



Welcome to Columbiana County Child Support Enforcement Agency

Mission Statement:

"The Mission of the Columbiana County CSEA is to work diligently to provide children and families with the support to which they are entitled through effective implementation of child support laws, efficient internal operations and collaboration with internal and external partners alike."



Contact Information:

Columbiana County Child Support Enforcement Agency is located at 110
N. Nelson Ave., Lisbon, OH 44432

Our telephone number is 330-424-7781/ 330-424-1471 or 1-800-353-0125
Our fax number is 330-420-2106

Important Information

The information in this packet is intended to be used as a reference tool to help guide you through the child support system.

Keep this packet available to refer to as questions and concerns arise. You can store this packet with your important documents.

In Columbiana County your case is assigned to a case manager alphabetically by the custodial parties'/Obligee's last name. You will be assigned a child support computer number known as a SETS (Support Enforcement Tracking System) case number. This number can be found on the "Welcome to the Ohio Child Support Program" letter you receive when your case is opened. It may also be found on your court orders. It is a ten digit number that begins with the number 7. Have this number available when you contact CSEA.

Hours of Operation:

Monday thru Friday 8:00 a.m. to 4:30 p.m.

CSEA employees are available to take your calls during business hours of operation except for Wednesday afternoon from 12:00 to 4:30 p.m.

Payment information:

Send payments to:

OCSPC

PO Box 182372

Columbus, OH 43218-2372

After payment is received, OCSPC can take up to two business days to process it. After completion of processing, funds will either be mailed or direct deposited via EFT (electronic funds transfer) or via Ohio e-QuickPay Mastercard to the Custodial party/Obligee.

When the Non-custodial parent/Obligor is employed and paying by Income Withholding the employer is required to send payments to OCSPC in conjunction with the Non-custodial parent/Obligor's pay period in accordance with **ORC 3121.03(A)(1)(b)**. Balances on your case may fluctuate depending on pay schedule. The administrative fee will be paid after the full monthly obligation is fulfilled. Some months these fees will not be paid and will accumulate.

The following formulas demonstrate the estimated amount withheld per check depending on the pay periods the employer uses. The below example is based on a monthly obligation of \$200.00 per month:

Bi-weekly / 26 pay periods: Monthly support x 12months = Yearly support divided by 26 pay periods = wage withheld per check

$\$200.00 \times 12 = \$2,400.00$ divided by 26 = \$92.31 per paycheck

Twice per month / 24 pay periods: Yearly support divided by 24 pay periods = wage withheld per check

$\$200.00 \times 12 = \$2,400.00$ divided by 24 = \$100.00 per paycheck

Weekly / 52 pay periods: Yearly support divided by 52 pay periods = wage withheld per check

$\$200.00 \times 12 = \$2,400.00$ divided by 52 = \$46.16 per paycheck

WELCOME TO COLUMBIANA COUNTY CSEA!

The information in this packet is intended as a reference tool to help guide you through the Columbiana County Child Support System. We are here to serve you.

Have the following information available when you contact CSEA.

SETS Number: 7

Non-custodial parent/Obligor: _____

Custodial party/Obligee: _____

Court Order Number: _____

Your Social Security Number: _____

Effective Date: _____

Monthly Payment: _____

Case Manager: _____

Child: _____ DOB: _____

Child: _____ DOB: _____

Child: _____ DOB: _____

Contact Columbiana County CSEA to obtain any of the above information you may not already have.

Child Support Terms and Definitions

Administrative fees - Service fee assessed to cover the cost of posting and disbursing payments, formerly known as POUNDAGE.

Arrears- Past due, unpaid child support owed by the obligor. Arrears balances can include administrative fees and other charges.

Assigned Arrears- Arrears accrued prior to the custodial party/Obligee receiving public assistance which are signed over to the state at the time of application. These are accumulated payments owed to a custodial parent but allocated to the State of Ohio once the custodial parent begins receiving public assistance; assigned arrearage defrays some of the state's support-related arrears.

Caretaker- The person, relative, or agency responsible for a dependent child's health or welfare, who has temporary or legal custody of the child.

Case- In SETS, a family unit with a unique parent combination or caretaker and their common child(ren), or a spousal support recipient and spousal support payee combination.

CCPA (Consumer Credit Protection Act)- Federal legislation limiting the amount of withholdings and garnishments against employees earnings. For support purposes, 50% may be withheld where non-custodial parent/obligors have no arrearages but have second families. An additional 5% can be withheld for arrearages in excess of 12 weeks value. 60% may be withheld where obligors have no arrearages and no second families. An additional 5% can also be withheld for arrearages.

Contempt of Court - Any act in willful defiance of the court's authority or dignity, or, tending to impede or frustrate the administration of justice. Contempt is punishable by fines and/or jail sentences.

CSEA- Child Support Enforcement Agency

Default- When a child support obligation has fallen behind in the amount equal to one month's current support order.

Total monthly obligation- The total of the monthly child support obligations including payment on arrears and administrative fees.

Emancipation- Termination of the current support order, usually due to the child reaching the age of majority (18 years old) and graduating from **high school**, or has reached the age of 19, if the child continuously attends a recognized and accredited **high school** on a full-time basis on and after the child's 18th birthday, **WHICHEVER OCCURS FIRST, ORC 3119.86.**

Guidelines- Schedules for determining uniform, adequate, and fair amounts of child support. The underlying data concerning the cost of providing food, shelter, clothing, transportation, education and miscellaneous expenses for children in urban and rural environments was drawn from United States Department of Agriculture (USDA) statistics.

Income withholding- A wage attachment sent by the CSEA to an income source of a Non-custodial parent/Obligor. (Income withholding orders are not restricted to employers but are issued to any entity or person who pays the Non-custodial parent/Obligor, including self employment)

Obligee- Any person to whom child support is owed. Also known as the payee, residential parent or custodial parent.

Obligor- Any person ordered to pay child support. Also known as the payor, non-residential parent or non-custodial parent.

Review and Adjustment- The act of reexamining a support order for possible changes to that order.

SETS- The statewide support enforcement tracking system.

Tax Offset-A process used to withhold and offset the tax refunds of non-custodial parents to collect support arrearages. Performed either by the Federal Internal Revenue Service or the State of Ohio, or both.

Your Responsibilities

IT'S YOUR SUPPORT ORDER BE AN ACTIVE PARTICIPANT

OBLIGOR & OBLIGEE RESPONSIBILITIES:

- Inform CSEA of any changes in your or the other person's address, phone number, and/or employment status etc.
- Inform the CSEA of any of the following reasons why an order should terminate including, but not limited to, emancipation of the child, death of any party (child, Obligor, or Obligee), permanent disability of the Obligor, incarceration of either party, child on order is placed in the custody of Ohio Department of Youth Services or Department of Job and Family Services Children Services and/ or child becomes eligible as a dependant of Obligor for income through Social Security or Veteran's Benefits.
- Provide CSEA with supporting documents to complete the emancipation process such as: a copy of a high school diploma or withdrawal letter from school, 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.
- Enroll the child in health insurance plan if you are ordered to provide medical coverage for the child by the court/CSEA. Advise CSEA of this action.
- Provide CSEA with all copies of court/administrative orders which may affect your support order including but not limited to, changes in custody or support order amount.
- Keep any and all records pertaining to your support order. Additional copies of your court orders may cost money to obtain.
- When CSEA requests that you provide documents you are required to submit them by the date determined in the child support notice received.
- Contact CSEA to report any problems or issues arising on you support case (example: arrears paid in full, spousal support obligation to end).

OBLIGEE ONLY RESPONSIBILITIES

- You may be required to repay excess money received as you are not entitled to any overpayments which you may have received in surplus of your court/administrative order.

OBLIGOR ONLY RESPONSIBILITIES

- Pay your child support through OCSPC (Ohio Child Support Payment Central). Do NOT make payments directly to the Obligee as CSEA is unable to give credit for direct payments. By law, direct payments are considered a gift.
- You are responsible for paying your support obligation in full each month. If payments are not being deducted from an income source you must submit payments on your own through OCSPC. If your income provider is not meeting the full support obligation you are responsible to make up the difference or an arrearage will accrue on your case.

Send payments to:
OCSPC
PO Box 182372
Columbus, OH 43218-2372



What CSEA Can Do

The CSEA is responsible for maintaining your support case and can assist you with the following services.

- ☀ Locating non-custodial parents
- ☀ Establishing paternity
- ☀ Establishing and modifying a financial and/or medical support order
- ☀ Assisting in enforcing an existing support and/or medical support order (whether or not it is an Ohio order)
- ☀ Collecting current and past due child support payments
- ☀ Processing, distributing and maintaining records of support obligations and payments
- ☀ Discussing your child support case with you and explaining the actions taken on your case.
- ☀ Answering any questions you might have about your child support case.
- ☀ Processing Emancipations



What CSEA Does Not Do

There are services which the CSEA cannot, or is not authorized, to assist with. Those include the following:

- ☼ Addressing visitation or custody issues. Physical possession of a child is not “Legal Custody.” Legal custody must be obtained through the courts in order for the CSEA to recognize and process any action regarding child support.
- ☼ Offering and /or dispensing legal advice. This should be handled by a private attorney or by contacting the court directly.
- ☼ Providing representation for the Obligor or Obligee at court hearings. The CSEA will have an attorney present at court hearings to present the CSEA records and to take any legal action necessary on behalf of the CSEA.
- ☼ Providing copies of court orders. If you need a court order you must get a copy from the court that issued the order.
- ☼ Assigning different case managers for the Obligor or Obligee on the same case. There is one case manager assigned to each case. That case manager is a neutral party responsible for the enforcement of the support order. They do not take sides. They do not represent either party.
- ☼ Giving credit for direct payments (payments made outside of the CSEA). By law direct payments are considered a gift.
- ☼ Dictating or verifying how support is utilized (i.e. rent, utilities, food, clothing, etc.).

Enforcement Techniques

Default

An Obligor is considered in Default when he/she is behind in payments totaling one month or more of his/her current support obligation. When the Obligor goes into Default a Notice of Default and Potential Action will be automatically generated by SETS. The Default Notice will be sent to the Obligor warning him/her of possible enforcement remedies that CSEA may take to secure the past due support obligation.

Contempt

Contempt can be filed in court when the Obligor fails to pay his/her monthly obligation for child support. The Obligor must be at least 30 days in default and \$1,000.00 in arrears and the CSEA is unable to locate any valid employment or attachable income source for the Obligor.

Tax Refund Intercept

The social security number of the Obligor is submitted to the Internal Revenue Service (IRS) and the Ohio Department of Taxation (ODT) through our statewide computer system, SETS, when there are arrears and the case meets the criteria for tax refund intercept. An Obligor's tax refund may be intercepted even if he/she is currently paying an order to reduce their arrears balance. State of Ohio tax returns are intercepted if there is at least \$150.00 in arrears. Federal tax returns are intercepted on non-public assistance cases where the arrears are \$500.00 or greater and for public assistance cases where the arrears are \$150.00 or greater.

Important Tax phone numbers:

State: 1-800-282-1780

Federal: 1-800-829-1040

Drivers License Suspension

This technique is used when an Obligor is in Default of his/her current support order. If an Obligor meets the criteria for drivers license suspension the CSEA will start the process to suspend his/her drivers license. CSEA may reinstate the Obligor's drivers license once the Obligor becomes compliant with the CSEA's requirements for reinstatement.

Income Withholding (IW)

If the Obligor is employed, CSEA will issue the IW directly to the employer to deduct payments from the Obligor's wages. CSEA also has the ability to issue an IW if the Obligor is receiving benefits from Ohio Bureau of Workers Compensation, Ohio Bureau of Employment Services, and certain social security benefits. If the Obligor has been ordered to pay their support obligation through funds deposited in a financial institution account, CSEA will issue the IW to the Obligor's financial institution to deduct payments from the Obligor's account.

Financial Institution Data Match (FIDM)

This is used in the collection of arrears. Financial accounts that belong to delinquent Obligors are identified by CSEA. CSEA freezes and seizes these accounts when the appropriate criteria is met.

Passport Denial Program

Initial submittals to the Passport Denial Program are automatic. Eligible obligor's names are submitted weekly to the Federal Office of Child Support Enforcement (OCSE) via the Tax Offset file. The CSEA may reinstate the Obligor's passport when appropriate.

