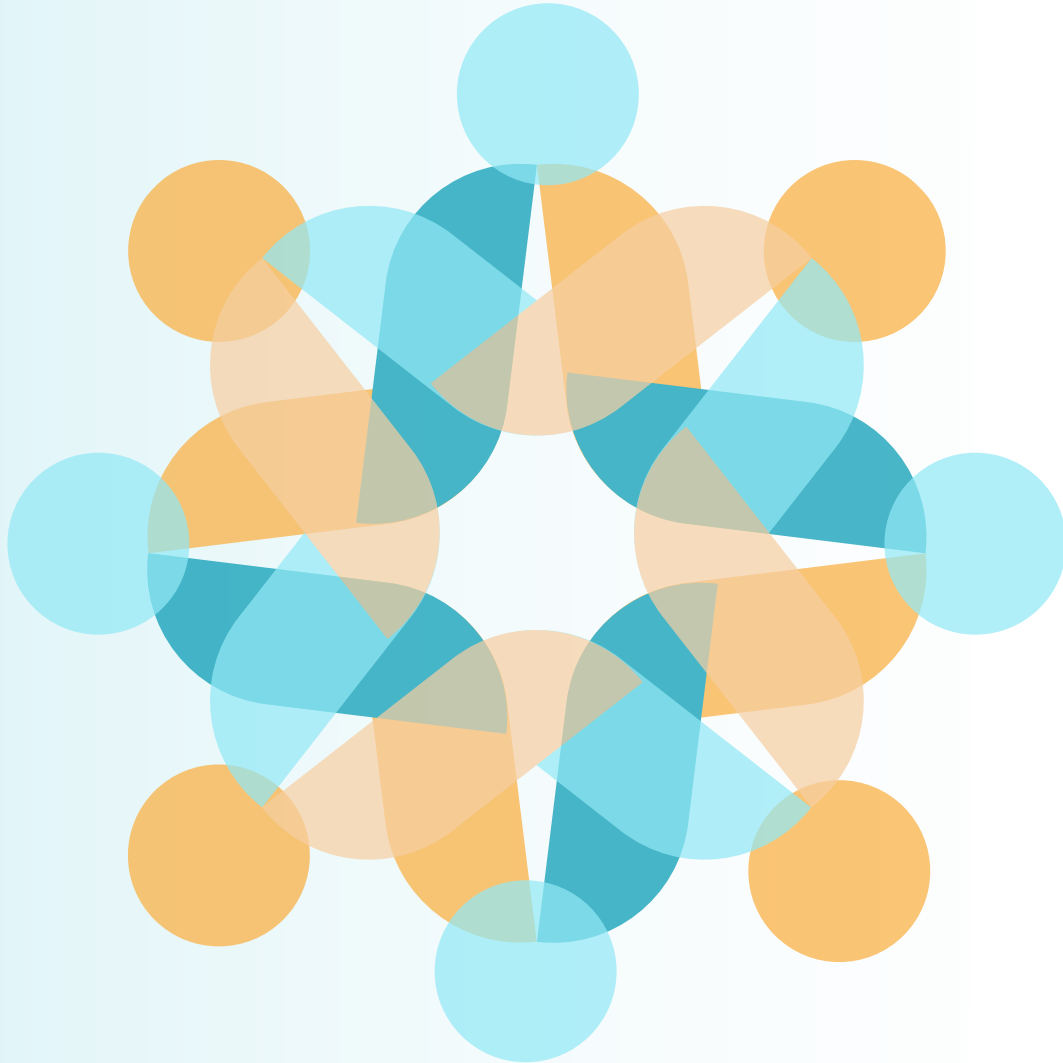




Orange County
Child Support Services



CHILD SUPPORT MATTERS

August 2024



Child Support **Matters**

Orange County Child Support Services (OC CSS) is here to guide you through every step of the child support process. We are committed to providing you professional, personalized child support services as we work together to facilitate financial support for your children.

Every family has different needs we can help address by connecting you to resources that extend beyond child support. Through professional child support services and reliable solutions, we hope to play a small part in helping you meet the needs of your family.

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About Us

Mission

To facilitate the financial support of children by engaging parents and providing professional child support services

Vision

To be a trusted partner of parents in securing financial stability for Orange County's children

Values

- » Commitment to Children
- » Dedicated Customer Service
- » Compassion and Encouragement
- » Integrity and Respect
- » Growth and Learning
- » Teamwork and Collaboration



Enroll for Child Support

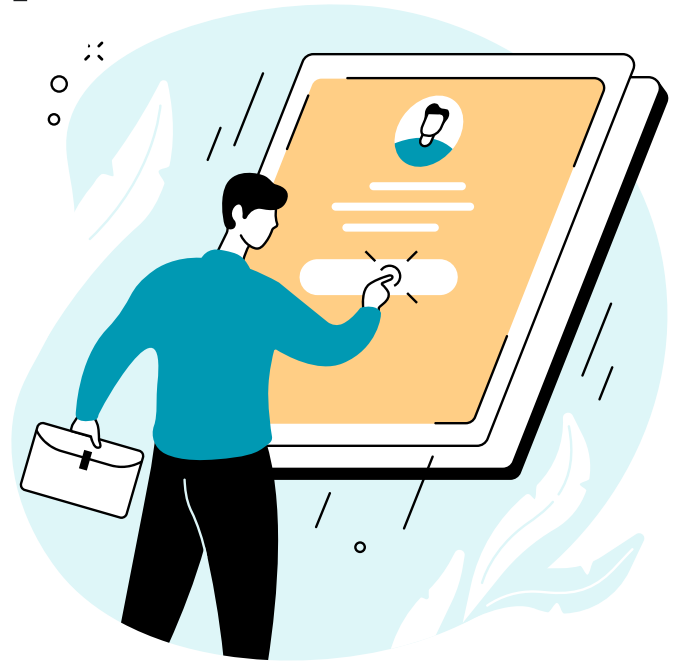
Fast. Easy. Simple.

5 Basic Information Sections

- » About you
- » About the other person or parent
- » About the child(ren)
- » Court order history (if any)
- » Confirm, sign, & submit

How long will it take?

5-15 minutes, depending on how much information you can provide.



ENROLL TODAY

www.css.ocgov.com

Schedule an Appointment

Need help with enrollment or not sure about the next steps in your case? Schedule an appointment and let our knowledgeable team answer all of your child support questions.

Visit us in person or receive help from wherever you are.

Schedule Online: www.css.ocgov.com

Monday - Friday | 7:00 AM - 5:00 PM

- ▶ Video: Zoom or MS Teams
- ▶ Phone: We call you
- ▶ In-Person



About Parentage

Establishing parentage is the process of determining the legal parents of a child born to unmarried parents or through assisted reproduction. It is a necessary step to move forward with a child support order.

Options to legally establish parentage include:



Genetic Testing

Free genetic testing with a simple cheek swab.

- ▶ At our office:
Tuesday - Friday | 10:00 AM - 2:00 PM
- ▶ We can schedule an appointment at a location near you.



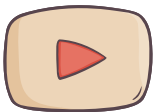
Parentage Opportunity Program (POP)

Eligible parents complete and sign a Voluntary Declaration of Parentage (VDOP) which has the same effect as a court judgment.



Legal Process

Parentage can be established by the Court.



Watch a quick video to learn more about these options

- ▶ English: www.youtube.com/watch?v=HdFnaAh4kcl
- ▶ Español: www.youtube.com/watch?v=3EEOTPWU8Ac

Establishing legal parentage through the voluntary Parentage Opportunity Program (POP) provides legal and financial rights to parents and children, including:

- » The right to seek custody or visitation
- » Placing both parents' names on the child's birth certificate
- » Entitling the child to health coverage under either parent's plan
- » Social Security and other benefits from either parent

NEED HELP?

We are here to support you along the way!
Stop by or schedule an appointment if you need help.

Need assistance with forms?

Attend a Forms Workshop for one-on-one assistance filling out child support forms.

Monday - Friday | 7:00 AM - 5:00 PM

- ▶ In-Person:
Walk in or make an appointment online at www.css.ocgov.com
- ▶ Virtual via Zoom:
Register online at www.css.ocgov.com/resources/formsworkshop



Busy on weekdays?

We are open one Saturday every month!



Saturday Hours | 8:00 AM - 1:00 PM

- » August 17
- » September 14
- » October 19
- » November 16
- » December 14



ESTABLISHING AN ORDER
THROUGH COURT

Attending Court

What You Need to Know

Have an upcoming court hearing?

We are here to assist you every step of the way.

Count on us to guide and support you, ensuring you have the information and assistance to attend court with confidence. We will reach out to you two weeks before your court hearing to gather relevant information and answer any questions you may have. Make sure our office has your current home and email address so we can send you documents to complete and return.

Preparing for your court hearing

Provide your case manager with the following before your court hearing:

- Completed Income & Expense Declaration
- Three most recent paycheck stubs
- Copy of your most recent federal tax returns
 - » *If self employed include Schedule C and Profit/Loss statement*
- Childcare verification, including expense receipts
- Custodial/visitation schedule, including dates and duration

Learn more about preparing for your court hearing by visiting:
www.css.ocgov.com/legal/court_hearings



Court Address:

Lamoreaux Justice Center
341 The City Dr S.
Orange, CA 92868





During the hearing, a Commissioner will hear your case and reach a decision on child support. For more information or questions, please contact our office at **(866) 901-3212**.

ESTABLISHING AN ORDER
THROUGH AN AGREEMENT

Your Path to a Child Support Agreement

Instead of going to court, we can help you establish a child support order quickly and conveniently through an agreement.

The Process is Simple

-  Schedule an appointment
-  Both parents work together toward an agreement
-  If agreed, sign a legal document
-  Legal document is filed with the court and made into a child support order



Benefits

- ▶ Bilingual services available
- ▶ No cost
- ▶ We complete the paperwork
- ▶ Private environment
- ▶ Free parking at our office

Questions?

Our staff is dedicated to working with you on any of your child support matters.

- ▶ Schedule an Appointment:
www.css.ocgov.com or call **(866) 901-3212**

Changing Your Child Support Order

Need to change your payment amount?

If you are experiencing changes, such as parenting time or an increase or decrease in income, it may be time to request a review of your child support order. By reviewing your order, we can help make sure it matches your current circumstance.

Upon your request, a case manager will review your case to determine if you qualify for a change in your child support amount.

Qualifying changes in circumstance

- Increase or decrease in income
- Employment status
- Health insurance
- Childcare expenses
- Custody
- Parenting time



Requesting a review is easy!

- ▶ **Online at** www.css.ocgov.com/existcust
Click Existing Customers > Change My Order
- ▶ **Call Us** at (866) 901-3212

- ▶ **Visit Us** at 1055 N. Main St.
Santa Ana, CA 92701
- ▶ **By Mail** at P.O. Box 22099,
Santa Ana, CA 92702

During the review process, you will be asked to provide the following information:

- Completed Income & Expense Declaration
- Three most recent paycheck stubs
- Copy of your most recent federal tax returns
 - » *If self employed include Schedule C and Profit/Loss statement*
- Childcare verification, including expense receipts
- Custodial/visitation schedule, including dates and duration

MANAGING YOUR CASE
HELP WITH DEBT



Do you owe past due child support?

Work with us to agree on a payment amount that fits your budget.

Child Support Debt Reduction Program

Discover how this program can benefit you

If your past due child support payments include a time your child(ren) received cash assistance, you may qualify. The Debt Reduction Program reduces the amount of past due child support owed to the State and sets up a payment plan on some or all of the remaining balance. A monthly payment plan can make your past due balance easier to manage.

As Easy as 1, 2, 3!

- 1 Have a verified home address
- 2 Have past due child support payments
- 3 Your child support case cannot be pending any legal actions

Take Action Today!

Contact us to receive an application. Our team is dedicated to navigating the process with you!

- ▶ **Call Us** at (866) 901-3212
- ▶ **Schedule an Appointment** www.css.ocgov.com

- ▶ **Visit Us** at 1055 N. Main St. Santa Ana, CA 92701



MANAGING YOUR CASE
MAKING AND RECEIVING PAYMENTS

Options to Pay

We offer several ways to make your full or partial child support payments

Options Through Our Office

1055 N. Main St., Santa Ana, CA 92701



Cashier Window



By Phone

(866) 901-3212



By Mail



TouchPay Kiosk

Available in our office and at
Lamoreaux Justice Center
341 The City Dr S.
Orange, CA 92868

Online Options



Online



PayPal



Automatic Payments

Alternate Location Options



Moneygram



PayNearMe






For more information on your
payment option, visit:
www.css.ocgov.com/payments

Auto Payments

Setup is Easy, Convenient, and Secure



Benefits

-  On-time Payments
-  Automatic
-  Convenient & Flexible
-  Manage Payment
-  Confirmation of Payments

Did you know you can easily set up recurring payments to pay your child support using a credit card, debit card, or bank account? You can auto pay a set amount every month to make sure a payment is made toward your child support obligation. The amount paid can be adjusted as necessary.

Ensure your payment is received by the 20th of each month for credit in the month the payment is intended for.

Set up auto payments online at www.childsupport.ca.gov/state-disbursement-unit.

Receiving Payments

Convenient ways to receive your child support payments!



Direct Deposit

Direct Deposit allows you to securely receive child support payments directly into a checking or savings account.



Way2Go Card. Electronic Payment Card

The program allows your child support payments to be automatically deposited to a MasterCard® debit card. The Way2Go card offers new features including an embedded microchip for added security and the ability to get up to five companion cards. Need a replacement card? Call Way2Go Customer Service at (844) 318-0740.

Learn more at: childsupport.ca.gov/gopaperless

Regarding our Annual Fee: A \$35 Annual Service Fee applies to families that never received public assistance and who are disbursed \$550 or more in child support during the year.



Enroll today for quick and safe access to your payments!

- ▶ Enroll online at www.childsupport.ca.gov
- ▶ Download and print the enrollment form www.css.ocgov.com/existcust/forms
- ▶ Pick up an enrollment form in our office



Connecting you to

Community Resources

We know child support is not your only concern, which is why OC CSS partners with our community to provide you solutions beyond child support.

Whether it be assistance with health, housing, food security, employment, or safety, here are some local resources that can help!

Join us in your neighborhood!

Child Support in the Community

Our goal to help Orange County's families goes beyond the office. We have passionate child support professionals that go to events in your community.

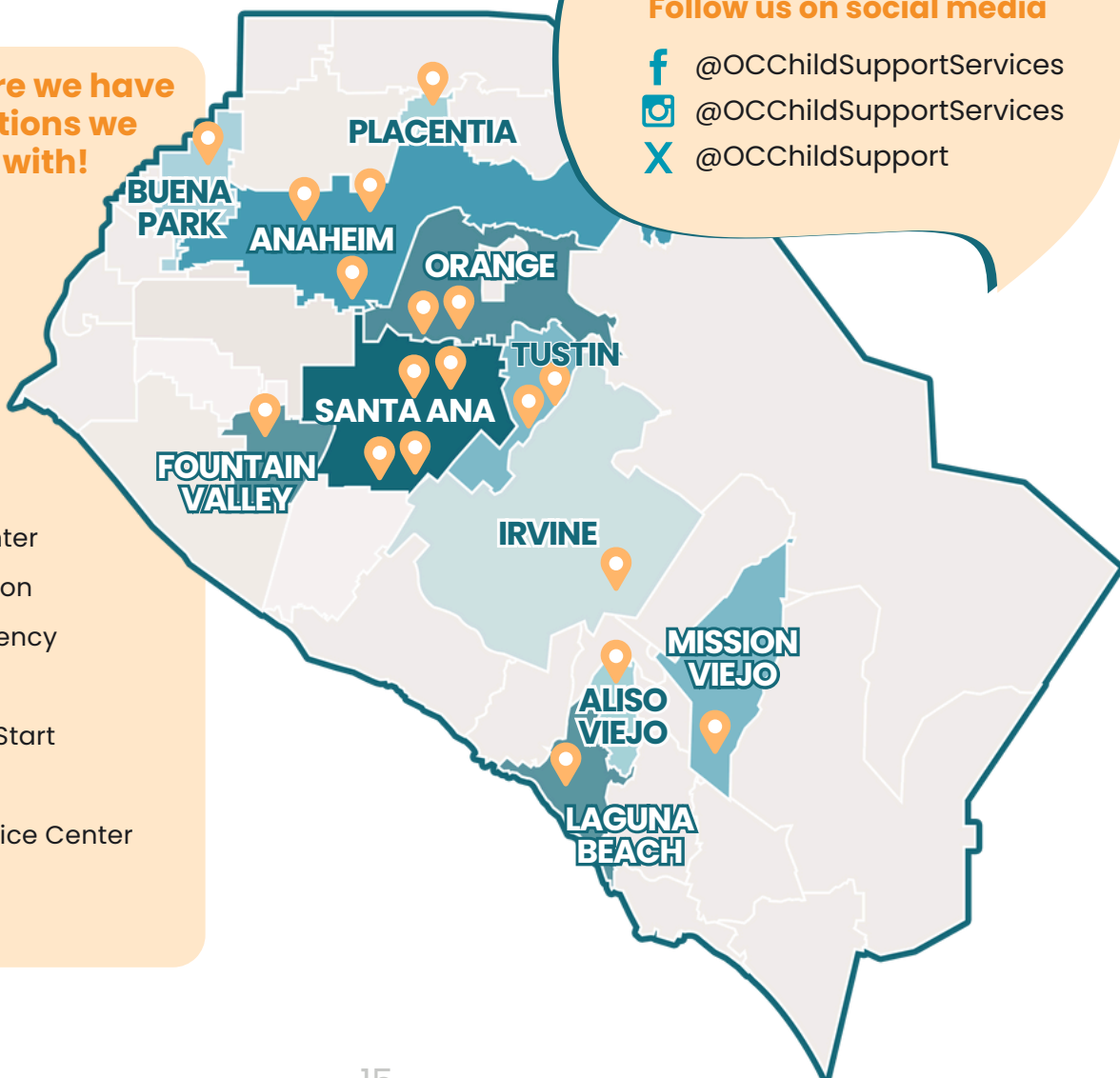
Visit us at an upcoming community resource or health fair to receive help with:

- » Enrolling for child support
- » Questions about your current child support situation
- » Help with forms
- » Changing your child support order



Take a look at where we have been and organizations we have partnered up with!

- ▶ CalOptima
- ▶ Families Forward
- ▶ First 5
- ▶ Fristers
- ▶ Latino Health Access
- ▶ Laura's House
- ▶ OC Family Justice Center
- ▶ OC Fatherhood Coalition
- ▶ OC Social Services Agency
- ▶ OC United Way
- ▶ Orange County Head Start
- ▶ Pathways of Hope
- ▶ Santa Ana Family Justice Center
- ▶ The Raise Foundation



**Explore where we will be next!
Follow us on social media**

- @OCChildSupportServices
- @OCChildSupportServices
- @OCChildSupport

Family Resource Centers



Families and Communities Together's 16 Family Resource Centers (FRCs) offer families help and services in their own community. Families and Communities Together (FaCT) is a partnership program of the County of Orange Social Services Agency (OC SSA).

Services Offered

at all 16 FRCs

- » Counseling
- » Parenting Classes
- » Case Management
- » Domestic Violence Services
- » Information and Referral Services

Additional Services

vary by location

- » Application Assistance
- » Health and Wellness Services
- » Youth Programs
- » Food Distribution and Resources
- » Personal Empowerment Program

Find Your Local Family Resource Center



www.FaCTOC.org/locations



(714) 566-2878

Family Law Facilitators



SUPERIOR COURT OF CALIFORNIA
COUNTY OF ORANGE

Family law facilitators help with family law problems for free. They can show you how to fill out court forms and connect you to resources like lawyer referral services, legal aid clinics, and self-help law centers.

Self-Help Services

Self-Help provides free assistance to individuals without an attorney on a range of legal matters including family law.

www.occourts.org/self-help



www.occourts.org/division/familylaw



(657) 622-5077



Lamoreaux Justice Center
341 The City Drive
1st Floor, Room 101
Orange, CA 92868



Monday - Thursday | 8:00 AM - 4:00 PM
Friday | 8:00 AM - 2:00 PM
Friday Limited Services | 2:00 PM - 4:00 PM

OC Navigator

Visit ocnavigator.org to find helpful resources.

Find help in Orange County by connecting with health, wellness, and other resources below.

Q Keyword

Search

OC Navigator is an online resource used by OC CSS to connect you to resources and support. You can also explore on your own by searching for nearby resources or using their helpful guides.

Discover, Connect, Thrive! *Need Help Finding Resources?*

Check out the Online Resource Guides

Browse handpicked list of resources:

- » Homelessness or At Risk of Homelessness
- » Hot Meals
- » Housing Resources
- » Parent/Caregiver Resources
- » Pregnancy and Postpartum Support
- » For Dads: Connecting With Your Kids
- » Medical Resources for Families
- » Older Adult Mental Health
- » Substance Abuse
- » School-Based Resources for Kids and Teens
- » Support for Coping with Grief and Loss
- » Veteran's Resources

Orange County Fatherhood Coalition

OC CSS is a partner of the Orange County Fatherhood Coalition (OCFC), which aims to increase father engagement and support. Check out the resource guide for dads OCFC worked with OC Navigator to create!

[CLICK HERE TO VIEW THE RESOURCE GUIDE For Dads: Connecting With Your Kids](#)



America's Job Center of California

Looking for a Job? Here is a place to start.

These OC locations provide essential employment training and services. Visit America's Job Center of California if you are looking for employment opportunities.

Anaheim Workforce Connection

(714) 765-4350

www.anaheim.net/6117/Anaheim-Workforce-Connection

Santa Ana WORK Center

(714) 565-2600

www.santa-ana.org/work-center

OC Workforce Solutions

(866) 500-6587

www.ocworkforcesolutions.com



- » Career Services
- » Job Listings
- » Youth Services
- » High School Diploma Program
- » Paid Internships
- » College Enrollment
- » Leadership and Mentorship Opportunities
- » Life Skills Workshops
- » Job Training & Employment Services
- » Job Search Tips, Devices, and Guidance
- » Onsite Recruitment Events/Job Fairs

The American Job Centers of California is a network of local, state, private, and public organizations offering a variety of services which brings employers with job openings and qualified job seekers together at no cost.

Safe Access

One of our goals is to promote practices that provide safe access to child support services. If you or someone you know are experiencing abuse, please contact one of the resources below.



24 - Hour Hotlines

- » The National Domestic Violence Hotline
(800) 799-7233 | Text "START" to 88788 | www.thehotline.org
- » Human Options | (877) 854-3594 | www.humanoptions.org
- » Laura's House | (866) 498-1511 | www.laurashouse.org
- » Radiant Futures | (877) 531-5522 | www.radiantfutures.org

211

Call to be connected to local resources and services

211 can connect you to community resources including, housing, job placement, food, health insurance and clinics, dental care, immunizations, homeless shelters, elder and child care, and legal services.



Local Experts make finding help easier. Available in 180 languages.

Call 211 or (949) 646-4357 | Text your zip code to 898-211

Search for Local Resources: www.211OC.org

An information source about local resources and services in the county.



Child Support Access at Your Fingertips

www.ChildSupport.CA.gov/ **Customer-Connect**

- Send emails to request services or provide information to us
- Review and update current case information
- Check court dates and appointments
- View payments & balances 24/7
- Get payment information
- Check account balances
- Review documents



Update your Information Now!

For enhanced security, your Participant Identification number (PAR ID) is required to log in and access your account.

Let's Stay in Touch!

Staying in touch is important! It helps us keep you informed of activity on your case and assist you with changes in your current circumstances.



Contact Information

Visit Us Online

www.css.ocgov.com

Call Us

(866) 901-3212 TDD: (866) 399-4096
Monday - Friday | 7:00 AM - 5:00 PM

Visit us In Person

1055 N. Main St., Santa Ana, CA 92701
Monday - Friday | 7:00 AM - 4:30 PM
Cashier | 7:00 AM - 5:00 PM

Specialized Services

Forms Workshop

Monday - Friday | 7:00 AM - 5:00 PM

- ▶ In-Person: Walk in or make an appointment
- ▶ Virtual via Zoom

Genetic Testing

Tuesday - Friday | 10:00 AM - 2:00 PM



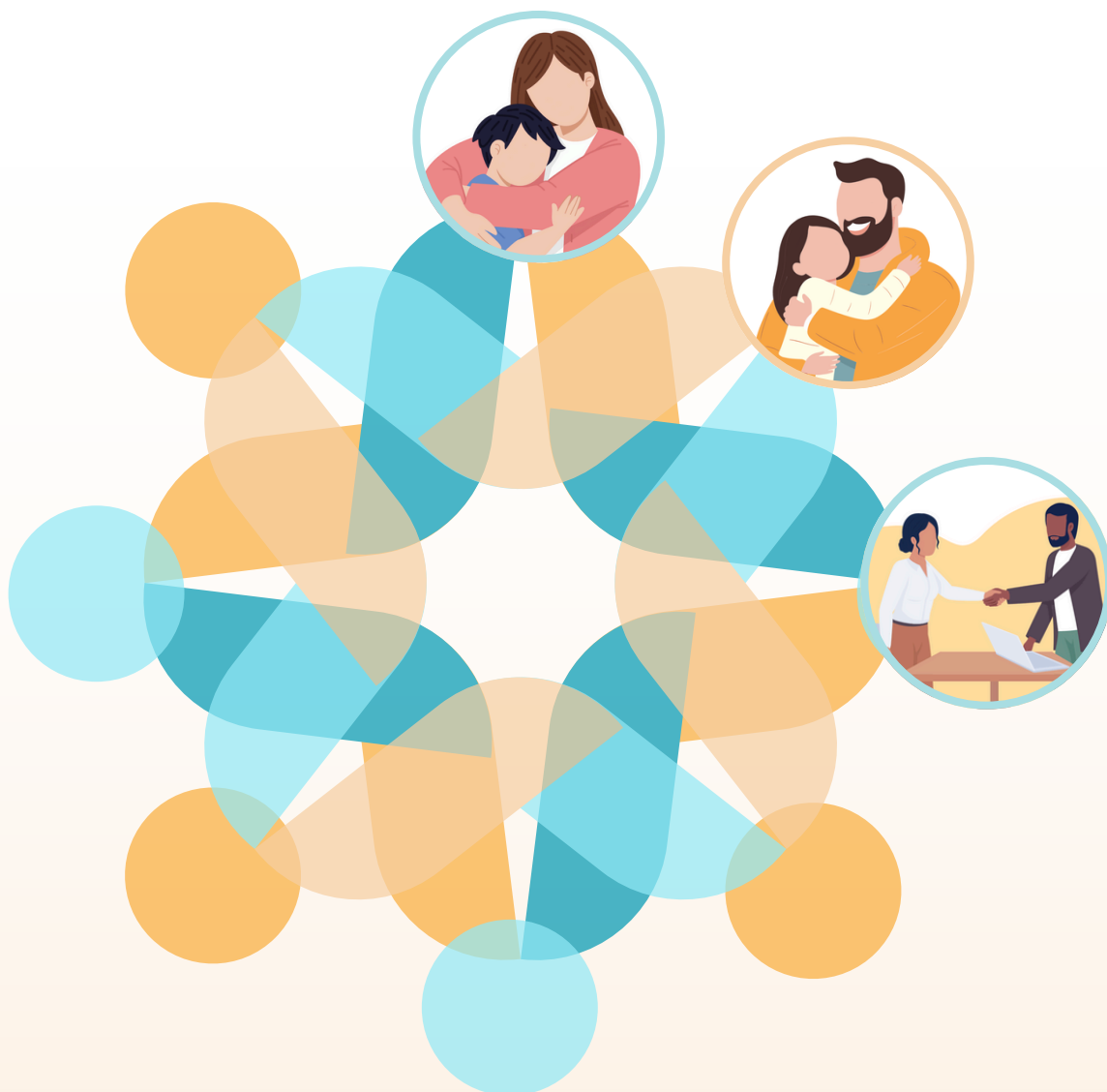
We are open one Saturday every month!

Saturday Hours | 8:00 AM - 1:00 PM

- » August 17
- » September 14
- » October 19
- » November 16
- » December 14



ORANGE COUNTY
CHILD SUPPORT SERVICES
MARIA ARZOLA, DIRECTOR



- [f facebook.com/occhildsupportservices](https://www.facebook.com/occhildsupportservices)
- [instagram.com/occhildsupportservices](https://www.instagram.com/occhildsupportservices)
- [youtube.com/@occhildsupportservices](https://www.youtube.com/@occhildsupportservices)
- x.com/occhildsupport

Book an appointment at a time that works best for you - call or schedule online.

(866) 901-3212

www.css.ocgov.com

