

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

For Full article, click [HERE](#)

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### COVID19-SPECIFIC CHILD SUPPORT FAQs

- **Will child support intercept my COVID19 stimulus check?**

- Yes, if you owe past due child support, your stimulus check will be intercepted just as any other tax offset.

- **I'm laid off due to COVID19, what should I do about my child support?**

- If you are laid off due to COVID19 and have filed for unemployment, your child support will be deducted from your weekly unemployment payment. Unemployment will not deduct more than 50% of your weekly benefit amount prior to any deductions to pay your support obligations.

- You may also be eligible for a modification of your support order. You may request a review by printing out a Request for a Review and Adjustment from our Forms page on this website and mailing it to us at 175 South Main St, Akron, Ohio 44308.

- **I have an administrative hearing scheduled at the Summit CSEA. Will it go forward?**

- Yes, scheduled administrative hearings are still going forward as scheduled. However, rather than appearing at our building, the hearing officer will call you and the other parent at the

scheduled time. All administrative hearings are being conducted over the phone. Please ensure that the CSEA has an updated phone number and address so that you don't miss the hearing. Please update your address, phone number and employment by sending us a message through the Child Support Customer Service Web Portal at [jfs.ohio.gov/ocs](http://jfs.ohio.gov/ocs), or by calling the CSEA at 330.643.2765.

**- How can I make my child support payments during COVID19?**

- Summit County CSEA has several ways parents can make their child support payment without traveling to our office in person!

- **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 at **Ohio Child Support Payment Central, P.O. Box 182372, Columbus, Ohio 43218-2372**

- 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](http://www.moneygram.com) .

- At any child support enforcement agency in the state if they accept payments. A list of agencies accepting payments can be found by visiting [http://jfs.ohio.gov/Ocs/employers/CSPC\\_Overview.stm](http://jfs.ohio.gov/Ocs/employers/CSPC_Overview.stm)

- Accepted credit/debit cards are Discover, MasterCard, Visa, American Express, China UnionPay, Diners Club International, and JCB.

- Accepted alternate payment options include Alipay, Apple Pay, Google Pay, PayPal, and WeChat Pay.

- Minimum payment of \$1.00 required for credit/debit card and other alternate forms of payment.

**- How can I reach CSEA during COVID19?**

- By calling (330) 643-2765

- By sending a secure message through the Ohio Child Support Customer Service Web Portal at [jfs.ohio.gov/ocs](http://jfs.ohio.gov/ocs)

- **How can I submit documentation to CSEA?**

- Send an email to [summitcseadocs@jfs.ohio.gov](mailto:summitcseadocs@jfs.ohio.gov) with your case number in the subject line
- Send a fax to (330) 643-2745 with your case number on all documents
- Mail to Summit County CSEA, 175 South Main Street, Akron, Ohio 44308
- Drop box at 175 South Main Street, 5<sup>th</sup> floor, Akron, Ohio 44308 (least preferred method during COVID19)

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**Beginning this week, entrance to the Ohio Building where CSEA is located will be blocked from Main Street due to downtown construction. It is recommended that visitors use the High Street building entrance either on the 4th floor of the Summit County parking deck or the level M1 in the basement of the parking deck until further notice.**

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**In order to better protect the privacy of our clients, clients can communicate with CSEA caseworkers through the state's secure website at [www.jfs.ohio.gov/ocs](http://www.jfs.ohio.gov/ocs) . This ensures we only discuss case specifics and confidential information with authorized parties on a particular case. If you are not already registered for the Office of Child Support's Customer Service Web Portal, please go to [www.jfs.ohio.gov/ocs](http://www.jfs.ohio.gov/ocs) and click on the registration link.**

Prosecutor Sherri Bevan Walsh and CSEA's 116 employees are fully committed to the use of all available enforcement tools to collect child support. Parents who choose to not support their children will face consequences.

Collections are over \$74 million annually. The Summit County Child Support Enforcement Agency has also collected over \$48 million for families since 2001 from the criminal prosecution of nearly 4,000 individuals who were not taking responsibility for their children by paying their child support.

With more than 45,000 cases, Summit County CSEA continues to search for ways of functioning more effectively while maintaining a customer-friendly environment for our clients. Initiatives utilizing outreach and technology, such as our hospital genetic testing program, Family Support Matters Program, and our new document management system, along with future lobby self-check-in abilities, have proven and will continue to prove successful in meeting the growing demand for expedited service and communication.

The Ohio Child Support Customer Service Web Portal allows customers with an active child support case a secure environment in which they can view their child support case information on demand. Customers are able to view and print up to two years of child support payment data, as well as view address, employment, health insurance and support order information that is on file with our office. Very soon, our clients will be able to submit documents to CSEA through the portal when additional upload capabilities are added. Click [here](#) to log in or register for the Ohio Child Support Customer Service Web Portal.

We hope you find our site informative and look forward to providing you with the services you need. If you have any questions please contact [CSEA](#).

Si usted necesita ayuda para entender esta información, por favor llámé al (800) 726-2765 y pregunte por el intérprete de la agencia del condado de Summit [CSEA](#).

## Summit County Fatherhood Initiative



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**E-SERVICES**

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[Make a Payment online through Ohio Smart e-Pay](#)

[Access Your Payment Information Online](#)

[Child Support Payment Central – What are My Options for Receiving My Support Payments](#)