

QUESTIONS AND ANSWERS FOR NON IVD CHILD SUPPORT CASES
Revised 9-12-08

1. Question: What is a Non IVD case?

Answer: A Non IV-D case is open **solely** for the purposes of the collection and disbursement of child support funds **when and if** funds are received by the Family Support Registry (FSR) as required by Federal Law (Georgia Official Code 19-6-33.1). Our agency lacks the legal authority to take any case management actions on a Non-IV-D case. You may submit an application for services if you wish to have OCSS assist you further with your Non-IV-D case.

2. Question: What services does OCSS offer if I submit an application for services?

Answer: OCSS application for services include, but are not limited to:

- Location of the Non-Custodial Parent for child support purposes
- Enforcement of a child support order, including medical support, by all applicable means
- Collection of spousal support when it is included in an Order for Child Support
- Income Deduction Orders
- Demand or Arrears Notices
- Garnish Wages for payment of arrears
- Most Wanted Campaign (poster and Internet)
- Passport Denial/Revocation
- Interception of Georgia Lottery winnings
- Credit Bureau checks
- Liens on Unemployment Benefits
- Liens on motor vehicles and other property
- Civil Contempt actions, with possibility of jail sentences when found in contempt
- Bank Account Seizures
- Drivers and/or Professional License Suspension
- Interception of Federal and/or State tax refunds
- Fatherhood Program for noncustodial parents
- Access and Visitation Services for both parents, includes parent education and supervised visitation

3. Question: Why is my child support payment required to go to the Family Support Registry (FSR)?

Answer: Effective July 1, 1999, employers are required by State and Federal Law to send **all** child support payments deducted based on income deduction orders (IDO's) dated January 1, 1994 or later to FSR for processing and distribution.

4. Question: What information is needed to register a case for collection and disbursement?

Answer: A copy of the complete full order including the Income Deduction Order and a completed registration sheet (**Non IV-D registration form**) and mail to **IDO Registry, P O Box 1800, Carrollton, GA 30112-1800**.

5. Question: How will I know when the payments start going to the Family Support Registry?

Answer: You can register on the portal to view if payments have been posted.
You may contact the employer and verify if payments were sent.

6. Question: Is there a fee for using the Family Support Registry (FSR) to pay child support?

Answer: Yes. Please refer to the link entitled "Fees" at the home page on this website for additional information.

7. Question: How will the first payment be distributed to me?

Answer: The first payment is issued by check unless direct deposit has been established. If direct deposit has not been established all subsequent payments will be issued via the EPPI card.

8. Question: How are payments processed if the NCP Payor has more than one child support case?

Answer: The total payment amount received is pro-rated among all cases. The resolution of payment amount discrepancies, if any, is the responsibility of the payor. Our agency lacks the legal authority to take any case management actions on a Non-IV-D case. You may submit an application for services if you wish to have OCSS assist you further with your Non-IV-D case.

9. Question: What action does OCSS take if there is no payment on my case?

Answer: Our agency lacks the legal authority to take any case management actions on a Non-IV-D case. If you wish to have OCSS assist you further with any questions or concerns regarding a Non-IV-D case you must submit an OCSS Application for Services. Please refer to the link entitled “Apply for child support services online” at the home page on the website.

10. Question: How can I obtain a payment history?

Answer: You may access the last 12 months of payments once you have registered on the portal OR call the nearest OCSS office for assistance.

11. Question: I have a new income deduction order. How will FSR know about it?

Answer: The law requires attorneys to provide FSR with a copy of every new Income Deduction Orders (IDO). Also, your employer may forward the IDO to the FSR.

12. Question: Will my employer be notified to change the child support amount due to child(ren) emancipation on a “per child” order?

Answer: You are responsible to provide your employer with the required documents for legal changes to your case. Legal assistance may be required.