

# Lifecycle of a Case

## Getting a Court Order

Case Manager: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

1



### Enroll 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.*

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### Establishing Parentage

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

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

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### 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.

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### 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.

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### 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:

- ▶ Professional 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 ☐



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## 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.

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## Case Maintenance Activities



### Payments

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### Change in Circumstance

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