

Lifecycle of a Case

Getting a Court Order

Case Manager: _____

Phone Number: (____) _____-_____

1 Apply for Child Support Services

Services include child support, medical support, and establishment of parentage. At the time a case is opened, both parents receive a packet in the mail including several forms to complete and return.*

*Please note that a valid address for both parents is needed. If address is not known, our system will search for a current address.

2 Establishing Parentage

If a child was not conceived during a marriage, parentage can be established by:

- ▶ Voluntary Parentage Declaration (POP)
- ▶ Genetic Testing
- ▶ Court Order

3 Establishing a Child Support Order

- ▶ Review information from both parents to estimate the child support amount.
- ▶ File a legal notice, known as the Summons and Complaint, with the court.
- ▶ The parent who will pay child support receives the complaint.

4 Finalizing the Child Support Order

After the parent receives the complaint, they have 30 days to respond to the complaint.

There are three options to establish support:

▶ **Reach an agreement**

▶ **Go to Court**

▶ **If no response, the complaint becomes a child support order**

Reach an Agreement

If both parents agree on a child support amount, an order is signed either in the office or by mail.

If both parents cannot agree, we will schedule a court hearing.

Go to Court

A court date is scheduled for both parents to appear and present information to the Court Commissioner to determine the child support amount.

5 Case Maintenance Activities

Payments

If employed, the paying parent's employer will withhold child support from their paycheck. Payments can also be made in person, by phone, mail, or online.

No Payments

If payments are missed, paying parents are subject to:

- ▶ Driver's license/passport suspension
- ▶ Bank levy
- ▶ Liens/credit reporting
- ▶ Tax refund intercept

Change in Circumstance

Both parents can request a review of the current order. Qualifying changes may include visitation time or change in income.

Lifecycle of a Case

Already have a Court Order

Case Manager: _____

Phone Number: (____) _____-_____

1 Apply for Child Support Services

Services include child support, medical support, and establishment of parentage. At the time a case is opened, both parents receive a packet in the mail including several forms to complete and return.*

**Please note that a valid address for both parents is needed. If address is not known, our system will search for a current address.*

2 Court Order Review

A case manager will:

- ▶ Review your court order.
- ▶ Enter information in our system.
- ▶ Register court order if it was issued by another state.

3 Case Maintenance Activities

Payments



If employed, the paying parent's employer will withhold child support from their paycheck. Payments can also be made in person, by phone, mail, or online.

No Payments



If payments are missed, paying parents are subject to:

- ▶ Driver's license/passport suspension
- ▶ Bank levy
- ▶ Liens/credit reporting
- ▶ Tax refund intercept

Change in Circumstance



Both parents can request a review of the current order. Qualifying changes may include visitation time or change in income.