Complying with your support order…….

Once an order is entered in Domestic Relations, the case is automatically monitored by the compliance unit for regular support payments. Carefully read your support order regarding the enforcement remedies that may be taken if payments are missed or late.

Here are some points to remember regarding enforcement of the support order:

- Communication is the key to maintaining a good relationship with the Domestic Relations Office.
- **Any time there is a gap in payments, the payor must contact the compliance officer with the reason**. **If payments stop and no reason is given, enforcement proceedings will begin after 30 days**. If the payor is injured or cannot work, a medical verification is required
- Domestic Relations only collects support and has no control over custody matters—you need to contact an attorney to enter or enforce a custody order.
- Communicate with the Domestic Relations Office when changes occur that may affect your support order. This includes: change of address, change of employment, change in health benefits, change in income, change in child care, change in custody, child is over 18 years old and out of high school, etc.
- Report in person to Domestic Relations within 3 days after any release from prison, halfway house, rehab, or any other institution.
- A wage attachment is the main method of collecting support payments. The payor is responsible for informing Domestic Relations, normally within 3-7 days, when an employment change occurs, so that an attachment can be forwarded to the employer. **Wage attachments can take several weeks to put into place, therefore; the payor is responsible for sending in payments until the deductions start coming out of the paycheck. Keep copies of all pay stubs as verification that the deduction has been taken.**
- In addition the payor is responsible for making sure that payments are being deducted from the paycheck and remitted to the Support Collection & Disbursement Unit. If payments are being deducted from the check and not being posted to the account, talk to the employer, and if not resolved, contact the Domestic Relations Office.
- Support payments are maintained by steady employment. **In cases where the payor is not working, it is expected that he or she show a diligent work search, keeping records of the dates, people and places contacted; and report regularly to the Compliance Unit at Domestic Relations with that search.**
- **Contact the DRO anytime benefits are being applied for**; including unemployment comp, workman's comp, social security, welfare cash assistance, or any other form of benefits. All sources of income must be reported to sustain support payments.

Child support is a valuable tool in securing a brighter future for your child(ren) and all the children of Berks County. We try to foster a good relationship with our clients for a better understanding of the support system with the goal of collecting support so families can be maintained and children are financially secure. We appreciate your cooperation. You can self manage and monitor your case activity and case balances by accessing the child support portal through the Berks County website at: https://www.berkspa.gov/departments/dro