

FEES CHARGED FOR OUR SERVICES

Effective 01/01/79

FEES:

GENETIC TESTING FEE (as of 02/01/2001)	\$29.25
ICP FEE (as of 10/30/17)	\$40.25

All Domestic Relations clients must call the direct line which is: **724-465-3940**. This line will connect you with the **Integrated Voice System (IVR)**. A Customer Service Representative (CSR) will return your phone call. If your questions cannot be answered by a CSR, you will be referred to your EO. Calls will be taken by the EO's between the hours of 10:30 AM and 4:00 PM.

Absolutely no payment information about your case will be discussed over the telephone, as federal confidentiality regulations prohibit us from doing so. However, you can access this information in the IVR under category #4 by using your Social Security number and your personal PIN number (which you choose yourself).

You may call the IVR, write to DRS or come into the office. If you would like to come into the office and speak to your EO **YOU MUST** have an appointment.

Messages to the office can be left in the IVR under category #4 or #5.

WWW.CHILDSUPPORT.STATE.PA.US

OUR MAILING ADDRESS AND TELEPHONE NUMBER:

INDIANA COUNTY DRS
280 Indian Springs Road, Suite 333
Indiana, PA 15701

724-465-3940 - fax 724-463-1639

DRS 020
Revised 11/14/2001

INDIANA COUNTY DOMESTIC RELATIONS



CHILD SUPPORT--YOU OWE IT TO
YOUR CHILDREN

OFFICE
POLICIES-PROCEDURES

Welcome to the Indiana County Domestic Relations Section (DRS). We are the branch of the Court designated to handle the establishment and enforcement of Court Orders relating to child and spousal support. Our operation is controlled by federal, state and county rules and regulations and we are required to perform our job within those guidelines.

YOUR RIGHTS AND RESPONSIBILITIES

Temporary Assistance for Needy Families (TANF) If you are a TANF recipient referred to this office by the local County Assistance office, you are required, by law, to cooperate with this office in any way possible to establish a support order, including providing information for the location of the absent parent. You must cooperate with this office for as long as you are in receipt of Public Assistance or for as long as there are welfare monies due the state. When you are no longer a TANF recipient, we will continue to provide our services to you until you request us to stop unless you are receiving medical assistance.

Non-TANF: If you are not a recipient of TANF benefits, involvement with this office is strictly voluntary. Once you choose to secure our services, you are subject to the same rules and regulations as set forth for any and all other clients. You may request that our services be terminated at any time.

Reporting Changes: Both parties are legally obligated to notify the DRS and the other party in writing within seven (7) days of any change of employment, change of address, change of address of any child receiving support, or change of medical coverage.

Change to Your Court Order: A change in circumstances, such as a substantial increase or decrease in income of either party, the birth, emancipation or adoption of children, unusual uninsured medical expenses, etc., may be sufficient to allow your Court Order to be modified. Requests to change your Court Order may be made by contacting your local Domestic Relations. If a change of circumstance occurs, you must be prepared to provide written documentation of those changes to your Enforcement Officer.

A Petition for Modification will need to be filed by you at the Domestic Relations Office. The Order of Court may be made retroactive only to the date that your PFM was filed.

Payment Records: Payment history reports may be obtained on your case by coming into the DRS office or by mailing us a self-addressed stamped envelope. They **WILL NOT** be faxed.

Non-Compliance: Enforcement action will be taken automatically for non-compliance with a Court Order. If you believe the other party is not complying with the court order you can ask for help by **writing** to the DRS. Examples of some of the enforcement procedures are: Arrears will be reduced to judgments and also reported to a consumer credit reporting agency. Other enforcement procedures are listed below.

License Suspension: The law, passed on July 2, 1993, provides if support the Defendant owes is an amount equal to or greater than three (3) months of the support obligation and the DRS is unable to attach the income of the Defendant, the Court shall prohibit issuance or renewal of a license of the Defendant or to require the suspension of the Defendant's license. The term "license" is defined as a license, certificate, permit or other authorization to engage in a profession, trade or business in the Commonwealth of Pennsylvania. This would include a Driver's license, CDI license and Hunting and Fishing licenses.

IRS Intercept: If your support arrears are at least \$500, our office will automatically submit the delinquent parent's name for an IRS intercept. There is a \$25 fee and it is deducted from the IRS collection made on your behalf before the monies are distributed to you.

Reviews: On December 29, 1989 a law was passed which established standards for periodic reviews of all existing support orders. It is your right to request the DRS to schedule a review conference every (3) three years to review your case. TANF cases will be automatically scheduled by the DRS. Non-TANF cases will be reviewed upon request.

Support Distribution Policies: All support payments (check or money orders) must be made payable and sent to PA SCDU, PO Box 69110, Harrisburg, PA 17166 9110. Please include your Social Security Number or Member ID number on all your payments. **No credit will be given for payments made directly to the Plaintiff.**

Direct Deposit for Plaintiff: SCDU is offering Plaintiffs the option of having their support checks directly deposited into their personal bank accounts via Electronic Funds Transfer (EFT). The EFT will be sent to and received by the Plaintiff's bank. Note that **no** stubs or notice of the disbursements details is sent to the Plaintiff. Disbursement information is available through the IVR at the SCDU and/or DRS level, confirmation of the deposit is available from the Plaintiff's bank.

A Plaintiff who wishes to utilize direct deposit must complete a Direct Deposit Form. Then submit the form along with a voided check or deposit slip to SCDU. The Plaintiff can obtain the Direct Deposit Form and instructions for completion of the form from their local DRS or from SCDU website (www.pachildsupport.com). EFT is member-based, if a Plaintiff chooses EFT, all cases for that Plaintiff will be disbursed by this method. **Anytime you have an account change or change banks, you must submit a new Direct Deposit Form.**

Direct Withdrawal for Defendant: The Defendant may call SCDU (877-737-7238) to set up their direct withdrawal. SCDU will furnish the Defendant with a packet of information concerning DDF. The Defendant must send information and a canceled check to SCDU and SCDU will set up the DDF to automatically withdraw money from the defendant's account.

Your Social Security Number and/or Case Number and your name must appear on all correspondence.