

FACT SHEET



Child Support

Ohio's child support program helps children get the financial and medical support they are legally entitled to and deserve. More than one million children in Ohio have child support cases, and the program consistently ranks as one of the best in the nation. This achievement reflects a joint, dedicated effort among federal, state and county agencies.

The Ohio Department of Job and Family Services' Office of Child Support supervises the state's child support program, and county child support enforcement agencies (CSEAs) administer it. The Office of Child Support establishes policies and guidelines based on federal and state laws. It also processes support payments and provides leadership and guidance to county CSEAs. Research has shown that when support payments are ongoing, noncustodial parents are more involved in their children's lives, and their children have better outcomes.

Who is eligible for child support services?

Anyone who completes an application for services is eligible for child support assistance from their local CSEA. Recipients of public assistance are automatically referred for services to establish a paternity and support order.

What child support services are available?

Services available at CSEAs include the following:

- Location of noncustodial parents
- Paternity establishment
- Establishment and enforcement of financial and medical support orders
- Collection and disbursement of support
- Review and possible modification of support orders

How are payments made?

When a child support order is created, a court or CSEA will issue an "Income-Withholding for Child Support" order to the employer or other income source of the parent owing support. The employer will then deduct the required amount each pay period and send it to Ohio Child Support Payment Central for disbursement. Families receiving support can choose one of two ways to receive it: direct deposit into a financial account or deposit onto a debit card called e-QuickPay.

Where can I go to get child support services?

Call or visit your county CSEA. To find the CSEA in your county, call (800) 686-1556 or visit jfs.ohio.gov/county/County_Directory.pdf. If you already have a child support case, you can use the Child Support Customer Service web portal to access your case information and sign up for email notifications. If you're having trouble paying child support, talk to a caseworker at your CSEA. Some CSEAs are able to refer parents to employment services and other supportive services. Some can help with visitation assistance, as well as resources to support healthy coparenting relationships, promote responsible fatherhood and prevent family violence.