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Summit County, Ohio

If you need additional information about your case or services available, contact your CSEA support specialist.

Mailing / Street Address

175 S. Main Street
Akron, Ohio 44308

Walk In / Hearing / Appt.

8:30 a.m. – 4:00 p.m.
(Monday – Friday)

Genetic Testing Walk In

8:30 am – 3:00 pm
Monday - Thursday

Payment Hours

8:00 a.m. – 3:40 p.m.
(Monday – Friday)

Telephone

(330) 643-2765
Toll Free (800) 726-2765

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(330) 643-2745

Website

<https://co.summitoh.net/prosecutor/index.php/divisions/child-support-enforcement>

To obtain a listing of Ohio County Child Support Agencies and phone numbers, please visit:
<http://www.jfs.ohio.gov/county/cntydir.stm>

To view a listing of all States Child Support Agencies and phone numbers, please visit:
<https://www.acl.hhs.gov/css/resource/state-and-tribal-child-support-agency-contacts>

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My case is in location, why can't you find the other parent?

The time required to find an absent parent depends on how cooperative the absent parent is in being found. However, effective location begins with an absent parent's Social Security Number. Other criteria helpful in locating an absent parent includes:

- Full name
- Date of birth
- Last known address
- Current or previous employer
- Parent's address and phone number

Remember that you remain the case manager's single best source of information.

Special Points of Interest:

What tools are available to help the CSEA locate delinquent parents when they have failed to provide address and/or employment information to the agency?

- ✓ New Hire reporting
- ✓ Credit Bureau inquires
- ✓ Bureau of Motor Vehicles
- ✓ Anonymous Tips
- ✓ Postal Verifications
- ✓ Employment Verifications
- ✓ Internet and Database
- ✓ Subpoenas

How long will it take to locate the other parent?

This varies. The CSEA maintains a link, through the SETS system, with various federal and state locator services. Periodically, the CSEA does obtain valid, new information on an absent parent's address and employment. The SETS system will notify the case manager when such information becomes available. The CSEA also has access to address and employment information reported by new employers to the Ohio Department of Jobs and Family Services. They, along with the Bureau of Motor Vehicles and the Department of Corrections, can all be good sources of periodic information.

The other parent's family and friends are hiding him/her, what can I do?

The CSEA will follow up on any lead you provide, but before the CSEA or the court can take action against the other parent, the law requires that they be notified by certified mail or by process server. The CSEA can verify the other parent's address through cooperation from the United States Postal Service. If the postal service verifies mail is being received at a particular address, the CSEA or Clerk of Courts will try to serve the other parent at that address; however, the CSEA has no authority to stake out a location.

What if the other parent lives out of state?

If we don't know where an absent parent works or lives, we can request location service from the other state. If we know where the absent parent works we can issue a wage withholding order across state lines. If we don't know where the absent parent works, but we know where they live, we can issue a UIFSA (Uniform Interstate Family Support Act) petition to the other state asking for their assistance in enforcing our order. This is because Summit County has no jurisdiction in another state. (See Interstate Fact Sheet for more information).