

Child Support General Information

A GUIDE TO ADDRESSING FREQUENTLY ASKED QUESTIONS

WHY IS CHILD SUPPORT IMPORTANT?

SPECIAL POINTS OF INTEREST

- The purpose of the child support program is to provide children with the opportunity for a better life. By working with both parents to establish and enforce support orders, the Child Support Program helps children receive the financial and medical support ordered for them.
- Ohio's Child Support Program touches more children than any other program in Ohio, except Education.
- 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.
- The Ohio CSEA Directors' Association is a professional organization dedicated to strengthening Ohio's Child Support Program.

Child support is important to a child's healthy development. Child support makes a real difference in managing food, shelter, clothing, medical, and dental expenses. In addition, some researchers find a correlation between consistent child support and improved school attendance, higher grade point averages, and reduced behavioral problems. Children need the *emotional and financial* support of both

parents.

During the State Fiscal Year 2002...

- Statewide collections in Ohio reached \$1.87 Billion.
- 53,557 paternities were established.
- The total caseload reached 955,597.
- Ohio ranked first in the nation in non-Ohio Works First collections.
- Ohio ranked second in the

nation in total IV-D collections distributed.

- County agencies received state and national recognition for enforcement programs, public education and outreach efforts, and excellence in customer service.



WHAT SERVICES ARE AVAILABLE AT THE CSEA?

The Child Support Enforcement Agency (CSEA) assists parents by providing the following services:



- Establishment of paternity
- Location of absent parents
- Establishment of a child support or medical support order
- Modification of child support orders
- Enforcement of existing

child support or medical support orders

- Collection and disbursement of payments
- Education and outreach about the child support program and appropriate referrals for community and government services

WHAT ARE SOME METHODS OF COLLECTING CHILD SUPPORT?

There are both administrative and judicial enforcement tools available to CSEA staff.

Administrative Tools

- Income or Wage Withholding
- Federal and State Tax Offset
- Financial Institution Data Match
- Professional and Driver License Suspensions
- Credit Bureau Reporting
- Orders on Arrears

Judicial Enforcement Tools

- Contempt
- Misdemeanor Criminal Non-Support
- Felony Non-Support
- Liens, Attachments, Executions
- Lump Sum Actions

Agency attorneys and staff initiate and conduct the above referenced actions. In addition, the CSEA Attorneys have the

responsibility to review cases for litigation, recommend appropriate legal proceedings, conduct pre-trial negotiation and collection activities, and finalize proceedings and appropriate court orders. The CSEA Attorney represents the state of Ohio. No attorney-client relationship exists between the attorney and any individual party.

COMMON CHILD SUPPORT AND RELATED TERMS AND DEFINITIONS

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

Obligor: 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 obligor.

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 obligor.

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 SETS toll-free numbers and what information can be accessed with the SETS 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 SETS line can be accessed by calling: 1-800-860-2555 or 1-800-860-0019 (TTD).

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

WHERE SHOULD PAYMENTS BE SENT?

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

Individual Obligor 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

HOW DO I CONTACT THE GEauga COUNTY CSEA?

Mailing Address

P.O. Box 309
Chardon, OH 44024 - 9009

Street Address (main office)

12480 Ravenwood Drive
Chardon, OH 44024 - 9009

Street Address (cash payments)

12480 Ravenwood Drive
Chardon, OH 44024 - 9009

Hours of Operation

8:00 a.m. – 4:30 p.m.
(Monday - Friday)

Telephone and Fax and Website Information

Phone: (440) 285-9141

Toll Free: 1-800-209-7590

Fax: (440)-286-6654

E-mail: csea@geaugajfs.org

www.geaugajfs.org

