



SHERRI BEVAN WALSH

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

AKRON, Ohio (Tuesday, March 17, 2020) – Summit County Prosecutor Sherri Bevan Walsh announced today that beginning today, Tuesday, March 17, 2020, the Summit County Child Support Enforcement Agency (CSEA) will temporarily suspend face-to-face 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 remains 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 done by 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 administrative hearings scheduled at CSEA's 175 South Main Street location, 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. We have begun calling clients with hearings scheduled this week to inform them not to appear at CSEA, but to phone in for their hearings.

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At this time, we will continue to conduct scheduled genetic testing only at CSEA's 175 South Main Street location. We will not be accepting walk-in clients for unscheduled genetic testing. If you need to schedule genetic testing, please call 330.643.2765. This is subject to change at any time. Our hospital onsite genetic testing has been suspended until further notice.

This temporary suspension of face-to-face access at CSEA will **not** prevent parents from making or receiving payments. While CSEA will temporarily suspend taking payments in person, including cash payments at our downtown location, there are several options available for parents to make timely child support payments listed below. In lieu of cash payments, check or money order may also be mailed to the address shown 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.

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.

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 summitcseadocs@jfs.ohio.gov
- By fax to (330) 643-2745.