

What if I feel DHR has not handled my case correctly?

You have a right to an administrative fair hearing if you are not happy with DHR's services or actions DHR took or did not take. To get an administrative fair hearing, send a written request to:

Child Support Enforcement Division
Department of Human Resources
P.O. Box 304000
Montgomery, Alabama 36130

Your request must be sent within 30 days of when you learned of what DHR did or did not do in your case. Your request must be in writing and include:

- That you want to present your case to a higher authority.
- Why you are unhappy with DHR's actions (be specific).
- The day the action took place or the date you learned of DHR's action or inaction.

If you are dissatisfied with the result of the hearing, contact an attorney immediately.

If you have questions, contact an attorney through the Alabama Lawyer Referral Service at 1-800-392-5660 or your local Legal Services Office.

This pamphlet, based upon Alabama law, is issued to inform, not to advise. It is distributed to help you obtain your rights under the law and is published by:



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Child Support And DHR

Your rights and responsibilities

What does DHR have to do?

The Department of Human Resources (DHR) must help you obtain child support if you meet their requirements for help. DHR's responsibilities are to help you in:

- Locating the non-custodial parent.
- Establishing paternity.
- Obtaining a child support order.
- Enforcing the child support order.
- Collecting and monitoring child support payments.
- Giving you the child support money.
- Changing the amount of child support.

DHR cannot help with child custody or visitation in child support cases.

Can DHR help me get my child's support?

DHR can help you if you are the actual caretaker of a child. It does not matter how much money you have. You do not have to have legal custody of the child. Pregnant mother can apply.

If you get Family Assistance, your case is automatically referred to DHR's child support enforcement division. If you do not cooperate, you could lose your Family Assistance check.

Everyone else must pay a one-time charge to get DHR to help collect child support. If you make less than \$10,000 a year, you have to pay \$5. If you make more than \$10,000 you have to pay \$25.

What do I need to apply?

- **Proof you are responsible for the child.**

Examples of proof would be your name on the child's birth certificate, guardianship or custody papers.

- **Information about the other parent.**

Full name, address, Social Security number, name and address of employer.

How long does it take?

Within 20 days of getting your application for help DHR must open a case and start looking for the parent. Then, within the next 75 days DHR must try to find the parent. If DHR cannot find the parent they must try again every 3 months.

If DHR finds the parent, they have 90 days to start a court action to get a support order. DHR may also help establish paternity. Within 60 days after the court action is filed, the court must set the case for a hearing.

Most support must be established within 12 months of finding the parent. Generally, DHR must pay you your child support payments within 5 work days of receiving them.

If the parent doesn't pay the support after he or she is ordered to do so by the court, DHR must try to enforce it within 30 to 60 days. You can also enforce the order through income withholding, garnishment, execution or contempt actions.