

Information for Employers to Understand the Difference Between IV-D and Non-IV-D Child Support Cases with Income Withholding Orders (IWO).

What is a IV-D Case (State Managed Child Support Case)?

In IV-D child support cases, also known as full-service cases, the Georgia Division of Child Support Services (DCSS), a state agency, provides a full range of child support services, including establishing parentage and establishing, modifying, and enforcing orders for child support and medical support. A IV-D case requires a person complete an application for services with DCSS and pay an application fee. In a IV-D case, the DCSS manages the case in its entirety.

What is a Non-IV-D (Private Child Support Case)?

A Non-IV-D case is a case opened solely for the purposes of the collection and disbursement of child support funds when funds are received from an employer and paid to the Georgia Family Support Registry (FSR). The DCSS does not manage a Non-IV-D case and cannot complete forms or ensure the collection or enforcement of the child support. The DCSS can assist with money distribution issues in Non-IV-D cases only when an employer has sent money on the case to the FSR.

If a case is IV-D and managed by the DCSS, how do I reach that state agency?

The DCSS may be contacted at 844-694-2347, their contact center, or visit them online at <https://childsupport.georgia.gov/>. The Georgia Child Support Commission has no authority over the DCSS or involvement with any case managed by that agency and cannot assist you.

If a case is Non-IV-D, who manages that private case?

No one in state government, including the judge, the clerk, or the DCSS, manages private Non-IV-D IWO cases. You must resolve your own issues or contact an attorney for assistance. The staff at this website, <https://georgiacourts.gov/iwo/>, can assist with some issues and will be able to answer procedural questions on private Non-IV-D cases that involve IDO, but cannot provide legal advice.

Why must child support payments be made to the Family Support Registry (FSR) in both IV-D and Non-IV-D cases when an IDO is placed with an employer?

All child support orders, IV-D (DCSS state agency) and Non-IV-D (private), that include an IDO ordering an employer to withhold child support payments, must direct payments to the state disbursement unit, which in Georgia is the FSR. See O.C.G.A. § 19-6-33.1.

Who will notify the employer to stop withholding child support in a IV-D (state managed) case?

The DCSS ,the state IV-D agency, will send the employer a document informing the employer to stop the IV-D IDO collection for child support.

Who will notify the employer to stop withholding child support in a Non-IV-D (private) case?

The attorney representing a party or one of the parties in the case, usually a parent, will notify the employer to stop the withholding. The DCSS will not issue any paperwork to an employer in a Non-IV-D case. Visit <https://georgiacourts.gov/iwo/> and look for a handout titled, "Terminate IWO." You must also submit an updated IWO form (step 2) to the employer, so the employer will understand the child support is now paid in full and is no longer due. Once the child support obligation ends pursuant to Georgia law, the employer must abide by Georgia law, O.C.G.A. § 19-6-15(e), *Duration of child support responsibility*.