



BUTLER COUNTY CHILD SUPPORT ENFORCEMENT

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CHILD SUPPORT RECIPIENTS MAY HAVE MONEY WAITING FOR THEM

The Butler County Child Support Enforcement Agency (CSEA) is reaching out to child support recipients who have not yet activated their new smiOne debit card and may have money available to them.

In June 2019, the Ohio Office of Child Support (OCS) converted from the green Ohio E-QuickPay debit card to the new black smiOne debit card. Statewide there are more than 15,000 people with \$19 million disbursed to their cards who have not yet activated their new cards. Of those 15,000, approximately 400 have a Butler County child support case.

“We are attempting to reach out to anyone who has not yet activated their new smiOne card to ensure that any money paid to them is accessed and received. This is especially important during the holiday season when expenses increase for parents,” said Butler County CSEA Assistant Director Narka Gray.

The Butler County CSEA is in the process of sending letters to each of these individuals with instructions on how to activate their new card or what to do if they lost or never received the new card.

To activate a card, they can call SMIOne at 1-855-279-2744, press option 2, enter the debit card number and other identifying information as directed and then set up a PIN.

If they lost or never received the new card, they can call SMIOne at 1-855-279-2744 and press the prompt to speak with a customer service representative to let them know they need a new card issued.

If customers have questions about their specific case, they can email the Butler County CSEA from its "contact us" page at csea.bcoho.us or call the agency's customer service number at (513) 887-3362. Customers can also visit the OCS web portal at www.jfs.ohio.gov/OCS/.

The Butler County CSEA is a free-standing agency under the direction of Butler County Social Services Executive Director Julie Gilbert and the Butler County Board of Commissioners. The CSEA collects child support payments, locates delinquent parents, enforces existing support orders, establishes support and paternity orders and modifies child support orders.