

# Talking Points and FAQs for our Customers

Last updated 4/1/20

## Overview

- The health and safety of our customers and employees is our top priority during this challenging time. For this reason, OCS and our W4K partners are no longer holding any face-to-face appointments, but telephone meetings can be scheduled.
- Currently, we are not accepting in-person payments. You may make payments online by logging onto <https://secure.vermont.gov/DCF/ezpay4kids/> and following the prompts. Also, if you have a checking account, payments can be made via ACH and/or e-check. Or, you can mail payments to Vermont Office of Child Support, PO Box 1310, Williston, VT 05495.
- Genetic Testing has been suspended until further notice.
- The courts are closed. Only emergency hearings are going forward (typically not child support hearings). Should you decide to file on your own, filings can be dropped off in receptacles located at the entrance of the court house or by email.
- Motions that need to be filed as a result of COVID-19 will be considered on a case by case basis.

## Frequently Asked Questions

1. **Will I still receive my child support?** At present, OCS' Cash Receipts Unit (CRU) is fully operational and continues to collect and disburse any payments *received*.
2. **What happens if I no longer have earnings (or significantly decreased earnings) because of COVID-19?** OCS will holistically review your case to determine if a modification is warranted. You can discuss specific questions with your case worker.

The Department of Labor recently revised their regulations about unemployment eligibility. Customers having specific questions about their eligibility for unemployment benefits, may visit the DOL website here: <https://labor.vermont.gov/unemployment-insurance>

3. **I can't pay my child support obligation right now because of COVID-19. Will OCS still enforce?** The decision to enforce is determined based upon the specific circumstances involved in each case. Please contact your case worker to discuss your specific situation and whether a modification may be warranted.
4. **I need to get a Court hearing because of my circumstances. Can OCS help me get a hearing?** Pursuant to Administrative Order 49 issued by the VT Supreme Court, at present, only a very limited number of matters warrant hearing. By and large, child support matters will NOT be set for hearing until sometime *after* April 15, 2020 (unless otherwise extended by further order of the court). If you have specific questions about whether your case warrants consideration for an emergency hearing, please contact your case worker.

- 5. Can I still file documents with the Court during this time? Can OCS do this for me?**  
Pursuant to Administrative Order 49 issued by the VT Supreme Court, Courts around the state continue to accept filings. Each courthouse has a receptacle available for litigants to deliver filings (please note that entrance into the courthouse beyond the receptacle is not permitted at this time). The Court is also allowing motions to be filed by email, at this time. Please refer to the Vermont Judiciary website for specific filings procedures in place at this time. OCS will continue to file motions, as OCS deems appropriate.
- 6. What happens if my hearing was scheduled prior to the closure of the judiciary?** All Court events have been cancelled through [April 15, 2020](#). If your hearing was already scheduled prior to the enactment of Administrative Order 49, issued by the Vermont Supreme Court, it will be rescheduled for a date/time after April 15, 2020.
- 7. There has been a change in custody on my case because of COVID-19. Can I get an emergency hearing?** Pursuant to Administrative Order 49 issued by the VT Supreme Court, at present, only a very limited number of matters warrant hearing. Most matters will *not* qualify for an emergency hearing. If you have specific questions about whether your case warrants consideration for an emergency hearing, please contact the Regional Attorney.
- 8. Are the OCS Regional Offices still open? Have any functions been limited or impacted?**  
OCS offices are closed to the public, but we continue to accept and respond to customer questions and inquiries. Call or email our [Call Center](#) or your [Regional Office](#).
- 9. Parent Child Contact Questions: My child has to go with his other parent on Friday at five and I really don't want him going due to COVID-19 related concerns. What do I do?**  
OCS cannot provide advice regarding parent child contact. We recommend talking with your lawyer about your question. If you don't have and/or can't afford a lawyer, you can contact the Vermont Volunteer Lawyers Project. <https://legalservicesvt.org/get-help>
- 10. Stimulus Check Questions: When will I receive my federal stimulus check? Will it be intercepted?** We, too, have a lot of questions. What we know is that the federal legislation explicitly carved out child support owed as something that would be intercepted. Because we have not yet received guidance from the federal Office of Child Support Enforcement regarding how we must process these payments, we are unable to provide answers to your specific questions at this time. But rest assured we are working to get this information as soon as possible and post any updates on our website.