

Life Cycle of a Child Support Case



Don't know where you are in this process?

Reach out to the Office of Child Support, we are here to help!

Contact us by phone: 800-786-3214 or by email: OCSCSU@vermont.gov

Case Initiation

Anyone can sign up for our services. Cases can also open automatically via the Reach Up program or a child support agency in another state. OCS will reach out to you to learn more.

[Apply for OCS Services](#)

[Apply for Reach Up](#)



Locate Parents

OCS can help to find a parent if their location is unknown to establish parentage or get court-ordered child support. If you have opened a case, please give us as much information as you can about the other parent.

[Locate Missing Parents](#)



Case Assessment

OCS works to establish parentage and understand how your case started. Is there a child support order in Vermont or another state? Are you unsure if it's safe to pursue child support? OCS will contact you to learn more.

[Establish Parentage](#)

[Safely Pursue Child Support](#)



Court Case Filing

Necessary paperwork is filed with the Court. They have oversight of the Court process, and OCS will attend your Court event.

[What's the difference between OCS's and the Court's roles in this process?](#)



Establishment

Child and Medical support are usually determined after or around the time of Parental Rights & Responsibilities and Parent Child Contact (during parentage or divorce procedure). The Child Support Order will address: who pays and who receives support, the amount to be paid, when and how payments must be made, and who provides medical support to the child(ren).

[Establishment Process](#)



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Ongoing Case Management			
<p>Employment Services</p> <p>OCS assists if the paying parent is not working, referring them to the Work4Kids program. We're here to answer questions about your order and payments.</p> <p>Work 4 Kids</p>	<p>Payment Management</p> <p>An accounting system manages payments from the paying parent to the receiving parent, either through the paying parent's employer or directly. The receiving parent must tell OCS how they want to receive payments. You can check your case details anytime at Info on My Case</p> <p>Paying Parents: Unpaid child support can cause surcharges to accrue each month. These charges are owed to the receiving parent. Ways to Pay Child Support</p>	<p>Enforcement Measures</p> <p>OCS may use administrative measures to enforce your order. The Court may also use judicial measures. If these efforts fail, it could lead to contempt proceedings. If the paying parent is unemployed, OCS can refer them to the Work4Kids program.</p> <p>Enforcement Process</p> <p>Enforcement Remedies</p>	<p>Modify Support Order</p> <p>OCS can help change an order when a parent is incarcerated, loses their job, custody changes, etc. Parents have the right to a review to determine if there has been a real change in circumstances that could merit adjusting your order.</p> <p>Modification Process</p>



End of OCS Services
<p>A case may close for reasons like a waiver* is granted, the order is for \$0, or the youngest child is now 18 and has graduated high school and no past due support is owed. Even if our services end, your order may still be active, and payments must continue. You can reapply for our services at any time.</p> <p>Apply for OCS Services Apply for Reach Up</p> <p>*If you fear that pursuing child support could put you or your child's safety at risk, you may request a waiver from participating in the child support process. Speak with your Reach Up case manager or contact the Benefits Service Center at 800-479-6151 to learn more.</p>

The creation of this Life Cycle map came as a suggestion made through our recent Family Input Study. To provide feedback, please email us at: OCSCSU@vermont.gov