and spell the name of the person whose employer has changed.
5) At the tone, please say the new employer.
6) At the tone, please say the new employer's address, including city, state and zip if known.
7) At the tone, please say the new employer's phone number.
8) At the tone, please leave as much information about the previous employer as is known, including name, address and telephone number.
9) At the tone, please leave any addition information you have about the change of employment.
10) Your recorded message is [replay voice mail]. To erase and record your message, press 1. To send the message, press the pound key.

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Thank you. To return to the main menu, press 9. To end this call, hang up.
To report a change of address, please answer each question as it is asked. If you do not know an answer, say, “I don’t know.” At the end of each response, press the pound key to advance to the next question.

1) At the tone, please say the case number
2) At the tone, please say your social security number for verification purposes only, or press 8 to return to the last menu.
3) At the tone, please say the name of the person for whom this address change is being reported.
4) At the tone, please say the new street address or POBox number
5) At the tone, please say the new city, state, and zip if known.
6) At the tone, please say the new telephone number
7) At the tone, please say as much of the old address as is known

Your recorded message is [replay voice mail]. To erase and re-record your message, press 1. To send this message press #. To return to the last menu, press 8.

To return to the main menu, press 9. To end this call, hang up.
Please answer each question slowly and completely as it is asked. If you don’t know an answer, say, “I don’t know.” At the end of each response, press the # key to advance to the next question.

1) At the tone, please say and spell your first and last name. If you wish to remain anonymous, say “anonymous.”

2) At the tone, please say your daytime phone number. If you have chosen to remain anonymous, say “skip.”

3) At the tone, please say and spell the name of the person about whom you are leaving information.

4) At the tone, say the case number of the person about whom you are leaving information.

5) At the tone, say the social security number of the person about whom you are leaving information.

6) At the tone, leave the information you have.

Your recorded message is [system replays full recorded message]. To erase and re-record this message, press 1. The send the message, press the pound key.

Thank you. To return to the main menu, press 9. To end this call, hang up.
Module D 2 Information, from page 10

For information about our Website, press 1; for information about enforcement methods for an existing court order, press 2; for information about establishing an order for paternity, child and/or medical support, press 3; for information about interstate case processing, press 4, to return to the main menu, press 9, to repeat these options, press star.

You may sign up to access your case information from the Child Support Website at https://elink.hsd.state.nm.us/cLink/. You must have your case ID and social security number. To protect your confidentiality, your user ID and password will be mailed to your address on file. To repeat this information, press the star key. To return to the previous menu, press 8.

To return to the previous menu, press 8.
Please select from the following to hear about enforcement methods that may be used when a responsible party is not complying with his or her child support court order. Actions are taken at the discretion of the Department based on case and court information. For general enforcement information, press 1. For Wage Withholding and garnishment information press 2. For Credit bureau reporting information, press 3, for court based remedies, press 4. For tax and other intercepts, press 5. For lien information, press 6, for Medical support enforcement, press 7. To return to the main menu, press 9. To repeat this menu, press star.

If the non-custodial person does not pay the court ordered child support, CSED has many remedies to encourage payment. Among the tools we may use are: wage withholding and garnishment; tax refund and lottery intercept; credit bureau reporting; liens; license suspension; Federal administrative payments offset; passport denial; bank account seizures; civil contempt; and, criminal non support prosecution. CSED will evaluate each case to determine the best methods to enforce the obligation. CSED may also request or perform these actions on cases where one of the parties resides in another state.

The most reliable way for payments to be collected is through regular withholding of child support due from the non-custodial person's wages. Most support orders enforced by CSED allow for wage withholding. We will notify the non custodial person's employer of the amount to withhold each pay period for child support. Employers send payments to CSED where they are recorded and forwarded to the custodial person or retained for reimbursement of TANF expenditures. Garnishment may be used to collect arrears only. Wages, bank accounts, most savings and investment accounts may be garnished to pay past due child support. To repeat this information, press the star key. To return to the previous menu, press 8.

Once a child support order has been obtained and a debt identified, the non custodial person may be referred to national credit rating agencies and credit bureaus. The purpose of the referral is to discourage the non custodial person from making credit purchases that could interfere with the payment of child support. To repeat this information, press the star key. To return to the previous menu, press 8.
CSED may ask the court to enforce unpaid child support. The usual method is civil contempt or an "Order to Show Cause" motion. Depending upon the situation, CSED may also ask the court to issue a warrant for the arrest of a person who failed to pay child support. The goal of CSED is not to jail non-paying persons, but to encourage payment.

In all legal actions, the defendant must have the opportunity to present the court with a defense. To repeat this information, press the star key. To return to the previous menu, press 8.

When cases meet certain conditions, CSED may submit the non custodial person for intercept of his or her Federal and/or State tax refunds to pay delinquent child support. If an intercept is made, funds may be held for up to 6 months before sending to the custodial person. If a family has received public assistance, funds may be applied to repay that debt. To repeat this information, press the star key. To return to the previous menu, press 8.

CSED sends a National Medical Support Notice to the employers of all non custodial persons whose court order requires them to provide medical insurance for their children if it is available at a reasonable cost. Employers are required by Federal and/or State law to enroll the children and deduct from the non custodial person's wages the premium amount. To repeat this information, press the star key. To return to the previous menu, press 8.

CSED may file a lien with the county clerk against the property of a person who owes child support. A lien stops the person from selling or transferring the property, which forces him or her to deal with us about the past due amount. Once the debt is settled, we will file a "Release of Lien" with the county clerk to allow sale of the property. To repeat this information, press the star key. To return to the previous menu, press 8.
Paternity establishment is the legal determination of who is the father of a child. Paternity establishment is necessary before child support can be ordered. If the person named as the father denies paternity, CSED can assist in proving paternity, usually through genetic testing. The genetic test usually requires a sample of saliva from the mother, child, and alleged father. To repeat this information, press the star key.

The fair amount of child support a non-custodial person will pay is decided using child support guidelines that are established by law. The needs of the child, the number of children to be supported, and the ability of parents to pay are all considered. Provision of medical support will usually also be addressed in the support order. To repeat this information, press the star key. To return to the previous menu, press 8. To end this call, hang up.

CSED will ask the court to include medical support as part of any child support order whenever health care coverage is available to the non-custodial parent at a reasonable cost. To repeat this information, press the star key. To return to the previous menu, press 8. To end this call, hang up.

In order to work a child support case, the non-custodial parent must be found. Generally, this primary source of this information is the custodial person. The custodial person is asked to supply crucial information about the non-custodial person, including full name, social security number, last known home and work addresses, and last known employer. With this information, CSED uses its resources to locate the person. To provide information to help us find a non-custodial person, press 1. To repeat this information, press the star key. To return to the previous menu, press 8. To end this call, hang up.
If the non custodial person lives in another state, press 1; if the custodial person lives in another state, press 2; to return to the main menu, press 9.

If the non custodial parent lives in another state, our agency can request that the agency where that person lives to take actions to establish and/or enforce child support obligations. Collection made in the other state are sent to New Mexico CSED for disbursement. To repeat this information, press the star key. To return to the previous menu, press 8. To end this call, hang up.

CSED acts on requests from other states to handle cases in which the non custodial parent resides in New Mexico. We can establish and enforce support obligations and collect ordered support on behalf of the other state. To repeat this information, press the star key. To return to the previous menu, press 8. To end this call, hang up.
You are calling from a rotary phone. At the tone, please say and spell your name, say your phone number, case number and a brief message. [Play tone, record VM, disconnect call.]

Module X, Information

You have requested additional assistance during non business hours. If you are calling from within New Mexico, you may call 1-800-283-7207, or if you are calling from outside New Mexico, call 1-800-585-7631, from 8 AM to 5 PM Monday through Friday, except on State holidays, or, you may press 1 to leave a message. Press the star key to repeat this message, or press 9 to return to the main menu.

Internal transfer to ACD

Please answer each question slowly and completely. Press the pound key to advance to the next question.
1) At the tone, please say and spell your first and last name.
2) At the tone, please say your daytime phone number.
3) At the tone, please say your case number.
4) At the tone, please leave your message.

Your recorded message is [system replays full recorded message]. To erase and re-record this message, press 1. To send the message, press the pound key.

Thank you. To return to the main menu, press 9. To end this call, hang up.