

# **CHILD SUPPORT INFORMATION**

You may *directly* contact the:

## **State Disbursement Unit (SDU) by:**

Phone: 800-252-8014 Mail: PO Box 659791, San Antonio TX 78265

Or visit the

## **Office of the Attorney General of Texas Child Support:**

*childsupport.oag.state.tx.us*

## **Local Office of the Attorney General of Texas Child Support is:**

Address: 301 S Polk, Amarillo TX 79101

Phone: 806-376-4471

## **Why are Payments sent to the SDU:**

The Federal Legislation "Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), passed in 1990, required that all states establish a State Disbursement Unit (SDU) for child support payments court ordered after January 1, 1994. In April 2001. The redirection to the SDU was completed in August 2006.

## **Keeping Your Information Current:**

The State Disbursement Unit (SDU) for Texas must have current information about your address and any current withholding orders. The Randall County District Clerk's office will e-mail this information to the SDU when presented to this office. You may fax the SDU directly at 1-877-924-6872.

## **Child Support Records**

Child support records are confidential; therefore, no information about child support payments will be given out by child support clerks over the phone. You will need to contact the SDU directly if you have not received your child support.

The SDU is 1-800-252-8014.

## **FREQUENTLY ASKED QUESTIONS**

### **What if the person ordered to pay child support does not pay?**

The District Clerk does not have the power to provide enforcement services. You must contact an attorney or the Office of the Attorney General for assistance to make someone pay child support. The Office of Attorney General may be reached by calling 1-800-687-8204, or 1-800-252-8014, or 1-512-460-6000, or 1-512-231-4600.

### **What if the SDU has mailed a payment and I have not received it?**

Make sure your address is current with the SDU.

Contact the SDU at 1-800-252-8014

### **What should I do if I move to make sure my payments don't go to the wrong address or get returned to the State Disbursement Unit as undeliverable by the post office?**

You must submit a change of address to the SDU in writing. A change of address with the post office will not change your address with the SDU. YOU MUST INCLUDE YOUR CAUSE NUMBER, YOUR NAME, AND THE NAME OF THE PERSON WHO PAYS THE CHILD SUPPORT when you submit a new address.

### **How do I obtain copies of my divorce decree or other papers I may need from my court file?**

You may contact the District Clerks Office by phone or email.

Phone: 806-468-5600 Email: [districtclerk@randallcounty.org](mailto:districtclerk@randallcounty.org)

You must provide your CAUSE NUMBER, your name, your address, and specify the documents you would like copied and sent to you. You may pay for your copies on Certified Payments, come to the office or mail payment to:

Jo Carter, Randall County District Clerk  
2309 Russell Long Blvd. Suite 110  
Canyon TX 79015

**All Copies are a \$1.00 per page.**

### **How do I get child support withheld from someone's wages?**

If a wage garnishment (withholding) order has been signed by the judge, the Clerk is required to send a certified copy of the Wage Withholding Order to an employer upon request. The Clerk charges a fee of \$15.00 for each Wage Withholding Order mailed or faxed to an employer. If you would like to have a Wage Withholding Order sent to an employer, please send a written request and the fee to the District Clerk's Office.

You must provide:

1. Your CAUSE NUMBER
2. The name of the person who is ordered to pay child support
3. The employer's name and address or fax number

Be sure to sign the request and include the payment of \$15.00. You also may appear in person and complete a request to issue a Wage Withholding Order. The District Clerk's office is located at 2309 Russell Long Blvd, Canyon TX 79015.

**What do I do if an employer is withholding money from a paycheck for child support but is not mailing it?**

The District Clerk's office does not have authority to make an employer follow the law. The District Clerk provides each employer with a copy of the law that governs wage withholding for child support and a copy of the court order that directs the employer to withhold child support from wages. Contact an attorney or the Office of Attorney General for assistance.