



DEPARTMENT OF
CHILD SUPPORT SERVICES
Maria Arzola, Director



CHILD SUPPORT MATTERS

Whether you have a quick question or would like us to spend time helping you with your case, Orange County Child Support Services (OC CSS) is committed to getting you the answers and resources you need.

That's why we've 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've 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're 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.

IN THIS
EDITION

- Simplified Enrollment Process
- Forms Assistance Workshops
- Debt Reduction Program



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



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:

Schedule an Appointment Today!
www.css.ocgov.com OR (866) 901-3212



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.

Attending Court from Home

What You Need to Know

The Orange County Superior Court, in partnership with OC CSS, is conducting 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:



Have questions about your upcoming court hearing?
Call us at (866) 901-3212



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](#).

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.



As Easy as 1, 2, 3!

- 1 Must have a verified home address
- 2 Have past due child support payments
- 3 Your child support case can not be pending any legal actions


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.

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
www.css.ocgov.com OR (866) 901-3212

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

Benefits



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.

UPDATES

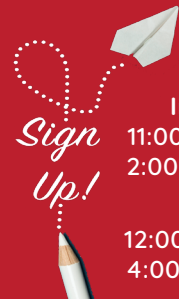
The following changes to child support in California may affect you and your case. To learn more about these changes, access the links below:

Simplified Enrollment Process

REFER A FRIEND

Forms Workshops

Tuesdays & Thursdays



In Person
11:00 am - 1:00 pm
2:00 pm - 4:30 pm

Virtual
12:00 pm - 1:00 pm
4:00 pm - 5:00 pm

Pass-Through Payments

Starting January 1, 2022, if you receive cash assistance for your child or children through the CalWORKs program, the amount of the current month's child support payment that is "passed through" to you may change from \$50 up to \$100 if you have one child, and up to \$200 if you have two or more children living in the home.

There is no action required and the increase will automatically start for child support collected on or after January 1, 2022.

Have questions or want more information?

Call us at (866) 901-3212 OR visit childsupport.ca.gov/faq.

Resource Kits

OC-CSS bundled a materials guide to help you get started or learn more about the child support process. These Resource Kits are available in multiple languages (English, Spanish, Vietnamese, Korean, Chinese).

Resource Kits are now available online!

Check them out!

Questions about any of these topics?
Call us at (866) 901-3212

Changing Your Child Support Order

Do you need to change the amount you pay?

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.

Upon your request, a case manager will review your case to determine if you qualify for a change in your child support amount.



Are you experiencing a change in circumstance?

Qualifying changes in circumstance:

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

Is there a way to change my order from home?



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](#).

Requesting a review is simple!



Schedule an Appointment

www.css.ocgov.com OR (866) 901-3212



Online at www.css.ocgov.com

Click Existing Customers > Change My Order



Call Us at (866) 901-3212



Visit Us

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



By Mail

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

During the review process, you will be asked to provide the following information:

- Three most recent pay stubs
- 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)

We work with both parents to find the best possible solution that works for everyone involved

Get Your Child Support Court Order WITHOUT Going to Court

Participate in a collaborative process with a child support attorney to negotiate a child support agreement.

Benefits:



Work with a child support attorney



Paperless process



Virtual meetings scheduled at your convenience



Bilingual services available

additional benefits include...

- ✓ No cost
- ✓ We do the paperwork
- ✓ Private environment for in-person appointments
- ✓ Free parking at our office

Questions?

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

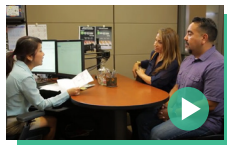


Schedule an Appointment

www.css.ocgov.com OR (866) 901-3212



Call Us at (866) 901-3212



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



We can help you establish child support quickly and conveniently. *

The Process is Simple!



Schedule an appointment



Both parents work toward an agreement



If agreed, sign a legal document (**Stipulation**)



Legal document is filed and made into final order

What is a Stipulation?

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

Find Help at Your Local Family Resource Center



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

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

Services Offered (at all 16 FRCs)

- ▶ Counseling
- ▶ Parenting Classes
- ▶ Case Management
- ▶ Domestic Violence Services
- ▶ Information and Referral Services

Additional Services

- (vary by location)
- ▶ Application Assistance
 - ▶ Health and Wellness Services
 - ▶ Youth Programs
 - ▶ Food Distribution and Resources
 - ▶ Personal Empowerment Program

Find Your Local Family Resource Center
FaCTOC.org/locations OR (714) 566-2878

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:



humanoptions.org
24-Hour Hotline
(877) 854-3594



laurashouse.org
24-Hour Hotline
(866) 498-1511



wtlc.org
24-Hour Hotline
(877) 531-5522



ocfjcfoundation.org
Mon - Fri, 8 AM - 5 PM
(714) 765-1645



The National Domestic Violence

HOTLINE

thehotline.org

24-Hour Hotline
(800) 799-7233
Text "START" to 88788

Looking for a Job? Here is a Place to Start



Locations in Orange County:

These three OC locations provide essential employment training and services.

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



Visit America's Job Center of California if you are looking for new employment opportunities.

Military & Veterans Liaison



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:

OC CSS appreciates all service members and recognizes the unique set of circumstances they face.



Call us at (714) 347-6448



Email us

Military_Veterans@css.ocgov.com

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.



... About Parentage

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

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.

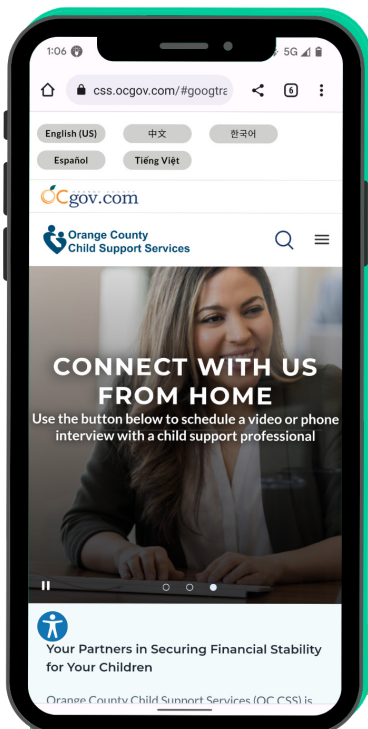
To learn more about these options, view an informational video by clicking [here](#).*

* Available in English and Spanish

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

Have You Seen Our Website?



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 buttons on the top right of the website to your preferred language.

Select a language:

English (US)

中文

한국어

Español

Tiếng Việt



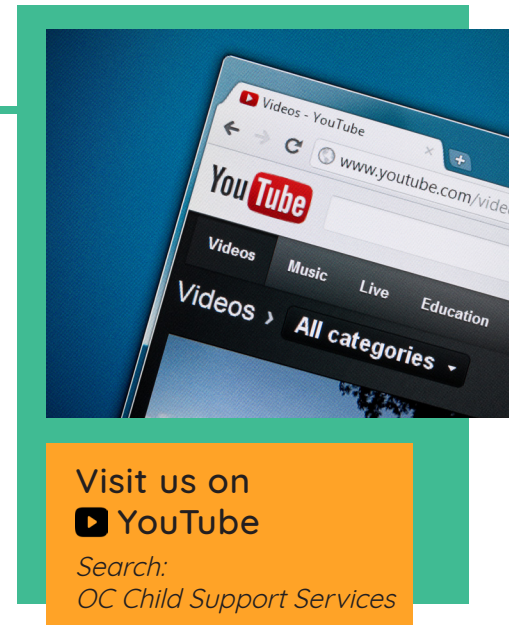
Visit us online at www.css.ocgov.com

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.

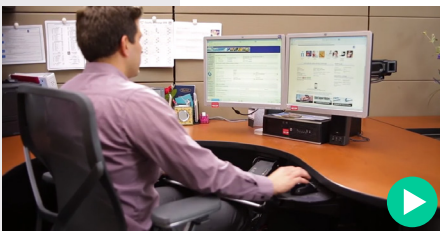
Interested in learning more about child support processes?
Click the play buttons to watch informational videos.



Top 3 Videos



How Can I Make a Payment



Estimating a Child Support Amount



Establishing Paternity

Video Library

- ▶ 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.



Cashier Window

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

Cashier Hours:
7:00AM - 5:00 PM



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.



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)



Automatic Payments

Schedule recurring payments online at childsupport.ca.gov.



TouchPay Kiosk

Make payments in person at our office with the easy-to-use kiosk.



By Mail

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



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.



PayNearMe

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



PayPal

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



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 Today

Auto Payments






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.

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.

Benefits

-  On-time payments
-  Automatic
-  Convenient & Flexible
-  Manage Payment Amounts/Date
-  Confirmation of Payments

Receiving Payments

We offer convenient ways to receive your child support payments.

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



Way2Go Electronic Payment Card

The program allows your child support payments to be automatically deposited to a MasterCard® debit card. The Way2Go card offers new features including an embedded microchip for added security and the ability to get up to five companion cards. Click [here](#) to learn more.

Need a replacement card? Call Way2Go Customer Service at (844) 318-0740.



Direct Deposit

Direct Deposit allows you to securely receive child support payments directly into a checking or savings account.

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 www.css.ocgov.com



Let's Stay in Touch!

Orange County Department of Child Support Services

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.

Address



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

Call Us



(866) 901-3212
TDD: (866) 399-4096
7:00 AM - 5:00 PM

Schedule an Appointment



www.css.ocgov.com
(866) 901-3212

Genetic Testing



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

Visit Us Online



www.css.ocgov.com

Customer CONNECT



Child Support Access @ Your Fingertips

- ▶ 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. If you need assistance with your PAR ID, contact us at (866) 901-3212.

Update Your Information Now!
www.childsupport.ca.gov/customer-connect



Follow and Like Us on Facebook facebook.com/OCChildSupportServices