



CHILD SUPPORT MATTERS

Maria Arzola, Director



Orange County Child Support Services (OC CSS) is committed to providing the answers and resources you need. That is why we have made connecting with a child support professional easier through online appointment scheduling. Choose from video, phone and in-person appointment options to fit your needs and schedule. We have also updated our website to improve access from your mobile device and added the ability to translate any page from English to Spanish, Vietnamese, Korean or Chinese (Traditional). By improving our online resources and adding flexible options to connect with us, we are here when you need us — through every step of the child support process.

Please take a few minutes to read our annual newsletter and learn more about our efforts to improve access to our services.

Sincerely,
Orange County Department of Child Support Services

IN THIS EDITION

- OC CSS Mission, Vision and Values
- Now Offering Online Appointment Scheduling
- Attending Court From Home
- The Child Support Debt Reduction Program
- Child Support Updates!
- Changing Your Child Support Order
- Stipulation of Orders (Agreement)
- Find Help at Your Local Family Resource Center
- Safe Access to Child Support Services
- Looking for a Job? Here is a Place to Start
- Military & Veterans Liaison
- ...About Parentage
- Have You Seen Our New Website?
- Check Out Our Videos!
- Options to Pay
- Sign Up for Auto Payments Today
- Receiving Payments
- Let's Stay in Touch!



OC CSS

Mission, Vision and Values

Mission

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

Vision

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

Values

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



COUNTY OF ORANGE
DEPARTMENT OF
CHILD SUPPORT SERVICES

Now Offering Online Appointment Scheduling



Connect With a Child Support Professional From Home, on the Go, or in Our Office

New online appointment scheduling makes connecting with a child support professional easier than ever. Make an appointment that fits your needs and schedule.

Choose from three flexible appointment options:



In-person

Discuss your case with us in person.



Video

Attend your appointment using your smart phone, tablet or computer.



Phone

We will call you at the number provided at your appointment time.

Video and phone appointments save time by allowing you to connect with us from wherever you are and avoid taking time off work and traveling to our office.



Schedule an Appointment Today!

css.ocgov.com

(714) 347-6406

Attending Court from Home

What You Need to Know



To adapt to changes over the past year, the Orange County Superior Court, in partnership with OC CSS, has conducted all court hearings remotely.

If you have an upcoming remote court hearing, we are here to help you through the process and ensure you have the information and support to attend using your smart phone, tablet or computer.

What you need to know about attending court from home:



Your remote hearing will be held using Zoom. Download Zoom instructions [here](#).



You will receive an email with a link to attend your hearing using Zoom. If we do not have an email address for you, you will receive this information in the mail.



We will reach out to you about two weeks before your hearing to gather relevant information and answer any questions you may have. Learn more about preparing for your remote court hearing [here](#).

Have questions about your upcoming court hearing?

Call us at (866) 901-3212

Introducing the Child Support Debt Reduction Program

Do you owe past due child support? If your past due child support payments include a time your child(ren) received cash assistance, you may be able to qualify for the new Child Support Debt Reduction Program.

How Can This Program Help Me?

If you qualify, the Child Support Debt Reduction Program reduces the amount of past due child support you owe and sets up a payment plan on some or all of the remaining balance.

Benefits include:



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



A monthly payment plan option that can make payments on your past due balance easier to manage.



Past due child support has interest added every month. Less interest is added when you reduce your past due balance.

How Can I Apply?

Contact us to receive an application.

Our team is dedicated to navigating the process with you!



Call Us
(866) 901-3212



Schedule an Appointment
css.ocgov.com
(714) 347-6406



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

Child Support Updates!

The following changes to child support in California may affect you and your case. To learn more about these changes, access the links below:

Upcoming Changes to

Customer CONNECT

To enhance customer security, changes are coming to the self-service portal, Customer Connect. Beginning August 15, 2021, you will need your Participant Identification (PAR ID) number to log in and access your account.

Find your PAR ID number:

- On mailed paper statements
- On *most* child support letters
- By logging into your Customer Connect account before August 15

If you would like to access Customer Connect and need assistance with your PAR ID, call us at (866) 901-3212.

[Learn More Here](#)

As of February 2021, debit and credit card payments are charged a 1.9% fee when paying online, by phone or at our cashier windows and 2.2% fee when paying at our in-office TouchPay Kiosk.

[Learn More Here](#)

New Credit and Debit Card Fees



Way2Go Electronic Payment Card



The Electronic Payment Card program switched to the Way2Go card in July 2020. If you receive payments through an electronic payment card, you should have received and activated a new card. The Way2Go card offers new features including an embedded microchip for added security and the ability to get up to five companion cards.

[Learn More Here](#)

Questions about these changes?
Call us at (866) 901-3212

Changing Your Child Support Order

Do you need to change the amount you pay or are you experiencing a change in circumstance? If you are experiencing changes, such as custody, 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.

Requesting a review is simple!



Schedule an Appointment

css.ocgov.com
(714) 347-6406



Online

at css.ocgov.com
Click Existing Customers>Change My Order



By Mail

P.O. Box 22099
Santa Ana, CA 92702



Call Us

(866) 901-3212



Visit Us

1055 N. Main St.
Santa Ana, CA 92701

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 circumstances may include:

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

We work with both parents to find the best possible solution that works for everyone involved. During the review process, you will be asked to provide the following information:

- ✓ Three most recent pay stubs and copies of your recent federal tax returns
- ✓ Proof of child support payments for other biological children
- ✓ Custody/visitation schedule (including dates and length of time)
- ✓ Schedule C and Profit/Loss Statement (if self-employed)

Is there a way to change my order from home?

Yes, there is! We can schedule a video appointment for both parents to reach an agreement. If both parents agree, a legal document can be signed and filed, resulting in a final order.

An Income and Expense Declaration (I&E) is needed to complete the process and can be eFiled online from home. Learn more about eFiling [here](#).



Click the play button above to watch a video on agreeing to a child support amount.

Stipulation of Orders (Agreement)

Easy, Fast, and Simple!

OC CSS helps parents obtain a child support order by reaching an agreement.

What is a Stipulation?

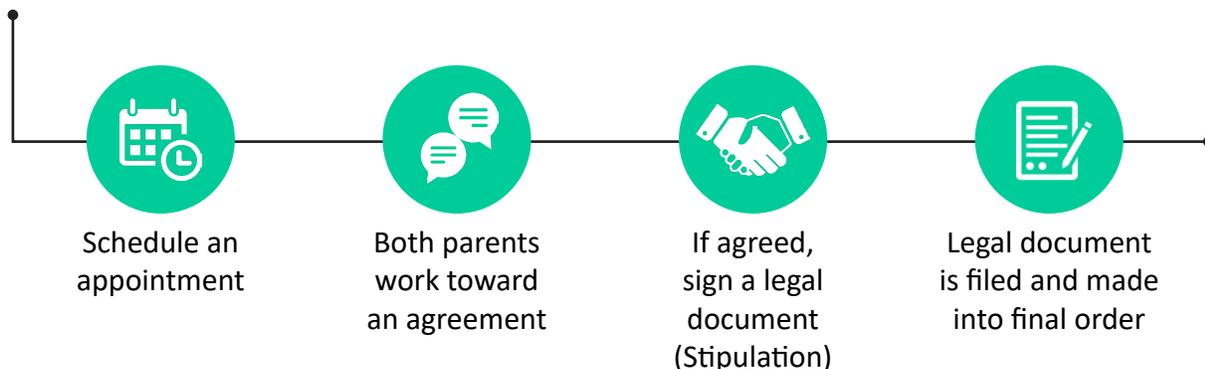
A stipulation is a legal child support order where both parents reach an agreement on financial, medical support and/or parentage for their child(ren). The stipulation is signed by both parents.

Benefits of Stipulation Include:

- ✓ No cost
- ✓ Parents work together to reach an agreement
- ✓ We do the paperwork
- ✓ Flexible video appointments available
- ✓ Private environment for in-person appointments
- ✓ Free parking at our office

The Process is Simple!

We meet with both parents to find the best possible solution that benefits the child(ren).



If you have questions about stipulations, call us at (866) 901-3212.

Schedule an appointment at css.ocgov.com or by calling (714) 347-6406.

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

Find Help at Your Local Family Resource Center



Families and Communities Together has 16 Family Resource Centers (FRCs) in Orange County and offers families help and services in their own community.



Find Your Local FRC

FaCTOC.org/locations

(714) 566-2878

Services Offered at All 16 FRCs:

- ✓ Counseling
- ✓ Parenting Classes
- ✓ Case Management
- ✓ Domestic Violence Personal Empowerment Program
- ✓ Information and Referral Services

Additional Services (vary by location):

- ✓ Application Assistance
- ✓ Health and Wellness Services
- ✓ Youth Programs
- ✓ Food Distribution and Resources



Families and Communities Together (FaCT) is public-private partnership program of the County of Orange Social Services Agency.

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:

HUMAN OPTIONS
PREVENT. PROTECT. EMPOWER. TRANSFORM.

humanoptions.org

24-Hour Hotline:

(877) 854-3594

LAURA'S HOUSE
Inspiring Hope and Empowering Change to End Domestic Violence

laurashouse.org

24-Hour Hotline:

(866) 498-1511



ocfjcfoundation.org

Mon - Fri, 8 AM - 5 PM:

(714) 765-1645



wtlc.org

24-Hour Hotline:

(877) 531-5522

The National Domestic Violence

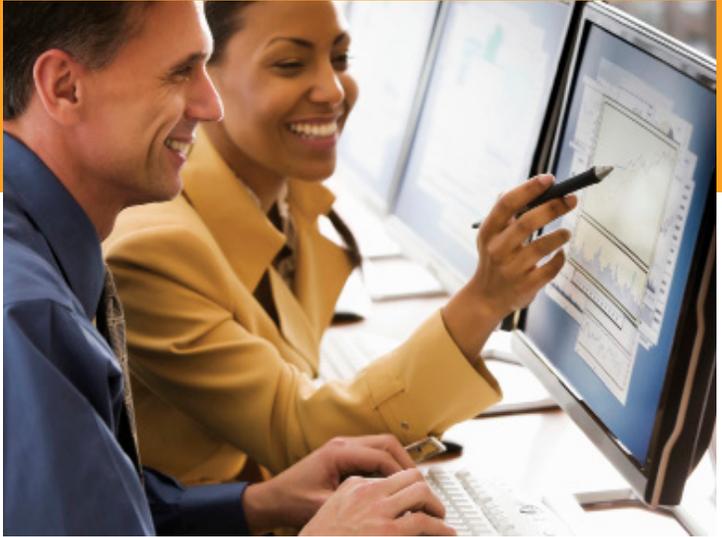
HOTLINE

thehotline.org

24-Hour Hotline:

(800) 799-7233

Looking for a Job? Here is a Place to Start



Visit America's Job Center of California if you are looking for new employment opportunities. Three convenient Orange County locations provide essential employment training and services.

Locations in Orange County:

Santa Ana WORK Center

☎ (714) 565-2600

🌐 santa-ana.org/work-center

Anaheim Workforce Connection

☎ (714) 765-4350

🌐 anaheimworkforce.com

OC One-Stop Center

☎ (714) 241-4900

🌐 oconestop.com



Military & Veterans Liaison

OC CSS appreciates all service members and recognizes the unique set of circumstances they face. Current deployment, reassignment, retirement or military discharge are just a few situations that could affect a child support order or a parent's ability to pay.

Since 2016, our Military & Veterans Liaison has helped active duty military and veteran customers navigate the child support process. Our liaison is a dedicated child support professional who served in the military, is familiar with its culture, and understands the child support needs of military personnel and veterans.

Our Military & Veterans Liaison is ready to help:



Email us:

Military_Veterans@css.ocgov.com



Call us:

(714) 347-6448

... About Parentage



Establishing parentage is the process of determining the legal parents of a child born to unmarried parents or through assisted reproduction. 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

OC CSS offers different options to legally establish parentage, including:



Genetic Testing: Free genetic testing with a simple cheek swab.



Parentage Opportunity Program (POP): Eligible parents voluntarily complete and sign a Voluntary Declaration of Parentage (VDOP) form which has the same effect as a court judgment.



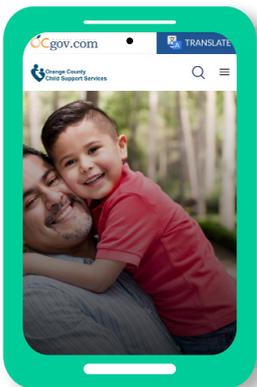
Legal Process: Parentage can be established by the Court.

To learn more about these options, view an informational video by clicking [here](#).

(Available in English and Spanish)

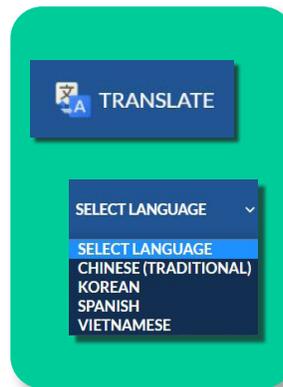
Have You Seen Our New Website?

In January, OC CSS updated our website and introduced the following new features:



A Mobile-Friendly Design

Our new mobile-responsive website can now be navigated easily from your mobile phone or tablet.



Translation of Any Page

Translate any page from English to Chinese (Traditional), Korean, Spanish or Vietnamese by clicking the "Translate" button on the top right of the website and selecting your preferred language.

Visit our new website at css.ocgov.com.

Check Out Our Videos!



Did you know there is an easy way to learn about child support-related topics at your own pace? OC CSS produced a series of informational videos covering popular topics, from 'How to Get a Child Support Order' to 'Change Your Order'. They are available anytime, day or night, on YouTube by searching for *OC Child Support Services*.

Top 3 Videos

Click the play button to watch the video.



How Can I
Make a Payment



Estimating a
Child Support Amount



Understanding Your
Billing Statement

Interested in
learning more
about child
support processes?
Try one of these!

Visit us on



Search for
OC Child Support Services

- ▶ Guiding You Through the Child Support Process
- ▶ Opening a Child Support Case
- ▶ How to Get a Child Support Order
- ▶ Estimating a Child Support Amount
- ▶ Agree to a Child Support Amount
- ▶ How Can I Make a Payment ([Haciendo Pagos](#))
- ▶ Understanding Your Billing Statement
- ▶ Change My Order
- ▶ Employer Overview
- ▶ Are You Having a Tough Time Paying Child Support?
 - ▶ Change Your Order
 - ▶ Health Insurance Affordability Review
 - ▶ Setting a Payment on Balances Owed

Options to Pay

We offer several convenient ways to make your full or partial child support payments.



TouchPay Kiosk

Make payments in person at the easy-to-use kiosk with your secure TouchPay card.



Cashier Window

Make payments in person at the window using cash, checks, money orders, credit and debit cards.



By Mail

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



By Phone

Call us at (866) 901-3212 and select option 1. Pay using a checking or savings accounts or a debit or credit card.



Automatic Payments

Schedule recurring payments online at childsupport.ca.gov.



Online

Make payments using a credit or debit card at childsupport.ca.gov.
Make payments using a checking or savings account at expertpay.com.
(*\$2.50 one-time registration fee*)

You can also use your *Visa®*, *MasterCard®* or *Discover®*



When using a credit or debit card, a 1.9% fee will be charged when paying online, by phone or at the cashier window, and a 2.2% fee will be charged at the TouchPay Kiosk.



Using PayNearMe

Make cash payments at participating locations. Get a personal barcode at PayNearMe.com/California.



Using PayPal

Make online payments with PayPal at childsupportbillpay.com/california.



Using MoneyGram

Make cash payments at participating MoneyGram locations with your participant identification number and access code 14630. Visit moneygram.com for a list of participating locations.

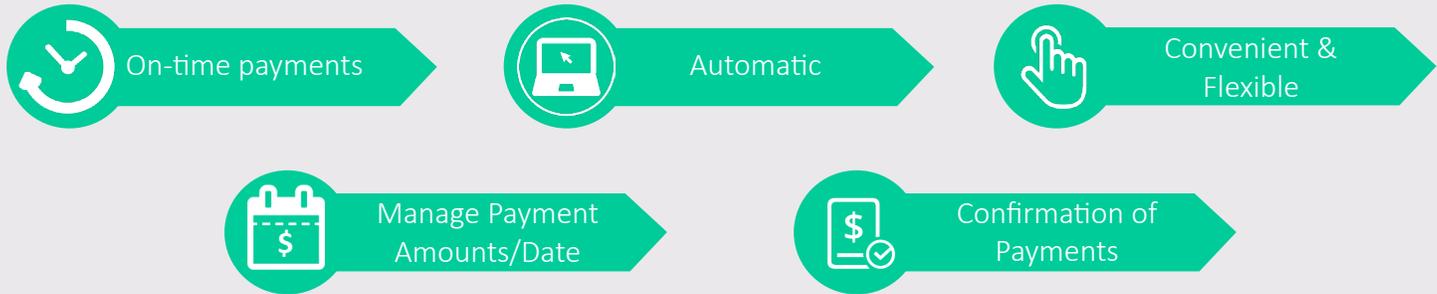
A \$1.99 fee applies when using PayNearMe or MoneyGram. A 2.49% fee will be charged when using PayPal.

Sign Up for Auto Payments Today

Setup is Easy, Convenient, and Secure

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.

Benefits include:



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 childsupport.ca.gov/state-disbursement-unit.

Receiving Payments

We offer convenient ways to receive your child support payments.

-  **Child Support Debit MasterCard®**
The Electronic Payment Card (EPC) program allows your child support payments to be automatically deposited to a MasterCard® debit card. With the EPC program, you have online account access, toll-free customer service and 24/7 access to payments.
-  **Direct Deposit**
Direct Deposit allows you to securely receive child support payments directly into a checking or savings account.

Both options provide fast and safe access to your child support payments.

Enrollment Options

- ✓ Pick up an enrollment form in our office
- ✓ Enroll online at childsupport.ca.gov
- ✓ Download and print the enrollment form on our website css.ocgov.com

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. There are several ways to communicate with us.

For your convenience, our contact information is listed below.



Orange County Department of Child Support Services

1055 N. Main St.
Santa Ana, CA 92701

Office Hours

Monday - Friday
7:00 AM - 4:30 PM
Cashier: 7:00 AM - 5:00 PM



Schedule an
Appointment
css.ocgov.com
(714) 347-6406

Genetic Testing

Tuesday - Friday
10:00 AM - 2:00 PM

Customer CONNECT

childsupport.ca.gov/customer-connect

Use Customer Connect to:

- ✓ View payments and balances 24/7
- ✓ Review eDocuments
- ✓ Review and update current case information
- ✓ Get payment information
- ✓ Check account balances
- ✓ Send emails to request services or provide information to us
- ✓ Check court dates and appointments

To enhance customer security, you will need your Participant Identification number (PAR ID) to log in and access your account beginning August 15, 2021. If you need assistance with your PAR ID, contact us at (866) 901-3212.

[CLICK HERE TO
UPDATE YOUR
INFORMATION
NOW!](#)



(866) 901-3212

For TDD calls
(866) 399-4096



Visit Us Online

css.ocgov.com



Follow and Like Us on Facebook

facebook.com/OCChildSupportServices