

## Applying Online

The Mecklenburg County Child Support Services office has partnered with **TurboCourt** to provide an easy to use and interactive online application. **TurboCourt** guides you through the child support application, completes and electronically submits your forms, and keeps you informed of your case's progress.

## How Does This Help Me?

TurboCourt will assist you in completing the forms required to apply for Child Support. This system also offers:

- 24 hour a day access to your application/data
- Time and travel expense savings—No need to come to the Child Support office
- The completion of your application at your own convenience and pace
- Clear guidance on what documents you will need to provide/upload at the end of the process
- Ability to upload these documents via your smart phone or Android device
- Ability to electronically sign your application
- Notification of any applicable fees
- Option to make online payment of the application fee (if any is due)
- Ability to track your history of interactions with your case



## We Can Help...

We want to see you and your child succeed. The information you need to call or email our office is listed below. **Please contact us anytime we can be of assistance to you.**

### Mecklenburg County Child Support Services

Local Call Center

704.432.9300

5800 Executive Center Drive, Suite 200

Charlotte, NC 28212

[ChildSupportEZApply.com](http://ChildSupportEZApply.com)



MECKLENBURG COUNTY  
Child Support Services

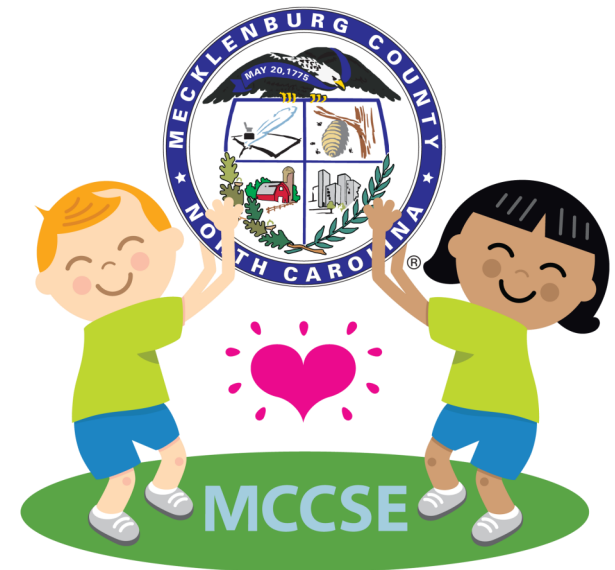
### EQUAL EMPLOYMENT OPPORTUNITY

Mecklenburg County will not engage in unlawful discrimination with respect to all aspects of County employment policy and practice including with respect to race, color, religion, sex, national origin, handicap, age, political affiliation, or on the basis of actual or perceived gender as expressed through dress, appearance, or behavior. In addition, the County will not engage in discrimination on the basis of sexual orientation with respect to all aspects of County employment policy and practice. Sexual orientation means heterosexuality, bisexuality or homosexuality.

## Applying for Child Support

### A Guide to Understanding the Process

*Here's What You Need to Know...*



### Mecklenburg County Child Support Services

5800 Executive Center Drive, Suite 200

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## What are Child Support Services?

Mecklenburg County Child Support Services works to ensure that both parents are responsible for the financial support of their children to the best of their abilities. The Child Support program provides services to the custodian of the minor children, regardless of income.

What services are provided by Child Support Services?

- Locating noncustodial parents
- Establishing paternity for children born outside of marriage
- Establishing child support obligations
- Collecting child support payments
- Enforcing child support orders

The Child Support program is not able to directly address some issues that may seem similar to child support such as custody, visitation, or spousal support. We recommend you contact a private attorney to discuss those concerns. Additionally, your Case Coordinator may be able to provide information regarding available community resources.

To receive services you will need to complete an application. The application can be completed online at [ChildSupportEZapply.com](http://ChildSupportEZapply.com)

## What's needed to apply?

- A current and up-to-date Photo ID
- Copy of your child(ren)'s Birth Certificate
- Copy of Affidavit of Parentage
- Copy of Marriage Certificate
- Copy of Separation Agreement and/or Divorce Decree
- Copies of your two most recent pay stubs
- Verification of Childcare Expenses (statements must be on letterhead or notarized statement from the day care provider for applicable receipts)
- Verification of your cost to carry medical insurance for your child(ren) (if you want to be responsible for medical coverage)
- Copies of any or on-going Child Support Orders (All orders—not just the most recent)
- Any additional information concerning the noncustodial parent

In order to avoid delays in processing your online application, you must complete all sections and provide all of the required documents. Once you have submitted your completed application, we will review your case and decide the appropriate course of action.



## Your Responsibilities

By submitting the application for Child Support Services (clicking the Submit button), you agree to the following:

- Respond to all requests for information, appear for interviews and court hearings, and submit to paternity testing, if necessary.
- Provide information about the noncustodial parent that you have available
- Notify the Child Support office of any changes in your status (example: name, address, custody of child)
- Cooperate with the Child Support office. If you are a WorkFirst/TANF or Medicaid recipient, failure to cooperate may result in loss of benefits. Cooperation is required unless you are granted **good cause**.
- Stay involved in your case. Ask questions when you need to understand something.

