



Orange County Child Support Services (OC CSS) strives to provide outstanding customer service and the best court experience.

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Things to Know

# Before Your Court Hearing

Steven Eldred, Director

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## PREPARING FOR YOUR TELEPHONIC HEARING

In order for us to set a reliable child support amount, it is vital that we have complete and accurate information. Two weeks before your telephonic hearing, use the self-addressed envelope to provide your case manager the following:



Completed Income & Expense Declaration



Three most recent paycheck stubs



Copy of your most recent federal tax returns\*



Child care verification, including expense receipts



Custodial/visitation schedule, including dates and duration

*\*If self employed include Schedule C and Profit/Loss statement*

## THE DAY OF YOUR TELEPHONIC HEARING

Call on the date and time indicated on the documents you received.\* Your scheduled telephonic hearing may require you to accept a collect call from the Court. The Commissioner, the other parent, the Child Support Services Attorney, and court staff will be able to hear you on speaker phone.

\* Review your paperwork to determine which department listed below to call.

Dept. L51

(657) 622-5551

Dept. L52

(657) 622-5552

Dept. L54

(657) 622-5554

A Commissioner will hear the facts of the case to make a decision on the child support order amount. The Court requires the following of you for this hearing:

- Be in a quiet room alone when calling.
- Use a landline telephone.
- Call at your assigned time.
- Speakers and cell phones are not allowed.

## DURING YOUR TELEPHONIC HEARING

- Listen carefully as the hearing will proceed quickly.
- Speak clearly and directly.
- Remain silent unless asked to speak.
- Be prepared to take notes.
- Have your personal and financial information ready for reference.

You may experience periods of silence during your hearing, while the Commissioner waits for information from a person present in the courtroom, or for a computer calculation.

### After the Hearing:

A copy of any child support order issued by the Court will be mailed to both parties within 7-10 days from the court order filing date. If you have any questions about the hearing, please contact our office at the numbers listed below.

## HOW IS CHILD SUPPORT DETERMINED

The Court follows the statewide Guideline Calculator (GLC) when setting a child support amount. Some factors the Court considers are:

- Monthly income for both parents
- Child care expenses
- Health insurance cost
- Visitation

You can access the GLC at [childsup.ca.gov/resources/calculatechildsupport](http://childsup.ca.gov/resources/calculatechildsupport) for more information on how child support is calculated.

## CONTACT INFORMATION

Contact us for questions regarding your upcoming court date or general information.



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



(866) 901-3212  
TTY (866) 399-4096



Email: [childsupport@css.ocgov.com](mailto:childsupport@css.ocgov.com)  
Website: [www.css.ocgov.com](http://www.css.ocgov.com)

