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**Child Support Customers Can Receive e-Notification of Payments**

**Cincinnati (August 29, 2008)** Custodial parents in Hamilton County who receive their child support payments through e-Quickpay can now receive electronic notification of payments, reducing the more than dozen calls a month parents make to determine if payments have been made and their debit cards can be used.

e- Quickpay is a type of Mastercard debit card designed specifically for Ohio child support recipients. Approximately 28,000 child support cases in Hamilton County are paid via the card. Across the state, 350,000 custodial parents and caretakers have the cards.

Customers can receive an e-mail notification of a deposit by calling 1-800-503-1283 and speaking with a customer service representative. They can also choose the option by signing into their account at [www.e-quickpay.com](http://www.e-quickpay.com). There is no charge for the service.

“According to the state, on average, each child support recipient makes 13 contacts per month to determine if new deposits have been made into their accounts, so we see this new option as a time saver that will ease the frustration of the parents we serve,” said Moira Weir, director of the Hamilton County Department of Job and Family Services, which includes the Child Support Enforcement Agency. “It is especially nice to be able to offer this benefit during National Child Support Month.”

Customers who receive child support payments via Direct Deposit and want to switch to e-Quickpay to take advantage of this benefit can do so by completing an e-Quickpay enrollment form. Approximately 19,000 parents and caretakers in Hamilton County receive Direct Deposit payments. The forms are available by visiting [www.e-quickpay.com](http://www.e-quickpay.com) or calling 946-7387 (SETS).

The Department’s Child Support Enforcement Agency handles about 92,000 cases a year. Last year, it collected \$142 million for families that might not otherwise have had the financial support necessary to pay for such items as food, medical care, child care, school clothes and school supplies. Many of the children who do not receive child support turn to public assistance, with taxpayers providing financial support.

In addition to Most Wanted poster, Hamilton County Child Support uses a variety of tools to collect child support, including intercepting tax returns, denying passports, freezing and seizing funds from bank accounts, and suspending licenses.

### **About Hamilton County's Department of Job and Family Services**

The Department of Job and Family Services administers federal, state and local programs for those in need. The Department helps with local child protection, adult protection, child care, child support enforcement, workforce development, cash assistance, food stamp disbursement and Medicaid disbursement. Servicing Hamilton County since 1947, the Department helps hundreds of thousands of residents each year. The Department of Job and Family Services is accredited by the Council on Accreditation, an international, independent, not-for-profit child and family service accrediting organization.