

CHILD SUPPORT GENERAL INFORMATION



ONE IN FOUR (4) CHILDREN ARE INVOLVED IN OHIO'S CHILD SUPPORT PROGRAM

Why Is Child Support Important?

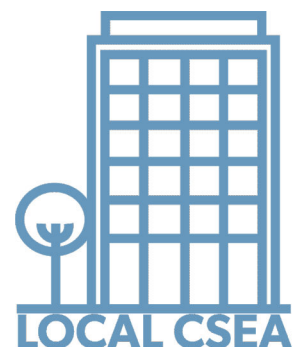
Child support is an important source of income for families in Ohio, especially those living in poverty. Our program serves nearly **647,000** children statewide.

Children thrive when they receive the love and support of both parents. Child support helps with the costs of raising a child when the parents are no longer together, and can make a real difference in managing food, shelter, childcare, transportation, clothing, medical and dental expenses.

How Can Child Support Help?

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. 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 child support payments, linking parents to employment opportunities, community and governmental services, enforcing orders and locating parents
- Education and outreach about the child support program



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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 can be a source of income for your 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 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 (past due support)
- Report arrears balances to credit reporting agencies
- Issue administrative liens

The CSEA may pursue these additional enforcement actions:

- Civil and criminal contempt through the court
- Misdemeanor and felony non-support charges
- Liens, attachments and executions
- Seizure of lottery/casino winnings, 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 and the best interest of the child.

Where Can I Gain Instant Access To My Case Information?

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 registered you have the ability to email your caseworker, **print your own payment history**, check payment status and access other features. To register you will need:

- Your personal email address
- Your 10-digit SETS case number (starts with 7) - Only if you do not have a driver's license
- Your social security number
- Driver's license number/State ID/Keynumber.
- Date of Birth (as it appears on driver's license)
- Last Name (as it appears on driver's license)
- If you receive support you will also need the last four digits on your e-QuickPay® card or your bank account information if you have direct deposit for your child support