

## WELCOME!



So, you have begun the child support process. You're probably a little overwhelmed and uncertain about what the future may hold. The Warren County Child Support Enforcement Agency (WCCSEA) is here to help. We have prepared this welcome packet to help you understand the lengthy process that is a child support case. We'll talk about what you can expect from your establishment hearing all the way through to the termination of your child support case. We'll also give you some key definitions and answers to questions that most people seem to have. Keep this information to review as your case progresses, but know that you can always call us for help at (513) 695-1580. Let's begin.

### 10 THINGS EVERY CHILD SUPPORT PARTICIPANT SHOULD KNOW.

1. **CHILD SUPPORT IS ABOUT YOUR CHILD(REN)**, not your former partner. The State's and the WCCSEA's goal is to ensure that your child(ren) receives the financial support of both parents. Your child needs and deserves your support.
2. **YOUR CASE IS CONFIDENTIAL**
  - a. You are the only person (outside the WCCSEA) that can see information about you and the actions taken for you by the WCCSEA. It also means that you cannot see parts of your file that are about other parties in your case or that are protected by confidentiality laws.
  - b. There are exceptions. Certain portions of your file become public record when filed with the court. Your mailing address is a good example.
3. **CHILD SUPPORT IS MANDATORY** if you are receiving state benefits such as OWF or IV-E Foster Care benefits. Your benefits may be sanctioned if you fail to appear for genetic testing or administrative hearings to set support.
4. **ESTABLISHING PATERNITY** is the first step. Paternity can be established in a variety of ways: by the father signing the birth certificate or an acknowledgement of paternity, by being married at the time of the birth of the child, or by genetic testing. Regardless of how paternity is determined, a court order establishing the paternity of the father is required before a child support order can be established.
5. **ESTABLISHING CHILD SUPPORT AND MEDICAL SUPPORT** is the second step. You will receive a "Notice of Administrative Hearing to Establish A Support Order." During this hearing, information will be collected about your income and certain expenses. An "Administrative Order for Child Support and Medical Support" will be issued at the conclusion of the hearing.
  - a. If either parent fails to attend this hearing, it will be rescheduled before the court.

- b. More detailed information about the establishment process can be found on the ESTABLISHMENT sheet found in this packet.
6. You have the right to request a MODIFICATION INVESTIGATION every three years.
  - a. Under certain circumstances, a request may be made earlier than three years.
  - b. Submitting a request for a Modification Investigation does not guarantee a change in your child support order. It only guarantees that the Agency will conduct an investigation to determine whether a change in your child support order is appropriate.
  - c. See the MODIFICATIONS sheet in this packet for more detailed information.
7. The WCCSEA is responsible for the ENFORCEMENT of your child support and cash medical support orders. While we hope that all parents will do the best for their children, we acknowledge that child support and medical support orders aren't always followed as they should be. The State has given the WCCSEA many tools to encourage parents to comply with their child and medical support orders. See the included sheet on ENFORCEMENT for more information.
8. TERMINATION of your child support order occurs in a variety of circumstances. Termination will occur as of:
  - a. The child's 18<sup>th</sup> birthday (if they have already graduated from high school or are no longer continuously attending an accredited high school on a full-time basis.)
  - b. The child's high school graduation date (if the child has already turned 18)
  - c. The child's 19<sup>th</sup> birthday (at the latest).
  - d. Other circumstances requiring terminations may occur prior to the above dates. See the TERMINATIONS sheet for more detailed information.
9. CUSTOMER SERVICE: Throughout your child support case, the WCCSEA hopes to provide excellent customer service. Please contact us with questions or concerns
  - a. By telephone at 513-695-1580 during business hours, or
  - b. Online anytime at [www.co.warren.oh.us/wcchildsupport](http://www.co.warren.oh.us/wcchildsupport)
  - c. You may also access your case information 23 hours a day/7 days a week via the self service web portal at [www.jfs.ohio.gov/ocs](http://www.jfs.ohio.gov/ocs).
10. STATE HEARINGS are available to you to determine whether the WCCSEA is doing all they should on your behalf. If you disagree with any action, lack of action, or delay by the CSEA, you may request a State Hearing from the Bureau of State Hearings.