



## Ohio Administrative Code Rule 5101:12-10-02 Case intake.

Effective: February 1, 2018

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(A) Within twenty days of receipt of a request for services, as described in rule 5101:12-10-01 of the Administrative Code, the child support enforcement agency (CSEA) shall:

(1) Initiate a IV-D case, in response to the receipt of a IV-D application or IV-D referral, or a non-IV-D case, in response to a request initiated under:

(a) Paragraph (C)(1) of rule 5101:12-10-01 of the Administrative Code when no IV-D application is received by the CSEA; or

(b) Paragraph (C)(5) of rule 5101:12-10-01 of the Administrative Code when the interstate petition indicates that it is for a non-IV-D case;

(2) Establish a case record, as described in rule 5101:12-10-05 of the Administrative Code;

(3) Assess the referral or application for completeness and accuracy and determine the appropriate support enforcement program service to be provided;

(4) Determine if there is enough location information to proceed with the case and, if not, request additional information or refer the case for additional location attempts;

(5) Issue the following forms to the applicant for services:

(a) JFS 07647, "Notice of Case Status Application" (effective or revised effective date as identified in rule 5101:12-10-99 of the Administrative Code);

(b) JFS 07012, "Explanation of State Hearing Procedures (Rights and Responsibilities of Parents Receiving Child Support Services)" (effective or revised effective date as identified in rule 5101:12-10-99 of the Administrative Code); and



(c) JFS 04059, "Explanation of State Hearing Procedures" (rev. 01/2015); and

(6) Determine which county has administrative responsibility for the case in accordance with rules 5101:12-10-03 and 5101:12-10-04 of the Administrative Code and, if appropriate, transfer the case to the CSEA with administrative responsibility.

(B) The CSEA may, but is not required to, conduct an interview with the applicant for services in order to obtain information necessary for the establishment or enforcement of a support order. The interview may be a face-to-face or group interview or by telephone. When an interview is conducted, the following items may be covered, as appropriate:

(1) An explanation of the support enforcement program including rights to a state hearing;

(2) A review of the information contained in the IV-D referral or IV-D application for accuracy and completeness;

(3) The responsibilities of the individual receiving services and any action that would be taken as a result of the individual's failure to carry out those responsibilities;

(4) The right to claim good cause as a reason for refusing to cooperate when the applicant is a recipient of Ohio works first, medicaid, or Title IV-E foster care maintenance benefits; and

(5) A review of any legal documents the caretaker may possess which establishes paternity or the support obligation. These must be supplied to the CSEA. The CSEA shall secure copies of the documents for the CSEA record.