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Summit County Child Support Temporarily Suspends Face-To-Face Access

AKRON, Ohio (Monday, March 16, 2020) – Summit County Prosecutor Sherri Bevan Walsh announced today that beginning Monday, March 16, 2020 (today) at 12p.m., Summit County Child Support Enforcement Agency (CSEA) will temporarily suspend face-to-face public access at 175 South Main Street.

This decision was made in accordance with guidance from the Ohio Department of Job and Family Services as well as Summit County Public Health's recommendation for social distancing policies.

The important work of CSEA will continue as staff remain onsite at this time to ensure families receive the financial support they need, especially in this time of crisis.

Correspondence with CSEA staff can be made phone by calling 330.643.2765 or through the Ohio Child Support Customer Service Portal by visiting <http://ifs.ohio.gov/Ocs/CustServWebPortalWelcome2.stm>. Parents and caretakers can send secure, case-specific messages to county case managers through the portal.

For parents and caretakers who have hearings scheduled at CSEA, these hearings will be conducted by phone through April 30, 2020. In order to participate in the hearing by phone, clients should call 330.643.2765.

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Beginning today, phone calls will be made to clients with hearings scheduled this week to inform them not to appear at CSEA, but to phone in for their hearings.

This suspension of face-to-face public access will **not** prevent parents from making or receiving payments. While CSEA will temporarily suspend taking payments in person, including cash payments, due to the temporary closure of the Summit County Fiscal Office who accepts our cash payments, there are several options available for parents to make timely child support payments are listed below.

- **ONLINE** - from a checking or savings account or by debit or credit card, free of charge, by visiting <https://oh.smartchildsupport.com>
- **BY PHONE** - with a debit or credit card by calling 888.965.2676
- **BY MAIL** - Ohio Child Support Payment Central, P.O. Box 182372, Columbus, Ohio 43218-2372
- **BY MOBILE APP** – with Alipay, Apple Pay, Google Pay, PayPal, and WeChat Pay
- At any **MoneyGram** location using code 14674 and including your SETS case number and court or administrative order number. There is a fee for using this service. MoneyGram locations found by visiting www.moneygram.com.

The State of Ohio accepts the following credit/debit cards:

- Discover
- MasterCard
- Visa
- American Express
- China UnionPay
- Diners Club International
- JCB

At this time, Ohio's Child Support Payment Central continues to process payments and distribute them to families.

Parents and caretakers who are in need of child support income verifications for housing authorities can access their case information, including payment status and payment history, through the state of Ohio's Child Support Customer Service Portal by visiting <http://jfs.ohio.gov/Ocs/CustServWebPortalWelcome2.stm>.

If you are required to provide child support income verification and are unable to access the Customer Service Portal, please call your housing authority to ask them to contact CSEA on your behalf. We will provide the information to them by phone, fax, or email.

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Parents and caretakers can continue to apply for child support services by completing an online Application for Child Support Services by visiting <https://co.summitoh.net/prosecutor/index.php/divisions/child-support-enforcement/csea-forms>.

Many other CSEA forms are available online at <https://co.summitoh.net/prosecutor/index.php/divisions/child-support-enforcement/csea-forms>.

Documents and correspondence can be sent to CSEA by any one of the following methods:

- By mail to 175 South Main Street, Akron, Ohio 44308
- By email to
- By fax to 330.643.2745