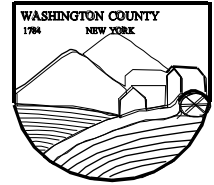


WASHINGTON COUNTY DEPARTMENT OF SOCIAL SERVICES

383 Broadway, Fort Edward, New York 12828

Telephone (518) 746-2300

Fax (518) 746-2355



Tammy L. DeLorme, Commissioner

CHILD SUPPORT SERVICES FOR YOU AND YOUR CHILD

Any Parent, guardian or caretaker of a child may apply

Our services are available even if the non-custodial parent lives outside of New York State. A \$25 dollar annual service fee may be charged for child support services. The Child Support Unit must have collected at least \$500 for you during the federal fiscal year which begins on October 1st or there will be no collection of this fee. You may not be charged if you have ever received Temporary Assistance for Needy Families (TANF).

CHILD SUPPORT ENFORCEMENT PROGRAM CAN WORK WITH YOU TO:

- Find an absent parent
- Establish Paternity
- Obtain a support order from court with health care coverage
- Review your support order for an increase or cost of living adjustment
- Enforce unpaid child support
- Take any of these actions across state lines

LOCATION OF ABSENT PARENTS

Computer and local searches are used to find a non-custodial parent if you do not know where he or she lives or works.

SUPPORT ESTABLISHMENT

To get the child support that you are legally entitled to, you need a support order from the court. We will assist you in filing a petition to obtain a Family Court Order based on Child Support Standards guidelines.

Additionally, the Court may increase the basic child support obligation to cover future reasonable health care expenses not covered by insurance, child care expenses and reasonable educational expenses of the child.

PATERNITY ESTABLISHMENT

If needed, we will help you obtain:

- Voluntary Acknowledgment
- Paternity through Family Court
- Arrange DNA testing to determine paternity

HEALTH INSURANCE BENEFITS ESTABLISHMENT AND ENFORCEMENT

Your child is legally entitled to be covered by any available health insurance by either parent. We will help you file a petition to get coverage and to enforce that coverage if it is available through an employer.

HOW WE WILL ENFORCE AND COLLECT YOUR CHILD SUPPORT

SUPPORT COLLECTION

Payments will be ordered through the Support Collection Unit (SCU). We receive, record and monitor payments as they are promptly sent to custodial parents.

SUPPORT ENFORCEMENT – JUDICIAL

SCU can assist by filing an enforcement petition on your behalf. Court has the power to order money judgments, probation or jail sentences and to hold hearings to suspend professional and recreational licenses.

MODIFICATION

We can help you in file a petition to modify your child support order if there is a significant change in circumstance since your last order.

If your child is receiving Temporary Assistance from Social Services, a portion or all of the current child support payment will be given to you in addition to the monthly Temporary Assistance grant.

WASHINGTON COUNTY SUPPORT COLLECTION UNIT

The Support Collection Unit is open Monday through Friday from 8:30AM to 4:30PM. Walk-ins are possible but may result in an appointment for a later date with a Child Support Specialist to provide you with the best service possible.

HOW YOU CAN CONTACT US

PAYMENT INFORMATION LINE

Payment information may be obtained by using your personal PIN and calling
(800)846-0773

Your PIN is mailed to you upon the opening of your account. If you do not know your PIN, it can be mailed to you upon request.

CUSTOMER SERVICE HELPLINE

If applying for services or inquiring about a specific case or account or to obtain your account number you may call
(888)208-4485

Be prepared to identify yourself by use of social security number, date of birth and account number, if you have one.

VISIT OUR WEBSITE

You may also send an email to us via the internet on the NY State Child Support Website at: **childsupport.ny.gov** You may also view your account activity on the website

HOW TO OBTAIN A PIN

To obtain a PIN call either the Customer Service Helpline or send a signed, written request including your name, address, account number and social security number to:

NYS DCSE
40 North Pearl Street – Attn: PIN
Albany, New York 12243