

## **Clearing House Fee Standard Work Collection Responses**

### **CHF increased since September 2020 from \$5.00 to \$8.00**

#### **1. I don't have any money.**

I understand you don't have money, when can we expect payment?

#### **2. I don't owe anything.**

I understand you don't owe any child support, however our records show that the unpaid balance is for Clearing House Fees only. Clearing House Fees are always paid last.

#### **3. I was told by Customer Service my child support was paid.**

What Customer Service intended to say was that your child support order was paid in full. However, the Clearing House Fees still remain. Clearing House Fees are always paid last.

#### **4. I'm not employed right now.**

I'm sorry about you being unemployed, can we refer you to DES Unemployment Benefits? When can we expect you will be able to pay the child support?

<https://des.az.gov/services/employment/unemployment-individual>

Email: [UIClientAdvocate@azdes.gov](mailto:UIClientAdvocate@azdes.gov).

Phone: (602) 542-5954

#### **5. I'm homeless.**

I'm sorry to hear you're homeless, can we refer you to DES Homeless Services? When can we expect you will be able to pay the child support?

<https://des.az.gov/services/basic-needs/shelter-housing/homeless-services>

Email: [StatewideHomeless@azdes.gov](mailto:StatewideHomeless@azdes.gov)

Phone: 602-542-4446 Press#6 for Homeless Coordination Office

#### **6. I have custody of my child & shouldn't owe.**

I understand you don't owe any child support, however our records show that the unpaid balance is for Clearing House Fees from your case when you were the Non Custodial Parent.

#### **7. I'm not paying, I will not pay any Clearing House Fees.**

DCSS is unable to close the case with a balance. Would you be interested in a settlement (partial payment)?

#### **8. I have a case and the other person should be paying me since I now have custody of my child.**

Even though you have custody of your child and the other party is paying, you still have a Clearing House Fee balance remaining when you were the Non Custodial Parent on this case that needs to be paid before DCSS can close the case.