

ORANGE COUNTY CHILD SUPPORT SERVICES

Lifecycle of a Case Getting a Court Order

Case Manager: _____ Phone Number: (____) -__

STEP 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.

STEP 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

STEP 3: 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.

STEP 4: 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 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

STEP 5: 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:

- Professional 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 WWW.CSS.OCGOV.COM or call (866) 901-3212.

PAGE 2: LIFECYCLE OF A CASE Already have a Court Order

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STEP 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.

STEP 3: Case Maintenance Activities

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