**FOR IMMEDIATE RELEASE  
Wednesday, March 18, 2019**

Contact: Tyler Lowry, Commissioners, 614-525-6630  
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**COUNTY COMMISSIONERS TAKING STEPS TO HELP PROTECT CLIENTS AND STAFF**

The Franklin County Commissioners today announced some changes in staffing and hours at the county’s Child Support Enforcement Agency aimed at keeping staff and clients safe during the current public health crisis.

For the time being, the Child Support offices at 80 E. Fulton St. downtown will be open Monday through Friday from 8:00 a.m. through noon.  Only half of the usual staff will be working at any one time, and the agency asks clients to first reach out via one of the methods below:

Client Information line: 614-525-3275

Website: [support.franklincountyohio.gov](https://support.franklincountyohio.gov/)

Portal: [jfs.ohio.gov/ocs/custservwebportalwelcome2.stm](http://jfs.ohio.gov/ocs/custservwebportalwelcome2.stm)

Make a payment: [support.franklincountyohio.gov/make-a-payment](https://support.franklincountyohio.gov/make-a-payment)

Email: [Franklin\_CSEA\_CustomerAssistance@jfs.ohio.gov](mailto:Franklin_CSEA_CustomerAssistance@jfs.ohio.gov)

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

A letter from the agency to clients is available at: [https://support.franklincountyohio.gov/CSEA-website/media/Documents/Fact%20Sheets/COVID-19-Client-Letter.pdf](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsupport.franklincountyohio.gov%2FCSEA-website%2Fmedia%2FDocuments%2FFact%2520Sheets%2FCOVID-19-Client-Letter.pdf&data=02%7C01%7CTRAVIS.CLEMENTS%40jfs.ohio.gov%7C613e938bd0ee47e1153c08d7cb5c1602%7C50f8fcc494d84f0784eb36ed57c7c8a2%7C0%7C1%7C637201468676819033&sdata=cMc1L%2BB%2BdhnUijmpUx5EKXGMQQVg7PX8wEsW9T6suhg%3D&reserved=0)

A number of other county agencies have also been limiting hours and services in order to protect clients and staff.  The commissioners are maintaining a list of closures and updates at [commissioners.franklincountyohio.gov](https://commissioners.franklincountyohio.gov/).

In addition, the commissioners are holding near-daily conference call updates to which the public is invited:

Call in number: 1-877-820-7831

Access code:      254681#

Call Schedule:

Monday               9:00 a.m.

Tuesday               10:00 a.m.

Wednesday        9:00 a.m.

Thursday             No call Thursday. See below.

Friday                    9:00 a.m.

Saturday              9:00 a.m.

Sunday                 9:00 a.m.

On Thursdays, the commissioners’ call will not be held in favor of an update from Franklin County Public Health.

Thursday at 10:00 a.m.

Call in number: 1-877-820-7831

Access code:      519360