

Lifecycle of a Modification

Changing a Court Order

Case Manager: _____

Phone Number: (____) _____ - _____

1 Experience a Change in Circumstances

To change your child support order, you need a change in circumstances which may include:

- Change in custody, childcare, or visitation schedules
- Change in earnings (increase/decrease, lay-off, reduced hours)
- Order for child support is set at zero or is reserved
- Both parents agree to have the order set to zero
- Increase in current health insurance premium
- One child is emancipated on an order for multiple children
- Parent paying child support is incarcerated more than 90 days or recently released

2 Request a Review

- Call or email your case manager
- Call the Call Center at (866) 901-3212
- Submit a request on our website at css.ocgov.com/existcust

A case manager will assess whether your change in circumstances qualifies for a full review and refer your case if appropriate.

3 Case Referred for Review

Our staff will:

- Reach out to both parents to guide them through the process of changing the order.
- Obtain new financial information from both parents and calculate the new monthly child support amount.
- If circumstances qualify for a new order, both parents can reach an agreement or go to court.

Reach an agreement

Go to court

Reach an Agreement

If both parents agree on the new child support amount, the new order is signed electronically or in our office and filed with the court.

If both parents cannot agree, we will schedule a court hearing.

Go to Court

A court date is scheduled for both parents to appear and present information to the Court Commissioner who will determine if a new child support amount is warranted.

4 Case Maintenance Activities

Payments



If employed, the paying parent's employer will withhold child support from their paycheck. Payments can also be made in person, by phone, mail, or online.

No Payments



If payments are missed, paying parents are subject to:

- Driver's license/passport suspension
- Bank levy
- Liens/credit reporting
- Tax refund intercept

Change in Circumstance



Both parents can request a review of the current order if another change in circumstance occurs in the future.