



**Orange County Department of  
Child Support Services**  
*Maria Arzola, Director*

# Opening a Child Support Case

Orange County Child Support (OC CSS) services include:

- Establishing child support, paternity, and/or medical support
- Enforcing child, spousal, and medical support
- Changing child support court orders

Any person who has legal or physical custody of a child can apply for services. In addition, applicants and recipients of public assistance are required to cooperate with child support services and a child support case will automatically open.

You will be asked to provide as much information as possible regarding yourself and the other parent when you apply, including items such as name, address, date of birth, employer, income, and assets.

Once your completed application is received and processed by our office, you will receive a case opening letter within 20 working days. This letter will provide you with your DCSS Participant Identification Number and case number.

*Note: OC CSS' attorneys present facts of each case for both parents in court and do not represent either parent.*

A \$35 Annual Service Fee applies to families that never received public assistance and who are disbursed \$550 or more in child support during the year.



# Open a Case Today!

You can open a child support case by:



Visiting our office



Downloading an application from [www.css.ocgov.com](http://www.css.ocgov.com) or calling us to request an application be mailed to you.



Submitting an online application is free, easy and secure.

Visit [www.css.ocgov.com](http://www.css.ocgov.com) to open a case from the comfort of your own home.

## Need help completing the application? Call us or visit our office today!



1055 N. Main Street Santa Ana, CA 92701

### **Mailing Address:**

P.O. Box 22099, Santa Ana, CA 92702



Monday - Friday: 7:00 am - 4:30 pm  
*Cashier Hours: 7:00 am - 5:00 pm*



### **Schedule an Appointment**

Online: [www.css.ocgov.com](http://www.css.ocgov.com)  
By Phone: (714) 347-6406



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



(866) 901-3212  
Fax: (714) 347-4811  
Tele-Typewriter: (866) 399-4096



This publication explains general procedures and is intended for informational purposes only

June 2021



# Changing a Child Support Order

## Experiencing a Change?

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.

## What Can Qualify as a Change?

Changes in the following:

- Employment Status
- Income
- Custody/Visitation
- Child care expenses
- Health insurance coverage
- Benefits

## We are here to help!

Orange County Department of Child Support Services (OC CSS) works with both parents to find the best possible solution that benefits your child(ren). During the review process, you will be asked to provide the following information:

- An Income and Expense Declaration
- Proof of income
- Proof of child care and/or health insurance expenses
- Schedule or amount of time you spend with your child(ren)



# Is there another way to change my order?

## Yes, there is!

We can schedule 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 parties cannot agree, then a court hearing is scheduled.

### Requesting a review is simple!

### Contact us today!



#### Visit Us

1055 N. Main Street Santa Ana, CA 92701



#### Schedule an Appointment

at [www.css.ocgov.com](http://www.css.ocgov.com) or call (714) 347-6406



#### By Mail

P.O. Box 22099 Santa Ana, CA 92702



#### Call Us

(866) 901-3212



#### Email Us

[childsupport@css.ocgov.com](mailto:childsupport@css.ocgov.com)



#### Visit us Online

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



# Lifecycle of a Case

## Getting a Court Order

Case Manager: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

1



### Apply for Child Support Services

Services include child support, medical support, and establishment of parentage. At the time a case is opened, both parents receive a packet in the mail including several forms to complete and return.\*



\*Please note that a valid address for both parents is needed. If address is not known, our system will search for a current address.

2



### Establishing Parentage

If a child was not conceived during a marriage, parentage can be established by:

- ▶ Voluntary Parentage Declaration (POP)
- ▶ Genetic Testing
- ▶ Court Order

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### Establishing a Child Support Order

- ▶ Review information from both parents to estimate the child support amount.
- ▶ File a legal notice, known as the Summons and Complaint, with the court.
- ▶ The parent who will pay child support receives the complaint.

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### Finalizing the Child Support Order

After the parent receives the complaint, they have 30 days to respond to the complaint.

There are three options to establish support:

- ▶ **Reach an agreement**
- ▶ **Go to Court**
- ▶ **If no response, the complaint becomes a child support order**



### Reach an Agreement

If both parents agree on a child support amount, an order is signed either in the office or by mail.

*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 to determine the child support amount.

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### 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. Qualifying changes may include visitation time or change in income.

# Lifecycle of a Case

Already have a Court Order

Case Manager: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_

1 ☐



## Apply for Child Support Services

Services include child support, medical support, and establishment of parentage. At the time a case is opened, both parents receive a packet in the mail including several forms to complete and return.\*



\*Please note that a valid address for both parents is needed. If address is not known, our system will search for a current address.

2 ☐



## Court Order Review

A case manager will:

- ▶ Review your court order.
- ▶ Enter information in our system.
- ▶ Register court order if it was issued by another state.

3 ☐



## Case Maintenance Activities



### Payments

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### Change in Circumstance

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# CHILD SUPPORT PAYMENTS



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

## Receiving Payments



### Child Support Debit MasterCard®

The Child Support Debit MasterCard® provides secure transactions, online account access, 24/7 access to payments, toll-free customer service and can be used anywhere MasterCard® is accepted. Refer to the resource section for the application.



### Enroll in Direct Deposit

Sign up for Direct Deposit and your support payments will be securely deposited into a savings or checking account of your choice. Refer to the resource section for the application.

## Making Payments



### By Phone:

Pay with credit card, checking/savings accounts. Call (866) 901-3212 and select option 1.



### By Mail:

Make check/money order payable to:  
CA State Disbursement Unit  
P.O. Box 989067  
West Sacramento, CA 95798-9067



### In Office:

Pay at the cashier window or kiosk using cash, check or credit card.



### Automatic Payments:

Schedule recurring payments from checking account or debit card online at [www.childsupport.ca.gov/state-disbursement-unit](http://www.childsupport.ca.gov/state-disbursement-unit).



### Online:

Make payments using a credit or debit card at [www.childsupport.ca.gov/state-disbursement-unit](http://www.childsupport.ca.gov/state-disbursement-unit).

Make payments using a checking or savings account at [www.expertpay.com](http://www.expertpay.com) (\$2.50 one-time registration fee).

*When using a credit or debit card, a 1.9% fee will be charged when paying online, by phone or at the cashier window.  
A 2.2% fee will be charged at the in-office kiosk.*



### PayPal:

Now accepting payments with PayPal on the California Child Support website. Pay online at [www.childsupportbillpay.com/california](http://www.childsupportbillpay.com/california).



### PayNearMe:

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



### MoneyGram:

Make cash payments at participating MoneyGram locations with your participant identification number and receive code 14630. Visit [www.moneygram.com](http://www.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.*

# CONTACT INFORMATION

There are several ways you can communicate with us.  
For your convenience, our contact information is listed below.



## **Orange County Department of Child Support Services**

1055 N. Main Street  
Santa Ana, CA 92701

### **Office Hours**

Monday - Friday  
7:00 am - 4:30 pm  
Cashier: 7:00 am - 5:00 pm

### **Call Center Hours**

Monday - Friday  
7:00 am - 5:00 pm

### **Genetic Testing**

Tuesday - Friday  
10:00 am - 2:00 pm



### **By E-mail**

[Childsupport@css.ocgov.com](mailto:Childsupport@css.ocgov.com)



### **By Phone**

(866) 901 - 3212



### **Schedule an Appointment**

[www.css.ocgov.com](http://www.css.ocgov.com)  
(714) 347-6406



### **Or Find Us on Social Media**



[www.facebook.com/OCChildSupportServices](https://www.facebook.com/OCChildSupportServices)



Orange County Child Support Services



### **Customer Connect**

Existing Customers Only

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

**Call, come to our office or visit us online.**

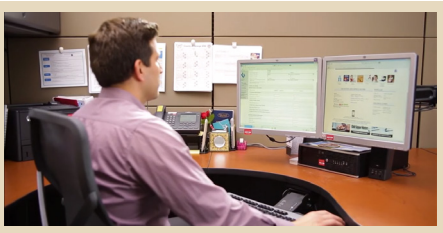


For your convenience, we have included the following child support materials:

- Opening a Child Support Case
- Lifecycle of a Case
- Direct Deposit/EPC Application
- Changing a Child Support Order

Interested in learning more about child support processes?  
We have produced a series of informational videos covering popular topics.

## Top 3 Videos



Estimating a  
Child Support Payment



How Can I Make a Payment



Understanding Your  
Billing Statement

- 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
- Understanding Your Billing Statement
- Employer Overview
- Change My Order
- Are You Having a Tough Time Paying Child Support?
  - Change Your Order
  - Health Insurance Affordability Review
  - Setting a Payment on Balances Owed

Visit Us On



Search for  
OC Child Support Services