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Prosecutor Walsh’s Child Support Enforcement Agency Conducting Virtual Meetings with Clients

AKRON, Ohio (Wednesday, October 21, 2020) – Summit County Prosecutor Sherri Bevan Walsh announced today that her Child Support Enforcement Agency is now offering to meet with clients virtually through Zoom to assist with questions or issues with their cases.

The addition of virtual face-to-face meetings comes as the Child Support Enforcement Agency remains closed to the public due to the COVID-19 Pandemic.

“The COVID-19 Pandemic will not prevent us from helping families on their child support cases. However, because our office remains closed to the public, we must find innovative and safe ways to conduct business,” said Prosecutor Walsh.

“These virtual meetings will provide a safe way for clients to meet with case managers and get information on their cases. Clients can receive the same level of customer service as if they walked into our office today. Utilizing Zoom provides another level of customer service to our clients.”

Beginning October 26, 2020, clients of Child Support Enforcement Agency will be able to request a virtual meeting through Zoom with a Customer Service Representative.

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To request a meeting, clients have two options:

- Call 330-643-2765 to leave a voicemail message. A representative will then contact clients to schedule the appointment as well as send a link to join the meeting.
- Use the Child Support Customer Service web portal at <https://jfs.ohio.gov/ocs/> to send a message requesting the date and time for the meeting and a link will be emailed to you. We will attempt to accommodate most scheduling requests, however you may be contacted if we cannot accommodate your request.

Clients can choose to attend the meeting using a laptop or desktop computer or mobile phone. To download the latest Zoom products for your device, please visit the following:

- <https://zoom.us/downloads> If you are using Zoom on a laptop or desktop computer, please download the Zoom client for windows
- [Google Play Store](#) If you are using an Android phone, you can install the Zoom Cloud Meetings app
- [Itunes Store](#) If you are using an Iphone, you can install the Zoom Cloud Meetings app

Once you have installed the app, you can enter the designated Zoom link at the time of your meeting.

About CSEA

The Summit County Child Support Enforcement Agency collects over \$74 million annually and handles more than 45,000 child support cases. Each year it establishes paternity or support orders for nearly 4,000 children. Since its inception in 2001, the Criminal Non-Support program has collected \$50 million through its aggressive prosecution of individuals neglecting to pay child support. You can learn more about CSEA on its website: <http://co.summitoh.net/prosecutor/index.php/divisions/child-support-enforcement>.