

Private (Non-IV-D) Child Support Income Deduction – Information for Parents

<https://georgiacourts.gov/ido/>

A private child support Income Deduction Order (IDO) has been entered by the court and has or will be placed with the other parent's employer for the collection of child support that will be paid through the Family Support Registry (FSR). (Alimony may only be paid through the FSR when child support, current and/or arrears, is part of the order.)

What happens next? How will the money reach the custodial parent? Are there resources I can use?

Once the FSR has registered the case on the Division of Child Support Services (DCSS) database, a letter is mailed to each parent containing information, including a website, <https://childsupport.georgia.gov/>, where you may register on the DCSS portal to view certain case information. This is also where a custodial parent (CP) will establish a direct deposit account to their checking or savings or choose to use the EPPI debit card for receipt of child support payments. If you do not receive this letter with a Department of Human Services (DHS) return address, follow the steps below.

1. Call the DCSS Contact Center at 1-877-423-4746; listen to the menu prompts carefully to reach DCSS.
2. The person answering will ask you for identifying information to find your non-IV-D (private) case on the database.
3. You may want to say, "I know my case is non-IV-D/private. I'm calling to obtain my STARS case number." (Write down and keep your STARS case number.)
4. Then say, "I would also like my client ID." (Write down and keep your client ID; also called an IRN.)
5. Ask, "What date was my non-IV-D or private case registered on your database?"
6. Ask how they entered your first /last name in the database. You need this when registering on the DCSS Portal. Check the spelling of your name and verify your mailing address. Always update your mailing address with DCSS.
7. If you are missing child support payments, avoid saying "I haven't received my child support," instead say "I think there may be a money distribution issue; please escalate my call to someone in the financial department."

On the DCSS website, <https://childsupport.georgia.gov/>, check out:

"Make a Payment" for the noncustodial parent (NCP) and/or "Receive a Payment" for the custodial parent (CP).

Also select the "My Case" drop-down for information on:

Debit Card and Direct Deposit; Income Withholding for Support; Family Support Registry; Log in to Child Support Portal (click "Register" on the left menu bar to create a portal account); and Customer Service.

To replace the EPPI debit card (for the CP): call 1-800-656-1347. They will ask you for your SSN and client ID. They will never call you asking for your personal identifying information.

Money Distribution Issues (for the CP):

- If you encounter a money distribution issue, such as knowing money has been deducted from the NCP's wages at least ten days ago and you have not received the payment, call the DCSS Contact Center, 1-877-423-4746. Ask for the date the payment was received by the FSR and distributed to you.
- If the payment did reach the FSR, ask DCSS why the money has not been paid to you.
- If the payment never reached the FSR, contact the NCP and the employer to determine how they may help in finding the payment. Please be respectful when communicating with an employer.
- If payments stop, the NCP may have quit that job.
- Neither the DCSS nor the FSR can start, modify, or stop income withholding to employers on private cases.
- The distribution of payments will slow down when there are state and federal holidays. For each day in the "holiday period" expect at least the same number of days as the delay for child support payments.
- Bi-weekly employer pay cycles are 26 pay periods a year. Ten months out of the year the employer will deduct amounts that will total less than the monthly child support. The balance is made up in the two months in the year when the NCP is paid three times in the month (as opposed to two).