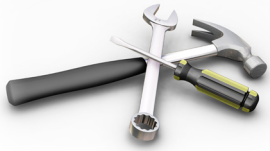




**Orange County Department  
of Child Support Services**



# Welcome to Orange County Child Support Services

As a valued customer, we are here to provide you essential tools to make your child support experience successful. The staff of Orange County Department of Child Support Services (CSS) is committed to enriching the lives of Orange County families and will assist you in any possible way to ensure your children benefit most from your participation.

California's child support program welcomes the opportunity to work with you to build brighter futures for California's children and families. If at any time you need assistance regarding a child support matter, please do not hesitate to contact us. For your convenience, we enclosed valuable information regarding various child support topics, as well as our contact information.

Let's get the job done together!

Steven Eldred, Director



## Location and Office Hours

Stop by our office if you need to see us in person - we are ready to assist you.

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

Walk-in from 8:00 a.m. - 4:30 p.m.

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

Toll free: (866) 901-3212



## Making Payments

Use your debit or credit card to make either a one-time payment or to set up recurring payments.

For more information or to set up your account, visit online or call today.

Online @

[childsupport.ca.gov/state-disbursement-unit/](http://childsupport.ca.gov/state-disbursement-unit/)

or

Toll free: (866) 901 -3212



This pamphlet is intended to be instructive as to the general procedures of the Orange County Department of Child Support Services and should be used for informational purposes only.



Steven Eldred, Director

Rv. 2/2020

# Adjusting Your Child Support Order



From time to time, life puts a wrench in our plans and we have to make some adjustments.

A review and possible adjustment of your child support order is available to you through the Orange County Department of Child Support Services (CSS).

If there has been a significant change in your life such as a job loss, promotion, birth of another child, child care expenses, or you visit with your child more often, you may want to request a review of your current child support order.

Either parent in a child support case may request that our office review the existing order. First, we'll determine if your case meets our criteria for a modification. Some of the things we consider to approve a review include:

- The court order was issued or registered in Orange County
- The location of the other parent is known
- Verified change of circumstances

If it does, our Solutions for Parents program allows you the option to adjust your child support obligation without going to court. When parents come to an agreement we will prepare the necessary documents or file a Stipulation (agreement between parties involved) with the Orange County Superior Court. For those occasions where an agreement cannot be reached, your option to request a court hearing always remains.

If you are still unsure, use the Estimate my Child Support Amount link on our website. If the support amount results in a decrease or increase of at least \$50.00 or 20% (whichever is less) of your existing monthly obligation, then a change in support **may** be needed.

The sooner you request a review and provide all the needed documents the faster CSS can take action.



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

### Important to Note:

- Whether establishing a new order, adjusting an existing one, resolving past due child support or making license release agreements, we can help you in our office without going to court.
- Proof of any change in circumstances is required. If the change relates to increased visitation, maintain a detailed calendar.
- You have other options. You may ask the office of the Family Law Facilitator to help you request a court hearing for a modification at no cost, seek the advice of an attorney, or file the motion on your own.
- Visit our website: [www.css.ocgov.com](http://www.css.ocgov.com) and click on Estimate my Child Support Amount to find out if your change in circumstance qualifies for a change in your child support obligation.
- Child support can go up or down based upon the facts of your case.
- The effective date of any change will be a date AFTER the court documents are filed, NOT the date you made the request to CSS to review your order.

## Location and Office Hours

Stop by our office if you need to see us in person - we are ready to assist you.

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

Appointment hours:  
7:00 a.m. - 8:00 a.m. or

Walk-in from 8:00 a.m. - 4:30 p.m.

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

Toll free: (866) 901-3212

## Making Payments

Use your debit or credit card to make either a one-time payment or to set up recurring payments.

For more information or to set up your account, contact the State Disbursement Unit today.

Toll free: (866) 901-3212 or

Online @

[childsupport.ca.gov/state-disbursement-unit/](http://childsupport.ca.gov/state-disbursement-unit/)

*easy, convenient, fast!*



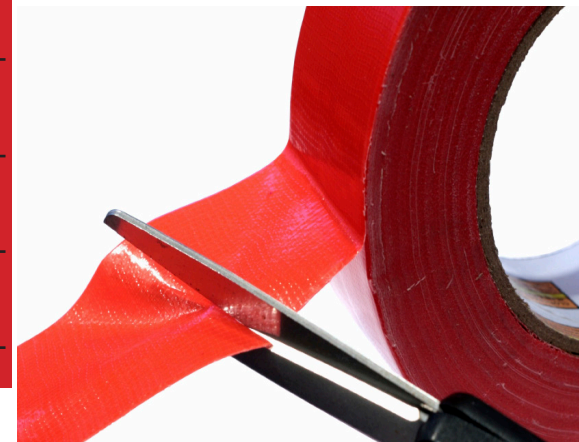
This pamphlet is intended to be instructive as to the general procedures of the Orange County Department of Child Support Services and should be used for informational purposes only.



Steven Eldred, Director

Rv. 2/2020

## Communicate With Us



Stay In Touch...

Your Way





**A**t the Orange County Department of Child Support Services (CSS), we believe in providing you with the right tools for communicating with us. It is important that you stay in contact with our office throughout the life of your case. Whether it is a critical choice regarding your case or you just need some clarification, we're always ready to assist.

Examples that may indicate you should contact us include:

- Changes to your employment information or status of employment
- Your address has changed
- There has been a change of custody or visitation with your child(ren)
- Credit of payments
- You don't understand a document our office may have sent you

We are geared-up to provide you with the tools to get the job done. You just need to let us know of any changes that affect your child support case so we know what tool to provide.

## Here's How to Reach Us

Customer Connect

Toll free: (866) 901-3212

[childsupport.ca.gov/customer-connect/](http://childsupport.ca.gov/customer-connect/)

- Automated information available 24 hours per day
- Call from 7 a.m. - 4:30 p.m. to speak to a Child Support Representative
- View or make changes to your personal case information
- Make payments
- Send CSS an e-mail
- Set an appointment

CSS case managers can provide assistance and answer day-to-day questions surrounding your situation.

For more information, visit our website at: [www.css.ocgov.com](http://www.css.ocgov.com)



For your convenience, CSS is also open one Saturday per month. Visit our website at [www.css.ocgov.com](http://www.css.ocgov.com) for a list of designated Saturdays.

## Important to Note

- If in doubt, call us. We're here for you.
- Register your Customer Connect account and take advantage of the self service features or speak to a Child Support Representative.

## Location and Office Hours

Stop by our office if you need to see us in person - we are ready to assist you.

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

Appointment hours:  
7:00 a.m. - 8:00 a.m. or

Walk-in from 8:00 a.m. - 4:30 p.m.

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

Toll free: (866) 901-3212

## Making Payments

Use your debit or credit card to make either a one-time payment or to set up recurring payments.

For more information or to set up your account, contact the State Disbursement Unit today.

Toll free: (866) 901-3212 or

Online @

[childsupport.ca.gov/state-disbursement-unit/](http://childsupport.ca.gov/state-disbursement-unit/)



*easy, convenient, fast!*



This pamphlet is intended to be instructive as to the general procedures of the Orange County Department of Child Support Services and should be used for informational purposes only.



Steven Eldred, Director

REV. 2/2020

# Court Hearings



## Helpful Information About Court Hearings





If you request a court hearing to establish the child support amount, our office will prepare the required documents for you. You will receive notification of the date, time, and location of your court hearing in the mail within three to four weeks. We urge you to prepare for the hearing by reading the information and taking the documents listed below to court, as they are needed to determine the amount of support for your child (ren).

#### BRING COPIES OF YOUR:

- Last three (3) paystubs
- If you are self employed, your Schedule C, Profit & Loss Statements, and ALL bank statements (include savings, checking, personal, and business accounts) for the past 12 months
- Filed tax returns for the past three (3) years
- Home mortgage billing statement and a copy of your property tax bill
- ALL court documentation pertaining to visitation and custody, and divorce or separation agreements or orders
- Verification of payments made in support of other children, or spousal support in another relationship.

#### BEFORE YOUR HEARING

- **ARRIVE EARLY.** If your hearing is at 1:30 p.m., arrive at 10:00 a.m.
- Parking is available in the visitor's parking lot for a fee.
- Camera phones are not allowed in the building.
- We suggest you do not bring small children.
- Check in on the 5th floor at the table located outside Department L-51.
- You will have an opportunity to meet with a Child Support Officer to discuss your case.

#### DURING YOUR HEARING

- Check in with the bailiff when you enter the courtroom.
- Notify the bailiff if you need an interpreter.
- You will have the opportunity to address the Commissioner after he/she addresses you.

#### AFTER YOUR HEARING

- You will receive a copy of the court order in the mail.
- Do not make payments directly to the other parent. Our office will send a wage assignment to your employer to deduct support payments from your paycheck.
- If you are not making payments by wage assignment, please send payments with your case number to: State Disbursement Unit P.O. Box 989067, West Sacramento, CA 95798.

#### FREQUENTLY ASKED QUESTIONS

##### **Does CSS provide an attorney for either party?**

No, CSS does not represent either party. You may choose to retain an attorney to represent you.

**When will the first payment be due after the hearing?** It depends on the court order. Make your payments according to the court order.

**How can the Facilitator's Office assist me?** The Facilitator's Office provides child support information and assists parents in obtaining and completing forms. All services are provided free of charge. They are located at the Lamoreaux Justice Center, 341 The City Drive (7th Floor), Orange, CA

**What if custody or visitation changes?** If custody or visitation changes significantly, please contact CSS to request a review of your case for a possible modification. CSS may file a motion with

the court to modify your support order. You may also contact the Facilitator's Office for information about modifications.

**What if I lose my job?** If you lose your job, immediately notify CSS and request that your case be reviewed for a possible modification. CSS may file a motion with the court to modify your support order. Please continue making your child support payments as ordered until modified by the court.

**How does a wage assignment work?** A wage assignment requires your employer to deduct child support from your paycheck(s) and submit it directly to the State Disbursement Unit (SDU).

**What if I have other children that I currently pay child support for?** The court will take this into consideration when you appear at your hearing. You will be asked to provide proof of payments made in the form of canceled checks and a copy of the court order. Please have copies when you arrive for your hearing.

**How long am I responsible for paying current child support?** Generally, child support payments continue until the child turns eighteen years old. However, if the child remains a full-time high school student it will continue until the child graduates from high school or turns 19, whichever occurs first.\*

**Important:** If there are arrears (unpaid child support) owed, payments continue until the amount, including interest, is paid in full.

*\*There may be exceptional circumstances where child support may be ordered to continue beyond these periods.*

## Location and Office Hours

Stop by our office if you need to see us in person - we are ready to assist you.

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

Appointment hours:  
7:00 a.m. - 8:00 a.m. or

Walk-in from 8:00 a.m. - 4:30 p.m.

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

Toll free: (866) 901-3212

## Making Payments

Use your debit or credit card to make either a one-time payment or to set up recurring payments.

For more information or to set up your account, contact the State Disbursement Unit today.

Toll free: (866) 901-3212 or  
Online @

[childsupport.ca.gov/state-disbursement-unit/](http://childsupport.ca.gov/state-disbursement-unit/)



This pamphlet is intended to be instructive as to the general procedures of the Orange County Department of Child Support Services and should be used for informational purposes only.



Steven Eldred, Director

REV. 2/2020

## More Tools



## Child Support Services and other Related Resources



## *Tools of the Trade*

Orange County Child Support Services (CSS) has the tools to help you get the job done right.

### Web Tools

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

#### **Child Support Guideline Calculator**

Allows you to input information to help estimate what you might pay for child support.

#### **Making Payments**

You have the option of making one-time payments or setting up recurring payments using a credit card. Click on the 'Make a Payment' link and you're on your way.

#### **Frequently Asked Questions**

Here, you'll find answers to most of your child support related questions or learn about other specific topics listed on our CSS menu.




#### **"How Do I?"**


In this section, you can electronically request a review of your court order, submit a change of address, and more.

Other organizations are also equipped to assist you with child support or other related matters such as:

-  Visitation Rights
-  Custody Disputes
-  Civil Motions
-  Employment
-  Vital Records
-  Lawyer Referrals

In the event that you need assistance with any of the matters above, you may want to consider contacting the following organizations:

-  Orange County Family Law Facilitator  
[www.occourts.org](http://www.occourts.org) or [www.courtinfo.ca.gov](http://www.courtinfo.ca.gov)
-  Lawyer Referral and Information Service of the O.C. Bar Association  
(949) 440-6700
-  Legal Aid Society of Orange County  
(714) 571-5200

-  Employment Development Department  
(800) 300-5616 or [www.edd.ca.gov](http://www.edd.ca.gov)
-  One Stop Employment Centers  
[www.oconestop.com](http://www.oconestop.com)
-  Birth and Marriage Certificate Information [www.ocrecorder.com](http://www.ocrecorder.com)
-  Additional Orange County Resources  
[www.211oc.org](http://www.211oc.org) or dial 211

