

Announcing Pennsylvania's On-line Child Support Services!!

Dear Child Support Customer,

The PA Child Support Portal, www.childsupport.state.pa.us, is a highly secure web site that provides a "one stop shop" for child support information. This new web site is available to you and others such as employers, Domestic Relations Office (DRO) users, court users, and the general public. This portal web site replaces pachildsupport.com. Although the pachildsupport.com web site will exist for a period of time, it will simply serve as a link to the portal. After several months, pachildsupport.com will go away. Registration for the portal will be similar to the registration process for pachildsupport.com.

If I am the payee (i.e. person receiving the child support)

How can this new web site help me?

- 1) The PA Child Support Portal allows you to view the following information:
 - a. Last five (5) payments sent to you
 - b. The amount of child support you are owed
 - c. Last five (5) events that have occurred on your case (e.g. failure to comply hearing, etc.)
 - d. Future scheduled activities (e.g. conference to modify order)
 - e. Frequently Asked Questions and Answers
 - f. Form for direct deposit
- 2) It allows you to submit changes to your mailing and email addresses, and make corrections to your date of birth (DOB).

Why should I use this new web site?

- 1) You can obtain child support information any time during the day or night seven (7) days a week.
- 2) By keeping your address current you can ensure that child support payments and all of your forms and notices are sent to the correct address.

If I am the payor (i.e. person paying the child support)

How can this new web site help me?

- 1) The PA Child Support Portal web site allows you to view the following information:
 - a. Last five (5) payments credited to you
 - b. Amount of child support due for the current month and your arrears balance
 - c. Last five (5) events that have occurred on your case (e.g. failure to comply hearing, etc.)
 - d. Future scheduled activities (e.g. conference to modify order)
 - e. Frequently Asked Questions and Answers
 - f. Regular Automatic Withdrawal (RAW) form for direct debit
- 2) It allows you to submit changes to your mailing and email addresses and make corrections to your DOB.

Why should I use this new web site?

- 1) You can obtain child support information any time during the day or night seven (7) days a week.
- 2) By keeping your address current you can ensure that all of your forms and notices are sent to the correct address.

How do I access the PA Child Support Portal web site?

The Internet site is www.childsupport.state.pa.us

Logging into the web site:

If you are a first time user who has *never* registered at pachildsupport.com, you can register for access to the portal by entering a user name (you may select any user name you would like), social security number (SSN), Case ID, email address, and a personal "hint" question and answer. After you have registered, you can log onto the portal web site by entering your user name and temporary password. When you login for the first time with your temporary password you will be asked to choose your own password. The personal "hint" question and answer will be used if you forget your password.

If you are a first time user who *has* previously registered at pachildsupport.com you can log onto the portal by providing a user name and your current pachildsupport.com password. When you login for the first time you will be asked to choose a personal "hint" question and answer. The personal "hint" question and answer will be used if you forget your password.

If you are currently registered as a portal user, you can log onto the portal web site by entering your user name and password. If you do not remember your password you will be able to request it by clicking the "Forgot your password" link on the login web page. By entering your correct user name and hint answer, you will get your password.

Note: If you are logging onto the portal web site and after three tries you still have not entered the correct user name and password your account will be disabled. To reset the user name and password you will need to call the help desk (1-877-727-7238).

Reminders about State Collection and Disbursement Unit (SCDU) payment processing

If you need SCDU payment coupons:

SCDU only sends payment coupons to people who are not income-attached. If you are not income-attached and you have not received payment coupons, call your Domestic Relations Office (DRO). The DRO will help ensure that SCDU sends you your coupons. (Note: The fastest way for your payment to be processed is to send your payment with your coupon. However, you can send your payment without a coupon if you write your Member ID and/or your SSN on the payment).

SCDU Payment Address:

Send completed coupons with payment to:
Pennsylvania State Collection and Disbursement Unit
P.O. Box 69112
Harrisburg, PA 17106-9112

Acceptable methods of payment:

Submit payment using one of the following methods:

- Check
- Money order
- Electronic Data Interchange (EDI) /Electronic Funds Transfer (EFT)

Make payments payable to: PA SCDU

What you should do when submitting a payment with a coupon:

Make sure the amount of the payment matches the amount on the coupon and **write your PACSES Member ID and/or SSN** on your check or money order. Always make sure your check has been properly signed, dated, and endorsed.

Questions about your case or questions about an income attachment order:

If you have questions about the order you received or your case please call the DRO of the Court of Common Pleas that sent you the order. PA SCDU is not responsible for the establishment of income-attachment orders or case management issues.

Payment problems:

If there is a problem with a payment you sent to SCDU (e.g. the coupon was not included with the payment and there is no information on the check to identify who sent the payment) there will be delays in processing the payment. This may result in enforcement actions. Such enforcement actions may include:

- Notifying the credit bureaus of your failure to pay child support;
- Suspending your driver's license or your professional license;
- Taking your federal and state tax refunds;
- Jail or;
- Removing money from your bank account.

Stop Payment:

Remember to contact the SCDU customer service line at **(877)-727-7238** before asking your bank to **stop payment** on a check or EDI/EFT. SCDU stop payment procedures need to be followed before you issue a stop payment on your check.

Send a **replacement payment** to cover a Non-Sufficient Fund (NSF) check to:

PA SCDU

P.O. Box 60948

Harrisburg, PA 17106-60948

Acceptable methods of payment for NSF replacements are:

- Money order
- Bank check

Payments must be clearly marked: **Replacement**

If you still need to talk to a Customer Service Representative you can call the Domestic Relations Office (DRO)...

Domestic Relations Offices:

<i>County</i>	<i>Phone Number</i>		<i>County</i>	<i>Phone Number</i>
Adams	717-337-9804		Lancaster	717-299-8141
Allegheny	412-350-5600		Lawrence	724-658-5651
Armstrong	724-548-3249		Lebanon	717-228-4480
Beaver	724-773-8500		Lehigh	610-782-3185
Bedford	814-623-4813		Luzerne	570-822-0600
Berks	610-478-2900		Lycoming	570-327-2395
Blair	814-693-3220		McKean	814-887-3377
Bradford	570-265-1718		Mercer	724-662-2404
Bucks	1-888-848-6538		Mifflin	717-248-3955
Butler	724-284-5181		Monroe	570-420-3650
Cambria	1-800-638-4409		Montgomery	610-278-3544
Cameron	814-486-5875		Montour	570-271-3031
Carbon	570-325-2681		Northampton	610-253-3566
Centre	814-355-6741		Northumberland	570-988-4227
Chester	610-344-6215		Perry	1-800-991-1929
Clarion	814-226-1030		Philadelphia	215-686-7466
Clearfield	814-765-5339		Pike	570-296-6511
Clinton	570-893-4055		Potter	814-274-7020
Columbia	570-387-8870		Schulykill	570-628-1588
Crawford	814-336-2695		Snyder	570-837-4230
Cumberland	717-240-6225		Somerset	814-445-1440
Dauphin	717-255-2796		Sullivan	570-946-5481
Delaware	610-891-4314		Susquehanna	570-278-4600 x170
Elk	814-772-5155		Tioga	570-724-9330
Erie	814-451-6353		Union	570-524-8661
Fayette	724-430-1260		Venango	814-432-9590
Forest	814-755-3840		Warren	814-728-3540
Franklin	717-264-6144		Washington	724-228-6756
Fulton	717-485-0810		Wayne	570-251-9827
Greene	724-852-5214		Westmoreland	724-830-3200
Huntingdon	814-643-6741		Wyoming	570-836-8645
Indiana	724-465-3940		York	717-771-9605
Jefferson	814-849-1632			
Juniata	717-436-7749			
Lackawanna	570-963-6721			



ADMIN. FOR CHILDREN & FAMILIES
FISCAL
06 MAY 19

More information about Generations - Children

Children are grouped by age with other children who are experiencing similar things in their families. The children's facilitators all have 20+ years experience working with children and families. Facilitators listen and respond to the voices of children. The children respond and express their feelings through art, play, drama, music, and discussion.



The children's groups are:

- fun
- child-driven
- free expression for children
- non-threatening
- validating



Children have already told us:

" Today was cool. "

" I met some really nice friends I'll cherish forever. I also learned that my family can work together. I learned how to cope, too. "

" I got to express my feelings to people my age. "

"I learned that I am not the only one having a hard time about everything that's going on with my family. "



A UNITED WAY AGENCY

HILL HOUSE ASSOCIATION PENNSYLVANIA PARENTING PROGRAM PITTSBURGH, PA 15219

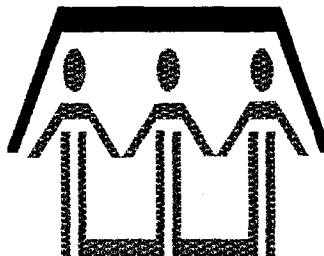
ONE PARENT IS GREAT BUT
TWO IS EVEN BETTER.

OBJECTIVES

- Career/Employment
- Job Placement
- Development
- Case Management/Outreach
- Health Classes/Services
- Team Building Retreats
- Computer Training
- Family Outings
- Academic Classes
- Manhood/Fatherhood
- Cultural Awareness
- Mentoring Classes
- Parenting Classes

JOBS

**CHILD SUPPORT ARREARS
MATCHED UP TO
\$500.00**



**SUPPORT
SERVICES**

***PUBLIC TRANSPORTATION
ASSISTANCE***

A UNITED WAY AGENCY

1835 Centre Avenue
Phone: 412.697.4681
Fax: 412 392-4462
Email: lhayes@hillhouse.org

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Generations

..... for our children's children

ALLEGHENY COUNTY FAMILY DIVISION CUSTODY EDUCATION/MEDIATION PROGRAM Program Instruction Package

As of February 3, 1997 the procedures to address custody, partial custody, and visitation requests have been redesigned to comply with the Local Rule for Actions of Custody, Partial Custody and Visitation of Minor Children located at 1915.1. It is mandatory for parents and/ or the legal caretakers of a child or children to attend a four (4) hour adult education seminar as the first step in resolving co-parenting custody issues relating to the child(ren). The child or children, ages 6 to 15 years old, are mandated to attend a corresponding children's interactive group that will assist them in learning skills to cope with their changing families. Upon completion of the education seminar all parents and/or legal caretakers must attend a mediation session under the supervision of the Family Division's Custody section named Generations.

NO THIRD PARTIES ARE PERMITTED IN THE GENERATIONS SECTION. NO ATTORNEYS WILL BE PERMITTED IN MEDIATION SESSIONS. ONLY THE PARTIES AND THEIR ATTORNEYS SHALL BE PERMITTED IN GENERATIONS FOR CONCILIATIONS ONLY. NO CHILDREN WILL BE PERMITTED IN CONCILIATION OR MEDIATION SESSIONS.

STEP ONE: FILING

You must prepare the necessary legal paperwork to request an action regarding a custody matter which complies with a formal court document. It is your responsibility to prepare the forms and provide the proper pleadings to the court for full, shared, partial, visitation or confirmation of custody. It is recommended that you retain a lawyer or seek legal advice prior to submitting any pleadings to the court. **IF YOU DO NOT HAVE A LAWYER BUT WISH TO RETAIN ONE YOU CAN CONTACT: LAWYER REFERRAL SERVICE 920 CITY COUNTY BUILDING PITTSBURGH, PA. 15219 (412) 261-0518 and please advise that this is for a case regarding custody.**

You must take the original and one copy of your pleadings to Generations (440 Ross Street , 1st Floor, Pittsburgh, Pa. 15219) and get a scheduling order. **THE MOVING PARTY WILL BE RESPONSIBLE TO PAY FEES AT THE TIME OF FILING (please see cost information section on page 3).** The clerk will complete a scheduling order containing the dates for the mandatory education seminar, the interactive children's group, and the mediation session of the mandatory custody program.

After you are given the scheduling order, take all the paperwork to the Prothonotary's Office (1st Floor City County Building, 414 Grant Street, Pittsburgh, Pa. 15219) to be filed. The Prothonotary's Office must receive and keep the original pleadings/order. They will not accept an incomplete filing (pleadings and Generations order) and fees must be paid at that time. **Within 6 days of filing** at the Prothonotary's Office, you are required to supply a time stamped copy of the pleading's face sheet to Generations.

STEP TWO: SERVICE

Within 5 working days of the filing of the original pleadings in the Prothonotary's Office, you must serve the Respondent (the other party) with all of the following:

- pleading time stamped by the Prothonotary
- scheduling order for adult education seminar, interactive group for children, and mediation session
- domestic violence waiver
- a copy of these instructions and a map to Wightman School Community Building

You are required to file proof of service indicating the date, time, and manner of how the Respondent was served with the Prothonotary and Generations within 6 days of when you filed. If you served the Respondent by restricted certified mail you must attach the returned green card with the Respondent's signature (no one else's signature will be acceptable).

STEP THREE: EDUCATION SEMINARS(PARENTS AND CHILD(REN))

Parties and child(ren) must complete the adult education seminar and the interactive children's program before they can proceed to any other part of the Generations program. The scheduling order will provide the specific dates and times.

In an emergency, a party may reschedule his/her or the child(ren)'s education seminars, but both adult and child(ren)'s seminars must be completed 7-10 days prior to the scheduled mediation session. Any party who has been a subject of domestic violence within the past 24 months may request to attend separate adult education seminar. The re-scheduled seminar must be completed prior to the date of the scheduled mediation session. The rescheduling should be done immediately upon receipt of the scheduling order. Only children ages 6-15 are required and permitted to attend the interactive children's program. Any rescheduling of adult and/or children's seminar must be arranged by the party (cannot reschedule the other side) by contacting the Generations office at 412-350-4311. **NO CHILD CARE AVAILABLE.**

You must go to Motions court to obtain a court order permitting any modifications or exemptions from these rules. In particular, you will need to obtain a court order if you want:

- to complete the education seminar after the mediation session
- to obtain a waiver from having to attend the education portion of the program; or
- to obtain an exemption from payment of the education fees.

STEP FOUR: MEDIATION SESSION

After completing the education seminar the parents and or legal caretakers will be given a certificate of attendance so they can proceed on to the mandatory mediation session. This session will provide an opportunity to learn about mediation as well as attempt to negotiate a detailed, workable, parenting agreement outlined in a Memorandum of Understanding. The mediation session will be 2 to 2½ hours and will be conducted in the Generations unit of the Family Court Facility. The mediation date is included in the original scheduling order on the second page. **Generations cannot reschedule a mediation session without an order of court signed by a judge.** Exemption from participation in the mediation session for any reason must be requested in motions court unless the Domestic Violence Waiver has been received by Generations. (See waiver section.)

After completing the mediation orientation session there are several alternatives as to how you may proceed:

1. Parties who reach an agreement at the end of their mediation session may proceed to an attorney to prepare a court order based upon the Memorandum of Understanding. If you do not have an attorney you should contact **LAWYER REFERRAL SERVICE 920 City County Building Pittsburgh, Pa. 15219 412-261-0518** who will provide an attorney who has agreed to prepare the Memorandum of Understanding into a parenting agreement for a one time flat fee. This service is for the sole purpose of turning your Memorandum of Understanding into a court order.
2. Parties who have reached resolution on some of the issues in the initial mediation session but have additional issues may opt to use up to six (6) additional hours of mediation for an additional fee at the fixed rate of \$100/hr or \$50 per party/hr. These sessions will take place in the mediator's private office and payments made directly to the mediator.
3. Parties who cannot reach any form of an agreement in mediation and continue to require the court's intervention must file a praecipe with Generations to schedule a custody conciliation. The parties will have a maximum of 120 days from the date of mediation to request a conciliation date. (A copy of the certificate of completion from the mediation session must be attached to the praecipe.) If the 120 day period has expired you must request a conciliation date by appearing before the motions judge.
4. For parties who have attended a mediation session and more than 120 days have passed, whether they have a new action or they need to finally resolve the original action filed, Generations can only schedule them for a new mediation session and collect the appropriate fees. A request for a conciliation would have to be made before the motions judge.