

3/16/2020

Re: Agency Operations in Response to Coronavirus (COVID-19)

Dear FCCSEA Clients,

Governor DeWine made an announcement on Thursday, March 12, 2020, on behalf of Ohio Department of Job and Family Services, requesting that clients of public agencies refrain from appearing for or requesting in-person services at this time, due to the outbreak of Coronavirus (COVID-19). To ensure the continuation of services and the safety of all our clients and staff we are respectfully asking that you take the following measures to limit community spread:

- Utilize our existing call center phone line and online portal for questions regarding your case:
 - Client Information Line: 614-525-3275
 - Portal Link: <http://jfs.ohio.gov/Ocs/CustServWebPortalWelcome2.stm>
- If you are scheduled for an in-person hearing at the FCCSEA, our office will be reaching out to attempt to schedule a phone hearing.
 - If we have not contacted you within 48-hours of your hearing, or you have changed your phone number, please call our Client Information Line: 614-525-3275
- Complete your application for Child Support services online
 - <https://support.franklincountyohio.gov/CSEA-website/media/Documents/PDFs/application-for-child-support-services.pdf>
- Complete your request for an Administrative Review (Modification) online
 - <https://support.franklincountyohio.gov/CSEA-website/media/Documents/PDFs/JFS-01849-3-2019.pdf>
- If you have received a Child Support Questionnaire (CSEAQ) you may do one of the following:
 - Complete and email to: Franklin_CSEA_CustomerAssistance@jfs.ohio.gov
 - Complete and mail to: 80 E Fulton St., Columbus, OH 43215
- If you have questions about completing this or any other forms, contact the agency at:
 - Client Information Line: 614-525-3275.

Documents may be emailed or mailed to our office rather than submitting in person

Email: Franklin_CSEA_CustomerAssistance@jfs.ohio.gov

Mail: 80 E Fulton St., Columbus, OH 43215

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Director
Susan Brown

As we work cooperatively with state and federal entities to mitigate the impact of the COVID-19 outbreak, we appreciate your patience and understanding regarding case processing and responding to inquiries. Clients remain our central focus, while maintaining the health and safety of everyone in Franklin County.

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80 E. Fulton St.
Columbus, Ohio 43215-6314

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t_ 614 525 3275
f_ 614 525 6409