

The C.A.R.E. Handbook

Children Are Reason Enough

Assisting You in Supporting Your Children

District Attorney's Office
Family Support Division
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TABLE OF CONTENTS

- I. Introduction
 - II. Application Process
 - III. Locating a Non-Custodial Parent
 - IV. Establishing Parentage
 - V. Establishing a Child Support and Arrearage Obligation
 - VI. Enforcing a Support Order
 - VII. Modifying a Support Order
 - VIII. Custodian Information
 - IX. Non-Custodial Parent Information
 - X. General Information
 - XI. Access/Visitation Mediation
 - XII. Glossary
 - XIII. Terms Commonly Used in Child Support
- Attachments

I. INTRODUCTION

The most significant job in being a parent is to support the future--CHILDREN. Financial stability is essential for children. Unfortunately, the number of children living in single parent households is at an all-time high. However, regardless of your lifestyle, whether you are cohabitating, married, divorced, separated or have a child out of wedlock, the most important thing to remember is **you are and will always be a parent**. Both parents are needed to raise an emotionally and financially stable child.

The District Attorney's Office, Family Support Division (DAFS) can help in obtaining financial assistance for your child(ren). This means assistance for the *CUSTODIAN** of a child in obtaining and enforcing a child support order and assistance for the *NON-CUSTODIAL PARENT* in paying child support. DAFS, in a cooperative agreement with the State of Nevada, provides child support services. This handbook provides information regarding applying for child support services, locating the non-custodial parent (*LOCATE*), establishing paternity (*PARENTAGE*), obtaining a child support obligation and arrearage order (*ESTABLISHMENT*), enforcing a child support order (*ENFORCEMENT*), modifying an existing child support order (*MODIFICATION*), the non-custodial parent's role, and providing general information.

The success of your case may depend on the information provided to our office by both the custodian and the non-custodial parent. Our success depends on YOU. We will provide the best service possible, but cannot guarantee full success in all cases.

Although DAFS does not have jurisdiction in visitation or custody issues, we do offer the Access/Mediation Program which can assist with this issue.

***Words that are capitalized and italicized are defined in the *GLOSSARY* section of this handout.**

**CLARK COUNTY DISTRICT ATTORNEY
FAMILY SUPPORT DIVISION**

As part of our commitment to you, we will continuously strive to meet our VISION and MISSION STATEMENTS:

VISION STATEMENT

Be The National Leader in Providing Superior Child Support Services

MISSION STATEMENT

Improve the lives of families by engaging and empowering parents
in providing continuous support for their children.

II. APPLICATION PROCESS

How can our office help? DAFS can assist in locating a non-custodial parent, establishing parentage and a child support and arrearage order, enforcing a current child support order, or modifying an existing child support order. Additional information regarding possible fees for services is located at the back of this booklet.

If you have applied for assistance through the State of Nevada Division of Welfare & Supportive Services (DWSS) and are approved for assistance, they will forward your case for establishment or enforcement of an existing child support order to our office. If you are not approved for Welfare assistance, you will need to complete an application with our office. If you have never received welfare assistance or been denied assistance in Nevada, a child support applications are available at our office or you may call (702) 671-9200 to have an application mailed to you. You may also download an application through our web page at www.clarkcountynv.gov. Select the tab at the top on the right that states Departments. Scroll down to the District Attorney, select Family Support Division, select, “Starting Your Application” and download the application.

Where can an application be picked up? DAFS is located at 1900 E. Flamingo Rd. Las Vegas, NV 89119. Office hours are Monday through Thursday, 7:00 a.m. to 5:00 p.m.

Who can apply? Custodians or non-custodial parents can apply for services. If you are the guardian, you may file a case against both parents. If you are receiving assistance from DWSS, both parents will be required to pay child support. However, if you are not receiving DWSS assistance, it is in your best interest to pursue child support from both parents, but it is not a requirement. If you only seek support from one parent, you may not be as successful if that party knows the other one is not contributing to the child(ren)’s support.

If you are a non-custodial parent and you have a support order, we can assist you through a voluntary income withholding. If you have been named as the father of a child or you believe you are the father of a child, you may request an application to determine parentage.

What information is needed to process my case? We must have: the non-custodial parent’s complete name, social security number, date of birth; and the child’s complete name, date of birth, and social security number.

The more information you provide, the more effectively we can process the case. Please include all court orders, divorce decrees, birth certificates for all of your children and health insurance information with your application.

Your total cooperation is essential to fully process your case. **If you fail to provide our office with necessary information, your case could be closed for non-cooperation.** If you are receiving TANF (Temporary Assistance for Needy Families) or TANF-related medical assistance from DWSS, your non-cooperation will affect your benefits.

Do I need to file a separate application for each child? You DO NOT need to file separate cases if the children are born to the same parent. You will need to file a separate case if the children do not share the same non-custodial parent or if you are seeking support from both parents of a child. If there is a possibility more than one person may be the father of a child, please call our office to determine if you will need two applications.

Our office does not provide certain services. We can collect spousal support, when ordered, ONLY when current child support is being collected. We cannot seek spousal support if child support is not sought. Our office does not litigate **UNREIMBURSED MEDICAL** expenses. If you do not have a court order, the Hearing Master may order the non-custodial parent to provide insurance if available through an employer or pay a specific sum in lieu of providing insurance. If you would like medical enforcement but your divorce or previous child support order does not order the non-custodial parent to provide insurance, you will have to request a modification of your child support order (this will include the obligation being addressed).

Will I be informed of actions taken in my case? Once information is received on your case, you will be notified in writing and by telephone. It is vital that you keep our office informed of your current address and telephone number at all times. If you fail to notify us of an address change, we cannot effectively pursue child support collection and your case could be closed for non-cooperation or loss of contact.

Notify our office immediately upon any changes in your case. If the child begins to reside with the non-custodial parent (other than regular visitation), you must notify our office, in writing, immediately. If your court order abates child support during any given month, our office will prorate the obligation of support over a 12 month cycle. We must also be notified immediately upon **EMANCIPATION** of a child.

III. LOCATING THE NON-CUSTODIAL PARENT

How do you locate a non-custodial parent? If the non-custodial parent's address or employment is unknown, we use whatever other information you provide to request assistance from the State Parent Locate Service (SPLS) or the Federal Parent Locate Service (FPLS). If we process an SPLS or FPLS receiving information can take up to 90 days. If you have the social security number, locating the non-custodial parent is usually faster. Once the locate information is received, we have to verify the information provided. This gives us a "start."

If the non-custodial parent is in Nevada, in most cases, locate will take approximately 30-90 days. If additional information is needed, you will be contacted. If the non-custodial parent is located outside of Nevada, it may take longer for us to locate the non-custodial parent.

Can you locate the non-custodial parent without a social security number? If we do not have the non-custodial parent's social security number, the locate process will require additional information and could take longer. We will attempt to locate a social security number, but we must have the non-custodial parent's full name and date of birth.

What if this office is not able to locate the non-custodial parent? We will attempt all locate efforts; however, if there is not enough information for us to conduct automated locate attempts through Nevada's Employment Security Department and IRS tax refund intercept within one year, your case may be closed until new information is received. If sufficient information is provided, but we are unable to locate the non-custodial parent within three years, your case could be closed until new information is received. Our office will notify you when all locate attempts have ceased.

It is important to remember that, as you obtain information on the non-custodial parent such as a telephone number, address or employer, it must be immediately provided to our office.

Is there another way to collect support if the non-custodial parent's location is unknown? If you have a current support order, the non-custodial parent's social security number is verified, and s/he is in ***ARREARS*** more than \$500, we will attempt to intercept the non-custodial parent's IRS refund.

IV. ESTABLISHING PARENTAGE

How do I establish paternity for my child? If a child was born out of wedlock and the father's name is not on the birth certificate, paternity must be established. Any custodian of a child can ask our office to establish paternity on the child. You will be required to complete an application requesting child support services and additional paternity forms. (See ESTABLISHING A CHILD SUPPORT AND ARREARAGE ORDER.)

When both parties agree that a child is theirs and they want to establish paternity on their own, they can complete a Declaration of Paternity. They can request the form by calling our office at (702) 671-9200.

What if the father denies paternity? Upon request of the person named as the father, *GENETIC TESTING* will be scheduled for the mother, the alleged father and the child(ren). Both parties will be notified by letter of the place, date and time of the testing.

What if the mother's location is unknown? If the mother's location is unknown, paternity can be established by having the genetic testing completed with the alleged father and the child without having the mother tested. This is called a "mother-less" draw.

Will the child(ren) need to be subjected to having her/his blood drawn? Nevada does not require blood to be drawn and uses a non-evasive procedure called "buccal swab" where a large cotton swab is used to gently rub the inside of the mouth to collect DNA cells.

How will I be notified of the genetic testing appointment? The appointment date, time, location and instructions will be mailed to each party or their attorney of record.

What must I bring to the genetic testing appointment? Adults must bring current picture identification with their signature on it. Your photo I.D. must not be expired. If you do not have picture identification, we will accept your original birth certificate and social security card. Identification is not required for the child(ren).

How long should my genetic testing appointment take? If you arrive on time your appointment should not take any longer than ten minutes per person to complete.

When and where will the genetic testing appointments be scheduled? The appointment will be scheduled at this office or a collection site in or near the city where each party resides.

What if I have a question or problem with my appointment? Please call our Genetic Testing clerk at (702) 671-9380 to reschedule or ask questions.

When will I receive a copy of the genetic test results? Allow four weeks after all of the specimens have been collected for all parties to receive a copy of the results in the mail.

Who will pay for the cost of genetic testing? Unless otherwise notified, genetic testing costs are not needed before the testing is completed. Please call our office at (702) 671-9380 for the current cost of

genetic testing. If the non-custodial parent is found to be the father, he will be responsible for reimbursement of the genetic testing costs.

What if I am the father and want paternity established? You can file a case with our office if you believe you are the father of a child and want to have paternity established. If you are requesting genetic testing, you will be responsible to pay the cost of the testing upfront.

Why is it important to establish paternity? For the benefit of the child, it is important for a child to know both parents. If there is a medical emergency, the medical history of both parents may be necessary. Having paternity established may also entitle the child to benefits from the Social Security Administration upon disability or death of the father.

V. ESTABLISHING A CHILD SUPPORT AND ARREARAGE ORDER

Do I need to be divorced to file a case? You do not need to be divorced or have an order already established to file a case in our office. If you are separated or the custodian of a child, we can establish a child support and, if appropriate, an *ARREARAGE* order. If you are the non-custodial parent and want to begin paying child support voluntarily, you can also file a case in our office.

What if I file a case to establish an obligation with your office and I am served for divorce? You must notify us immediately if you are served, or start, another court action which includes child support.

What will the non-custodial parent be ordered to pay? The percentage for a child support obligation is based on NRS 125B.070. If the non-custodial parent does not owe support for another child (ren) or there are no other reasons for deviation, the amount ordered is as follows:

one child 18% of the non-custodial parent's gross monthly income
two children 25% of the non-custodial parent's gross monthly income
three children 29% of the non-custodial parent's gross monthly income
four children 31% of the non-custodial parent's gross monthly income
for each additional child, add an additional 2% of the non-custodial parent's income.

If your order is from another state, we must follow that order; we cannot enter a new order simply on the basis that you have moved to Nevada.

How do I get a court order? Once the non-custodial parent is served with the initial legal paperwork, s/he may request a conference to meet with a case manager. If you are the non-custodial parent and fail to appear at a court hearing, a bench warrant may be ordered for your arrest.

At the conference, the non-custodial parent may agree to sign a consent order. The custodial parent will also be invited to attend the consent order conference. The order will be determined in accordance with Nevada Law. If a consent order is agreed upon, a copy will be given to both parties. If a consent order is not signed, a court hearing will be scheduled.

In all orders, a payment due date is given. Orders generally include income withholding from the employer. The non-custodial parent is obligated to make the payments as ordered; the income withholding will assist with ensuring payment if the non-custodial parent is employed.

VI. ENFORCING A SUPPORT ORDER

I already have an order. Will payments begin automatically? Our office will determine what enforcement measures are needed in your case. When an employer is known an income withholding will be sent out right away. If the non-custodial parent resides outside of Clark County, it may be necessary to forward the case to another county or state for enforcement. However, if the non-custodial parent resides outside of Clark County and the employer is known, we will forward the income withholding to her/his employer for enforcement.

Will income withholding be implemented? Unless otherwise ordered, all cases include an income withholding order. If your order was established before 1990 or does not include an order to pay by income withholding, the non-custodial parent must be notified of our intent to withhold her/his wages before the actual income withholding is sent.

The non-custodial parent can also request a hearing if s/he is not in agreement with the withholding. However, there are only four (4) reasons a non-custodial parent can request a hearing to disallow an income withholding. They are: 1) the court which issued the order lacked personal jurisdiction; 2) the non-custodial parent is not delinquent in child support equal to 30 days; 3) the amount of arrears are incorrect; 4) or the order was obtained by fraud. If a hearing is set, you will be notified of the court date. It is **highly recommended** that you attend this court hearing.

Included in the income withholding order is the ability to withhold from unemployment benefits and any industrial injury payments, as well as other sources of income.

How does income withholding work? An employer must be notified by our office to withhold the money from the non-custodial parent's paycheck. The employer has seven days from the date of withholding to forward the funds to the State Collections and Disbursement Unit (SCaDU) (NRS 31A.080). Once the payment is received, it will be processed within forty-eight hours. Payments are not held in our office. **Please remember:** Payments are received depending on when the non-custodial parent is paid. If withholdings are deducted 26 times a year but the non-custodial parent is paid every other week, there could be a delay in receiving a payment when the non-custodial parent receives a third paycheck in a given month.

What if I know the non-custodial parent's employer is not sending in the income withholding payments? Contact our office. **DO NOT CONTACT THE NON-CUSTODIAL PARENT'S EMPLOYER.** You asked our office to enforce your child support order. If you contact the non-custodial parent's employer, you could be jeopardizing your child support. If the non-custodial parent is terminated, child support cannot be collected. We will make a telephone call to the employer if the payment is 30 days past the normal date of receipt. Receipt of child support payments depends on when the non-custodial parent is paid and when the withholding money is forwarded to the SCaDU.

Are there any other ways to enforce the order besides income withholding? Your case will be submitted to the IRS intercept program if the child support arrears are over \$500 and our office has a

verified social security number for the non-custodial parent. This program is one of our enforcement actions, and all qualifying cases **MUST** be reported to the IRS.

In addition, if a judgment is ordered on arrears, we will record the judgment so that amount may be collected from the equity in any property the non-custodial parent has an interest in when it is refinanced or sold. We use our driver's license suspension program if the non-custodial parent has a driver's license and arrears higher than \$1000.00. We may also use professional, occupational, recreational license, certificates or permit suspensions. The non-custodial parent's bank accounts may be seized depending upon the type of account and the amount of arrears owed. We may require the non-custodial parent to appear in court to explain non-payment of support and jail time may be imposed.

What if the non-custodial parent is self-employed, unemployed, or is claiming tips so a withholding will not work? If the non-custodial parent is self-employed, unemployed without benefits, is claiming tips, or an income withholding will not work for another reason, it is the non-custodial parent's responsibility to make the monthly payments. If s/he fails to pay, we will proceed with driver's license suspension then a contempt of court hearing as appropriate.

What if I am receiving a grant from DWSS? If you are receiving TANF, your child support payments up to the grant amount, will be retained for DWSS first; anything over the grant amount will be passed on to you.

Will my child support be adjusted if I request medical enforcement? If your child support order includes an order for the non-custodial parent to provide medical insurance, we will enforce that provision. However, if the non-custodial parent proves the cost of providing medical coverage is too high, the court may determine that part of the insurance cost for the children may be deducted from the child support. This may result in the current child support obligation being reduced. If you are able to provide health insurance at a lower cost, the court could also determine that the non-custodial parent pay all or part of your insurance cost for the children.

Will my address be released to the non-custodial parent? Unless ordered by a court, under current law we may not disclose the custodian and child(ren)'s address to the non-custodial parent. If you believe disclosure of your address or the child(ren)'s address and/or other identifying information would unreasonably put you or your child(ren)'s health, safety, or liberty at risk, you can obtain a Domestic Violence Statement from our office, complete it and return it immediately with filed copies of any relevant orders or domestic violence documentation. Our office will seal your case with the Clerk's Office.

VII. MODIFYING A SUPPORT ORDER

I would like a modification. How do I proceed? If you would like to request a modification of your child support order, contact our office and an application will be mailed to you. We will review your case to see if it meets federal and state guidelines for review and adjustment. Please remember, if you request a modification, the child support can be adjusted **upward or downward**. Once the review process is begun, it cannot be stopped.

My order is not three (3) years old, can I request a modification? Under normal circumstances, you can request your order be reviewed for possible adjustment when it has been three (3) years since the last time the order was reviewed. You can also request that we review your order if there is a change of circumstance. There must be a minimum 20% or \$75.00 change in the amount of the order to be considered for a change of circumstance. However, we will always review your request and make a determination if an adjustment is warranted.

What if the divorce decree does not address health insurance? If there is no mention of health insurance coverage, the order will be reviewed for modification.

If one of the parties resides out of state, can your office modify the order? Our office will accept any application for modification; however, we must determine where the controlling order was entered to decide if we have authority to modify. If we are not able to modify the order, we will forward your case to the appropriate office for action to be taken.

How long will the modification process take? The modification process may take up to 180 days.

One of my children has emancipated. May I request a modification? You do not need to request a modification if you have a “per child” order. When the child emancipates, we will apply the child support and arrears payment toward any arrearages. If there are no arrearages, the total child support amount you are obligated to pay will be reduced to the amount specified in the order.

If the amount of child support owed is a percentage of the non-custodial parent’s gross monthly income, you must contact our office to enter into a stipulation to adjust the amount owed for the remaining children based on state guidelines.

If your order is from another state, we will review the case to determine which state has the controlling order and has the authority to modify.

VIII. CUSTODIAN INFORMATION

What do I do if the non-custodial parent moves? If the non-custodial parent moves, please notify our office as soon as possible. We will attempt to verify the new address and contact you if further information is needed.

What if the non-custodial parent lives out of the country? When you apply for our services, we can request assistance from all 50 states, Guam, Puerto Rico, the District of Columbia, and the Virgin Islands. At this time, we also have agreements with some, but not all, foreign countries.

What if I am receiving direct payments from the non-custodial parent? Once you file a case with our office, even before a support order is obtained, all child support payments **must be** directed to the SCaDU. If you continue to receive direct payments, your child support records will not be accurate and your case may be closed.

Will I start to immediately receive payments once I apply? Please remember this is a legal action and establishing and enforcing your case with our office can take time. Much will depend on whether the non-custodial parent's location is known, if there is already a support order, if the non-custodial parent's employment is known, and if there is another state involved.

In many cases, the non-custodial parent must be personally served before action can be taken. Once s/he is served, if a court date is requested, you will be notified by letter. It is **highly recommended** you attend the court hearing. Issues may be brought up in court that you need to address. If you attend, it improves your chance that all issues will be resolved at the initial court date and additional court dates will not be necessary. If you do not attend, you will not know the outcome until approximately 45 days after the hearing date when a copy of the court order is processed and mailed to you.

Can I pick up a check from your office? All payments are processed by the SCaDU and are issued by direct deposit or Nevada Debit Card. For Nevada Debit Card questions please refer to the website, https://dwss.nv.gov/Support/1_0_0-Support/

How do I get the status or information about my case once it is filed? Inquiries may be made through our automated system at (702) 671-9200. You may also correspond with our office in writing. You are encouraged to use the automated voice response system by entering your pin# and social security number. You will be offered different menus to select from to answer common questions and payment inquires anytime, day or night.

IX. NON-CUSTODIAL PARENT INFORMATION

I don't get to see my children. Why should I pay support? You are legally obligated to financially support your child(ren). We can assist you with visitation issues through our Access/Visitation Mediation Program located on site. Additional information about the Access/Visitation Program is located in the Access/Visitation Mediation section of this booklet.

How do I get the status or information about my case once it is filed? Inquiries may be made through our automated system at (702) 671-9200. You may also correspond with our office in writing.

What if I do not respond to the notice to establish paternity and/or an obligation? You have 20 days from the date of service to request genetic testing, request a hearing or enter into a consent order. If you fail to enter into a consent order or request a hearing, a default order will be entered.

What am I required to pay in child support? You must pay in accordance with your child support order. If you do not have an order, a child support obligation will be established in accordance with NRS 125B.070 as stated below:

one child, 18% of your gross monthly income
two children, 25% of your gross monthly income
three children, 29% of your gross monthly income
four children, 31% of your gross monthly income
for each additional child, add an additional 2%

What if I have other children to support? Will that be taken into consideration? If you have another child(ren) with a different custodian, you will need to provide documentation (i.e. birth certificate, court order) for another child and a deviation from the above guidelines will be applied to your ordered support amount. In addition, if you feel the cost of health insurance is too high, a deviation from the statutory percentage amount to allow for health insurance costs may be applied.

Do I have to appear in court if I agree with the paperwork? No. You can enter into a consent order. You must contact our office within 20 days of being served to schedule an appointment for a consent order conference with your case manager.

What if I disagree with the paperwork? If you disagree with the initial paperwork you were served, you will need to complete and return the REQUEST FOR CONFERENCE form that is attached to your initial paperwork within 20 days of being served.

Once I appear in court, will I need to go to court again? You may be required to appear in our office or in court for a status check until you have shown six months of full compliance with the order.

What if I move or change employers? You must notify our office within 10 days of any address, telephone number or employment change. If you fail to provide this information to our office, you could be held in contempt of court.

What if I have been ordered to provide health insurance and it is not available through my employer? If you have been ordered to provide health insurance coverage, you must provide it. You may need to seek an independent medical insurance carrier to comply with the order or additional enforcement actions may be taken.

I have been ordered to provide health insurance through my employer and it is not open enrollment? Once you are ordered to provide health insurance, you must add the child(ren) whether it is open enrollment or not. Your employer is required, by law, to enroll the child(ren) at any time during the year when ordered by our court. If you do not provide our office with proof of insurance as required in your order, your employer will be notified to add the child(ren).

I am only ordered to pay ½ of any unreimbursed medical expenses. Can I forward the reimbursement through your office? We do not collect unreimbursed medical expenses unless they are ordered in a judgment, so if it is part of your order, you must pay the custodian directly for unreimbursed medical expenses when proof of expenditures are presented to you. If you have been ordered to provide health insurance and the custodian has asked for enforcement through our office, we will seek an order to enforce. You must provide any medical insurance cards and/or claim forms to our office as required. We will forward them to the custodian and keep copies in our file.

I have always paid the custodian directly. Can I continue? No. Once you become aware of a case at DAFS you are required to make payments to the SCaDU; **DO NOT** make payments directly to the custodian. Direct payments will be considered gifts and not child support. If the custodian refuses to give credit as child support for these payments, we cannot give you credit. All payments must be made payable and forwarded to the State Collections and Disbursement Unit, PO Box 98950, Las Vegas, NV 89193-8950. The following information must be included with each payment: name (first, middle, last) of person responsible for paying child support, social security number of person responsible for paying child support, child support case number, and name of custodian (first and last name of person receiving child support). Money orders, debit card payments and cashier's checks, for the exact amount, are accepted. Personal checks will not be accepted.

If the court orders payments to be made by income withholding, it is your responsibility to make the payments until the income withholding begins or during periods when the income withholding is not adequate to pay your ordered amount. **IT IS YOUR RESPONSIBILITY TO MAKE THE PAYMENTS.** If you do not make payments as ordered, **ARREARAGES** will accrue and further action will be taken. In addition, monthly penalties and interest will be assessed against unpaid child support and arrearages.

What if there isn't a case against me? Even if you do not have a case with our office, you should keep receipts of all payments made for child support and keep accurate records. It is your responsibility to provide proof when required.

Can your office provide me with legal advice? No. Our office represents the interests of the State and provides a public service. We cannot provide legal advice to you or the custodian. You may seek assistance through the Family Law Self-Help Center at Family Court, 601 N. Pecos, Las Vegas, Nevada.

What if I failed to appear for a court hearing? If you fail to attend a hearing, a default order will be entered and a bench warrant could be ordered for your arrest. You must read the order carefully. If a bench warrant was ordered, you must contact our office immediately.

What if I dispute paternity? Can I request genetic testing? If your name is on a child's birth certificate issued prior to October 1, 1997 and you were not married to the child's mother, you may request genetic testing. If your name is on a child's birth certificate issued after October 1, 1997, you are declared to be the father by law. If you continue to dispute paternity, you will have to submit a request for genetic testing in writing. This request will be forwarded to an attorney for approval or denial. If genetic testing is ordered and you are found to be the father, you will be ordered to pay the cost of the genetic testing.

I agree I am the father of the child. Do I need to appear in court? If paternity is an issue and you agree you are the father, you may contact our office to schedule a consent order conference. If the consent order is signed, you do not need to appear in court.

What if my employer does not withhold the full amount of child support? If the full amount of child support is not withheld, you are responsible for the difference. If you fail to make the full payment as ordered, our office will proceed with enforcement actions that may include driver's license suspension, reporting to a credit reporting agency, passport denial, IRS refund intercept, contempt of court, or other enforcement actions. Monthly interest and penalties will also be assessed on all unpaid child support and arrearages.

If you know you are required to pay child support and the income withholding stops, notify our office immediately and begin making your payments directly to the State Collections and Disbursement Unit, PO Box 98950, Las Vegas, NV 89193-8950. Payments can also be made in person at 1900 E. Flamingo Rd, Las Vegas, NV 89119. Money orders, debit card payments and cashier's checks, for the exact amount, are accepted. Personal checks will not be accepted.

X. GENERAL INFORMATION

How long does the process take? Remember, each case is unique, and you cannot compare your case to what happens in others. A lot depends on factors beyond our control in locating the non-custodial parent, serving the non-custodial parent, etc. We process each case and consider all cases as equally important. We want to provide the best service possible.

What if my divorce decree changes? If you have a Family Court order and the child support amount changes, you must immediately provide us with a filed copy of the new order. We **are not** notified of any Family Court order adjustments unless you bring it to our attention.

What if my case is being enforced in another state? If your case is forwarded to another state for establishment/enforcement, we are unable to tell that office how to operate. We will notify you any time we receive information; however, the child support office in the other state determines what actions they will take.

Can I request my case be closed at any time? A custodian can request closure of her/his case for establishment or enforcement if not on an active TANF grant or receiving TANF-related medical assistance and paternity is not an issue. The request must be in writing. Once the custodian has requested that paternity be established, we must proceed with the establishment of paternity prior to closure of the case. Please be aware, if the case is closed, this could delay processing at a future date.

How do I get the status or information about my case once it is filed? Inquiries may be made through our automated system at (702) 671-9200. You may also correspond with our office in writing. You are encouraged to obtain your pin # and use the automated system.

Access/Visitation Mediation Program
District Attorney Family Support
1900 E. Flamingo Rd, Suite 100
Las Vegas, NV 89119
702-671-9650

Access/Visitation Mediation Program

The Access/Visitation Mediation Program has received a grant through the Department of Health and Human Services to provide mediation services to parties involved in paternity or child support matters.

The mediation service affords “never married” parents who are paying child support an opportunity to explore resolution of access/visitation issues through our program free of charge.

The objective of mediation is to provide a forum to assist parents with development of a mutually agreed upon access/visitation/ parenting plan. The parenting plan addresses specific parenting times, visitation, holidays, vacation and transportation issues.

If you are interested in mediation, please contact your Family Support case manager at 671-9200 to see if you qualify for a referral to the Access/Visitation Mediation Program.

If you are interested in mediation, please see a Front Desk staff member or contact our office directly at 671-9650 to see if you qualify for services and to schedule an appointment.

XI. GLOSSARY

<i>ARREARS or ARREARAGE</i>	Unpaid child support payments for a past period owed by the non-custodial parent.
<i>CUSTODIAN</i>	Person with legal custody of a child or with whom a child lives. This person is not necessarily the child's parent.
<i>EMANCIPATION</i>	Removing a child from a support order because s/he is no longer considered a minor. In Nevada, this occurs at age 18, unless still in high school or age 19, whichever occurs first.
<i>ENFORCEMENT</i>	Obtaining payment of child support or medical support obligations.
<i>ESTABLISHMENT</i>	Initiating a legal action to obtain a child support obligation.
<i>GENETIC TESTING</i>	Analysis of DNA (inherited factors) of the mother, child and alleged father to help prove or disprove that a particular man fathered a particular child.
<i>LOCATE</i>	The process used to determine the location of a non-custodial parent.
<i>MODIFICATION</i>	The ability to adjust the current child support obligation based on the income of the non-custodial parent. Modification does not include non-modifiable terms which could include spousal support and age of emancipation.
<i>NON-CUSTODIAL PARENT</i>	The parent who does not live with or have custody of a child but does have a responsibility for financial support of that child.
<i>PARENTAGE</i>	Legal determination of mother and father.
<i>CONSENT ORDER</i>	An order established outside of a court proceeding, in which both parties agree to the terms of the order.
<i>UNREIMBURSED MEDICAL</i>	Medical costs which are not covered by insurance co-pays or deductibles.

XII. TERMS COMMONLY USED IN CHILD SUPPORT

<i>BENCH WARRANT</i>	A court order for a person's arrest so s/he can be brought to court.
<i>GENERAL TESTIMONY</i>	A document completed by the petitioner that identifies who the parties are in a child support case (including the children) and the child support/financial information.
<i>INTEREST</i>	Simple interest will accrue on all arrears balances (including payment in lieu of medical insurance) for cases with a Nevada controlling order when a judgment has been entered against the arrears. The interest rate allowed by law is equal to the prime rate at the largest bank in Nevada plus 2 percent.
<i>NOTICE OF HEARING</i>	A legal document mailed to the parties giving them notice of a court hearing.
<i>OBLIGEE/PAYEE</i>	The person to whom child support is owed.
<i>OBLIGOR/PAYOR</i>	The person who owes child support.
<i>PENALTIES</i>	A 10% penalty will be assessed against unpaid monthly current support (including payment in lieu of medical insurance).
<i>PETITIONER</i>	The party that opens a case.
<i>RESPONDENT</i>	The party that is responding to an action.

**IMPORTANT NOTICE TO CUSTODIANS
RECEIVING IV-D CHILD SUPPORT SERVICES**

EFFECTIVE OCTOBER 1, 2007

Effective October 1, 2007, in accordance with federal and state law, the Division of Welfare and Supportive Services shall impose an annual \$25 fee for each child support case in which the custodian has never received public assistance and the state has collected at least \$500 in child support during the federal fiscal year, October 1 through September 30.

If your court ordered child support obligation is collected and disbursed through the Child Support Enforcement Program, the annual \$25 fee will be deducted from your child support payment, once \$500 has been collected.

If you have questions regarding this information, please call the Child Support Enforcement Program at (775) 684-0704.

1 Deficit Reduction Act of 2005, Public Law 109-171, and Chapter 425 of Nevada Revised Statutes

Community Resources Information

Support Groups (Unmarried parents included)

Clark County Family Mediation Center	455-4186
Parenting Project Classes (Clark County Parks and Recreation Department)	455-5295

Referral Services

Clark County Social Services	455-4270
H.E.L.P of Southern Nevada	369-HELP
N.A.L.A (Nevada Association of Latin Americans)	382-6252

Abuse/Stalking

Child Abuse Hotline	399-0081
Clark County Child Protective Services	455-5401
Clark County Temporary Protective Orders (Restraining Order)	455-3400
Harassment/Stalking/Protective Orders-LVMPD	229-3581
Rape Crisis Center	385-2153
Safe house-Henderson (domestic violence)	564-3227
Safe Nest (domestic violence)	877-0133
Safe Nest 24 hour hotline	646-4981

Job Lines (24 hour job hotlines)

Boulder City	293-9430
City of Henderson	565-2318
City of Las Vegas	229-6346
City of North Las Vegas	633-1514
Clark County	455-3174
Las Vegas Valley Water District	258-3220
State of Nevada	486-2920

Child Care Information

Clark County Child Care Licensing (for referrals)	455-3894
Clark County Child Care Association (referrals)	734-0504
State of Nevada Child Care Licensing (use for North Las Vegas)	633-1520
Urban League (Child Care Assistance)	

Ask any NV Division of Welfare & Supportive Services office

Attorney Services

Lawyer Referral Service (State Bar of Nevada)	382-0504
Clark County Legal Self Help Desk	455-1500

Other Services

Clark County Housing Authority	451-2045
City of North Las Vegas Housing Authority	649-2451
Southern NV Regional Housing Authority	922-6800
Shade Tree (homeless shelter)	385-4596
Southern Nevada Health District	759-1000

Violation of Custody Service

LVMPD Juvenile Division	229-3561
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For additional Community Resources you may visit the D.A. Family Support Web Site at <http://www.clarkcountynv.gov>.