



SHERRI BEVAN WALSH

SUMMIT COUNTY PROSECUTOR

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SUMMIT COUNTY CHILD ENFORCEMENT AGENCY RECEIVING HIGH VOLUME OF INQUIRIES

Employees Answering Questions As Pandemic Forces Work From Home

AKRON, Ohio (Friday, April 10, 2020) – Summit County Prosecutor Sherri Bevan Walsh announced today that employees at her Child Support Enforcement Agency continue to receive a high volume of calls and messages through the Ohio Child Support Customer Service Portal during the current COVID-19 pandemic.

On average, Prosecutor Walsh's Child Support Enforcement Agency is receiving well over 1,000 calls per week. CSEA has also received over 500 inquiries through the Customer Service Web Portal since April 1, 2020.

Beginning Friday, April 10, Child Support Customer Service will change over to an all voice mail system so that staff can safely work remotely, and clients will have the benefit of the assistance of our entire customer service staff. Callers can leave a voice mail message and their call will be returned as promptly as possible.

"I am so proud of all the work my Child Support Enforcement Agency is doing, especially with the added pressure of our current situation. Most employees are working remotely which can add to the difficulty. I know they are all fighting for families to ensure people get the help they need," said Prosecutor Walsh.

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Due to the large number of layoffs in the state, CSEA has received a multitude of layoff notices to process and are assisting parents with inquiries about their options as they pertain to unemployment and child support. As a result, CSEA has also received a large increase in questions about review and adjustment of support orders for those who have become unemployed due to COVID19.

Correspondence with CSEA staff can be done by phone by calling 330.643.2765 or through the Ohio Child Support Customer Service Portal by visiting <http://ifs.ohio.gov/Ocs/CustServWebPortalWelcome2.stm>.

Current options for paying child support include:

- **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** – Ohio Child Support Payment Central, P.O. Box 182372, Columbus, Ohio 43218-2372
- **BY MOBILE APP** – with Alipay, Apple Pay, Google Pay, PayPal, and WeChat Pay
- 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.

Parents and caretakers can continue to apply for child support services by completing an online Application for Child Support Services by visiting <https://co.summitoh.net/prosecutor/index.php/divisions/child-support-enforcement/csea-forms>.

Documents can be sent to CSEA by any one of the following methods:

- By mail to 175 South Main Street, Akron, Ohio 44308
- By email to summitcseadocs@ifs.ohio.gov
- By fax to (330) 643-2745.