



# RESOURCE KIT



ORANGE COUNTY DEPARTMENT OF

# CHILD SUPPORT SERVICES

STEVEN ELDRED, DIRECTOR

Dear Parent,

According to our records, you are self-employed or own your own business. We recognize that being an entrepreneur and business owner brings some unique rewards and challenges to steady income. At Child Support Services (CSS), we wish to work with you to provide options to maintain a steady flow of support to your children.

Unlike traditional wage-earners who have a regular paycheck on a schedule, you may wait for commissions, contract completion or other unscheduled times for receiving income. While your income may fluctuate, your payments don't need to. We can assist you in setting up a monthly debit from your bank account, a regular charge on your credit card, or you can pay by cash or check at Moneygram, PayNearMe or in our lobby.

We have assembled a Resource Kit that explains the variety of methods for accessing information about your case, the multiple ways you can make payments, and how to ask to adjust your order if your financial circumstances change.

Staying connected is important to us. We hope the Resource Kit makes it convenient for you to update your contact information, make a payment or contact us with any child support related question. Please reach out to me directly with any questions. We look forward to partnering with you!

With regards,

Child Support Representative

# Requesting a Change of Your Order

(Page 2)



If the Orange County Department of Child Support Services (OC CSS) determines you do not qualify for a change of your order, you may file your own legal motion.

## ***Can someone assist me with filing my own motion with the Court?***

Yes, the Family Law Facilitators (FLF) can help at no cost and are experienced Family Law attorneys. They can assist you with preparing your motion to modify child support orders and other matters. The FLF is not affiliated with OC CSS and does not represent either parent.

Learn more about FLF services by visiting any of the following locations:

### **Lamoreaux Justice Center**

341 The City Drive  
1st Floor, Room 101  
Orange, CA 92868  
Monday – Thursday  
8:00 a.m. – 4:00 p.m.  
Fridays: 8:00 a.m. – 3:00 p.m.

### **North Justice Center**

1275 N. Berkeley Ave.  
Upper Level Room 360  
Fullerton, CA 92832  
Fridays  
8:00 a.m. – 12:00 p.m.

## ***What should I bring to the meeting with FLF?***

- ✓ Copy of any orders or judgments in your case
- ✓ Copy of your Schedule C and Profit/Loss statement
- ✓ Estimate of your monthly living expenses including housing, utilities, insurance, food, transportation, education, clothing, day care expenses, and any extraordinary expenses
- ✓ Name and date of birth of your child(ren)
- ✓ An estimate of your custodial/visitation time with each child

## ***What is a Profit/Loss Statement?***

A Profit/Loss statement is a document that shows how business revenue is turned into net income by subtracting all expenses from the gross income.



# Requesting a Change of Your Order

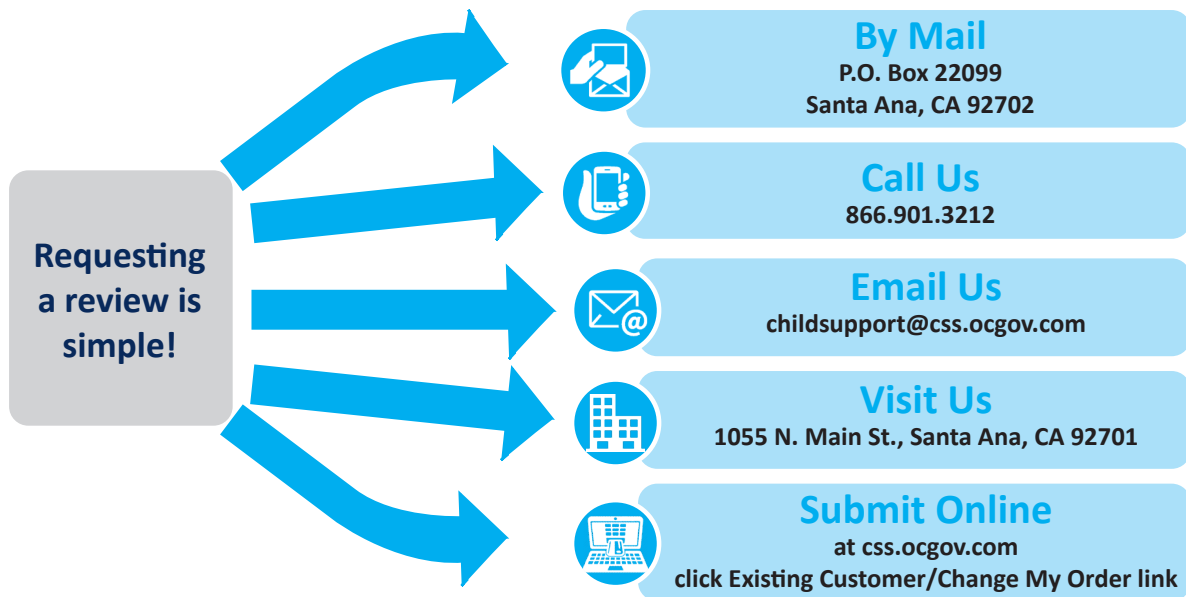
(Page 1)



If you recently experienced a change in circumstances, it may be time to request a review to determine if you qualify for a change in your child support amount.

Qualifying changes in circumstances may include:

- ✓ Employment status
- ✓ Increase or decrease in income
- ✓ Custody
- ✓ Child care expenses
- ✓ Custodial/visitation time
- ✓ Health insurance coverage
- ✓ Benefits



## Review Essentials

The review process may require documentation such as:

- ✓ Income and Expense Declaration
- ✓ Proof of income (e.g., pay stubs, latest tax returns, 1099, Profit/Loss Statement and bank records)
- ✓ Proof of child support payments for other biological child(ren)
- ✓ Proof of child care and/or health insurance expenses
- ✓ Schedule or amount of time you spend with your child(ren)

We work with both parents to find the best possible solution that benefits the child(ren). You may be eligible for a review if the child support amount changes by at least 20% or \$50, whichever is less.

We offer the option of scheduling appointments for both parties to reach an agreement in the office and avoid a court hearing. If both parties agree, a legal document can be signed and filed — resulting in a final order. If both parties cannot agree, a court hearing is scheduled.

# How Child Support Impacts Licenses



The Orange County Department of Child Support Services (OC CSS) may suspend or withhold California driver's license and/or professional licenses if child support payments are late and/or obligations are not paid in full.

## Helpful Tips

- Make your court-ordered payment (current support and past due) the month it is due
- Set up auto-payments
- Ensure payment is submitted to OC CSS by the 20th of each month
- Make other type of payments such as cash, check or credit cards by the 20th of each month

## License Suspension

- If a payment is late or not paid in full, your driver's or professional license may be withheld or suspended
- A State licensing agency sends a letter with an option to contact OC CSS to resolve the matter within 150 days. If this is not the first time your license is suspended, the time to resolve the matter is decreased to 30 days.

## License Release

We can assist you with releasing your license by

- Making payment arrangements with a child support representative
- Providing payment information to bring your account current

## Contact Us

866.901.3212

CSS.OCGOV.COM

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

## Did you know?

- After taking care of your license matter, it may take up to 10 business days for a license release
- Contact us as soon as possible for a quick resolution

# How to Make Payments



## Ways To Pay

✓ *SAFE* ✓ *EASY* ✓ *SECURE*



### Pay by Mail

Mail a check/money order to: CA State Disbursement Unit (SDU), P.O. Box 989067, West Sacramento, CA 95798-9067.



### Pay in Office

Visit our office and pay at the counter or at a kiosk using cash, check or credit card.



### Pay by Phone

Call 1.866.901.3212 and select option 1. Pay with Visa, MasterCard, checking, or savings accounts.



### Pay Online

Make electronic payments using your Visa, MasterCard, checking, or savings accounts at [www.childsupport.ca.gov/state-disbursement-unit](http://www.childsupport.ca.gov/state-disbursement-unit).



### Pay using MoneyGram\*

Make cash payments at the closest participating locations. Your participant identification number and access code 14630 are needed. Visit MoneyGram at [www.moneygram.com](http://www.moneygram.com) for a list of participating locations.



### Pay using PayPal\*

Make electronic payments using your PayPal balance, PayPal branded debit and credit cards, bank account debit card, Visa, MasterCard, American Express, and Discover at [www.childsupportbillpay.com/california](http://www.childsupportbillpay.com/california).



### Pay using PayNearMe\*

Make cash payments at the closest participating locations. To get a personal barcode and a list of participating locations, visit PayNearMe at [www.paynearme.com/en/](http://www.paynearme.com/en/)



### Auto Payments

Schedule recurring payments from your checking account, Visa or Mastercard, or debit card. Visit the SDU online at [www.childsupport.ca.gov/state-disbursement-unit](http://www.childsupport.ca.gov/state-disbursement-unit).

## IMPORTANT

Full or partial payments can be made any time and should be received by the 20th of each month in order to be credited in the current month.

\* Payments can take 3 to 4 days to post on your child support account. A convenience fee applies.

# Let's Stay in Touch!

Staying in touch is important to keep informed of activity on your case. There are several ways of communicating with the Orange County Department of Child Support Services. For your convenience, our contact information is listed below.



*Post this page and  
keep it within reach.*



## Orange County Department of Child Support Services

1055 N. Main Street  
Santa Ana, CA 92701

### Office Hours

Monday - Friday

7:00 a.m. - 4:30 p.m.

Select Saturdays - Visit us online for dates

### Community Resource Center

1015 N. Main Street  
Santa Ana, CA 92701

Monday - Friday

7:00 a.m. - 4:30 p.m.



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

### Use Customer Connect to:

- ✓ View payments and balances
- ✓ Review eDocuments
- ✓ Review and update current case information
- ✓ Get payment information
- ✓ Check account balances
- ✓ Send emails to request services or provide information to OC CSS
- ✓ Check court dates and appointments



866.901.3212

*For TDD calls*

866.399.4096



Visit us online at  
[css.ocgov.com](http://css.ocgov.com)



### Visit us on Facebook

Search for *OC Department of  
Child Support Services*