

## CHILD SUPPORT PROGRAM SERVICE REQUESTS

### Department of Children and Families (DCF) Referrals

DCF automatically refers parents who receive cash and/or food assistance to the Program for child support services. Parents receiving only Medicaid must apply. Parents must cooperate with the Program as a condition of receiving assistance.

### Parent Application

Any parent can request services by completing an application. Applications are completed online and collect critical information about the parents and children.

### Intergovernmental Referrals

Child Support agencies in other states and countries request services for parents and children who do not live in Florida.

## PARENTS WITH A SUPPORT ORDER

Parents who have a support order from a divorce or other action can receive services from the Child Support Program.

In these cases, the private child support case becomes a Title IV-D case, and different state and federal laws dictate what services can be provided and payments must be made to the State Disbursement Unit.

The parent's existing support obligation is entered on the Child Support Program's computer system to enforce the order and process payments.

Parents can request support order modification if circumstances have changed.

## REQUESTING CHILD SUPPORT SERVICES

The Child Support Program receives requests for services three different ways, depending on whether a parent receives public assistance and if the parents live in the same state or country. The provided services depend on whether paternity is established and if there is a child support order.

Not all parents receive child support services from the Child Support Program. When the Program is not involved, these cases are referred to as private cases. Parents can be represented by an attorney or represent themselves in a private case.

## PARENTS WITHOUT A SUPPORT ORDER

Paternity must be established before support can be ordered. The Program uses genetic testing to determine the biological father.

The Program establishes support orders through both administrative and judicial processes. The Program decides which process to use based on case and legal requirements.

Before paternity or a support order can be established, the parent who may be ordered to pay support must be served with legal notice and given the opportunity to respond.

## PARENTS LIVING IN DIFFERENT STATES AND COUNTRIES

If the parent who owes support lives in another state or country, the Program may ask that state or country to assist in establishing paternity or establishing and enforcing the support order.

## STOPPING CHILD SUPPORT PROGRAM SERVICES

Parents who are not receiving cash assistance, food assistance, or Medicaid can ask the Child Support Program to stop providing child support services at any time. The Child Support Program also may stop providing services under certain conditions.

When the Child Support Program stops providing services, the case is considered a private child support case. The state and federal laws and required reporting when the Program was providing services no longer apply to the case.