Child support payments can be made in-person in our lobby, by using our convenient drive thru, or online at oh.smartchildsupport.com

Making Payments

Payments are due monthly and should be paid by 2 p.m. on the last business day each month. If payment is made after 2 p.m., it can create arrearages (back support) and put you into default.

The amount due can be divided into smaller payments, as long as the full amount is received by 2 p.m. on the last business day of the month.

It is your responsibility to make payment, even if your employer is also ordered to send payments through payroll withholding.

You can make your first payment now, rather than wait for payment to be deducted from your paycheck. This will ensure that you will do not fall behind (in arrears) on your case. Withholdings from your employer may not be received by the agency until 8 to 10 weeks after your order is finalized.

Stark County Job & Family Services

Division of Human Services
221 3rd St. SE, Canton, OH 44702
Cash, food, & medical assistance applications
Customer service: 1-844-640-OHIO (6446)
Child Care: 330-452-4661

Division of Children Services
402 2nd St. SE, Canton, OH 44702
Report child abuse and neglect: 330-455-KIDS
Foster care and adoption: 330-451-8789

Division of Child Support
221 3rd St. SE, Canton, OH 44702
Customer service: 330-451-8930
Payment information: JFS.ohio.gov/ocs

Executive Offices
221 3rd St. SE, Canton, OH 44702
Customer service: 330-452-4661

Visit our website at
StarkCountyJFS.gov

Stark County
Job & Family Services
Human Services - Children Services - Child Support

Child Support

Helpful hints for making payments

Division of Child Support

Stark County Job & Family Services
221 3rd St. SE, Canton, OH 44702
Phone: 330-452-4661
StarkCountyJFS.gov

Where to pay

Pay in-person: The Stark County Child Support Enforcement Agency (CSEA) is located at 221 3rd St. SE, Canton, Ohio 44702. We accept payments in the lobby and from our drive thru window. The lobby and drive thru are open during regular business hours, Monday through Friday from 8 a.m. to 4 p.m.

Pay by mail: Send a check or money order to Ohio Child Support Payment Central (CSPC), P.O. Box 182372, Columbus, OH 443218-2372. Please include the following information your check:

- Social Security number (SSN)
- Your SETS number (the 10-digit number that begins with the number 7

Pay Online: Pay online by visiting oh.smartchildsupport.com. Non-custodial parents can set up electronic payments, as well as credit card payments. There are no fees for credit card payments. Accepted cards include:

- Discover
- MasterCard
- Visa
- American Express
- China Union Pay
- Diners Club International
- JCB

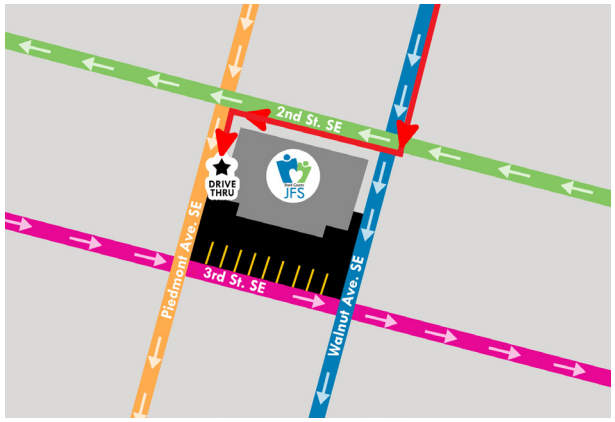
Credit cards linked to an e-wallet account are also accepted, including Apple Pay, Google Pay, or PayPal.

Pay at participating MoneyGram Locations:

To locate a MoneyGram location, visit www.MoneyGram.com/paybills and search using their "Find a Location". Enter your zip code and click "Pay Bill". Retailers include:

- CVS
- Walmart
- Speedway
- 7-Eleven

MoneyGram charges a flat $3.99 fee for cash payments, with higher fees for online and credit card payments. Ohio's MoneyGram code is 14674.



Visit our Drive Through!

Payments can conveniently be made at our drive thru window. Visit during regular business hours, Monday through Friday from 8 a.m. to 4 p.m.

The drive thru is located at 221 3rd St. SE, Canton on the Piedmont Ave. side of the building. To access the window, turn right onto 2nd St. SE (off Walnut Ave. SE) and left onto Piedmont Ave. SE.

How to check your payments

You can check your payments 24 hours a day/7 days a week by calling the Interactive Voice Response System (IVR) at 1-800-860-2555 or visiting the web portal at JFS.ohio.gov/ocs/CustServWebPortal.stm.

We're here to help!

Email us securely through the Child Support Web Portal, or visit JFS.ohio.gov/ocs/CustServWebPortal.stm.

You can also download the Ohio Child Support App Web Portal for iPhone or Android by scanning the QR code below:

For additional questions, please contact our customer service at 330-451-8930. This line is open during our regular business hours, Monday through Friday from 8 a.m. to 4 p.m.