



Progressive Customer Service

We at the Child Support Agency realize that the Child Support program is complex with many rules and regulations. Child Support actions involve several stakeholders and partners, including employers, attorneys, courts, law enforcement, child support professionals, and parents. We know that many questions can arise about Child Support and related issues.

Parents and parties to cases deserve courteous service with accurate and timely responses. Customer service is a main value of the agency, and we have put a progressive customer service policy in place to serve the public.

Progressive Customer Service Policy

1. First, please work with the **case management staff**. They are most knowledgeable about the details of your case. They will be able to talk with you about the current actions that are being taken.
2. If you still have questions, please know that a **supervisor** will meet with you upon your request.
3. You may also request time with the **Director, Corey Clark**. (687-6788)
4. At any point, the agency has a **client advocate** available for questions: **Jenny Ruff**. (687-6710)
5. You may also request a county conference, at a time convenient to you. A **county conference** is a time where agency personnel and you can review the details and actions of the case.
6. Either party to a case, also has a right to request a **formal state hearing**. This process will soon be known as the Program Compliance Procedure.

You can ask for a hearing about the actions of either the local agency or the state. A state hearing officer will listen to you and to the local agency representative and may ask questions to help bring out all the facts. The hearing officer will decide whether or not the rules were correctly followed in your case.

You can ask for a state hearing in several ways. You can call or write the Child Support Agency. You can write to the Ohio Department of Job and Family Services, State Hearings, 30 East Broad Street, 31st Floor, Columbus, Ohio 43215-3414. You may call the Customer Inquiry Call Center at 1.800.686.1556. You can also fax your hearing request to State Hearings at (614)728-9574.

Agency Phone Number

Local: (740)687-7155

Toll Free: 1-800-409-2732 (CSEA)

