**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

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

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

This publication explains general procedures and is intended for informational purposes only June 2021

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**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)

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**Orange County Child Support Services Lifecycle of a Case Getting a Court Order**

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.

1. Establishing Parentage: If a child was not conceived during a marriage, parentage can be established by:

* Voluntary Parentage Declaration (POP)
* Genetic Testing
* Court Order

1. 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

1. 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.

If no response, the complaint becomes a child support order.

1. 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.

For more information visit us online at CSS.OCGOV.COM or call (866) 901-3212.

**Orange County Child Support Services Lifecycle of a Case Already have a Court Order**

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.

1. 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

1. 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.

For more information visit us online at CSS.OCGOV.COM or call (866) 901-3212.

**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).

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.

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.

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](http://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.

**RESOURCES**

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

Additional Videos:

* 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 YouTube Search for OC Child Support Services