



ORANGE COUNTY
CHILD SUPPORT SERVICES
MARIA ARZOLA, DIRECTOR



Child Support Matters

August 2023

Read our newsletter to learn how we have improved access to our services

We are here when you need us — through every step of the child support process



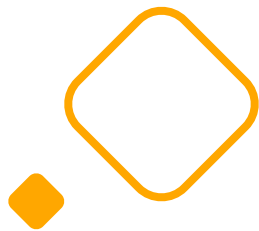
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About Us

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
- ◆ Integrity and Respect
- ◆ Dedicated Customer Service
- ◆ Growth and Learning
- ◆ Compassion and Encouragement
- ◆ Teamwork and Collaboration



Apply for Child Support

New. Faster. Easier. Simple.

Our application process just got easier!

How long will it take?

5-15 minutes, depending on how much information you can provide using our online application.

Five (5) Basic Information Sections

- » About you
- » About the other person or parent
- » About the child(ren)
- » Court order history (if any)
- » Confirm, sign & submit

Apply Today!

www.css.ocgov.com

[English](#) / [Español](#)



...About Parentage

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

Options to legally establish parentage include:



Parentage Opportunity Program

Eligible parents complete and sign a Voluntary Declaration of Parentage (VDOP) which has the same effect as a court judgment.



Genetic Testing

Free genetic testing with a simple cheek swab.



Legal Process

Parentage can be established by the Court.



Watch a quick video to learn more about these options

English: www.youtube.com/watch?v=HdFnaAh4kcI

Español: www.youtube.com/watch?v=3EEOTPWU8Ac

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



Your Path to a Child Support Agreement

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.

We can help you establish child support quickly and conveniently.

The Process is Simple!



Schedule an appointment



Both parents work together toward an agreement



If agreed, sign a legal document (Stipulation)



Legal document is filed and made into a final child support order

What is a Stipulation?

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

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

Benefits

- ▶ Work with a child support attorney
- ▶ Paperless process
- ▶ In-person or virtual meeting options scheduled at your convenience
- ▶ Bilingual services available

additional benefits....

- ▶ No cost
- ▶ We do the paperwork
- ▶ Private environment
- ▶ Free parking at our office

Self-Schedule an Appointment

Connect with a child support expert from wherever you are, at a time that works best for you.

Let our knowledgeable team help you manage your child support case.

Schedule Online:

www.css.ocgov.com

Monday - Friday | 7:00 AM - 5:00 PM

- » Video: Zoom or MS Teams
- » Phone: We call you
- » In-Person

Need Help Completing Child Support Forms?

We Can Help!

Attend a **Forms Workshop** for assistance filling out child support forms.

Monday - Friday | 7:00 AM - 5:00 PM

- In-Person:
Walk in or make an appointment online at www.css.ocgov.com
- Virtual via Zoom
register at online at www.css.ocgov.com



Attending Court

What You Need to Know

Have an upcoming court hearing?

Do not worry—we are here to assist you every step of the way. Count on us to guide and support you, ensuring that you have the information and assistance to attend court with confidence.

We will reach out to you two weeks before your court hearing to gather relevant information and answer any questions you may have. Make sure our office has your current home and email address so that we can send you documents to complete and return.

Preparing for your court hearing

Provide your case manager with the following before your court hearing:



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*



Learn more about preparing for your court hearing visit:

www.css.ocgov.com/legal/court_hearings



Court Address:

Lamoreaux Justice Center

341 The City Dr S., Orange, CA 92868

During the hearing, a Commissioner will hear your case and reach a decision on child support. For more information or questions, please contact our office at (866) 901-3212.

Options to Pay

We offer several 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 card, or 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 account, debit card, or credit card.



TouchPay Kiosk

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



Online

Make payments using a credit or debit card at www.childsupport.ca.gov/state-disbursement-unit.

Make payments using a checking or savings account at www.ExpertPay.com.

(\$2.50 one-time registration fee)



Automatic Payments

Schedule recurring payments online at www.childsupport.ca.gov/state-disbursement-unit.



By Mail

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

You can 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.



MoneyGram

Make cash payments at participating MoneyGram locations with your participant identification number and access code 14630.

Visit www.moneygram.com for a list of participating locations.



PayNearMe

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



PayPal

Make online payments with Paypal at www.childsupportbillpay.com/Payment/SelectEntity/793

Payments received by the 20th of each month will be credited towards the corresponding month.

A \$1.99 fee applies when using PayNearMe or MoneyGram. A 2.9% fee will be charged when using PayPal.

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

Benefits

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

Receiving Payments

We offer convenient ways to receive your child support 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.



Way2Go Card 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*

Ready to enroll?

- ▶ Enroll online at www.childsupport.ca.gov
- ▶ Download and print the enrollment form: www.css.ocgov.com/existcust/forms
- ▶ Pick up an enrollment form in our office

Regarding our Annual Fee:
Under federal law, the California Department of Child Support Services is required to charge a yearly service fee. If the fee applies to you, you will receive an annual service fee assessment notice in October for each case to which the fee applies. This annual fee changes from \$25 to \$35 on cases that received payments equal to or more than \$550.

Changing Your Child Support Order

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.

Qualifying changes in circumstance

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



Requesting a review is easy!

- ▶ **Online at** www.css.ocgov.com
Click Existing Customers > Change My Order
- ▶ **Contact Us** at (866) 901-3212
- ▶ **Visit Us** at 1055 N. Main St.,
Santa Ana, CA 92701
- ▶ **By Mail** at 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)

Do you owe past due child support?

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



Child Support

Debt Reduction Program

Discover how this program can benefit you

If your past due child support payments include a time your child(ren) received cash assistance, you may qualify. The Debt Reduction Program reduces the amount of past due child support owed to the State and sets up a payment plan on some or all of the remaining balance.

Benefits

Monthly payment plans can:

- Make a past due balance easier to manage.
- Reduce interest on past due child support. Interest is added monthly to past due child support, reducing the balance lowers the interest.

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 cannot be pending any legal actions

Take Action Today!

Contact us to receive an application.

Our team is dedicated to navigating the process with you!

- ▶ **Call Us** at (866) 901-3212
- ▶ **Schedule an Appointment** www.css.ocgov.com
- ▶ **Visit Us** at 1055 N. Main St., Santa Ana, CA 92701

Connecting you to Community Resources

Family Resource Center

Families and Communities Together's 16 Family Resource Centers (FRCs) offer 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: (714) 566-2878 | www.FaCTOC.org/locations

Families and Communities Together (FaCT) is a 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:



24-Hour Hotlines

- The National Domestic Violence Hotline
(800) 799-7233 | Text "START" to 88788 | www.thehotline.org
- Human Options | (877) 854-3594 | www.humanoptions.org
- Laura's House | (866) 498-1511 | www.laurashouse.org
- Radiant Futures | (877) 531-5522 | www.radiantfutures.org

Additional Resource:

- OC Family Justice Center Foundation
Provides empowerment and prevention resources to victims and families whose lives have been impacted by family violence.
(714) 765-1645 x1618 | Monday - Friday, 8 AM - 5 PM | www.ocfjcfoundation.org

2-1-1 Call to be connected to local resources and services

211 can connect you to community resources including, housing, job placement, food, health insurance and clinics, dental care, immunizations, homeless shelters, elder and child care, and legal services.



Local Experts make finding help easier.

Call 211 or (949) 646-4657 | Text your zip code to 898-211

Available in 180 Languages

Search for Local Resources: www.211OC.org

An information source about local resources and services in the county.

OC Navigator

Visit ocnavigator.org to find helpful resources

Find help in Orange County by connecting with health, wellness, and other resources below.

Q Keyword

Search

OC Navigator is an innovative online resource designed to help individuals in Orange County find essential support. It connects people to vital resources that contribute to their overall health, well-being, and quality of life.

OC Navigator works closely with local community partners to create its network of resources and make a positive impact on the community.

Discover, Connect, Thrive!

Need Help Finding Resources?

Take the Wellness Check-In.

Answer a few questions to generate a list of resources tailored to your needs.

Talk to a Resource Navigator

Call (855) 625-4657

Check out the Online Resource Guides

Browse handpicked list of resources

- ▶ Homelessness / At Risk of Homelessness
- ▶ Hot Meals
- ▶ Housing Resources
- ▶ Medical Resources for Families
- ▶ Older Adult Mental Health
- ▶ Parent and Caregiver Resources
- ▶ Pregnancy and Postpartum Support
- ▶ School-Based Resources for Kids and Teens
- ▶ Substance Abuse
- ▶ Support for coping with grief and loss
- ▶ Veteran's Resources

America's Job Center of California



Looking for a Job? Here is a place to start.

These OC locations provide essential employment training and services. Visit America's Job Center of California if you are looking for new employment opportunities.

The American Job Centers of California is a network of local, state, private, and public organizations offering a variety of services which brings employers with job openings and qualified job seekers together at no cost.

OC Workforce Solutions | (866) 500-6587 | www.ocworkforcesolutions.com

- ▶ Job Search Tools
- ▶ Career Services
- ▶ Support Services
- ▶ Job Training
- ▶ Leadership and Mentorship
- ▶ Help with School
- ▶ Resources

Santa Ana WORK Center | (714) 565-2600 | www.santa-ana.org/work-center

- ▶ Business Services
- ▶ Youth Services
- ▶ High School Diploma Program
- ▶ College Enrollment
- ▶ Guidance and Counseling
- ▶ Job Seeker Resources
- ▶ Job Training & Employment Services
- ▶ Life Skills Workshops
- ▶ Leadership Development Opportunities
- ▶ Paid Internships

Anaheim Workforce Connection

(714) 765-4350 | www.anaheim.net/6117/Anaheim-Workforce-Connection

- ▶ Tools to assist obtaining and/or retaining employment
- ▶ Online and printed job listings
- ▶ Computers, phones, and copier for job search activities
- ▶ Onsite recruitment events and job fair information
- ▶ Job search tips and guidance
- ▶ Career planning advice

Child Support Access @ Your Fingertips

www.ChildSupport.CA.gov/ **Customer-Connect**



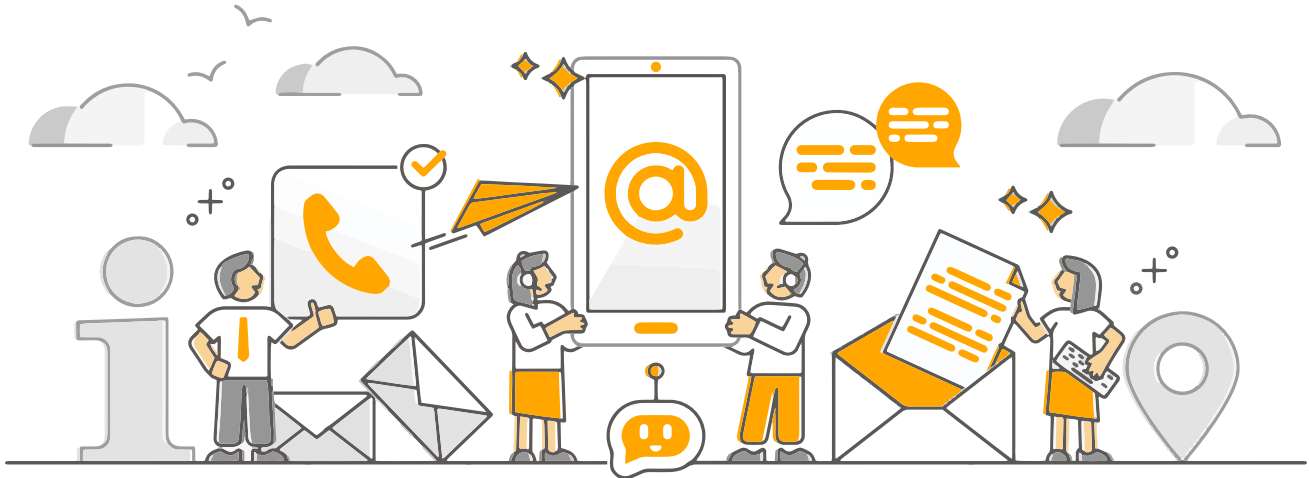
- View payments and balances 24/7
- Review documents
- Review and update current case information
- Get payment information
- Check account balances
- Send emails to request services or provide information to us
- Check court dates and appointments

Update your Information Now!

For enhanced security, your Participant Identification number (PAR ID) is required to log in and access your account.

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.



CONTACT INFORMATION

Visit Us Online

www.css.ocgov.com

Call Us

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

Visit us In Person

1055 N. Main St. Santa Ana, CA 92701
Monday - Friday | 7:00 AM - 4:30 PM
Cashier | 7:00 AM - 5:00 PM

SPECIALIZED SERVICES

Forms Workshops

Monday - Friday | 7:00 AM - 5:00 PM

- In-Person:
Walk in or make an appointment
- Virtual via Zoom

Genetic Testing

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



We are open one Saturday every month!

2023 Dates:

- August 19
- September 16
- October 14
- November 18
- December 16



ORANGE COUNTY
CHILD SUPPORT SERVICES



[INSTAGRAM.COM/ OCCHILDSUPPORTSERVICES](https://www.instagram.com/occhildsupportservices)



[FACEBOOK.COM/ OCCHILDSUPPORTSERVICES](https://www.facebook.com/occhildsupportservices)



[YOUTUBE.COM/ @OCCHILDSUPPORTSERVICES](https://www.youtube.com/@occhildsupportservices)



Book an appointment at a time that works
best for you - call or schedule online.
(866) 901- 3212 WWW.CSS.OCGOV.COM