

Child Support General Information

A GUIDE TO ADDRESSING FREQUENTLY ASKED QUESTIONS

SPECIAL POINTS OF INTEREST

- Formed on January 1, 1988, the CSEA is a federal, state, and local partnership empowered by the Social Security Act to locate parents, determine paternity, establish support obligations, and collect child support.
- Ohio's Child Support Program touches the lives of more children than any other program in Ohio, except Education.

WHY IS CHILD SUPPORT IMPORTANT?

Children thrive when they receive the love and support of both parents. The child support program promotes parental responsibility so that children receive support from both parents even when they live in separate households.

Child support can make a real difference in managing food, shelter, child care, transportation, clothing, medical and dental expenses. Each year, the Ohio Child Support Program, which has the third largest caseload in

the Nation, collects \$2 billion in support payments and provides services for 1 million children.



WHAT SERVICES ARE AVAILABLE AT THE CSEA?

The Child Support Enforcement Agency (CSEA) provides a wide-range of family support services. Either parent may apply for services. Grandparents and other caretakers may also apply. Services are available to all who need them, regardless of income, residency, nationality or gender. The CSEA can assist with:

- Establishing paternity (legal fatherhood)
- Establishing a child support and medical support order
- Modifying a child support and medical support order
- Case management services, including collecting and paying out child support payments, linking parents to community and governmental services, enforcing orders and locating parents
- Education and outreach about the child support program

WHAT ARE SOME METHODS OF COLLECTING CHILD SUPPORT?

The CSEA works with parents, grandparents and other caretakers, employers and many other partners so that child support is a reliable source of income for a child. Most child support payments are collected through an income withholding order where the employer, or other source of income, deducts the child support payment from each check issued to a parent ordered to pay support.

The CSEA develops partnerships to address barriers to reliable payments, such as linking unemployed parents to local workforce resources.

The CSEA can also:

- Seize federal and state tax refunds and funds available in bank accounts
- Suspend professional licenses, drivers licenses and recreational licenses
- Issue orders to collect arrears (back due support)
- Reporting arrears balances to credit reporting agencies
- Issue administrative liens

The CSEA may pursue judicial

enforcement including:

- Contempt
- Misdemeanor and felony criminal non-support
- Liens, attachments and executions
- Lottery/casino winnings
- Actions to collect bonuses and other lump sum payments

It is important to note that the CSEA does not represent either parent. The CSEA attorney represents the State of Ohio.

COMMON CHILD SUPPORT AND RELATED TERMS AND DEFINITIONS

Obligee (Custodial): Any person, including a state or political subdivision, to whom a duty of support is owed.

Obligor (Non-Custodial): Any person owing a duty of support, or a person against whom proceedings for enforcement of a duty of support is in process.

NOIW: Notice of Income Withholding – A notice that requires an employer, financial institution, or other party to deduct support payments directly from the income of the non-custodial parent.

FIDM: Financial Institution Data Match – A tool of enforcement that cross-references account information.

CSPC: Child Support Payment Central- The state's centralized collections and disbursement system.

Default Case: Any case that has fallen behind by at least one month of support obligation.

SETS: Support Enforcement Tracking System – A statewide computer system for child support.

Arrearage: Delinquent or past-due support.

Administrative Fee: A service fee required by State law, 2% of the ordered payment, paid by the non-custodial parent.

IV-D: (Pronounced "4 D") – A section of Federal law that

authorizes enforcement remedies to collect support and provides Federal funding for the local agency.

CSEA: Child Support Enforcement Agency – The county office of child support services.

OCS: Office of Child Support – The State office of child support, under the Ohio Department of Job and Family Services, ODJFS.

OCSE: Office of Child Support Enforcement – The Federal Office of Child Support.

OCDA: Ohio CSEA Directors' Association – a professional association dedicated to strengthening Ohio's child support program.



What are the Interactive Voice Response Unit (IVRU) toll-free numbers for the child support program in the State of Ohio and what information can be accessed with the toll-free numbers?

For all Ohio cases, a toll-free number enables parents to access payment information, check or electronic funds transfer information, and the county agency address and phone information. Updated daily, the IVRU line can be accessed by calling: 1-800-860-2555 or 1-800-860-0019 (TTD).

WHERE SHOULD PAYMENTS BE SENT?

All child support payments are processed and disbursed at a centralized processing center in Columbus. The following addresses should be used when submitting payments by check or money order:

Individual Non-Custodial Parent Payments
Ohio Child Support Payment Central
P.O. Box 182372
Columbus, OH 43218-2372

Employer Payments
Ohio Child Support Payment Central
P.O. Box 182394
Columbus, OH 43218-2394

Recoupment Payments
Ohio Child Support Payment Central
P.O. Box 182380
Columbus, OH 43218-2380

ADDITIONAL PAYMENT OPTIONS

Debit Card Payments for Employers and Non-Custodial Parents:

www.expertpay.com

Credit Card Payments for Non-Custodial Parents:

www.e-childspay.com

The IVRU line is open 24 hours a day, seven days a week and is a good source for payment information.

INSTANT ACCESS TO CHILD SUPPORT CASE INFORMATION

What Do I need to Get Started?

Log into www.jfs.ohio.gov/ocs

You must have or establish a personal email account in order to utilize the web portal.

Establishing an email account can be done through the registration process if you currently do not have one.

Once you have a personal email

account, registering for an online account is quick, easy and secure. You will need:

- Your personal email address
- Your 10-digit SETS case number (starts with 7)
- Your social security number

• WebID-Your 12 digit SETS participant number (starts with a 3)

- Last four digits on your e-QuickPay® card or your bank account information if you have direct deposit for your child support

Once registered you have the ability to print your own payment history.



November 2012