For every placement or recertification, receipt or non-receipt of Child Support should be verified.

1. Go to Pinellas County Clerk of the Circuit Court website as follows:
   
   [https://public.co.pinellas.fl.us/login/loginx.jsp](https://public.co.pinellas.fl.us/login/loginx.jsp)

2. Click on “Other Records Public View.”
3. Select “Child Support – Name/Case Lookup”.

4. Then type the clients last name, followed by the first name and click on submit.

5. A list of child support case numbers will appear if the absent parent is court ordered to pay child support:
a. Copy each case number down so that the client’s payment history can be pulled up on the child support website.

b. Open the following website in another screen:
https://www.myfloridacounty.com/csepublic/

c. Type in the client’s Social Security Number and Case Number. Press “Continue”.

d. Print a copy of the payment screen to prove receipt or non-receipt of child support through the court order. Add this copy to the Child Support screen. Ensure that the client is the recipient.

Use the receipt column to calculate child support received.
e. If the client is receiving child support, calculate per the payment history.

f. If the client is not receiving child support, check the box that child support has been verified through the website. Then, sign and date the bottom of the child support form to confirm that the client is not receiving child support.

<table>
<thead>
<tr>
<th>SECTION THREE TO BE COMPLETED BY YOUR ELG CASHWORKER</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] have received the Child Support Plan or a telephone call with [ ] have received the Child Support Website that no payments are being received.</td>
</tr>
<tr>
<td>Signature of ELG employee Date</td>
</tr>
</tbody>
</table>

g. Repeat the process for every case number that appears for the client.

6. If the client is not receiving child support and the absent parent is not court ordered to pay through Pinellas, the following screen will appear:

![Image](image1.png)

a. Check the box that child support has been verified through the website. Then, sign and date the bottom of the child support form to confirm that the client is not receiving child support.

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</tbody>
</table>
7. If the client has indicated that they are in receipt of child support, but the court order does not go through Pinellas County, then the above inquiry will cause no records to appear in the Pinellas County system. Therefore, the client will be responsible for submitting proof of the income received.

8. If the client is receiving child support through a private agreement, then it is best practice for the absent parent to complete Section 2 of the Child Support form in its entirety.

9. If a client cannot obtain one of the above forms as proof of child support received, then they may have a third party verify receipt of child support as indicated at the bottom of the child support form.

10. If there are any discrepancies or questions in regards to the client’s child support case, call 727-464-3267 and speak with a representative. Check the box that shows child support was verified by the Child Support Office and indicate the representative’s name. Then, sign and date next to ELC Employee’s signature.

Note: The information listed in these guidelines are not all inclusive and staff are responsible for ensuring that all applicable rules, policies and procedures are adhered to in the execution of their duties and responsibilities as it relates to their position. These guidelines can be modified and exceptions may be made upon justification within program policy and with management approval. This procedure will be reviewed periodically or as needed for updates or revisions as approved by management.