

2400 Clermont Center Drive  
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[www.Clermontsupportskids.org](http://www.Clermontsupportskids.org)

**Mission:** To meet or exceed all mandates for establishing parentage and child support, enforcing and collecting child support orders; to ensure every child's right to financial support, promote family stability and facilitate parents in meeting their responsibilities. Further, to conduct business at a level of integrity that sets a standard by which quality in public service can be defined.

**Deputy Director:** Gaylyne Ayres

#### 2000 Case Statistics

OWF Cases, 850  
Non IV-D Cases, 563  
Total Case Count 12,508

#### CITIZENS

Board of County  
Commissioners

County Administrator

DJFS Director

CSE Deputy Director

80 Employees

## Child Support Enforcement Division (CSE)

The year 2000 at Clermont County Child Support Enforcement (CSE) was filled with changes as the State Office of Child Support Enforcement moved toward federal certification deadlines for full implementation of a statewide computer network, known as Support Enforcement Tracking System (SETS). SETS had 10 new software releases placed into production during 2000. To the staff, this meant learning new skills while maintaining daily operations.

**Collections:** CSE collected an all-time high of \$32,486,521 in child support payments. The tax offset program garnered \$1,716,303 and criminal nonsupport case collections totaled \$413,089.

**Employment Services Connection (ESC)/CSE Interface:** In September, the ESC computer system (CRIS-E) which houses public assistance data and the CSE computer system (SETS) which houses child support data, were interfaced. The two systems share information on cases they have in common as they "talk" nightly.

As a result of the Department's success in Welfare Reform-moving people from welfare to work-some working parents are marginally employed and face challenges such as transportation, limited resources and little time to learn about the child support system. Their challenges become our challenges as we seek ways to communicate and accommodate these families' special needs.

An investigator has been assigned to monitor this case load, attend joint meetings as CSE liaison to the Intensive Case Management Work Group and coordinate efforts with internal and external contacts. The outcome has been location of absent parents, successful enforcement of child support orders and significant information sharing within Job & Family Services.

**Challenges and Changes:** On June 8, 2000, Child Support converted to phase one of Centralized collections, requiring a new system of reconciling CSE bank accounts. Some fiscal employees were integrated into CSE and others were temporarily reassigned to a reconciliation team. Many overtime hours and flexible management of human resources resulted in timely completion of the first stage of reconciliation by establishing a transfer balance from county to state accounts. On October 1, 2000 the State implemented the federally mandated centralized collections process wherein child support payments go to a central lock box address to be posted by state vendor Bank One. This presented a number of customer service issues including a 20% increase in calls from employers and obligors and required nearly 4,000 letters to employers. Since October 1, we have processed approximately \$476,113 in cash payments.

**Hearings:** In the calendar year 2000, CSE conducted 1,354 administrative (internal) hearings. CSE also participated in 3,443 judicial hearings and filed 491 lump sum orders representing over \$675,000 in child support arrears.