



THE OHIO DEPARTMENT OF JOB AND FAMILY SERVICES

OFFICE OF

CHILD

SUPPORT

PROGRAM GUIDE

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INTRODUCTION

Statistics indicate that children benefit when both parents work together to take care of their children's emotional and financial needs. Children have the right to the support of both parents. This is true even when the parents are divorced or never marry one another. Parents can be a loving and supportive force in a child's life. Even when they do not live together, they need to work together to provide for their children.

Congress established the Child Support Enforcement (CSE) Program in 1975, as Title IV-D of the Social Security Act, as a means to collect child support. The program's goals are to ensure that all children are supported financially by both parents and to reduce the number of children receiving public assistance. The Child Support Program is a Federal/State/Local partnership. The Federal Office of Child Support Enforcement, which is part of the U.S. Department of Health and Human Services, establishes standards for

state programs. In Ohio, the Ohio Job and Family Services, Office of Child Support has the primary responsibility for the child support program. Each county in Ohio is required to establish a child support enforcement agency (CSEA). Therefore, responsibility for the child support program in Ohio is shared by the state and each of Ohio's 88 counties.

An important goal of the child support program is to help families work toward becoming or remaining self-sufficient through improved child support collections. By working with both parents to establish and enforce support orders, Ohio's Child Support Program helps children receive the financial and medical support they need and deserve.

The mission of Ohio's Child Support Office is to provide the leadership, structure and resources to advance the child support program.

GETTING STARTED

In this program guide you will find the basic information on how to establish paternity, obtain a support order, make support payments or collect the support due. This guide is organized so that you can refer directly to the sections you need.

Your county's Child Support Enforcement Agency (CSEA) is the place to begin when looking for child support assistance in Ohio. Using the toll free numbers listed on page 17, you can call to make an appointment to visit your local agency. The agency will have an application called "Application for Child Support Services, Non-Public Assistance Applicant." You must complete it if you are not now receiving any Ohio public assistance. The only fee you may be charged is a one dollar application fee. Some counties pay this fee for the applicants. If you are currently receiving any Ohio public assistance benefits, a referral to your CSEA will be made automatically with no fee charged.

The CSEA will need specific information and documents from you. Names, addresses, dates of birth and social security numbers of all parties to a child support case will be requested. Income

verification, employer names, tax returns and asset information are also important. You may be asked to provide copies of your children's birth certificates, divorce decrees or separation agreements, and any court or administrative orders, if applicable.

Providing information and documents to the CSEA helps you become an essential partner with your CSEA in effectively managing your child support case.

The CSEA can help you:

- locate non-residential parents,
- establish paternity,
- establish and modify a financial and/or medical insurance support order and
- assist in enforcing your existing financial and/or medical insurance support order (whether or not it is an Ohio order).

Child support can be a complicated process and each case is unique, so actions that are taken will not be the same for all cases. Each case is addressed individually in accordance with current child support policy and guidelines.

RIGHTS AND RESPONSIBILITIES OF CHILD SUPPORT CASE PARTICIPANTS

It is important to take an active role in your case. Cooperating with your county CSEA helps ensure successful support order establishment and collection. To take an active role in your case, you must know and understand your rights and responsibilities and the rights and responsibilities of the other party to your case.

Rights

Both parties have the right to:

- services such as genetic testing and paternity establishment,
- support order establishment,
- have certain information in the case file kept confidential,
- to have your support order reviewed and possibly adjusted every 36 months or sooner, if there are significant changes in income,
- to have other states that are involved in your case respond in a timely manner,
- to request a state hearing and to appeal the findings of any paternity or support action.

Additionally, obligees have the right to

- location and enforcement actions and
- medical support establishment for the child.

Responsibilities of both parties

Both parties have the responsibility to:

- cooperate with efforts to have child and medical support established,
- notify the CSEA of children approaching 18 years of age and/or their upcoming high school graduation, and
- notify the CSEA of changes in address and employment.

Responsibilities of the Obligor/Non-Residential Parent

- paying the monthly child support obligation.

Responsibilities of the Obligee/Residential Parent

- complete an application for child support services if not currently receiving public assistance benefits,
- cooperate with paternity and support establishment activities if receiving public assistance and,
- acknowledging the assignment of child support if receiving a public assistance cash benefit such as Ohio Works First
- return any amounts of child support paid to obligee in error and not entitled to keep.

PATERNITY ISSUES

Paternity establishment refers to the legal determination of being named as a child's father. This is important to a child's sense of self and can make it easier to learn about the medical history of the child's family. It also may allow the child to obtain financial resources such as the father's Social Security or veteran's benefits if the father becomes disabled, or an inheritance if the father dies. It is important to establish paternity as early as possible. Paternity can be established up to the child's 23rd birthday, but it is best to do it right after birth. If the man will not voluntarily acknowledge that he is the father, the county CSEA can order genetic testing, which is a simple and accurate method of establishing paternity.

A person, even if under age 18, can be identified and ordered to support his child. In addition, a man can be ordered to support his child even if the mother of the child is married to someone else. If an alleged father does not live in Ohio, paternity and a support order can be established. Although a potential father may not be able to pay support now, it is important to establish paternity. Circumstances can change in the future and resources or other assets may become available.

Ways to Identify Paternity

There are several ways to identify and establish paternity. A man is presumed to be the child's father if one of the following occurs:

- the child is born while the mother is married to the man;
- the child is born within 300 days after the marriage between the mother and the man ends.

A presumed father has appeal rights relative to a presumed paternity.

Paternity may be established when:

- the man and the mother sign an *Acknowledgment of Paternity* form at the hospital, CSEA or health department stating the man is the child's father; or
- the man, the child and the child's mother submit to DNA testing and the results show there is at least a 99% chance the man is the child's father,
- parents go to court to determine paternity

If the mother is married at the time a child is born and her husband is not the biological father, the mother will need to consult a private attorney. She cannot utilize the Acknowledgment of Paternity form or the CSEA for DNA testing services.

If the father marries the mother after the child is born, to establish paternity, he must either sign a notarized statement that he is the father of the child or have his name added to the child's birth certificate. Contact your county CSEA for more information on establishing paternity.

ESTABLISHING A CHILD SUPPORT ORDER

Your county Child Support Enforcement Agency (CSEA) can help locate non-custodial parents, establish paternity and establish financial and medical support orders.

Child Support Guidelines

Child support orders are established in Ohio either in a court of law or by administrative procedure. An administrative order is established and approved through the CSEA and generally has the same effect as an order established by a court. It is legally binding on the parties concerned.

The State of Ohio utilizes standardized guidelines to set all child support amounts. The guidelines are, in essence, a formula for the calculation of child support orders. Ohio uses an income shares model which calculates a child support order by the standard of living that a child would experience if the parents were in the same household. The guidelines are based on the assumption that parents of a child should share in the responsibility of the financial support of children in proportion to their income. Only courts have the authority to deviate from the guidelines.

Locating a Parent

The CSEA can help find the physical whereabouts of the non-residential parent, the employer, or other sources of income and assets so that the CSEA may take the next step to secure a child support order. In order to do this, the CSEA uses database information from sources such as the Bureau of Motor Vehicles, the Bureau of Employment Services, the Internal Revenue Service, the Social Security Administration, and the state and national New Hire Employer Directories.

Medical Support Orders

The CSEA is responsible for establishing health insurance orders for child support cases when coverage is available and reasonable, or expected to become available. Health insurance coverage is considered available and reasonable if it can be obtained by a parent through the parent's employer or other group health insurance plan. Health insurance includes fee for service, health maintenance organizations (HMO), preferred provider organizations (PPO), and other types of coverage that could provide medical services to the child.

The CSEA is required to send a National Medical Support Notice to the employer of the medical insurance obligor when new or changed employment occurs.

ENFORCEMENT OF AN ORDER

Once a support order has been established, the CSEA has many ways to ensure it is followed.

Income Withholding

Income withholding is part of a support order that requires a payor of a non-residential parent to withhold a specified amount to be applied to the order. This can change over the lifetime of the order depending on the types of income available for withholding, the work status of the parent paying support, and the availability of assets to pay the child support obligation.

Income withholding is the best enforcement method for the collection of ordered child support. This method is mandatory and applies to almost all types of income, not just wages.

The word “income” includes, but is not limited to:

- Personal earnings
- Workers’ compensation payments
- Unemployment compensation benefits
- Pensions
- Annuities
- Allowances
- Retirement benefits
- Disability or sick pay
- Insurance proceeds
- Lottery prize awards
- Any form of trust fund or endowment
- Lump-sum payments
- Assets in a financial institution
- Any other payment in money

Collection of Arrearage

If payment of a child support order falls behind, it is considered to be an arrearage. There are a variety of tools a CSEA can use to collect an arrearage.

Some methods CSEAs have the ability to use include:

- Credit reporting
- Professional and driver license suspension
- Increase the amount of income withholding to pay arrears
- Use of Financial Institution Data Match (FIDM) to identify financial accounts belonging to non-residential parents who are delinquent in their child support obligations. Once identified, these accounts may be subject to “freezing” and “seizing” by the county CSEA.
- Using tax offset to collect federal and/or state tax refunds of the non-residential parent to satisfy past-due child support.

Order to Work

If the non-residential parent has no income or assets, the CSEA can obtain a seek work order from the court requiring the parent to seek work.

Contempt Penalties

If an individual fails to comply with a required action and enforcement by a court becomes necessary, the court can hold the person in contempt. Contempt penalties can increase with each offense and include fines, jail time or other remedies that the court finds appropriate. Some of the reasons a person can be cited for contempt are:

- Disobeying a judgment or order of the court
- Failure to obey a subpoena or refusal to answer as a witness
- Failure to appear in court as required
- Failure to submit to genetic testing
- Failure to comply with the provisions of a child support order

Criminal Non-Support

A child support order can also be enforced by the use of criminal statutes. Ohio statute provides for criminal penalties, including fines and/or a jail or prison sentence, depending on the length of time of the non-payment.

Federal law also provides for criminal non-support to be prosecuted if certain criteria are present. For a misdemeanor or federal offense, the non-payment must be willful, the obligation must be unpaid for at least one year or be greater than \$5,000, and the offender and child must reside in different states.

Possible penalties for this offense include imprisonment for up to six months and/or a fine, and mandatory restitution of the total unpaid support obligation.

WORKING ACROSS STATE LINES - INTERSTATE COOPERATION

Some child support cases are more difficult to manage than others:

- when one party lives in a state or country different than the other
- when a court order is in a state or country other than where both parties live
- or when there is more than one support order covering the same parties

Interstate child support cases are governed by the UIFSA (Uniform Interstate Family Support Act). Each state has enacted this law to perform the same services for interstate cases as they perform for intrastate cases in order to establish paternity and support, enforce orders and collect and monitor payments, as well as review and adjust orders.

This law includes a provision designed to ensure that when more than one state is involved, there is only one valid child support order. In which case, the order can be enforced for current support. It also allows a state to work a case directly against an out-of-state obligor if certain conditions are met. UIFSA also allows the processing of child support cases between states and foreign countries.

CHILD SUPPORT ORDER REVIEWS AND ADJUSTMENTS

Periodically, an existing child support order is formally reviewed to ensure that the correct amount of child support is in place, based upon the parties' incomes. Adjustments will be made to the case if it is determined that an existing child support amount should change. Either party to a case may request a review every 36 months from the establishment of the order or the date of the most recent review. In cases where a person goes on public assistance and assigns, or gives up, current child support to the state in exchange for the monthly assistance check, a review is required every 36 months from the establishment of the order or the date of the most recent review. This includes Ohio Works First (OWF), Title IV-E and non-ADC Medicaid cases in which rights to medical support or rights to payments for medical care from any third party are assigned.

A review may occur sooner than 36 months cases in the following circumstances:

- A change of employment status on the part of the obligor
- If either party experiences a loss of employment or a 30% or more reduction in income for a period of six months or more, which is beyond their control and is expected to continue for an extended period of time
- If either party becomes disabled
- If either party cannot pay support for the duration of the child's minority because of institutionalization and no income or assets are available to the party which could be levied or attached for support;

- To add additional children born to both parents subject to an existing support order;
- In order to access available health insurance, or if improved health insurance coverage exists for the children, regardless of whether an adjustment in the amount of child support ordered is necessary;
- If the current support award was established as a deviation from the Guidelines amount and the petitioner can show a change in the circumstances that led to the deviation, which are no longer true.

If you meet one or more of the above-required criteria please contact your county CSEA to request a review to adjust your order.

COLLECTION AND PAYMENTS PROCESS

The Collection Process

States are required by federal law to provide a centralized location for the collection and disbursement of all child support payments. In Ohio, this collection center is known as Child Support Payment Central (CSPC).

CSPC is responsible for collecting and disbursing all payments related to child support orders being administered by a county CSEA. For specific questions regarding payment status, please contact your county caseworker. CSPC cannot take calls from the public.

CSPC uses state-of-the-art equipment to batch, image, and process payments. All payments with valid posting information are processed on the same day they are received. Any payments with invalid posting information and are unable to be researched and processed the same day are forwarded to the exception handling section for further research.

Making Child Support Payments

Both employers and individual obligors must send payments to CSPC. Payments sent directly to the residential parent are considered gifts and will not receive credit as a support payment.

Your employer may be required to withhold income and forward payments to CSPC as a part of your child support order. For more information about income withholding, see the establishment section of this guide.

If your child support payments are not automatically withheld from your paycheck, you must mail them to CSPC. Payment may be in the form of a personal check, money order, traveler's check, or cashier's check. **Make checks payable to: Ohio CSPC.**

Please send all child support payments via standard U.S. mail to:

Ohio CSPC
P.O. Box 182372
Columbus, OH 43218-2372

Do not send checks via overnight delivery.

To ensure prompt and accurate posting of the payment to your account, please be sure to include the following:

- Your name
- Your Social Security Number
- SETS case number (10-digit number that begins with a 7)
- Court Order Number

Note: If you have more than one case, specify the amount to be applied to each one.

Payments: Federal and state laws require a centralized site for the collection and disbursement of child support payments as of October 1, 1999. For specific questions, please contact your county caseworker.

CSEAs have the option to accept walk-in payments. Call your county CSEA to see if they allow this payment method. If it is not allowed, please submit payments according to the procedures outlined above.

Do not mail checks to your county CSEA.

Receiving your payment

All payments with valid posting information are processed by CSPC within two business days of receipt. Payments are disbursed to the obligee by first class mail or direct deposit. Please remember that weekends and holidays are not business days. Actual receipt of your payment may also be affected by the delivery time of the U.S. Postal Service, which can take up to 10 business days.

Direct Deposit Option

Direct deposit allows an obligee's child support payment to be deposited directly into a designated financial account. There are many advantages to utilizing direct deposit; it is safe and confidential, your money goes directly into your account, it's not a check that can get lost or stolen, fewer people handle your payment, it is convenient and saves time, you don't have to go to the bank and wait in line to cash or deposit the check and you don't have to be in town to receive your payment.

A transfer to your financial institution will be made automatically after the state receives and posts the payment for your case. Make sure your payment has been deposited into your account before accessing the funds, since financial institutions also have internal timeframes for depositing the payment from CSPC into your account. The statement you receive from your financial institution will provide you with a record of your deposit.

For direct deposit enrollment forms, contact your CSEA or call the State's Customer Inquiry Call Center at 1-800-686-1556. Enrollment takes approximately three weeks.

STATE HEARINGS PROCESS

If, while working with your county CSEA, you feel there has been a mistake or delay related to your case, you may request a state hearing. A state hearing is a meeting between you, a representative from the county CSEA and a hearing officer from the Ohio Department of Job and Family Services' Bureau of State Hearings. At the hearing, the CSEA representative will explain the action they have taken or intend to take on your case. You will then have a chance to explain how this action or inaction will affect you. The hearing officer will hear all facts and may ask questions to help clarify the issues. The hearing officer will then review the information presented at the hearing and issue a decision based on whether or not the proper procedures were correctly followed in your case. You may request a state hearing by calling your county CSEA or writing to:

ODJFS, Bureau of State Hearings
30 East Broad Street
Columbus, Ohio 43215-3414

You also may call (614) 466-2724 or fax your completed hearing request form to State Hearings at (614) 728-9574.

After your state hearing, you will receive a hearing decision from the Bureau of State Hearings. If you are not satisfied with the outcome of the state hearing, you have the right to an administrative appeal. Information on how to seek an administrative appeal is included with the state hearing decision.

CUSTOMER SERVICE OPTIONS

The State of Ohio's Child Support program is state-supervised by the Ohio Department of Job and Family Services (ODJFS) and administered individually by each of the 88 counties. Each county CSEA is responsible for the enforcement of its child support orders and provides local customer service support for the child support community.

ODJFS provides additional customer support through an automated case information system, a Customer Inquiry Call Center, and an Internet web site: www.state.oh.us/odhs/ocs.

Collections and Payments Automated Payment Status Information System

Obligees and obligors can access payment information related to their child support case by calling the Interactive Voice Response system at (800) 860-2555 and following the instructions given. After creating a Personal Identification Number (PIN), callers may choose from several options including a county CSEA directory, information on the last payment date and amount and the total balance due on their case.

Resetting Your PIN

To change your PIN, a written, signed and dated request and a copy of a photo ID and official documentation of your social security number must be either mailed or faxed to:

Ohio Department of Job and Family Services
Office of Child Support
IVR PIN Reset Center
30 East Broad St., 32nd Floor
Columbus, OH 43215-3414
Fax (614) 728-5070 or (614) 995-7159

One document, such as a driver's license, can be used if it contains both a photo and SSN.

Customer Inquiry Call Center (CICC)

The Office of Child Support staffs a call center for customers who have exhausted other available options in trying to have their child support questions answered. A staff person researches the question or concern to provide a meaningful, helpful response to the customer. Representatives are available to answer questions about current laws and policies and provide information from SETS. Staff can also provide forms and paperwork that customers may need and act as a liaison between the customer and the county CSEA to resolve issues. The call center cannot make changes to cases or make changes to customer addresses.

Call center staff can be reached at (800) 686-1556 or in Columbus and vicinity at (614) 752-9743, by fax at (614) 995-7159 or by mail at, Ohio Department of Job and Family Services, Office of Child Support, Customer Inquiry Call Center, 30 East Broad St., 30th Floor, Columbus, OH 43215-3414.

County Customer Service Support

The CSEA has full responsibility for managing the child support case. Many CSEAs have distinct customer service units that will assist customers with address changes and provide basic case information. More complex customer issues will be handled by individual caseworkers. CSEAs may use generic caseworkers or may have staff that specialize in specific case activities such as tax offsets, reviews and adjustments and interstate.

FREQUENTLY ASKED QUESTIONS

General Questions

- Q. Do you have to be a child's parent to receive CSEA services?**
- A. No, but you must be a legal guardian of the child involved in the case. In addition, confidentiality laws do not allow a county CSEA to share case specific information with anyone other than the parents or legal guardian in the case.
- Q. Can my CSEA help me with visitation or other problems?**
- A. Generally, your county CSEA has no role in matters of visitation and custody, which are handled through Ohio's courts. Your county CSEA also cannot collect divorce property settlements, collect on medical bills, locate missing children, act as your private attorney or represent you in any way outside of its authority.

Establishment Questions

- Q. What if I am not sure who the father is?**
- A. Your CSEA caseworker will ask you questions about who the father might be. While the questions might be difficult, it is important to answer them in as much detail as possible. This will help the CSEA identify the possible fathers so DNA tests can be done.
- Q. What if I don't have the obligor's social security number?**
- A. Social security numbers are required on applications for professional licenses, commercial driver's licenses, marriage licenses, divorce records, and death records. If none of these are available, the county CSEA can subpoena information about bank accounts, insurance policies, credit cards, pay records or income tax returns. There is other important information which can be used to locate an obligor including name, place of birth, date of birth, his/her father's name and his/her mother's maiden name.

Q. The father of my child does not live in Ohio. Can I establish paternity and get a support order?

A. Yes. Contact your county CSEA for assistance.

Q. What if I'm not sure if I'm the father?

A. Your CSEA or the court can usually help you get DNA tests to determine paternity.

Q. I am currently receiving public assistance and required to provide information to help identify and locate the non-custodial parent, but what if I feel threatened that harm will come to myself or my child if I do so?

A. The CSEA can allow the caretaker of the child to claim "good cause" if establishing an order may cause physical or emotional harm. The claim has to be verified with evidence from a law enforcement agency, court, medical office, child protective services agency, social services agency or other credible authority. For more information about "good cause" please contact your local CSEA.

Q. Is there any allowance for the parent who has to pay health insurance?

A. Yes. The guidelines used to establish the order provide a credit for marginal, out-of-pocket costs of health insurance, which will affect the amount of the order.

Enforcement

Q. What if I don't agree that I am in default? Do I have appeal rights?

A. You are entitled to request an administrative hearing to determine whether the arrearage amount is correct and whether you are the correct person who owes the money. If you disagree with the administrative hearing decision, you may file for a court hearing.

Q. I live in Ohio but my ex-spouse lives in Nebraska. Can my California Support order be modified?

A. Yes. Contact your county CSEA in Ohio. They will send a petition to Nebraska requesting that Nebraska register your California order in Nebraska for modification.

Reviews and Adjustments

Q. I just heard that my son's mother has had three promotions in the last four years but the child support is still like it was six years ago. Is there some way to find out when she has a raise?

A. Your county CSEA will review child support orders every 36 months if either parent requests such a review. Ask your caseworker for information about reviewing and, if appropriate, adjusting your child support order. States can adjust child support orders according to child support guidelines, a cost of living adjustment, or automated methods determined by the State.

Q. After I pay support, I don't have enough money for food. When my order was set, I was making about \$300 more a month than I am now. Can I get the order changed?

A. If there has been a substantial change in circumstances, either parent can request a review of an order to determine if an adjustment is appropriate. Contact your county CSEA to request a review.

Collections and Payments

Q. I am moving in a couple of months and I need to make sure I get my child support on time. I don't have the exact address of where I am moving. What can I do?

A. You are required by law to contact your county CSEA to inform them of your new address as soon as you move. Changing your address at the post office is not sufficient notification.

Forwarding address services provided by the post office expire after a short time and could result in your check being delayed or lost. You might also consider signing up for Direct Deposit (refer to the Collections and Payments Section).

Q. What happens if the child support check I receive gets lost or stolen?

A. You should contact your county CSEA immediately for assistance in getting the check reissued.

Q. The Automated Payment Status Information IVR System states that a \$3,000 payment was made two weeks ago. I only received \$1,700. Why didn't I receive the full amount?

A. There are many reasons why you may not have received the full amount, such as past arrearages during public assistance, administrative fees, etc. Contact your county CSEA for more information regarding your case.

Q. Do I have to keep paying child support if the residential parent won't let me visit my child?

A. Yes. Child support and visitation are two separate issues. If you stop paying, you build up an arrearage. You will also be in violation of your support order and could be prosecuted. For help with your visitation issues, you should contact a private attorney or check with your county CSEA for information on services available in your area.

Q. If I send money directly to the residential parent, does it count as child support?

A. No. Those payments are considered gifts. All support payments must be processed through CSPC in order for you to receive credit for the payment.

GLOSSARY

Common Words and Abbreviations Used in this Publication

Arrearage - Past-due child support

CSEA - Child Support Enforcement Agency. The county-level child support office that provides direct case-related services.

CICC - Customer Inquiry Call Center, state level customer service unit.

CSPC - Child Support Payment Central, an entity through which all child support payments are processed.

Current Support - The amount of child support owed in the current month.

Genetic Testing - A process that compares DNA samples from all involved parties to legally determine the child's father; this process may be used when the mother and father are not married and it is not certain whom the father may be.

Income Withholding - A process where child support payments are taken automatically from a non-residential parent's income source, such as wages or funds in a bank or other financial institution.

IVR - Interactive Voice Response System which allows case participants to check the status of a payment via a toll free telephone number.

Non-Residential Parent - A parent who does not have primary custody of the child and who is responsible for paying child support.

Obligee - The person who receives the child support payments, usually the residential parent, but could also be someone else who has legal custody of the child and is the person with whom the child lives.

Obligor - The person who must pay child support, usually the non-residential parent.

ODJFS - The Ohio Department of Job and Family Services

Paternity Establishment - The legal determination of being named a child's father

Residential Parent - The person who has primary custody of the child and with whom the child lives and who receives the child support payments.

SETS - Support Enforcement Tracking System - an online, central database of all child and spousal support cases in Ohio for use by the state and the 88 county CSEAs. SETS issues a 10-digit case number that begins with a "7".

UIFSA - Uniform Interstate Family Support Act; laws enacted at the state level to provide mechanisms for establishing and enforcing child support obligations in interstate cases.

OHIO CHILD SUPPORT ENFORCEMENT AGENCIES BY COUNTY

Adams

800-840-5711

Allen

800-224-7133

Ashland

800-589-8141

Ashtabula

800-935-0242

Athens

800-436-8933

Auglaize

800-508-8817

Belmont

800-494-1616

Brown

800-244-9833

Butler

800-542-0806

Carroll

800-567-5357

Champaign

800-652-1606

Clark

800-516-3463

Clermont

800-571-0943

Clinton

800-793-1290

Columbiana

800-353-0125

Coshocton

800-622-7722

Crawford

800-761-0773

Cuyahoga

800-443-1431

Darke

800-501-5635

Defiance

800-569-8003

Delaware

800-490-9534

Erie

800-454-3747

Fairfield

800-409-2732

Fayette

800-922-0745

Franklin

800-827-3740

Fulton

800-344-3575

Gallia

800-806-0634

Geauga

800-209-7590

Greene

800-337-1740

Guernsey

800-307-8422

Hamilton

800-315-7119

Hancock

800-228-2732

Hardin

800-320-2148

Harrison

800-455-5355

Henry

800-592-4633

Highland

800-391-9631

Hocking

800-555-2480

Holmes

800-971-7979

Huron

800-668-9152

Jackson

800-588-7161

Jefferson

800-353-2716

Knox

800-298-2223

Lake

800-442-1955

Lawrence

800-510-4443

Licking

800-513-1128

Logan

800-599-7232

Lorain

800-808-2991

Lucas

800-466-6396

Madison

800-852-0243

Mahoning

800-528-9511

Marion

800-960-5437

Medina

800-706-2732

Meigs

800-992-2608

Mercer

800-207-3597

Miami

800-308-0264

Monroe

800-472-1602

Montgomery

800-555-0430

Morgan

800-564-9234

Morrow

800-533-0353

Muskingum

800-450-7146

Noble

800-905-2732

Ottawa

800-665-1677

Paulding

800-399-2911

Perry

800-549-1890

Pickaway

800-822-5437

Pike

800-646-2165

Portage

800-876-9544

Preble

800-413-5899

Putnam

800-523-5799

Richland

800-774-2552

Ross

800-413-3140

Sandusky

800-883-8283

Scioto

800-354-6377

Seneca

800-666-1632

Shelby

800-561-5548

Stark

800-339-0349

Summit

800-726-2765

Trumbull

800-720-2732

Tuscarawas

800-685-2732

Union

800-248-2347

Van Wert

800-830-0954

Vinton

800-679-8707

Warren

800-644-2732

Washington

800-888-2732

Wayne

800-216-6636

Williams

800-937-2732

Wood

800-966-3543

Wyandot

800-320-5211

OHIO DEPARTMENT OF JOB AND FAMILY SERVICES OFFICE OF CHILD SUPPORT CONTACT INFORMATION

Ohio Department of Job and Family Services
Office of Child Support
30 East Broad St. 32nd Floor
Columbus, OH 43215-3414
Phone: (614) 752-6561
Fax: (614) 752-9760

Automated Payment Status Information
(800) 860-2555

Customer Inquiry Call Center – CICC
(800) 686-1556 from 7:30 a.m. – 5:30 p.m.

Internet address: www.state.oh.us/odjfs/OCS

This handbook provides general information about child support and is not legal advice. The Ohio Department of Job and Family Services Child Support Enforcement Office and child support enforcement agencies cannot give you legal advice on how to proceed with your specific case.



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