



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.ifs.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/state-and-tribal-child-support-agency-contacts>

Frequently Asked Questions

When contacting CSEA, what information should I have available?

Depending on the nature of your situation, the following information may be needed in addition to your SETS case number:

- Name and address of the parent who is obligated to pay support, as well as the parent who is receiving the support payments.
- Copies of the child's birth certificate(s).
- The names and addresses of the obligor's current or recent employer(s) or sources of income.
- The names and addresses of the obligor's friends and relatives with whom the obligor may have contact.
- Information about the income and other assets of the obligor, including, but not limited to, copies of pay stubs, tax returns, bank accounts, investments, property holdings, and professional licenses.
- If paternity is an issue, the names and addresses of all presumed and alleged fathers.
- Copies of relevant court orders.
- Social Security numbers of the parties.
- Any other information with which you would like to provide CSEA.

Who do I contact with questions about my support order?

Please refer to the Important Contact Information sheet to direct you to the appropriate area to meet your specific need. If you are unable to identify the appropriate area to meet your need, contact the CSEA Customer Service at (330) 643-2765 or toll free in Ohio (800) 726-2765.

I have received child support forms in the mail and do not understand the terminology.

Contact the CSEA Customer Service at (330) 643-2765 or toll free in Ohio (800) 726-2765.

Now that I have a child support order, what am I required to do?

This is your child support order and you must remain an active participant. It is your responsibility to notify CSEA of certain changes.

Deductions have not begun from my income source, how do I make a payment?

It is your responsibility to ensure your child support obligation is paid in full each month. You must provide CSEA with a current income source. If no income source is available, you must remit payments on your own. CSEA offers several options for making support payments. Do not make direct payments to the Obligee because, by law, direct payments are considered a gift. Pay online at <https://oh.smartchildsupport.com>.

Does CSEA provide services to men who are custodial parents?

Yes. CSEA provides services to custodial (and non-custodial) parents regardless of gender.

Frequently Asked Questions – cont'd.

Circumstances have changed since my order was established. How could I have my order reviewed?

A CSEA Support Officer will review the parties' case and circumstances to determine if a review can be completed. Orders must meet specific criteria to qualify for the review process. CSEA is unable to guarantee the outcomes as the order could increase, decrease, or remain the same. Contact CSEA at (330) 643-2765 to request a review.

Do I need an attorney?

In most cases, retaining private counsel is not necessary. However, situations could arise in which you may want to seek legal advice. CSEA cannot recommend an attorney. The Assistant Prosecuting Attorneys who attend CSEA hearings cannot act as private counsel for CSEA clients as they represent the State of Ohio and therefore no attorney-client relationship exists.

My child now lives with me and I am still paying child support.

While CSEA cannot assist either party with custody or visitation issues, CSEA can initiate a support termination investigation to see if your support order should terminate based on a change of custody. Contact CSEA at (330) 643-2765 to request an investigation.

I need to take my children to the doctor and do not have insurance cards. What do I do?

First, read your child support order to verify who is supposed to carry medical insurance for the child(ren). If the other party is ordered to carry insurance, please review the Medical Insurance information sheet and contact the CSEA.

How often can I expect to receive payments?

CSEA is unable to guarantee frequency of payments. If deductions are being received from an employer, frequency of payments will depend on the Obligor's pay periods.

There is a past amount due on my child support case, how does this get paid?

CSEA issues a default notice to obligors who are behind in child support payments. Additional monies may be added to the monthly obligation at a rate of 20% of the current obligation. In addition, further Enforcement techniques may be initiated.

What do I do if payments are more than thirty (30) days late AND no income source for the obligor can be located?

Referral to the CSEA's Legal Division may be made for possible court action. Contact CSEA at (330) 643-2765 for action.

What are the different options available for receiving payments?

CSEA has two options: Direct Deposit and smiONE™ payment card. Visit our website at <http://www.co.summit.oh.us/prosecutor/index.php/divisions/child-support-enforcement> to enroll and select your option.

My payment was short, late, or for an incorrect amount, what do I do?

Contact CSEA at (330) 643-2765 and we will investigate the problem with the income source or contact the employer then contact you with resolution.

