Office of Child Support Enforcement

Request For Child Support Services

CHILD SUPPORT SERVICES

The Arkansas Office of Child Support Enforcement (OCSE) is a division within the Department of Finance and Administration. OCSE works in partnership with the Federal Office of Child Support Enforcement, other Arkansas state agencies, and, if necessary, other states, tribes, or countries. The primary goal of OCSE is to work with custodial parties to help establish and receive court-ordered financial and medical support. We provide full services to parents and guardians who have an open enforcement case with us. This booklet is for custodial parties who are requesting to receive child support services.

Services are available to you if:

- You are the parent, legal guardian, or caretaker of a child under 18 years of age who lives with you.
- Unpaid child support is owed to you, the child is over the age of 18, and the amount to be recovered is based on a court order. If the child is over age 23 and a judgment has not been entered setting out the total amount of unpaid support owed, enforcement may be limited based on the circumstances of the case.

OCSE provides the following services:

- Locate a noncustodial parent for the purpose of providing services
- Establish paternity for a child
- Establish an order for financial and medical support
- Enforce orders for financial and medical support
- Collect child support payments
- Modify a current child support order

OCSE does not have the authority to assist with custody or visitation issues.

YOUR PRIVACY AND SAFETY CONCERNS

Your privacy is protected by state and federal laws and regulations. OCSE will not give information about you to the noncustodial parent or other people without your permission except as permitted or as required by law. We may, as required by state or federal law, provide information about your case to other agencies, such as welfare agencies or child support agencies in other states.

OCSE acknowledges that the child support process may cause concerns for those who have experienced domestic violence with the other parent. OCSE takes the safety of our customers seriously. If you have concerns about safety in regard to the other parent, please indicate as such in the questionnaire section of this booklet. You may be asked to provide copies of any orders of protection or other information about the situation. OCSE will provide extra protection to information about your whereabouts. You can update information about safety at any time during the life of your case.

WHAT TO EXPECT

Once you submit your request for services and a case is opened, you'll receive a letter with your case number and the name of your caseworker. Depending on the information and documentation you provide, you may be asked for more information. OCSE will then determine what services are required:

- If you don't have a court order, we'll establish one.
- If you and the other parent weren't married when the child was born, OCSE will first establish paternity (legal fatherhood).
- If you already have a court order for child support, OCSE will begin enforcing the order.

Child support - The Arkansas Supreme Court has established guidelines for setting support obligation. The amount of support due will be set by a court according to those guidelines.

Medical support - Federal regulations require OCSE to establish and/or enforce medical support for children receiving child support services. OCSE must establish an order addressing the health care needs of the children. Either parent may be ordered to provide medical support. If you currently have medical coverage from any source for your child and wish to continue to be the party providing this coverage, please indicate your preference in the Medical Support section of the questionnaire in this booklet.

Once a court order is established, if the other parent is not providing support as he or she should, OCSE will choose the most effective enforcement method. Those methods may include any of the following:

- Suspend a driver's, occupational, business, or technical license
- Suspend a hunting or fishing license
- Intercept a tax refund
- Report the debt to credit bureaus
- Garnish or freeze bank accounts or other assets
- Notify an employer of the obligated parent to enroll the child in a health plan
- Place a hold on the issuance and reissuance of a passport
- Use other legal actions and collection remedies

Arkansas state law provides that interest accrues at the rate of 10% per year. If your child support order is from another state, that state's laws apply. Interest may be collected if it is reduced to a judgment by the court. You, the custodial party, may obtain at your own expense a certified public accountant or other reliable financial source to calculate the total amount of interest owed. When appropriate, OCSE will attempt to reduce the amount to a judgment. If the amount is reduced to a judgment by the court, OCSE will enforce the judgment amount as child support debt owed.

There may be actions OCSE can't take at a certain time, or not at all. Ultimately, the court makes many of the decisions. This table describes what you might expect depending on the circumstances of your case.

INCOME OF THE NONCUSOTIAL PARENT	WHEREABOUTS OF THE NONCUSTODIAL PARENT			
	Known and in Arkansas	**Known but out of Arkansas**	**Unknown because he or she moves around a lot**	**Unknown and no idea where to look**
Salaried with steady employment	Good likelihood of payment	Good likelihood of payment	Medium likelihood of payment	Medium/low likelihood of payment
Some income or assets known; or possibly self-employed	Medium likelihood of payment; may take months	Medium likelihood of payment; may take months	Medium/low likelihood of payment; may take years	Medium/low likelihood of payment; may take years
Income or assets are unknown; or self-employed	Medium/low likelihood of payment; may take months	Medium/low likelihood of payment; may take years	Medium/low likelihood of payment; may take years	Medium/low likelihood of payment; may take years
Unemployed; works for cash; possibly dependent on drugs or alcohol	Low likelihood of payment; may take months	Low likelihood of payment; may take months	Poor likelihood of payment; may take years	Poor likelihood of payment; may take years
No idea whatsoever	Poor likelihood of payment; may take months or years	Poor likelihood of payment; may take months or years	Poor likelihood of payment; may take years or many years	Poor likelihood of payment; may take many years and perhaps never

Your Involvement Is Critical - You may be asked to update information from time to time, attend a court hearing, or contact our office. Your participation in your case is an important factor in the success of collecting child support. We may not be able to take further action if we aren't able to communicate with you or if we're unable to get the information we need in order to proceed in a legal action. OCSE will make every effort to work with you. If we're unable to get information needed or if we aren't able to communicate with you, we may close your case.

CHANGING AN ORDER

OCSE provides services that include changing an order if it's appropriate. You may request a review of your court order once every three years. If the amount of support ordered is different than the amount that should be paid according to the guidelines and there has been at least a 20% per month change in gross income, OCSE will initiate necessary legal action to change the court order. The support amount may go up, go down, or stay the same. Every time an order is changed, the medical coverage needs of the children will be addressed.

A request for a review sooner than three years of the last court order may be requested if there have been changes in circumstances, according to OCSE policy, such as at least a 20% per month change in income. The burden of proof is on the customer asking for the review. Contact your local child support office for more information.

LEGAL REPRESENTATION

OCSE attorneys do not represent either party, but rather the state's interest in seeing that children receive the support to which they are entitled. For child support issues, you are not required to hire a private attorney, but you may choose to do so. If the noncustodial parent files a claim for custody or visitation with the child, the OCSE attorney cannot assist you, and you are encouraged to hire your own attorney. OCSE will work with your attorney. You or your attorney must contact us before taking any action that may affect your case. You or your attorney must give us copies of any documents or court orders that affect your child support case. The noncustodial parent may also hire an attorney. Inform us immediately if you get letters or documents from the noncustodial parent or his or her attorney.

CUSTOMER SERVICE

MyCase is a customer service portal for customers of OCSE. Once you have a case number assigned to you, go to **www.ark.org/mycase** and create an account. You'll be able to communicate with your caseworker through MyCase, as well as being able to view payments, check the status of your case, update contact information, and more.

You can also call the local office assigned to your case. While you will have a caseworker assigned to your case, other personnel in the local office will be able to assist you. Go to our website at **www.childsupport.arkansas.gov** and click OCSE Locations for local office contact information.

As with any business, issues may come up which are difficult to resolve. If your local office is unable to answer your questions or concerns to your satisfaction, you may request an administrative review of your case. An office manager will conduct a review. You will be asked to submit your concern in writing. You may send a letter, email, or use the Administrative Review Request form available for your convenience in each office, as well as on the OCSE website. An office manager will review your case thoroughly and provide a written response detailing his or her findings and any necessary action that will be taken to address your concerns. That written response will be mailed or emailed to you within 10 days of receipt of your request.

PROCESSING CHILD SUPPORT PAYMENTS

The noncustodial parent or his or her employer must send all child support payments to the Arkansas Child Support Clearinghouse.

Some noncustodial parents owe support to more than one household. When these parents do not make a full payment, each household receives an amount equal to its percentage share of the total owed if the payments were received through income withholding.

While OCSE makes every effort to correctly post and apply payments to your case, situations do occur that can result in money being sent to you that you are not entitled to keep. If you receive money that you are not entitled to keep or the IRS takes back a tax refund paid on your case, you will be notified as soon as OCSE knows of the problem. If an overpayment occurs in your case, OCSE will outline repayment options that you may choose so that you can return the money in a way that is easiest for you and your particular situation. Those options may include returning the payment in full or permitting OCSE to recover the payment by withholding a portion of the child support payments received in your case until the money is paid back. The child support services that you receive will not be affected by your choice regarding any requested repayment. In all cases, Arkansas law requires OCSE to take all appropriate actions necessary to recover the money. If you fail to make arrangements to return the money that you are not entitled to keep, OCSE may take legal action against you.

If You Have Never Received TEA Benefits: Collections will be disbursed within two business days of their receipt by the Clearinghouse. The amount of support due and collected in the month plus any past due support collected will be paid to you, minus any fees or costs charged to you for child support services. Payments collected in excess of what is owed to you will be distributed to any debt owed to the state, such as court costs or administrative fees owed by the noncustodial parent, or if no such fees are owed, will be counted as payments toward future months' support obligation and sent to you.

If You Have Received TEA Benefits in the Past: If you received TEA in the past, any child support due but not paid during the period in which you received those benefits is owed to the state and is sometimes referred to as "assigned arrears." Payments collected from most sources will be paid to you for any current support or past due support owed to you. If payments are received from an interception of the noncustodial parent's federal tax refund, the payments will be applied to the assigned arrears until all such arrears have been paid in full.

RECEIVING YOUR CHILD SUPPORT PAYMENTS

Payments are normally sent by electronic means to a prepaid debit card issued to you or by direct deposit to a bank account. Once your case is opened, you'll receive a letter with more detail about your options for receiving payments. Information about the methods for receiving payments can also be found at **www.childsupport.arkansas.gov**; click "Making and Receiving Payments," and then go to "Receiving Payments."

Information about payments made to you can be found on your MyCase account. You may also call our automated line at 1-800-264-2445. The automated line is available 24 hours a day, 7 days a week. You will need to provide your case number, which will be provided to you by mail once your case has been opened.

Please note: If you receive payments directly from the noncustodial parent, in order for him or her to receive credit for those payments, you will need to send those payments to the Arkansas Child Support Clearinghouse. That child support payment will be recorded and then sent to you.

The Arkansas State Claims Commission - The Claims Commission does not have any information concerning your child support case and can only address issues dealing with a payment that was actually received by the Arkansas Child Support Clearinghouse and that you claim was mishandled in the way it was received, processed, or sent out to you. The Arkansas State Claims Commission cannot address any other aspect of your child support case. If you believe a mistake, which has not been resolved by OCSE, has occurred dealing solely with the way the Arkansas Child Support Clearinghouse has received, handled, or sent to you a child support payment, you may file a claim for the amount you believe you have lost with the Arkansas State Claims Commission. You may submit a claim online or by paper form. For more information, go to the Arkansas State Claims Commission website at **arclaimscommission.arkansas.gov.**

COST OF CHILD SUPPORT SERVICES

If you choose to receive child support services, you will be charged fees for those services, unless you receive certain types of public assistance. The amounts charged help to partially defray the cost to the State of Arkansas and to the taxpayers of providing those services to you. Fee information is also located at **www.childsupport.arkansas.gov**; go to "General Information" and then "Costs and Fees."

Fees and costs for services are withheld from any support collected on your behalf at a rate of 13% of any payment received until the fees and costs are paid. You may view the fees assessed, balance remaining, and make a separate payment, if you choose, through your MyCase account. You will receive an annual notice which gives more detail of what you may owe.

If you have any questions about fees charged for child support services, please call your local child support office.

OCSE COST SCHEDULE

Application fee per noncustodial parent – $25.00. The application fee is a flat fee that must be paid by the applicant at the time the application for services is submitted. This fee is required unless you or the child for whom you are seeking services is receiving certain forms of public assistance, including Medicaid ARKids 1st A or B or ARHOME. **NOTE: Cash is not an accepted form of payment.**

Monthly Base Cost – 13% of a total month's collection not to exceed a maximum of $18.00, which includes overhead costs and activities other than legal services. The fee is only assessed if there was a payment received in the previous month.

In addition to the monthly Base Cost, other costs you could incur are as follows.

LEGAL ACTION

If the court orders the noncustodial parent to pay court costs and attorney fees, or for the cost of paternity testing, OCSE will take action to collect those costs and fees and reimburse you for any amounts you have paid under your contract with OCSE.

- Initiation of Legal Action - $80.00. Assessed when a complaint, motion or petition with summons, order and citation, affidavit and arrest warrant, notice/order of hearing, or other legal document is prepared and forwarded to the clerk for processing in all cases (child support, paternity, interstate, criminal nonsupport, and contempt).
- Out-of-Court Settlement - $100.00. Assessed when the initiated court action is resolved prior to court appearance in all cases.
- In-Court Settlement - $150.00. Assessed when the initiated court action is resolved at the court appearance without trial.
- Trial - $250.00. Assessed when the initiated court action is resolved by the court after a hearing is held.

OTHER

- Actual costs will be assessed, based on actual costs incurred by the agency for transcripts of trials or depositions, service of process fees, the cost of any paternity test, filing fees, all other court costs, and the federal offset program fees.
- Financial Institution Levy Fee - $35.00. This fee will be charged for each levy which results in a monetary recovery from a participating financial institution or a levy against an insurance claim.
- Insurance Claim Levy Fee - $35.00. This fee will be charged for each levy that results in a monetary recovery from an insurance claim.

YOU MAY CLOSE YOUR CHILD SUPPORT ENFORCEMENT CASE

If you no longer want to receive child support enforcement services, you may request that we close your case. Request that a “Request to Close Case” form be sent to you, or you may request case closure in writing. When we receive your request, we will no longer enforce your court order. Your case will remain open with the Arkansas Child Support Clearinghouse as a “payment processing case” so that any payments that may be received will be disbursed to you. Closing your case only means OCSE will no longer have any authority to take any enforcement action on your case. Your court order will remain in effect.

If your case is pending legal action at the time you request case closure, there may be a delay in closing the case until legal matters can be resolved.

If you owe fees and costs for the services provided to you in the past, you will be responsible for the payment of that debt and will receive a separate letter advising you of the balance owed and the options available for paying the amount owed. If you close your enforcement case and have received cash assistance, such as TEA, in the past, OCSE will continue to intercept federal income tax refunds owed to the noncustodial parent to repay any unreimbursed grant due to the state that was due but not paid during the time you received assistance.

IF YOU RECEIVE PUBLIC ASSISTANCE

If you currently or in the future receive TEA cash benefits, SNAP, or Medicaid, including ARHOME, or your child receives ARKids 1st A or B, you may be required to cooperate with child support services as a condition of receiving those benefits. You will not be charged for child support services but may be required to keep your case open as long as you receive benefits.

The Arkansas Department of Human Services will notify OCSE when you start or stop receiving those benefits. OCSE will communicate with you when that happens and explain how your child support services will be affected and options you may choose.

Once you are no longer receiving benefits, your child support case will remain open, and you will again be charged for child support services.

PROCESSING YOUR ENROLLMENT FORM FOR CHILD SUPPORT SERVICES

Please complete and return the questionnaire included in this booklet, as well as the Application and Contract for Child Support Services. If you receive Medicaid services for yourself, complete the questionnaire, but do not sign the Application and Contract for Child Support Services.

To enroll online, go to **www.childsupport.arkansas.gov** and click the Apply for Support button.

Mail or take the required forms to your local child support office or mail it to OCSE, P.O. Box 8133, Little Rock, AR 72203. The original signed forms will be retained in your file. Please keep a copy for your records. Also include copies of the original child support order, if there is one. If the original order has been modified (changed) one or more times, include copies of the modified orders.

If payments have been made to you through another state or through the clerk of court, include a copy of the child support payment records. You can get payment records from the clerk of court in the county and state where the order was filed or from the child support clearinghouse where you were receiving support. Include a statement, signed by you, listing all payments you received directly from the noncustodial parent or potential father.

Please provide a copy of the child's birth certificate. If an Acknowledgment of Paternity was signed, please provide that form. Copies of these forms are available at the Vital Records agency in the state where the child was born.

The disclosure of your Social Security number is mandated by Public Law 104-193 in order that the Office of Child Support Enforcement may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child support obligations.

The information contained in this booklet and much more can be found on our website at **www.childsupport.arkansas.gov**.

LOCAL OFFICES OF CHILD SUPPORT

Batesville OCSE
1602 Batesville Blvd
Batesville, AR 72501
Phone: (870) 251-4333
Counties served: Cleburne, Fulton, Independence, Izard, Stone

Benton OCSE
318 Edison Ave, Ste 4
Benton, AR 72015
Phone: (501) 860-6162
Counties served: Grant, Hot Spring, Saline

Berryville OCSE
803 Champlin Ave
Berryville, AR 72616
Phone: (870) 423-2979
Counties served: Baxter, Boone, Carroll, Marion, Newton

Blytheville OCSE
1102 Byrum Rd
Blytheville, AR 72315
Phone: (870) 763-5970
Counties served: Mississippi

Camden OCSE
793 California Ave SW
Camden, AR 71701
Phone: (870) 837-1838
Counties served: Cleveland, Dallas, Ouachita

Conway OCSE
2455 Washington Ave, Ste 107
Conway, AR 72032
Phone: (501) 329-1721
Counties served: Faulkner, Searcy, Van Buren

El Dorado OCSE
2708 West Vine St
El Dorado, AR 71730
Phone: (870) 862-9785
Counties served:
Calhoun, Columbia, Union

Forrest City OCSE
3945 N Washington
Forrest City, AR 72335
Phone: (870) 633-7745
Counties served: Cross, Lee, Monroe, St. Francis, Woodruff

Helena-West Helena OCSE
648 N Sebastian
Helena-W Helena, AR 72390
Phone: (870) 572-3545
Counties served: Phillips

Hope OCSE
811 N Hervey
Hope, AR 71801
Phone: (870) 777-8400
Counties served: Hempstead, Howard, Little River, Nevada, Pike, Sevier

Hot Springs OCSE
2228 Albert Pike, Ste H
Hot Springs, AR 71913
Phone: (501) 321-1561
Counties served: Clark, Garland

Jonesboro OCSE
2006 Latourette Dr
Jonesboro, AR 72404
Phone: (870) 972-5510
Counties served: Craighead, Greene, Poinsett

Little Rock OCSE
322 S. Main St, Ste 100
Little Rock, AR 72201
Phone: (501) 371-5400
Counties served: Perry, Pulaski

Lonoke OCSE
115 Jefferson St
Lonoke, AR 72086
Phone: (501) 676-2736
Counties served: Lonoke

Lowell OCSE
122 N Bloomington, Ste A
Lowell, AR 72745
Phone: (479) 770-5443
Counties served: Benton, Madison, Washington

McGehee O0CSE
504 Hwy 65 North
McGehee, AR 71654
Phone: (870) 222-4818
Counties served: Chicot, Desha

Mena OCSE
806 10th St
Mena, AR 71953
Phone: (479) 394-6339
Counties served: Montgomery, Polk, Scott

Monticello OCSE
428A West Gaines
Monticello, AR 71655
Phone: (870) 367-8763
Counties served: Ashley, Bradley, Drew

Pine Bluff OCSE
3023 West 28th Ave
Pine Bluff, AR 71603
Phone: (870) 534-5271
Counties served: Jefferson, Lincoln

Pocahontas OCSE
1905 Old County Rd
Pocahontas, AR 72455
Phone: (870) 892-4911
Counties served: Clay, Jackson, Lawrence, Randolph, Sharp

Russellville OCSE
800 East Main, Ste A
Russellville, AR 72801
Phone: (479) 968-7051
Counties served: Conway, Johnson, Pope, Yell

Searcy OCSE
2701 East Race, Ste 2
Searcy, AR 72143
Phone: (501) 268-6164
Counties served: Prairie, White

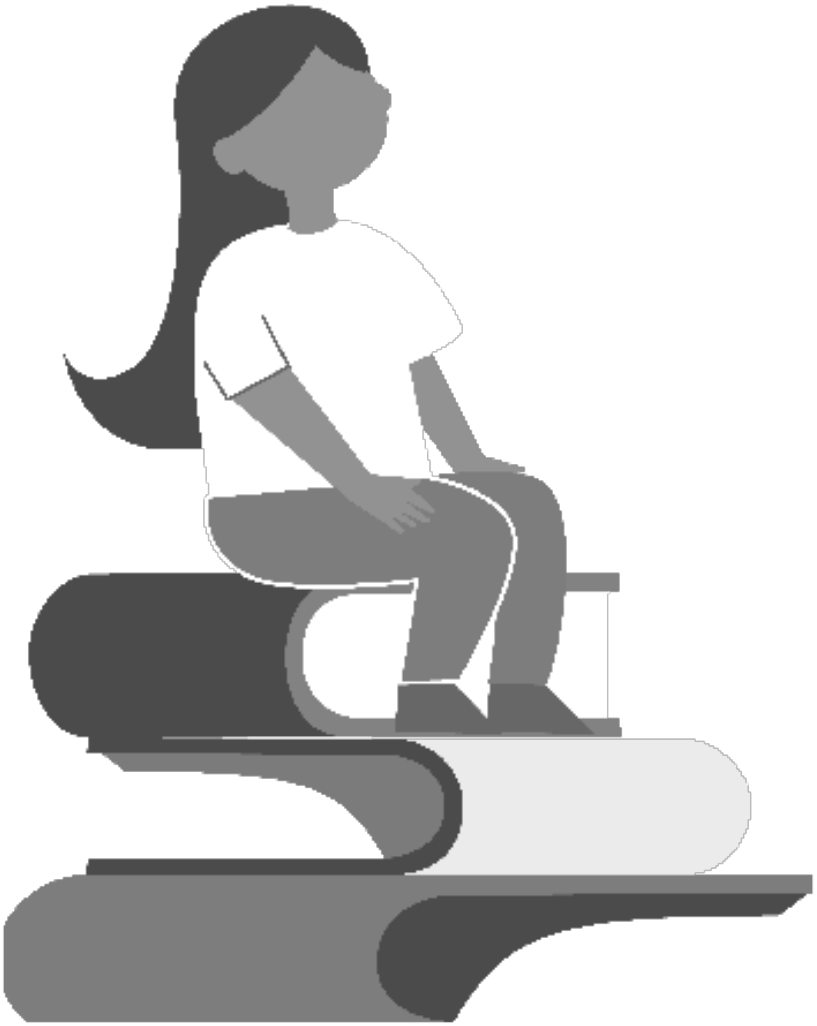
Stuttgart OCSE
211 South Leslie St
Stuttgart, AR 72160
Phone: (870) 673-2721
Counties served: Arkansas

Texarkana OCSE
1005 Arkansas Blvd
Texarkana, AR 71854
Phone: (870) 772-3443
Counties served: Lafayette, Miller

Van Buren OCSE
3132 Alma Blvd
Van Buren, AR 72956
Phone: (479) 471-8855
Counties served: Crawford, Franklin, Logan, Sebastian

West Memphis OCSE
3821 N Airport Rd
Marion, AR 72364
Phone: (870) 739-2555
Counties served: Crittenden

*Office moves may have occurred since the printing of this publication. You may want to call before first visiting a location.



Office of Child Support Enforcement

Office Use Only

Date Requested: _____

Date Provided: _____

Fee Paid: _____ **Date Received:** _____

Receipt #: _____ **Case ID:** _____

Questionnaire

The information requested in this questionnaire is needed for the Office of Child Support Enforcement (OCSE) to provide child and medical support services to you. You may be asked to update this information from time to time. The more information we have, the better we are able to help you.

You may return this questionnaire and the items listed below to the child support office nearest you or mail it to OCSE, P.O. Box 8133, Little Rock, AR 72203. You may also apply for child support services online. Go to **www.childsupport.arkansas.gov** and click the "Apply for Services" button.

Along with the questionnaire, return the following:

- A $25 non-refundable application fee. **(**EXCEPTION: Fees are not charged to Medicaid recipients. Do not include the $25 application fee if you receive Medicaid, including ARHOME, or if the child for whom you are requesting services is receiving ARKids 1st A or B.) If you're completing this questionnaire online, you may pay the fee by eCheck or credit card. If you're returning a paper copy of this questionnaire, you may pay the fee by check or money order. ***NOTE: Cash is not an accepted form of payment.***
- Copies of the original child support order, if there was one, and any modified (changed) orders. Also include copies of any guardianship or custody orders, juvenile orders, temporary orders, probate orders, or orders of adoption.
- Payment records from the clerk of court or a child support agency in another state, if applicable.
- Copies of birth certificates for the children for whom you are seeking services.
- If the biological parents were not married at the time of the child's birth, a copy of an Acknowledgment of Paternity, if one was signed.

The disclosure of your Social Security number is mandated by Public Law 104-193 so that OCSE may provide services related to the establishment of paternity and the establishment, modification, and enforcement of child and/or medical support obligations.

Information About You			
Full legal name			
Physical address			
City, State, Zip			
Mailing address			
City, State, Zip			
Phone	Cell ( )	Work ( )	Home ( )
Email			
Social Security number		Date of birth	Sex __M __F

Employer name	
Employer address	
City, State, Zip	
Employer phone number	

Race/Ethnicity: ___ American Indian: Tribe _____ ___ Asian ___ Black/African American

___Hispanic/Latino ___Multiracial ___Native Hawaiian/Pacific Islander ___White

Have you ever in the past received cash public assistance (also known as TEA or TANF)? ___Yes ___No
If yes, please provide the state or tribal name(s) and the time frame during which assistance was received.
State or tribe: _____ Years of assistance: from _____ to _____
State or tribe: _____ Years of assistance: from _____ to _____
State or tribe: _____ Years of assistance: from _____ to _____

Do you have an attorney representing you on any matter related to the other parent? ___Yes ___No
If yes, please provide the following information about the attorney:
Name: _____
Address: _____
Phone number: _____

Do you have any safety concerns regarding the other parent in this case? ___Yes ___No
In many cases, OCSE can take steps to help you receive child support services safely. Please explain your concerns and include information about any police reports or orders of protection you may have.

Information About The Children

Please provide the following information for each child for whom you are seeking services.

Child 1: Full legal name (first, middle, last)		Date of birth	Sex __M __ F
Social Security number	Race/Ethnicity	Place of birth (city & state)	
Has a support order been established for this child? Y N		Was a Paternity Acknowledgment completed? Y N	
Child 2: Full legal name (first, middle, last)		Date of birth	Sex __M __F
Social Security number	Race/Ethnicity	Place of birth (city & state)	
Has a support order been established for this child? Y N		Was a Paternity Acknowledgment completed? Y N	
Child 3: Full legal name (first, middle, last)		Date of birth	Sex __ M __F
Social Security number	Race/Ethnicity	Place of birth (city & state)	
Has a support order been established for this child? Y N		Was a Paternity Acknowledgment completed? Y N	

Child 4: Full legal name (first, middle, last)		Date of birth	Sex __ M __F
Social Security number	Race/Ethnicity	Place of birth (city & state)	
Has a support order been established for this child? Y N		Was a Paternity Acknowledgment completed? Y N	

Child 5: Full legal name (first, middle, last)		Date of birth	Sex __ M __F
Social Security number	Race/Ethnicity	Place of birth (city & state)	
Has a support order been established for this child? Y N		Was a Paternity Acknowledgment completed? Y N	

Is the noncustodial parent ordered by a court order to pay child support? ___ Yes ___ No
If no, Arkansas law provides that you may receive back child support for up to three years before legal action is filed in your case. Factors such as the age of the child and if the other parent has lived with or supported the child in other ways will affect if back support is available and the time periods it may be ordered. Do you want back child support for the period of time allowed by law? __Yes __No

If yes, which court (county & state/tribe/country)? _____
What is the court-ordered amount? _____
What is the payment schedule (weekly, monthly, bi-monthly)? _____
Amount of back support owed: _____ as of _____ (date)
Date and amount of last payment: _____

Was spousal support/alimony ordered? ___ Yes ___ No
If so, do you want OCSE to collect that obligation: ____ Yes ____ No

If you <u>are</u> the biological parent of the child or children for whom you are requesting services, provide the following information:

Are you currently or have you ever been married? ___ Yes ___ No
If yes, please provide the following information:
Name of current spouse: _____ Date of marriage: _____
Name of past spouse(s): _____ Date(s) of marriage: _____
Dates of divorce: _____

Please provide the following information about your legal relationship to the noncustodial parent:
___ Never married to each other
___ Married on _____(date) in _____(state & county/tribe/country)
___ Legally separated on _____ (date) in _____(state & county/tribe/country)
___ Divorced on _____ (date) in _____(state & county/tribe/country)
___ Divorce pending in _____ (state & county/tribe/country)
___ Other _____

If you <u>are not</u> the biological parent of the child or children for whom you are requesting service, please answer the following:
How are you related to the child? _____
What are the names of the biological mother and father of the child? _____
Do you have a court order declaring you as the child's legal guardian? ____ Yes ____ No
Was the mother married at the time the child was born? ___ Yes ___ No ____ Don't know

Information About Medical Coverage - Medicaid

Do you receive for yourself Medicaid services, including ARHOME? ___ Yes ___ No
Do the children for whom you are requesting child support services currently receive ARKIDS 1st/Medicaid?
___Yes ___ No

Information About Medical Coverage - Private Insurance

Does the child or children for whom you are requesting services currently receive private medical coverage (something other than ARKids 1st/Medicaid)? ___ Yes ___ No

If yes, who provides insurance for the children (who is the policy holder)? ___ Myself ___Noncustodial Parent ___ Step-Parent _____ Other (please explain): _____

If yes, please provide the following information:
Name of insurance company: _____
Address, city and zip: _____
Policy number: _____
Subscriber/member number: _____

Does the child or children receive additional (secondary) private medical coverage? ___ Yes ___ No
Please explain: _____

Is health insurance available through your employer? ___ Yes ___ No

I prefer to provide medical coverage for the children listed above. ___Yes ___No

Provide the monthly dollar amount of extraordinary medical expenses and list what the expenses cover. For example, orthodontia, dental treatment, physical therapy, professional counseling, etc:
$_____ monthly for the following reason(s): __

Information About The Noncustodial Parent

Please provide as much information as possible about the other parent. If you don't have the information now but find it later, you can update this information.

Full Legal Name		
Alias or Nicknames		
Physical Address		
City, State, Zip		
Mailing Address		
City, State, Zip		
Phone	Cell ( ) Work ( ) Home ( )	
Email		
Social Security Number	Date of Birth or Age	Sex __M __F
Employer Name		
Address		
City, State, Zip		

Physical Description of the other parent:
Eye Color _____ Hair Color _____ Height _____ Weight _____
Marks (tattoos, scars, piercings, etc.) _____

Race/Ethnicity: ___ American Indian: Tribe _____ ___ Asian ___ Black/African American

___Hispanic/Latino ___Multiracial ___Native Hawaiian/Pacific Islander ___White

What are the names of the mother and father of the noncustodial parent, even if they are deceased?
Father's full name: _____
Mother's full name, including maiden name if known: _____

Does the noncustodial parent currently receive any of the following:
SSI? ___Yes ___No ___Not Known SSA/SSD? ___Yes ___No ___Not Known
VA Benefits? ___Yes ___No ___Not Known TEA? ___Yes ___No ___Not Known
Worker's Compensation ? ___Yes ___No ___Not Known

Has the noncustodial parent ever been in the military? ___Yes ___No ___Not Known
If yes, what branch?_____

Has the noncustodial parent ever been in jail or prison? ___Yes ___No ___Not Known
If yes, where? _____

Does the noncustodial parent own a car? ___Yes ___No ___Not Known
Year _____ Make/Model _____ License Number _____ State _____

If the noncustodial parent is currently unemployed, please provide the information for the last known employer to the best of your knowledge:
Company name: _____ Phone: _____
Address: _____

Is the noncustodial parent currently married? ___Yes ___No ___Not Known
If yes, list name of the current spouse: _____

Is the noncustodial parent represented by an attorney? ___Yes ___No ___ Not Known
If yes, please provide the following information about the attorney:
Name: _____ Phone: _____
Address: _____

Where did the noncustodial parent attend school, including high school or college?
_____

How did you and the noncustodial parent meet? _____

Please list any other information that you feel will help OCSE in working your case. For example: commercial driver's or professional licenses, address where his or her parents reside.

How did you learn about our services? (Check all that apply)

__ Another state agency
__ Brochure
__ Child Care referral
__ Expos and fairs
__ I am re-opening my case
__Internet
__ Letter from OCSE
__ Magazine ad
__ Referred by someone
__ Other - please explain _____

Signature _____ **Date**_____

*** NOTICE ***

APPLICATION AND CONTRACT FOR CHILD SUPPORT SERVICES

****NOTE: This Application and Contract for Services must be signed and included with the Questionnaire. EXCEPTION: If you, the custodial party, are a recipient of Medicaid (including ARHOME) submit the Questionnaire, but you are not required to sign this Application and Contract for Services.****

The applicant agrees:

1. Authorizes the agency to assign legal counsel of its choice to act on behalf of the agency and applicant's assigned interest, and be the attorney of record for the agency to establish paternity and/or a monthly support obligation, and to enforce payment of such obligation. The attorney does not represent the applicant. There is no attorney/client relationship created between the applicant and the attorney.
2. Understands that the OCSE attorney represents the State's interest in having children adequately supported and in collecting overdue support. The applicant retains the right to employ separate private counsel.
3. Agrees that the agency shall have the right to collect from the noncustodial party both current and past due support payments in the amount provided by the support order.
4. Agrees that the agency, rather than the applicant, shall have any and all rights, title and interest in any and all property belonging to the noncustodial parent against which a claim may be placed for the collection of child/spousal support.
5. Agrees to forward to OCSE any and all support payments which he or she receives directly from the noncustodial parent after the date of acceptance of this Application and Contract.
6. Agrees to notify OCSE of any changes in the applicant's address.
7. Agrees to notify OCSE of any Court action which may change or affect the support order.
8. Agrees to notify OCSE of changes to medical coverage, such as participation in ARKids 1st or Medicaid, including ARHOME.
9. Agrees that the agency retains all rights to enforce and collect child support arrearages and child support judgments in an amount equal to any unreimbursed Transitional Employment Assistance (TEA) grant which the applicant received prior to this Contract. Should this contract be canceled or terminated, the applicant understands and agrees that OCSE will continue to pursue the collection of TEA grant through IRS tax intercept until the debt owed to the State is satisfied.
10. Agrees to pay all costs and fees charged for child support enforcement services pursuant to the Cost Schedule except while participating in ARKids 1st A or B or if receiving public benefits such as TEA or Medicaid in the future. A copy of the cost schedule for services was provided to the applicant with this Application and Contract for Services and is incorporated herein by reference. The applicant understands costs and fees will be deducted from support collected at a rate not to exceed 13% of the total amount collected or the actual fees and costs due, whichever is less. The applicant understands that in interstate cases the responding state may charge additional costs. The applicant further understands that if enrollment in ARKids 1st A or B ceases, the applicant agrees to pay all costs and fees charged for child support enforcement services pursuant to the cost schedule that was provided to the applicant with this Application and Contract for Services but not previously imposed due to their participation in ARKids 1st.
11. Understands the agency will disburse support payments electronically to a prepaid debit card unless the applicant requests payment to be made by direct deposit or is granted an exemption.
12. Acknowledges that if situations occur where money is received to which the applicant is not entitled, the money must be returned voluntarily to OCSE, or, as required by Arkansas law, OCSE will take the appropriate actions necessary to recover that money. Any decision made regarding the method of recovery of the money will not preclude or affect child support services being provided to you by OCSE.

The agency:

1. Agrees to provide assistance in establishing a support obligation and paternity if needed, and/or collecting support on behalf of the applicant's minor children in such amount as is, or may be, provided for by a support order.
2. Agrees to assign legal counsel for establishment, collection and enforcement of child support (including paternity establishment), and medical insurance premiums. The agency undertakes no representation of the applicant on custody, visitation or any other legal issues.
3. Agrees that the applicant retains the right to hire private counsel to represent his/her interests in any issue.
4. Agrees to exercise reasonable effort to establish an obligation and to make collections of child support on behalf of the applicant's children and spousal support on behalf of applicant, if included in an existing child support order.
5. Agrees to post and disburse, within two business days of identification, amounts collected on behalf of the applicant less the deduction for costs as specified herein. EXCEPTION: Interceptions from bank accounts and insurance lump sums will be held for 10 days before disbursing. Federal tax disbursements may be delayed up to six months if the refund is subject to adjustment from the IRS.

_____

Signature of Applicant for Services

_____

Date

NOTES

NOTES

We hope this has been helpful in understanding more about the Arkansas Office of Child Support Enforcement.

If you would like more information, please contact your local child support office or go to our website at **www.childsupport.arkansas.gov**.

www.childsupport.arkansas.gov

Your Support Makes the Difference.