



## Work4Kids Scenarios Quiz Answers

**Scenario 1:** An NCP expresses concern that his children's mother will not allow him to see his children. He is clearly upset about this and is identifying it as an issue he needs help with. What should you do?

**A. Refer NCP to the Family Court. [CORRECT]**

Reason: The Court will be able to provide NCP with the documents he needs to modify or enforce his parent-child contact order, or they can provide him with a list of attorneys in the area that could assist him with this legal issue.

**B. Refer NCP to OCS.**

Reason: If he is referred to OCS with this issue, OCS will direct NCP to the Family Court for assistance. Referring NCP to OCS for this issue adds an unnecessary step, as OCS is not permitted to assist customers with parent-child contact issues.

**C. Advise NCP not to pay his child support until he can see his children.**

Reason: Child support is paid to provide for a child's basic needs such as housing and food. It is not paid in exchange for parent-child contact.

**D. Assist NCP with completing and filing a motion to modify or enforce his parent-child contact order.**

Reason: This is out of the scope of the services and expertise provided by the Work4Kids program. The program's role is to help with overcoming barriers to employment. Additionally, there may be established reasons why NCP is not able to see his children (e.g., a history of family violence).

**Scenario 2:** NCP does not have a driver's license as it has been suspended for non-payment of child support. NCP explains that he can't find work because his license is suspended. What should EAP/VR do?

**A. Assess the situation to work around this transportation barrier and assist NCP with getting employment. Once NCP is working and paying the child support, he/she can contact OCS to discuss the process for requesting license reinstatement. [CORRECT]**

Reason: NCP has already been given multiple opportunities to get a job and begin paying before their license was suspended. The Court does not take license suspension lightly and recognizes that it may impact NCP's ability to get a job and pay child support.



- B. Advocate for OCS to reinstate the driver's license so NCP can find work. [INCORRECT]  
Reason: NCP has already been given multiple opportunities to get a job and begin paying before their license was suspended. The Court does not take license suspension lightly and recognizes that it may impact NCP's ability to get a job and pay child support.
- C. Advise NCP to drive anyway if it's for transportation to work. [INCORRECT]  
Reason: This is illegal.
- D. Connect NCP with the guy you know who makes fake IDs. [INCORRECT]  
Reason: This is illegal.

**Scenario 3:** NCP is not working and cannot afford to pay his child support. He is very distraught and asks for help. What should you do?

- A. **Contact the OCS caseworker or OCS Regional Point of Contact to advise of the situation. [CORRECT]**  
Reason: OCS staff are responsible for reviewing a case for modification when a customer requests it. If NCP is unable to reach their caseworker, they may also contact the OCS Customer Service number (1-800-786-3214) to escalate their request to their caseworker's supervisor.
- B. Assist NCP with completing and filing a motion to modify his child support order. [INCORRECT]  
Reason: This is out of the scope of the services and expertise provided by the Work4Kids program. The program's role is to help with overcoming barriers to employment.
- C. **Refer NCP to the Family Court to file on his own or obtain a list of attorneys who can assist with his motion. [CORRECT]**  
Reason: Customers always have the option to file a motion on their own behalf if they would rather do that than ask OCS to do so. NCP still has this option even if OCS determines that a motion to modify child support is not warranted by OCS standards.
- D. Advise NCP to arrange a side-deal or barter with the other parent. [INCORRECT]  
Reason: The Court does not recognize alternative payment arrangement that do not conform to the Court's existing orders. Off-the-records arrangements might not be recognized by the Court and could leave NCP still liable for payment of the child support in question.



**Scenario 4:** NCP reports that they do not want to find W-2 work (i.e. working for a business/employer) because OCS will take NCP's entire paycheck and leave NCP with nothing. What should EAP/VR do?

- A. Encourage NCP to find under-the-table work so NCP can make payments on their own. [INCORRECT]

Reason: Wage withholding is the most reliable way to pay support and it provides the consistency of payments that children depend on to meet their needs. Under the table work is notoriously sporadic and unreliable.

- B. Ask OCS to lower NCP's child support payment. [INCORRECT]

Reason: Modifying child support requires evidence of a real, substantial, and unanticipated change in circumstances, or if the obligation has not been modified for over three years.

- C. Advise NCP to contact OCS for information about wage withholding limits and requirements. [CORRECT]**

Reason: The Consumer Credit Protection Act limits the percentage of take-home pay that can be withheld for payment of child support, so NCP's entire paycheck will not go towards child support.

- D. Assist NCP with developing a budget that includes payment of their child support obligation so they can make payments even while they're working under the table. [CORRECT]**

Reason: Working under the table is not *prohibited* by child support standards, but it shifts the responsibility for making child support payments from the employer (via wage withholding) to the NCP (via personal payments).