



Job & Family Services

**Public Assistance
and Administration location:**
449 S. Meridian Street
Ravenna, Ohio 44266

Child & Adult Protective Services location:
449 S. Meridian Street
Ravenna, Ohio 44266

Child Support location:
449 S. Meridian Street
Ravenna, Ohio 44266

OhioMeansJobs Portage County location:
253 S. Chestnut Street
Ravenna, Ohio 44266

Hours of Operation:
Monday-Friday
8:00 a.m.-4:30 p.m.
Closed all major holidays

Director:
Kellijo Jeffries, PHD, MSW, LSW

Portage County Board of Commissioners
Sabrina Christian-Bennett
Anthony J. Badalamenti
Vicki A. Kline

www.facebook.com/pcjfs
www.twitter.com/pcjfs
www.co.portage.oh.us

Submit questions or updates at a time
convenient to you!

Provide updated information.
Most inquiries will receive a response
within two business days.

View your information, balance or
payment history seven days per week,
23 hours per day.



**Portage County
Job & Family Services
Division of
Child Support
Customer
Service
Web Portal**

jfs.ohio.gov/ocs

Getting Started:

You must have or establish a personal e-mail account in order to utilize the web portal. Establishing an e-mail account can be done through the registration process if you currently do not have one. Once you have a personal e-mail account, registering for an online account is quick, easy, and secure!

You will need the following:

- Your personal e-mail address
- Your 10-digit SETS case number (starts with 7) and your social security number
- Last four digits on your e-QuickPay or direct deposit account
- Parties may call (330)297-3791 to obtain their web ID

Instant Access to Your Child Support Information:

This web portal will provide you with “real time” information on demand as reflected by the agency’s records.

Registering for an online account is quick, easy, and secure. Customers with an active child support case can have access to the following information online:

- View and print two years of payment history information
- Review address and health insurance information
- Review your case specific information such as:
 - Employment history
 - Support order information
- Send a secure message to the agency

To utilize the web portal, you must:

Have a Direct Deposit or e-QuickPay account. Certain situations may prevent your ability to access the web portal. If you are having trouble setting up an account, please access our trouble shooting guide online at

jfs.ohio.gov/ocs
or call
1(800)686-1556,
Monday-Friday
8:00AM-5:00PM.