

ATTACHMENT 7

Customer Service Helpline Case Closure Frequently Asked Questions

1. Question: My child(ren) has grown up and I have not received child support or heard from your agency in some time. Why did you send me this notice?

Answer: The child support automated case closure process has identified that your case may no longer be eligible for child support services. We are notifying you in writing before we close your case to ensure that you are aware this is being done.

2. Question: I don't have any information on the location of the noncustodial parent. If I close my case now, can it be reopened at a later time if I have more information?

Answer: Yes, you can fill out an application for child support services at anytime until your youngest child is 21 years of age.

3. Question: If I have never had a court order of support because you have not been able to find the father, if he is located now, can I get money he should have been paying since the child was born?

Answer: Yes. Support orders are retroactive to the date of petition but can be set earlier including to the birth of the child at the discretion of the court in paternity proceedings.

4. Question: The noncustodial parent still owes me money according to your records. Even though my children are grown up, can you try to collect this money for me?

Answer: Yes, as long as the case remains open.

5. Question: I was advised that you want to close my case because there has been no contact. Can I give you my new address over the telephone and keep my case open?

Answer: Yes, and your case can remain open. I would be glad to take that information from you. I will update your address and your case will remain open.

(*)Action: CSR must obtain from the caller their most current mailing and residential address and telephone number and update CSMS accordingly. Upon confirming the information with the caller, update the case closure indicator on CSMS to a "U."

6. Question: I was advised that you want to close my case because I was not cooperative and an action by me is essential for the next step in providing services. I want to keep my case open. What do I need to do?

Answer: In order to keep your case open, please confirm your mailing and residential addresses and your telephone number. Your call will be referred to my supervisor for case review and you should expect a call back to review the requirements of your case.

(*)Action: CSR must obtain from the caller their current mailing and residential address and telephone number and update CSMS accordingly.

Subcategory: Case Closure

(*)Referral: Local District

7. Question: I was advised that you want to close my case because the noncustodial parent (or putative father's) location is unknown. I have a new address to provide. What should I do?

Answer: I can take that information over the phone and update our records.

8. Question: I was advised that you wish to close my case because you cannot locate the non-custodial parent. My children are still very young and I hope that you will be able to find the parent sometime in the future, even though I don't have a new address. Can you keep my case open?

Answer: We have exhausted all possible leads to locate the noncustodial parent using all State and federal agencies available to assist us. All efforts have been unsuccessful. If you should have new information at any time you may make a new application for child support services and, if you are still eligible for our services, your case will be reopened. As part of our services, we can provide you with location only service which means that we can check out any new information you may give us.

9. Question: "The children don't live with me anymore." (It might be a relative who had the children temporarily, the children might have moved with the respondent, etc.).

Answer: If you wish to discontinue receiving our services, no further action on your part is necessary. We will close your case automatically in 60 days. If you are still owed past-due child support, we will keep your case open so that we can collect what is owed. You should inform the court that the children no longer reside with you. You can do this by filing a modification petition with the court that issued the support order. You can contact the court, a private attorney, or a legal services organization as to how to proceed.

() These actions relate to the Customer Service Helpline only.*