



Elliot Kolkovich
Prosecuting Attorney
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

Fax

(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.acf.hhs.gov/css/resource/stat-e-and-tribal-child-support-agency-contacts>

What are e-Disbursements?

The State of Ohio offers you two ways to receive your child support payments. With Direct Deposit, your support payments are deposited directly into your bank account after the state receives and posts a payment to your case. We also offer a faster and more convenient method, which is a Debit Card Program where payments are received via a smiONE™ Visa Debit Card. With this program, payments are credited to your card automatically after the state receives and posts a payment to your case.

What is an electronic disbursement?

It is an electronic funds transfer by means of a direct deposit to a financial institution or transfer to a credit/debit card.

Is electronic disbursement an optional program?

It is not an optional program. The ODJFS Office of Child Support is required to issue support payments by means of electronic disbursement. The goal of electronic disbursement is to deliver the support monies to obligees as quickly as possible. All child support payments must be processed to a direct deposit account or to the smiONE™ Visa Debit Card.

How is the smiONE™ Visa Debit Card beneficial to child support customers?

- Payments are received in a safe, convenient and efficient manner.
- EMV chip technology.
- No traditional or existing bank account needed.
- 24/7 online account access at <http://www.smionecard.com>
- Cash withdrawals from the card may be made at any ATM or bank teller window displaying the Visa symbol.
- Deposits may be made onto the card from other sources.
- Can be used to pay bills online.
- Additional cards may be obtained for family members.
- The card can be used everywhere Visa Debit Cards are accepted.

Enrollment is EASY!

Visit <http://oh.smartchildsupport.com> and follow the instructions to enroll in either direct deposit or smiONE™ debit card. Enrollment can also be made by completing the Ohio Child Support Program e-Disbursement Enrollment Form. The fillable form can be found here: <http://www.odjfs.state.oh.us/forms/num/JFS%2008080/pdf/> Once completed, sign it, attach a voided check or deposit slip (if applicable), and follow the mailing/faxing instructions.

How can I use my card?

Use your smiONE™ Visa Prepaid Card everywhere Visa debit cards are accepted. Withdraw cash from ATMs, banks or credit unions that display the Visa®, Interlink®, Plus®, Fifth Third Bank, or Allpoint® Brand Acceptance Marks. To withdraw cash at an ATM, enter your PIN when prompted and select “checking” to access your funds.

To locate an Allpoint® ATM, use the following link:
<https://www.allpointnetwork.com/locator.aspx>

To locate a Fifth Third Branch or ATM within Ohio, use the following link:
<https://locations.53.com/oh.html>

Ohio smiONE™ Information

smiONE™ Customer Service: 1-855-279-2744

Call for:

- Balance inquiry
- Transaction inquiry
- PIN activation
- Request for statement
- Card cancellation
- Report a lost or stolen card
- smiONE™ web access: www.smionecard.com

What can I do on the smiONE™ Mobile App?

Download the smiONE™ Mobile App for iOS or Android to activate your card, check your balance, use smiONE™ Mobile Check Load, set up smiONE™ alerts, track your spending, pay bills and more.

What fees are associated with the smiONE™ Visa Debit card?

No fees are charged if you use an Allpoint® ATM or Fifth Third Bank ATM to withdraw cash, or for any purchase transactions. A \$2.50 ATM Withdrawal Fee (out-of-network) applies to non-Allpoint® and non-Fifth Third Bank ATM withdrawals.



smiONE™ Debit Cards are mailed to the address on file with your county child support agency. Cards will not be forwarded to a different address by the post office. Therefore, it is important to keep your address updated with your county agency at all times.



What other e-Services does CSEA have available?

Request a child support payment history by registering for Customer Web Portal:
<http://jfs.ohio.gov/ocs/CustServWebPortalWelcome2.stm>

Research relevant child support information through the ODJFS Services Manual:
<http://emanuals.odjfs.state.oh.us/emanuals/>