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Online Chat for Public to Learn More About Child Support

Cincinnati (August 19, 2008) An assistant director in charge of Child Support enforcement at the Hamilton County Department of Job and Family Services will answer questions and listen to concerns and ideas during a live online chat August 20.

Jeffrey Startzman will chat live with the public from 10 a.m. to 11 a.m. He will answer general questions about Child Support. Child Support cases are confidential by law, so he cannot discuss individual cases, but will follow up privately.

The Department's Child Support Enforcement Agency handled 92,000 cases and collected \$142 million last year for families that might not otherwise have had the money 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.

Child Support customers in search of information on their individual cases can submit questions using the online form under Contact Us on the agency's Web site, www.hcjfs.org. To participate in the Aug. 20 chat, the public can click on a link that will be posted on www.hcjfs.org prior to the 10 a.m. start. Also, an e-mail will be sent to subscribers to the [HCJFS Update](#) newsletter with a link to the chat area.

The chat is another attempt by the Department of Job and Family Services, which handles child support collection, child welfare and public assistance programs, to be more accessible and open to its consumers and the public at large. It follows recent moves such as stationing employees in neighborhood non-profits for easier access to serves and establishing a Speaker's Bureau to help educate the public on how the agency does business.

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, elderly 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 each year and is accredited by the Council on Accreditation, an international, independent, not-for-profit child and family service accrediting organization.