

Your Rights & Responsibilities

A GUIDE TO ADDRESSING FREQUENTLY ASKED QUESTIONS



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Summit County, Ohio

If you need additional information about your case or services available, contact your CSEA support specialist.

Mailing / Street Address

175 S. Main Street
Akron, Ohio 44308

Walk In / Hearing / Appt.

8:30 a.m. – 4:00 p.m.
(Monday – Friday)

Genetic Testing Walk In

8:30 am – 3:00 pm
Monday - Thursday

Payment Hours

8:00 a.m. – 3:40 p.m.
(Monday – Friday)

Telephone

(330) 643-2765
Toll Free (800) 726-2765

Fax

(330) 643-2745

Website

<https://co.summitoh.net/prosecutor/index.php/divisions/child-support-enforcement>

To obtain a listing of Ohio County Child Support Agencies and phone numbers, please visit:
<http://www.ifs.ohio.gov/county/cntydir.stm>

To view a listing of all States Child Support Agencies and phone numbers, please visit:
<https://www.acf.hhs.gov/css/resource/state-and-tribal-child-support-agency-contacts>

Obligee Rights

- Establish paternity
- Establish monetary and medical support for the child(ren)
- Location and enforcement services
- Receive a support check within two working days of the CSEA receiving it
- Confidentiality of various case record information
- Review of support order every 36 months or sooner, if there are situational changes
- Services and a timely response from other states involved
- Remedies through the State Hearing process
- Appeal of any paternity or support action

Obligee Responsibilities

- Keep CSEA informed of any changes in your or the Obligor's address, phone number, and/or employment status, etc.
- Keep CSEA informed of any of the following reasons why an order should terminate including, but not limited to: emancipation of the child, death of any party (child, Obligor or Obligee), permanent disability of the Obligor, incarceration of any party, child is placed in the custody of Ohio Department of Youth Services (ODYS), Children's Services (CSB) and/or child becomes eligible as a dependent of Obligor for income through Social Security or Veterans' Benefits.
- Complete an application for child support services, if not currently receiving public assistance benefits.
- Pay an application fee of \$1.00, which may be absorbed by CSEA.
- Cooperate with paternity and support establishment if receiving cash benefits from the Department of Job & Family Services.
- Agree to turn over your child support to the State of Ohio if receiving cash benefits from the Department of Job & Family Services.
- Establish medical support, if available.
- Provide CSEA with supporting documents to complete emancipation process such as: copy of high school diploma or withdrawal letter from school when the child reaches age 18, proof of enlistment in the armed forces, court orders showing change in legal custody or adoption of the child, and/or certificate showing marriage of the child.
- Enroll the child in your health insurance plan if you are ordered to provide medical coverage for the child by the court/CSEA.
- Provide CSEA with all copies of court/administrative orders which may affect your Support Order including but not limited to, changes in custody or Support Order amount.
- Repay excess money received as you are not entitled to any overpayments which you may have received in surplus of your court/administrative order.
- Keep any and all records pertaining to your Support Order. Requesting additional copies of your court orders may incur costs.
- Submit required documentation to CSEA by deadline stated in any written request received.
- Contact CSEA to report any problems or issues arising in your support case (example: arrears paid in full, spousal support obligation to end).

Public Assistance and Your Child Support

A child support case is labeled a “public assistance case” when the child subject to that order has received, or is currently receiving, cash assistance. A case can also be labeled public assistance if the court orders arrears, such as maternity expenses or past care, due the state for a period of time prior to the child Support Order.

- If / when the Obligee goes on cash public assistance, he/she assigns their rights to receive child support over to the State. This means that while the Obligee is receiving cash assistance, the child support checks for those months will go to the State, not to the Obligee. The Obligee cannot receive both cash public assistance and child support concurrently.

- Any current support not paid during the time the Obligee is on cash assistance accrues as arrears, and those arrears are due to the State for reimbursement of the cash assistance paid out.

- When the Obligee starts receiving cash public assistance, any arrearage that was previously due him/her is now conditionally assigned to the State, meaning the State will collect and keep all funds received against that arrearage while the Obligee is on cash assistance.

- Once the Obligee stops receiving cash assistance, the balance of those conditionally assigned arrears are now conditionally assigned to the Obligee and will be paid to him/her (unless paid by an IRS tax intercept - see below).

- When an IRS tax refund is intercepted, that money will first pay any balance due the State on all cases, even if the Obligee is not receiving a cash grant at that time. Arrears that are conditionally assigned to the Obligee that are paid by an IRS tax intercept will be sent to the State.

Obligor Rights

- To have genetic testing performed
- To have paternity established
- To have parts of the case record remain confidential
- To have the order modified every 36 months or sooner if there are situational changes
- To request a state hearing
- To appeal any paternity or support action

Obligor Responsibilities

- Keep CSEA informed of any changes in your or the Obligee’s address, phone number, and/or employment status etc.
- Pay your child support through CSEA. Do NOT make payments directly to the Obligee as CSEA is unable to give credit for direct payments. By law, direct payments are considered a gift.
- Pay your support obligation in full each month. If payments are not being received from an income source you must submit payments on your own through OCSPC. (See Payment Information sheet).
- Keep CSEA informed of any of the following reasons why an order should terminate including, but not limited to: emancipation of the child, death of any party (child, Obligor or Obligee), permanent disability of the Obligor, incarceration of any party, child is placed in the custody of Ohio Department of Youth Services (ODYS) or Children’s Services (CSB) and/or child becomes eligible as a dependant of Obligor for income through Social Security or Veterans’ Benefits.
- Provide CSEA with supporting documents to complete emancipation process such as: acopy of high school diploma or withdrawal letter from school when the child reaches age 18, proof of enlistment in the armed forces, court orders showing change in legal custody or adoption of the child, and/or certificate showing marriage of the child.
- Enroll the child in a health insurance plan if you are ordered to provide medical coverage for the child by the court/CSEA.
- Provide CSEA with all copies of court/administrative orders which may affect your Support Order including, but not limited to, changes in custody or Support Order amount.
- Keep any and all records pertaining to your Support Order. Requesting additional copies of your court orders may incur costs.
- Submit required documentation to CSEA by deadline stated in any written request received.
- Contact CSEA to report any problems or issues arising in your support case (example: arrears paid in full, spousal support obligation to end).



As a grandparent, what are my rights?

To have an administrative or court order issued by the county Child Support Enforcement Agency or the court requiring all of the minors' parents (grandparents of the child) to pay support for the child. *Below is a summary of all of the conditions that must first be met:*

- Child must be born to parents who are unmarried and unemancipated minors, **AND**
- A parent of one of the minors (a grandparent of the child) is providing support for the child, **AND**
- The minors have either signed an acknowledgement of paternity affidavit or established paternity.

If there is an order requiring all of the minors' parents (grandparents of the child) to pay support for the child, responsibilities would be similar to resident and non-resident parents' responsibilities above.

Financial Institution

Rights:

- Retain confidentiality over all account information.
- Multi-state financial institutions can choose to participate centrally with OCSE or individually in each state in which business is conducted.

Responsibilities:

- Participate in the electronic [Financial Institution Data Match](#) program
- Freeze a non-residential parent's assets to pay support arrears upon notice from the CSEA
- Permit seizing of those assets by CSEA

Employer Responsibilities:

Income Withholding:

- Withhold the correct amount of income for the duration of the support obligation or face penalties
- Honor an income withholding order/notice from another state
- Deduct an additional amount from the income of the person for performing the withholding
- Remit monies to the CSEA in a timely manner
- Keep employment information up-to-date

New Hire:

- Participate in the [New Hire program](#) inclusive of the electronic data match requirements
- [Report new hires](#) and rehires in a timely manner or face penalties
- Ensure the information remains confidential

Medical Insurance:

- Withhold monies for medical insurance for the children, if available, on notice from the CSEA
- Inform the CSEA of any health insurance changes, including termination of coverage

**IT'S YOUR
SUPPORT ORDER.
BE AN
ACTIVE
PARTICIPANT!**

Become [educated](#)
about your child
support order as you
are ultimately
accountable.

[Know](#) your rights and
responsibilities and
exercise them.