

# General Information

AN OVERVIEW OF THE CHILD SUPPORT PROGRAM



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## Why is child support important?

The Ohio child support program impacts more children than any other public program, besides public education. Child support is among the most important obligations to a child. It affects the quality of life of over **one million** of Ohio's children.

Children thrive when they receive the love and support of both parents. Child support can make a real difference in managing food, shelter, child care, transportation, clothing, medical and dental expenses.

Child Support is important because . . .

- Statewide collections in Ohio reached nearly \$1.6 Billion.
- Ohio has the 4<sup>th</sup> largest caseload nationwide.
- Ohio's child support program consistently ranks as one of the leading programs in the nation.
- In single parent households, child support makes up to 39% of household income.
- Child support helps lift families out of poverty.

## Special Points of Interest:

The purpose of the Child Support Program is to provide children with the opportunity for a better life. By working with both parents to establish and enforce support orders, the Child Support Program helps children receive the financial and medical support they deserve.

Ohio's Child Support Program touches more children than any other program in Ohio, except education.

Formed on January 1, 1988, CSEA is a federal, state, and local partnership empowered by the Social Security Act to locate parents, determine paternity, establish support obligations, and collect child support.

Summit County collects nearly \$74 million annually in child support for our communities' families.

## How can Child Support help?

The Child Support Enforcement Agency (CSEA) provides a wide-range of family support services. Either parent may apply for services. Grandparents and other caretakers may also apply. The CSEA can assist with:

- Establishing paternity (legal fatherhood) with genetic testing at no cost to parents
- Establishing a child support and medical support order
- Modifying a child support and medical support order
- Case management services, including collecting child support payments, linking parents to employment opportunities, community and governmental services, enforcing orders and locating parents
- Education and outreach about the child support program

## What are some methods of collecting child support?

The CSEA works with parents, grandparents and other caretakers, employers and many other partners so that child support can be a source of income for your child. Most child support payments are collected through an income withholding order where the employer, or income provider, deducts the child support payment from wages paid to a parent who is ordered to pay support.

The CSEA can also:

- Seize federal and state tax refunds and funds available in bank accounts
- Suspend professional licenses, drivers licenses and recreational licenses
- Issue orders to collect arrears (past due support)
- Report arrears balances to credit reporting agencies
- Issue administrative liens
- Seize lottery/casino winnings, bonuses and other lump sum payments
- File civil and criminal contempt charges in court
- File felony non-support charges

It is important to note that the CSEA does not represent either parent.

## How can I gain instant access to my child support case information?

Log onto [www.jfs.ohio.gov/ocs](http://www.jfs.ohio.gov/ocs). You must have or establish a personal email account in order to utilize the web portal. Establishing an email account can be done through the registration process if you currently do not have one. Once registered you have the ability to email your caseworker, **print your own payment history**, check payment status and access other **features**. To register you will need:

- Your personal email address,
- Your 10-digit SETS case number (starts with 7),
- Your social security number,
- Web ID-Your 12 digit SETS participant number (starts with a 3), and
- If you receive support you will also need the last four digits on your e-QuickPay® card or your bank account information if you have direct deposit for your child support.

Additionally, for all Ohio cases, a toll-free number enables parents to access payment information, check on electronic funds transfer information, and obtain county agency addresses and phone information. Updated daily, the SETS line can be accessed by calling: 1-800-860-2555 or 1-800-860-0019 (TTD). **The SETS line is open 24 hours a day, seven days a week. The SETS line is a reliable source for payment information.**

If you need information about your case or services available, contact your CSEA support team.

### Mailing Address Street Address

175 S. Main Street  
Akron, Ohio 44308

### CSEA Office Hours

8:30 a.m. - 4:00 p.m.

### Genetic Testing Walk In

By appointment only

### Administrative Hearings

Held by phone.  
The CSEA Hearing Officer will contact the client at the time of the hearing.

### Payment Hours

8:30 a.m. - 3:40 p.m.  
(Monday - Friday)

### Telephone

(330) 643-2765  
Toll Free (800) 726-2765

### Fax

(330) 643-2745

### Website

<https://prosecutor.summitoh.net/division/Child-Support-Enforcement-Agency.html>

## Where should payments be sent?

All child support payments are processed at a centralized processing center in Columbus. Please allow 7 days for mailing and processing. The following addresses should be used when submitting payments by check or money order:

### Address for Parents to Send Payments

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

### Address for Employer to Send Payments

Ohio Child Support Payment Central  
P.O. Box 182394  
Columbus, OH 43218-2394

### Address to Send Recoupment Payments

Ohio Child Support Payment Central  
P.O. Box 182380  
Columbus, OH 43218-2380

### Online Payments: Checking, Savings,

### Debit or Credit Card:

<https://oh.smartchildsupport.com>

### MoneyGram - any location or

[www.moneygram.com](http://www.moneygram.com). Use code 14674, and include SETS # and order #, \$11.75 fee per transaction

*Children deserve the  
opportunity for a*

## What CSEA does not do:

The functions of the Summit County Child Support Enforcement Agency (CSEA) are establishing parentage and support orders, enforcing support orders, modifying and/or terminating support orders, and collecting/dispersing support. We are governed by the Ohio Revised Code and the Ohio Administrative Code, which outline the limitations of CSEA. Although CSEA handles most issues associated with your support case, we do not handle all issues that may arise. Below you will find a list of things that CSEA does **NOT** handle.

### **CSEA does NOT:**

- Deal directly with issues of visitation and/or custody.
- Offer and/or dispense legal advice. This should be handled by a private attorney or by contacting Juvenile or Domestic Court directly.
- Provide representation for the Obligor or Obligee at court hearings. Although CSEA will have prosecutors present at court hearings, he/she represents CSEA, NOT the individual Obligor or Obligee.
- Provide copies of journal entries for Domestic or Juvenile Court Orders. These should be obtained through the Clerk of Court.
- Dictate or verify how support is spent (i.e. rent, utilities, food, clothing, etc.).
- Use a current spouse's income to determine support obligation(s). An Obligor's and/or Obligee's current spouse's income cannot be used when determining the support obligation.
- Discuss a case with a third party without receiving prior written consent of the Obligor or Obligee.