

Talking Points and FAQs for OCS Customers

(last updated 3/19/20)

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 still accepting payments, however because the courthouse in Burlington is closed, we can't accept payments at those locations. You may still drop off payments at our remaining regional offices. Additionally, you may make payments on line by logging onto <https://secure.vermont.gov/DCF/ezpay4kids/> and following the prompts.
- Genetic Testing has been suspended until further notice.
- The courts are closed. Only emergency hearings are going forward (typically not child support hearings). 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/sites/labor/files/doc_library/Admin%20Memo%20to%20Staff%20Regarding%20UI%20Benefit%20Determinations%20Pertaining%20to%20COVID%20%28March%2014%202020%29.pdf

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 all open but, per the Governor's mandate, state employees are encouraged to telework, when possible. OCS staff are available to perform their normal duties. There may be some processes that have been adapted to accommodate for the current manner in which the majority of our staff are working.