

FAQ's

1. How often can I expect to receive payments?

CSEA is unable to guarantee frequency of payments. If deductions are being received from an employer, frequency of payments depends on Obligor's pay periods. Employers are to forward payments to CSPC within 7 business days from pay period or 14 days if a new withholding notice.

Payments can only be resubmitted if not received within 3 weeks.

2. What if I have questions about my case?

When phoning CSEA please allow our Customer Service Center to assist you. Be prepared to provide your Social Security number or your 10-digits SETS number which begins with a "7".

3. How do I get a record of my payments?

You may obtain a record of your payments by requesting them in advance. You may either pick them up (picture identification is required), have them E-mailed to you or mailed. You may call and request copies or request them in writing.

THE CSEA CANNOT ASSIST WITH THE FOLLOWING ISSUES:

1. Visitation rights/issues.
2. Custody.
3. Property settlements.

What Does the Child Support Agency Do?

The CSEA represents a coordinated federal, state and local effort to assist in the paternity determination of children, establish child support orders and collect court-ordered child support. The program ensures that children are supported by both parents, encourages family responsibility and reduces the cost of welfare to taxpayers.



Greene County Child Support Enforcement Agency

541 Ledbetter Rd.
Xenia, OH 45385

WELCOME TO GREENE COUNTY CHILD SUPPORT ENFORCEMENT AGENCY

WHERE KIDS ARE FIRST.....



**On-line
Case/Payment Information:**
www.jfs.ohio.gov/ocs

E-mail us at:
greenecsea@jfs.ohio.gov

CSEA office hours: Monday-Friday 7:30-5:00

PHONE: 937-562-6200

TOLL FREE IN OHIO: 1-800-337-1740

OBLIGEE/CUSTODIAL PARENT BROCHURE

OBLIGEE /CUSTODIAL PARENT RESPONSIBILITIES

It's **YOUR** Support Order Be An active Participant.....

- 1 . Inform CSEA of any changes (address, phone, employer, child/ren physical whereabouts etc) or for the Obligor/ Mon-Custodial Parent .
- 2 . Inform CSEA of any of the following reasons why an order should terminate including, but not limited to: emancipation of the child, death of either party/child, permanent disability of either party, either party becomes incarcerated, child of order is placed in the custody of Children's Service Board or Department of Youth Services and/or child becomes eligible as a dependent of Obligor for income through Social Security, Veteran's Benefits or other unearned income.
- 3 . Provide CSEA with supporting documents to complete emancipation process such as: copy of high school diploma or withdrawal letter from school when the child reaches age 18, proof of enlistment in the armed forces, court orders showing change in legal custody or adoption of the child, and/or certificate showing marriage of the child.

4 . Enroll the child in a health insurance plan if you are ordered to provide medical coverage for the child by the court/CSEA.

5 . Provide CSEA with all copies of court/administrative orders that may affect your Support Order including but not limited to, changes in custody or Support Order amount.

6 . Keep any and all records pertaining to your Support Order. Additional copies of your court orders may cost money to obtain.

7 . When CSEA requests that you provide documents you are required to submit them by the stated deadlines determined in the child support notice received.

8 . Contact CSEA to report any problems or issues arising on your support case (example: arrears paid in full, spousal support obligation to end).

*Become educated about your support order.
You are ultimately accountable for your order.
Know your rights and responsibilities and
exercise them.*

PAYMENT INFORMATION

Ohio CSPC Direct Deposit

You can either deposit your child support check directly into your checking or savings account. All you need to do is to complete the direct deposit form and mail it in or call 888-965-2676 or e-mail your request to www.state.oh.us/odjfs/ocs.

Ohio e-Quick pay MasterCard

Or you may elect to use a debit card that allows you to access funds from your account without having to write a check. It works like a credit card but the funds are taken directly out of your account. Balance and transaction information is always available at :

www.e-QuickPay.com

Payment Information Online

Provides you with the last payment date, date payment was processed and the total due on the order. To enroll, complete the payment information form and mail it in or visit www.odjfs.ohio.gov/ocs

Pin Reset Information

Office of Child Support-Bureau of Customer Service

Phone: 614-387-5505 or 800-686-1556

Fax: 614-995-7159