Franklin County

Child Support Enforcement Agency

The Child Support Enforcement Program is a federal, state and local effort to collect child support from parents who are legally obligated to pay support. The CSEA is under the direct control of the Franklin County Board of Commissioners and is administered by a board-appointed director. Program guidance and oversight are provided to the CSEA by the Ohio Department of Job and Family Services, Office of Child Support Enforcement.

Major Program Services

The Agency can do the following:

- Establish paternity for a child born out of wedlock.
- Locate absent parents responsible for paying support.
- Establish, modify and enforce child support orders.
- Establish and enforce orders for medical insurance coverage.
- Obtain a withholding order if the obligor is employed, draws Unemployment Compensation or Worker's Compensation, or has funds available in a financial institution.
- Intercept an obligor's state or federal income tax refund to satisfy a child support debt.
- Report the amount of past due support owed by an obligor to a credit reporting agency when the obligor is in default.

The Agency cannot do the following:

- Negotiate visitation rights.
- Address contested visitation issues.
- Determine custody of children.
- Collect divorce property settlements.
- Collect medical bills other than previously stated.
- Locate runaway children.

Franklin County
Board of Commissioners

The Franklin County Board of Commissioners serves as the administrative head of Franklin County government and directly supervises the operation of 12 county agencies. These agencies are:

- Animal Care & Control
- Child Support Enforcement Agency
- Community & Economic Development
- Development
- Fleet Management
- Human Resources
- Job & Family Services
- Office on Aging
- Office of Homeland Security/Justice Programs
- Public Facilities Management
- Purchasing
- Sanitary Engineering

Franklin County Board of Commissioners
373 S. High Street, 26th Floor
Columbus, Ohio 43215
(614) 525-3322

www.FranklinCountyOhio.gov

CSEA-PAM-12 (Rev. 1-2009)

Franklin County Child Support Enforcement Agency

Child Support

A Building Block
in Your Child's Future

CSEA

Franklin County

Child **S**upport
Enforcement **A**gency

Franklin County
Where Government Works

- The CSEA cannot act as your private attorney or represent you in any way outside the scope of its authority.

How to Make Your Payments

As of October 2000, all child support payments must be made through Ohio's Child Support Payment Central (CSPC). The mailing address for your child support payments is:

CSPC, P.O. Box 182372,
Columbus, Ohio 43218-2373

The CSPC will only accept payments by check or money order. Checks and money orders should be made payable to CSPC.

Please include your SETS case number on all of your payments. In the absence of this number, please print your social security number and your court docket number somewhere on your payment so that your account can be properly credited.

Cash payments will continue to be accepted at the cashier's window of the agency on the first floor at our 80 East Fulton Street address. Our cash payment hours are from 8:00 a.m. to 4:30 p.m.

Information on your child support payment account can be accessed by calling the SETS Automated Payment Line at 1-800-860-2555. Remember, in order to access this system, you will need to enter your SETS case number.

Processing Fees

In making your payments, don't forget to include the processing fee. The processing fee can be calculated by taking 2% of the court ordered payment (multiply the payment amount by .02).

Example:
Payment is $75.00 per week.
By multiplying $75.00 by .02 you arrive at the processing fee, in this instance, of $1.50.
When this fee is added to the payment, your total payment becomes $76.50.

Change of Address

The law requires both the obligor and the obligee to notify the agency of any change of name or address. In the past, operating under the former county system, the post office would forward our county checks to custodial parents who had moved to a new residence. Under the statewide SETS system, your state checks will no longer be forwarded. So, if you fail to notify us when you move, your child support checks will now be returned by the post office to CSPC and these payments will not be reissued until we can locate your new address and enter it onto the system.

If You are Not Receiving Child Support Payments

Contact the office in writing or by phone and request establishment, enforcement or location services. There is no charge for these services.

Enforcement of Support Orders

If you require our services to enforce a support order, the following information is requested:

- Name and address of the person obligated to pay.
- Obligor's social security number and date of birth.
- Child's birth certificate and SSN number.
- Child support order.
- A picture of the obligor, if available.
- Name and address of obligor's current or most recent employer.
- Names of friends or relatives, or organizations to which the obligor may belong.
- Information pertaining to the obligor's income or assets (i.e. pay slips, tax returns, bank accounts, investments or property holdings).
- Any other information concerning the whereabouts of the obligor.

Each child support case is different and the remedies used to collect support can vary depending on the circumstances of the individual case.

CSEA Terminology

Obligor: The person who is required to pay support.

Obligee: The person to whom support is being paid.

Arrearage: The amount of support that is due the obligee when payments are not current under the terms of a support order.

Processing Fee: A service fee charged on all payments made through Ohio's CSPC. This fee is set by state law.

Income Withholding: An order of the court that requires an employer, financial institution, or income withholder to deduct support payments directly from the income of the obligor.

Title IV-D: The section of federal law that authorizes additional enforcement remedies to collect support and provides federal funding for the agency.

OWF: Ohio Works First (Ohio's public assistance program).

Franklin County
Child Support Enforcement Agency
80 East Fulton Street
Columbus, Ohio 43215-5147

General Information.....525-3275
Lost Checks/Stop Payments 525-6454
Automated Payment Inquiry 1-800-860-2555
Fax.....525-6409
TDD 525-7697
Child Support Tips Hotline.....1-800-8-KIDS-88

www.FranklinCountyOhio.gov/commissioners2/csea