

Account Balance Disputes

Payments
Charges
Amounts owed to welfare (UAP)
Arrears balance



Our Job
Your Children
Their Dreams

Visit our website for forms and payment information at: www.riversidechildsupport.com

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Introduction

The Riverside Department of Child Support Services has a local complaint resolution process for resolving child support issues, which includes the following account balance disputes:

- Payments
- Charges
- Amounts owed to welfare (UAP)
- Arrears balance

An inquiry or dispute is made prior to the filing of a formal complaint. Most inquiries or disputes can be resolved quickly and informally. The local child support agency must respond to an inquiry or dispute within three business days. Some inquiries and disputes require longer than three business days to resolve the issues. This is especially true if the agency needs to contact another child support agency for information. In these circumstances, you will be notified and advised of your rights to complaint resolution and/or state hearing.

This pamphlet explains what information and documents are required from you in order for the Riverside Department of Child Support Services to promptly respond to an inquiry or dispute regarding account balances. It is an attachment to the Inquiry/Dispute Statement, which provides your rights to complaint resolution and state hearing.

Non-custodial Parent

Account balance disputes involving non-custodial parents (the parent obligated to pay child support) occur most commonly regarding charges, payments and arrears balances.

Charges

If you believe that this office has incorrectly charged the amount of monthly ongoing child support in your case, you must submit proof substantiating your position such as a court order showing a different ongoing child support amount or a judgment establishing the total amount of arrears.

If your circumstances have changed and you believe your support order is too high, you may contact our office and request that your court order or your payment on arrears be reviewed. Please note that a review may result in an upward or downward modification of your support order.

Emancipated minor

If you believe your account was charged ongoing support after your child emancipated, provide our office with any of the following to support your dispute:

- Proof of the child's marriage;
- Proof of the child's active duty status with the U.S. Armed Forces;
- Proof of the child's declaration of emancipation; or
- Proof that the child is over 18 years old and no longer a high school student.

Custody

In very limited circumstances, you may be entitled to credit for extended periods of time that you had custody of your child(ren). The time periods must be for a continuous period in excess of thirty days and the circumstances must warrant such a review since California law prohibits retroactive modification of child support

orders. If you are claiming credit for any extended periods of

Custody, you will need to provide the Riverside Department of Child Support Services with the following proof:

- A notarized statement from the other parent agreeing that you had full physical custody for a specified time period exceeding thirty consecutive days; or
- Declarations from day care providers;
- Copies of school records; and
- Court orders giving you physical custody of the child(ren).

Payments

If you inquired regarding payments and you do not agree with the enclosed payment record or if you believe you deserve credit for additional payments, you must provide adequate proof of each alleged missing payment as provided in the table below.

Payment Source	Required Proof
Personal check	Legible copies of the front and back of each check.
Wage Withholding	A statement from your employer containing the following information: 1. Date of the payment; 2. Payment amount ; 3. Name of the payee; 4. Address where the payment was sent; OR if the payment was sent by Electronic Funds Transfer (EFT), the bank routing number.
Cash or receipts for items purchased	A cash receipt signed by the custodial parent or an agreement signed by the custodial parent that he/she received certain payments for child support.

Please do not provide proof of any payments that have already been credited to your account.

Non-custodial Parent, *continued*

Arrears Balance

If you are requesting that your entire account be audited rather than disputing specific payments or charges, you must complete the following before an audit will be conducted:

- Review the payments and charges on your account to determine if there are any errors or omissions. (See Charges and Payments on the previous page.)
- Then complete the audit request in the right column and return the request to our office. Please be advised that this office will conduct a full audit of your account and interest will be charged at the legal rate of 10% per annum pursuant to CCP §685.010. The new balance as determined by the audit will be the amount that the local child support agency will enforce regardless if the balance is substantially higher or not. If your arrears balance has already been determined by the court, the local child support agency will begin the audit with the balance adjudicated as of the date provided in the order.

Other

If you feel there is a discrepancy in your account that does not fall into one of the above categories, please include a brief explanation below and attach any proof that supports your position or additional sheets if needed.

Audit Request:

Please read Arrears Balance in the left column, answer each question below by marking the appropriate box then; date and initial where indicated.

Questions	Yes	No
Are you the person ordered to pay child support?		
Have you reviewed the payment history provided and determined that there are no payments you believe you have not been credited?		
Have you reviewed the support orders being enforced and determined that there are no missing orders altering your support obligation?		
Is your only dispute that interest should not be charged on your outstanding balance pursuant to CCP §685.010?		

I have read and answered the questions in the table above and I am requesting my entire account to be audited. I have reviewed the payments and charges on my account and did not find any errors or omissions by the local child support agency (please note that this must be exhausted before an audit will be conducted). I understand that an audit may result in an increase or decrease in the amount of support arrears that I owe and that the new balance as determined by the audit will be the balance that Riverside Department of Child Support Services enforces even if this balance is substantially higher than my current balance. Enforcement will include, but is not limited to, reporting the new balance to all mandated enforcement programs such as credit reporting agencies and the Franchise Tax Board.

C#:	
Telephone No: ()	
Date:	Initial:

Custodial Parent

Account balance disputes involving custodial parents (the parent receiving the support payments) most commonly occur regarding account charges, distribution of payments and/or amounts due to welfare (UAP balance).

Charges

If you believe that this office has incorrectly charged the amount of monthly ongoing child support in your case, you must submit proof substantiating your position such as a court order showing a different ongoing child support amount or a judgment establishing the total amount of arrears.

If you believe your current support order is too low, you may contact our office and request that your court order be reviewed. Please note that a review may result in an upward or downward modification of the support order.

Payments

If you have reviewed the enclosed payment records and you believe you have not received all of the payments listed or the payments have been distributed incorrectly, please highlight the payments in question and return a copy of the highlighted list to our office for review. You may also submit a list of the payments to us in writing by providing the following information for each payment you believe you did not receive or was distributed incorrectly:

- Date of the payment;
- Amount of the payment;
- Source of the payment; and the
- Name of the person who you believe should have received the payment.

Please note that support payments are distributed according to the hierarchy provide by regulation. If you received

public assistance, you assigned your right to receive child support for the period in which you received aid as a condition of eligibility. Therefore, support collected after the current support order has ended may be distributed to permanently assigned arrear prior to non-aid arrears depending on the source of the collection.

Amounts owed to welfare (UAP)

If you received public assistance for the child(ren) subject to a child support order that the local child support agency is enforcing, an Unreimbursed Assistance Pool (UAP) is created for the amounts of aid expended by the County. If you believe the UAP is incorrect, you must provide a statement for each month in which you allege that you did not receive public assistance as claimed and the basis of your claim. Attach any and all documentation that substantiates your claim.

Arrears Balance

Audits on the entire account balance are only conducted at the request of a custodial parent in extenuating circumstances. Since most account balance disputes by custodial parents involve distribution of payments, determination of the UAP balance, and/or account charges; the custodial parent must cooperate with the Riverside Department of Child Support Services in exhausting a review to identify a problem before an entire account audit will be considered.