**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 providing professional, personalized services as we work together facilitate financial for your children.

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

**About Us**

**Mission**

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

**Values**

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

**Vision**

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

**LIFECYCLE OF A CASE**

**OPENING A CASE**

**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](http://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](http://www.css.ocgov.com)

Monday – Friday 7:00 AM – 5:00 PM

* Video: Zoon 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=HdFnaAh4kcI](http://www.youtube.com/watch?v=HdFnaAh4kcI)
* Español: [www.youtube.com/watch?v=3EEOTPWU8Ac](http://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](http://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

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

* Schedule an Appointment: [www.css.ocgov.com](http://www.css.ocgov.com) or call (866) 901-3212

Benefits:

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

**MANAGING YOUR CASE UPDATE YOUR ORDER**

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**

Child Support Debt Reduction Program

Do you owe past due child support?

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

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](http://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](http://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

Enroll today for quick and safe access to your payments!

* Enroll online at [www.childsupport.ca.gov](http://www.childsupport.ca.gov)
* Download and print the enrollment form [www.css.ocgov.com/existcust/forms](http://www.css.ocgov.com/existcust/forms)
* Pick up an enrollment form in our office

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.

**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!

**Child Support in the Community Join us in your neighborhood!**

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](http://www.FaCTOC.org/locations) (714) 566-2878

**Family Law Facilitators**

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](http://www.occourts.org/self-help)

[www.occourts.org/division/familylaw](http://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.

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](http://www.anaheim.net/6117/Anaheim-Workforce-Connection)

**Santa Ana WORK Center**

(714) 565-2600 [www.santa-ana.org/work-center](http://www.santa-ana.org/work-center)

**OC Workforce Solutions**

(866) 500-6587 [www.ocworkforcesolutions.com](http://www.ocworkforcesolutions.com)

**Available Services**

**Career Development**

* Career Services
* Job Listings
* Youth Services
* High School Diploma Program
* Paid Internships
* College Enrollment

**Professional Development**

* 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**

Phone: (800) 799-7233 Text: "START" to 88788 Website: [www.thehotline.org](http://www.thehotline.org)

**Human Options**

Phone: (877) 854-3594 Website: [www.humanoptions.org](http://www.humanoptions.org)

**Laura's House**

Phone: (866) 498-1511 Website: [www.laurashouse.org](http://www.laurashouse.org)

**Radiant Futures**

Phone: (877) 531-5522 Website: [www.radiantfutures.org](http://www.radiantfutures.org)

**2-1-1 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
* Legal services

**How to Access 211**

* Call 211 or (949) 646-4357
* Text your zip code to 898-211
* Local Experts make finding help easier
* Available in 180 languages

**Online Resources**

Search for Local Resources: [www.211OC.org](http://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](http://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](http://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

Social Media

facebook.com/occhildsupportservices

instagram.com/occhildsupportservices

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