



CHILD SUPPORT MATTERS

Steven Eldred, Director



A lot has changed this year and we are changing too. Adjusting to a new normal has presented challenges for many families. At Orange County Child Support Services (OC CSS), we are addressing these challenges with new, flexible virtual and phone interviews and remote access to court hearings. To ensure your health and safety, we have also transformed our lobby with social distancing guidelines, hand washing stations and the installation of plexiglass partitions. Whether you connect with us virtually, in person or over the phone, we are here to support you as we continue adjusting to our new normal together.

Please take a moment to read our annual newsletter and learn more about the resources, tools and new services available to you.

Sincerely,
Orange County Department of Child Support Services

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OC CSS

Mission, Vision and Values

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.

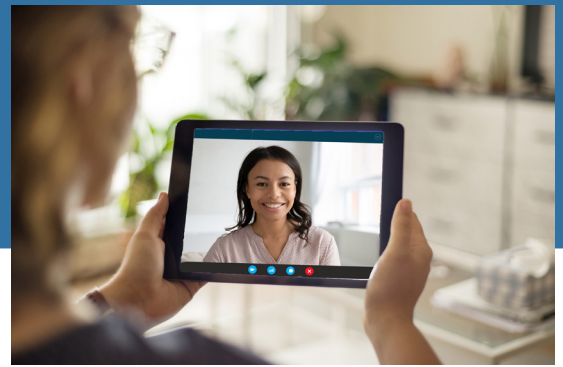
Values

- Commitment to Children
- Dedicated Customer Service
- Compassion and Encouragement
- Integrity and Respect
- Growth and Learning
- Teamwork and Collaboration



COUNTY OF ORANGE
DEPARTMENT OF
CHILD SUPPORT SERVICES

Now Offering Virtual Interviews



Connect With a Child Support Professional From Your Home or On the Go

Conveniently take care of your child support matters from your home or on the go with our new virtual interview option. Virtual interviews allow you to discuss your case with a child support professional and share documents using your smart phone, tablet or computer. Beyond being an easier way to get help with child support, virtual interviews ensure your health and safety while still receiving high-quality, personalized service.

Additional benefits include:

- ✓ No traveling to our office, saving you time and money.
- ✓ The flexibility of virtual interviews can help you avoid taking time off work.



Call or email us to schedule a virtual interview appointment.

(714) 347-6406

[Click here to send an email.](#)



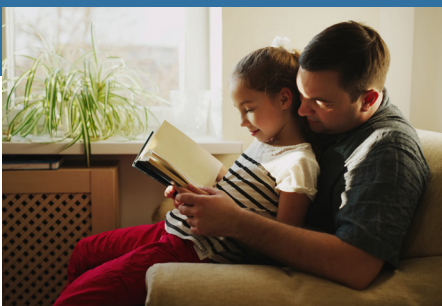
Don't want a virtual interview but would still like to avoid coming in?

Call (714) 347-4980 for a phone interview.



As of July 1, we began having in-person interviews again. We have taken every necessary step to ensure your safety and the safety of our staff during this time.

Call us at (714) 347-6406 to schedule an in-person interview appointment.



Dedicated to Dads

OC CSS' partnerships with local fatherhood organizations have given us the opportunity to engage with and listen to dads in new ways.

Learn about our partners' services and groups tailored to the journey of fatherhood below:



all4kids.org/dads-matter
(714) 785-3244

Dads Matter offers co-parenting workshops, bonding activities, one-on-one help and career guidance. All Dads Matter workshops and classes are currently being held online.



FATHER TO FATHER
Mentorship Program

ngservices.org/programs
(714) 417-0745

Father-To-Father is a mentorship program dedicated to supporting and mentoring young fathers in Orange County between the ages of 14-24.

Serving Orange County's Vietnamese-Speaking Community



OC CSS is committed to serving Orange County's Vietnamese-speaking community by having bilingual child support professionals available to help.

Our dedicated Vietnamese-speaking staff know the child support process inside and out and can help with:

- ✓ Opening a child support case
- ✓ Specific questions related to a current case
- ✓ Completing child support forms
- ✓ Making payments
- ✓ Starting the process of changing an order (modification)

Call **(714) 347-4928** to reach a bilingual child support professional.

Do You Know Someone That Could Benefit from Child Support?

Many people don't know a lot about child support and have questions about the process before applying for services. We are making every effort to reach out and help anyone interested in learning more.



Here's how you can help us!



If you have a friend or family member that wants to know more about our services, tell them to call us at (866) 901-3212. We can walk them through the process and answer any questions they may have.

In the upcoming months, you will see us on several new social media platforms! Share our posts or send them to a friend or family member. They can connect with a child support professional through the link provided.

We're here to help guide them, and you, through every step of the child support process.

Stipulation of Orders (Agreement)



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

Easy, Fast and Simple!

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

What is a stipulation?

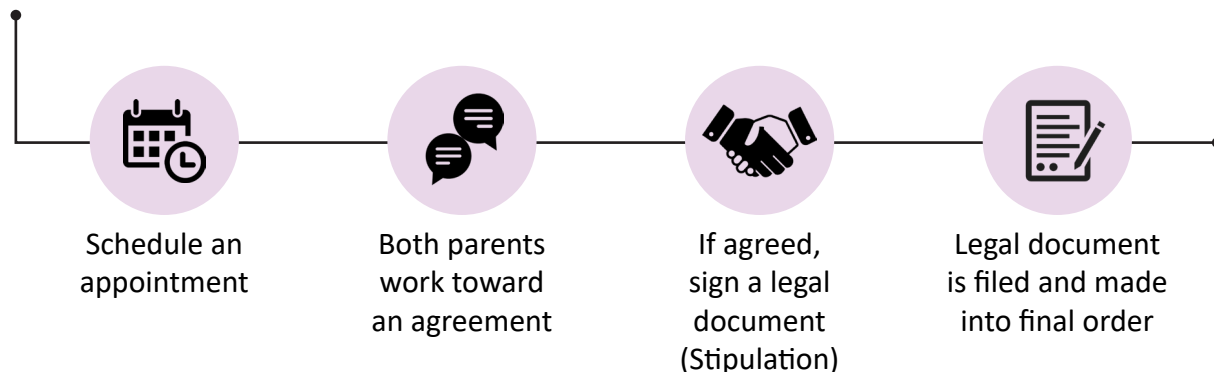
A stipulation is a legal child support order where both parents reach an agreement on financial, medical support and/or paternity for their child(ren). The stipulation is signed by both parents.

Benefits of stipulation include:

- ✓ No cost
- ✓ Parents work together to reach an agreement
- ✓ We do the paperwork
- ✓ Flexible virtual appointments available
- ✓ Private, healthy and safe environment for in-person appointments
- ✓ Free parking at our office

The process is simple!

We meet with both parents to find the best possible solution that benefits the child(ren).



To schedule a virtual or in-person stipulation appointment call (714) 347-6406.

If you have questions about stipulations, call us at (866) 901-3212.

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

Looking for a Job? Here's a Place to Start



Visit America's Job Center of California if you are looking for new employment opportunities. Three convenient Orange County locations provide essential employment training and services.

Locations in Orange County:

Santa Ana WORK Center

☎ (714) 565-2600

🌐 santa-ana.org/work-center

Anaheim Workforce Connection

☎ (714) 765-4350

🌐 anaheimworkforce.com

OC One-Stop Center (Garden Grove)

☎ (714) 241-4900

🌐 oconestop.com

... About Parentage



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

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)

Arrears Payoff Calculator

No Cost & Simple!

Are you falling behind on your child support payments and wondering how to catch up? Let us introduce to you the *Arrears Payoff Calculator* tool. The *Arrears Payoff Calculator* estimates the total cost and/or length of time needed for you to pay off your past due balances – based on the information you enter in the tool.

You have two options for creating a projection:



Payment

Enter the monthly payment amount you will pay towards your past due balance



Number of Months

Enter the number of monthly payments you need to make to pay off your balance

The result provided by the tool is an estimate and not intended as an accounting of your child support balance.



Try it out, today!

childsupport.ca.gov/19136-2

Have questions? Contact us at (866) 901-3212.

Sign Up for Auto Payments Today

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.

Benefits include:



On-time payments



Convenient & Flexible



Automatic



Manage Payment Amounts/Date



No cost



Confirmation of Payments

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.

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

Human Options provides resources including emergency shelter, transitional housing, legal advocacy, counseling, case management and services for children and families and seniors.

24-Hour Hotline:

(877) 854-3594

Location:

5540 Trabuco Rd., Ste. 100
Irvine, CA 92620



laurashouse.org

Laura's House provides domestic violence services including emergency shelter, transitional housing, counseling and legal services.

24-Hour Hotline:

(866) 498-1511

Location:

12453 Lewis St., Ste. 201
Garden Grove, CA 92840



ocfjcfoundation.org

The Orange County Family Justice Center is a safe, confidential and friendly place where assistance is provided to those experiencing domestic violence, child abuse, sexual assault and elder/dependent abuse.

Mon - Fri, 8 AM - 5 PM:

(714) 765-1618

Location:

150 W. Vermont Ave.
Anaheim, CA 92805



wtlc.org

Committed to serving all victims of violence, Women's Transitional Living Center (WTLC) provides immediate to long-term housing solutions, counseling, peer support, legal services and resources and referrals.

24-Hour Hotline:

(877) 531-5522

Location:

Fullerton, CA



thehotline.org

The National Domestic Violence Hotline is the only 24/7 center in the nation that has access to service providers and shelters across the United States. Their website provides valuable information and educational resources.

National, 24-Hour Hotline:

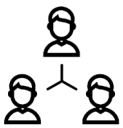
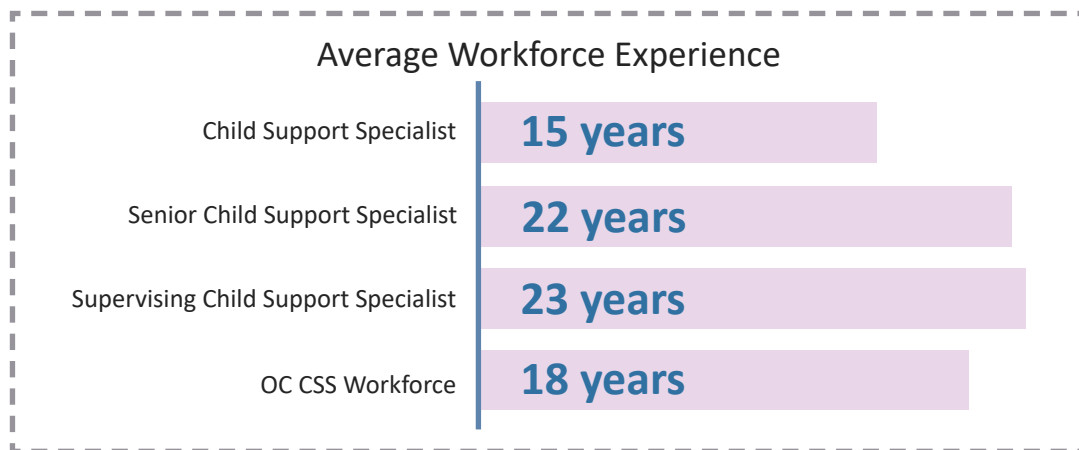
(800) 799-7233

OC CSS - Community Connection



Our Workforce

A strong, stable and knowledgeable workforce is the backbone of our success in connecting with you, understanding your needs and addressing any obstacles. Our staff use their experience and skills to conduct the day-to-day activities needed to manage your case.

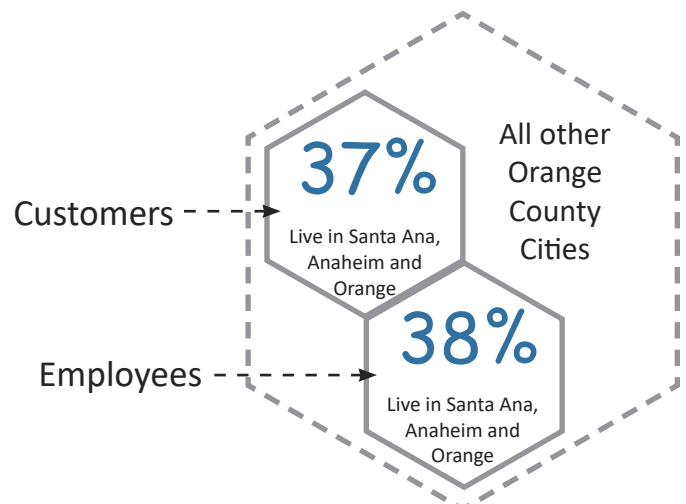


Community Connection

We serve over 62,000 families, including almost 99,000 children — representing 1 in 7 children in Orange County!

OC CSS is always looking for opportunities to connect with you in a personalized way. Did you know that our staff share similar diverse backgrounds, speak the same languages and even live in the same neighborhoods as our customers? Close to 40% of our staff and customers live in Santa Ana, Anaheim or Orange. We serve customers via a range of languages, including the most common — English, Spanish, and Vietnamese. In the near future, we will continue building connections in the community through on-site services, presentations and educational opportunities.

***As neighbors in Orange County,
we live, work and play
in the same places.***



Changing Your Child Support Order

It's during these times that everyone needs more support. If you are having a tough time making payments or are experiencing changes in custody or 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.

Requesting a review is simple!



By Mail

P.O. Box 22099
Santa Ana, CA 92702



Call Us

(866) 901-3212



Email Us

childsupport@css.ocgov.com



Visit Us

1055 N. Main St.
Santa Ana, CA 92701



Online

at css.ocgov.com
Click Existing Customers > Change
My Order

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 circumstances may include:

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

We work with both parents to find the best possible solution that achieves financial stability for the children. During the review process, you will be asked to provide the following information:

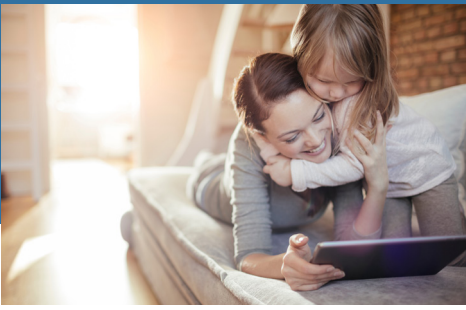
- ✓ Three most recent pay stubs and copies of your recent federal tax returns
- ✓ Proof of child support payments for other biological children
- ✓ Custody/visitation schedule (including dates and length of time)
- ✓ Schedule C and Profit/Loss Statement (if self-employed)

Is there a way to change my order from home?

Yes, there is! We can schedule a virtual 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), needed to complete the process, can even be eFiled online from home. Learn more about eFiling [here](#).

Teen Parents



Teen parents face unique challenges with the responsibilities of parenthood. We know the importance of providing teen parents between the ages of 14 and 18 with education, resources and support necessary for long-term parental success. As a result, we established a Teen Parent Program with a specialized team of experts, including a Care Coordinator and attorneys who reach out to teen parents early in the child support process to remove potential barriers for success.

The Care Coordinator helps teen parents by:

- ✓ Providing one-on-one assistance
- ✓ Offering tailored services and solutions throughout the process
- ✓ Providing referrals for low-cost medical services
- ✓ Connecting parents with resources available through community partnerships including food, housing, child care, baby products, genetic testing, and continuing education or certification programs

The Care Coordinator focuses on getting to know the family's unique circumstances and is available to meet with teens, their parents and/or guardians to answer questions, guide them through the child support process and ease concerns.

Contact us for more information regarding the Teen Parent Program



Call us:
(714) 347-4927



Email us:
CSS-MinorParentProgram@css.ocgov.com

[Watch our teen parent video](#)

Military & Veterans Liaison



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

Since 2016, our Military & Veterans Liaison has been helping 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:



Email us:
Military_Veterans@css.ocgov.com



Call us:
(714) 347-6448

Check Out Our Videos!



Have you ever wondered if there is an easy way to learn about child support-related topics at your own pace and on your schedule? Well, now there is! OC CSS produced a series of informational videos covering popular topics, from 'How to Get a Child Support Order' to 'Change Your Order'. These videos point you in the right direction. Better yet, they are available anytime, day or night, on YouTube by searching for *OC Child Support Services*.

Top 3 Videos

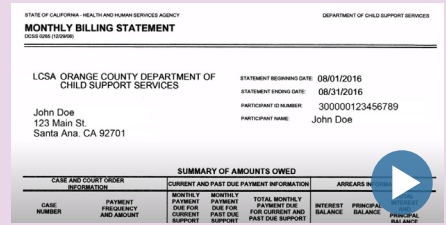
Click the play button to watch the video.



Compromise of Arrears Program (COAP)



Estimating a Child Support Amount



Understanding Your Billing Statement

Interested in learning more about child support processes? Try one of these!

Visit us on



Search for *OC Child Support Services*

- ▶ [How Can I Make a Payment *Haciendo Pagos*](#)
- ▶ [Billing Statement](#)
- ▶ [Employer Overview](#)
- ▶ [How to Get a Child Support Order](#)
- ▶ [Opening a Child Support Case](#)
- ▶ [Agree to a Child Support Amount](#)
- ▶ [Are You Having a Tough Time Paying Child Support?](#)

New About OC CSS Video



- ▶ [Change Your Order](#)
- ▶ [Health Insurance Affordability Review](#)
- ▶ [Setting a Payment on Balances Owed](#)
- ▶ [Compromise of Arrears Program \(COAP\)](#)

Options to Pay

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



TouchPay Kiosk

Make payments in person at the easy-to-use kiosk with your secure TouchPay card.



Cashier Window

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



By Mail

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



By Phone

Call us at (866) 901-3212 and select option 1. Pay with checking or savings accounts.



Automatic Payments

Schedule recurring payments from checking account or debit card. Visit the State Disbursement Unit (SDU) online at childsupport.ca.gov



Online

Pay online using checking or savings accounts at childsupport.ca.gov

You can also use your *Visa*[®] or *MasterCard*[®]



Using PayNearMe

Make cash payments at participating locations. To get a personal barcode and a list of participating locations, visit PayNearMe at paynearme.com/en/.



Using PayPal

Now accepting payments with PayPal on the California Child Support website. Pay online by visiting childsupport.ca.gov.



Using 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.

Receiving Payments

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



Child Support Debit MasterCard®

The Electronic Payment Card (EPC) program allows your child support payments to be automatically deposited to a MasterCard® debit card. With the EPC program, you have online account access, toll-free customer service and 24/7 access to payments.



Direct Deposit

Direct Deposit allows you to securely receive child support payments directly into a checking or savings account. Avoid lines and paying service fees to cash your child support check by enrolling in Direct Deposit today.

Both options provide fast and safe access to your child support payments — without visiting a bank or check cashing service.

Enrollment Options

- ✓ Pick up enrollment form in our office
- ✓ Enroll online at childsupport.ca.gov
- ✓ Download and print the enrollment form on our website css.ocgov.com



Now offering customers

FREE PARKING

Parking Options

Free Parking

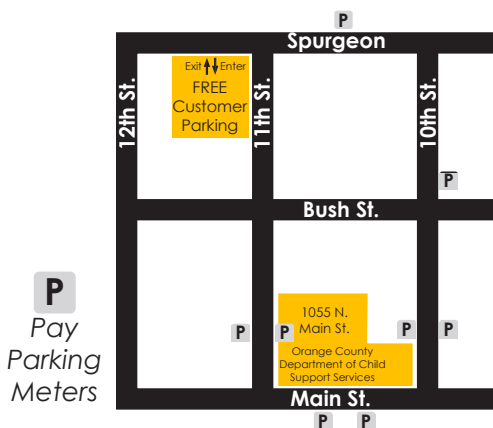
Parking lot located on the corner of Spurgeon and 11th St.

Pay Parking Meters

Parking meters are located around the perimeter of Child Support Services and surrounding streets.

Public Pay Lots

Additional public pay lots are located further away in the Santa Ana Civic Center (Downtown) area.



Options to File

eFile your Income & Expense Declaration

Quick Reference Guide



Now there are two options for filing an **Income and Expense Declaration (I&E)**. You can either file a completed I&E (form FL150) with the court or eFile one online! Using *Odyssey Guide and File*, you can complete form FL150 and submit the filing electronically from any computer.

BENEFITS OF eFiling

FREE | EASY | SAFE | SECURE

Save money by avoiding parking fees.

Conveniently file using any computer.

REGISTER HERE

<https://california.tylerhost.net/SRL/Account/Login>

However you choose to file, here is

WHAT YOU NEED

- ✓ Email address to register
- ✓ Court Order Number (this is your case number for your COURT case)
- ✓ Income information and electronic copies of your paystubs
- ✓ Current or recent employment information
- ✓ If self-employed - a copy of your Schedule C or 2 years of profit and loss statements (black out your Social Security Number)
- ✓ Previous years' tax information
- ✓ Estimated monthly expenses
- ✓ Proof of any financial hardship

HELPFUL TIPS

- ✓ Ensure that your court case number is entered correctly
- ✓ If unable to finish your filing, you may return to where you left off by simply navigating to the "My Interviews" tab



NOTICE: Documents filed with the court may become a matter of public record.

Here's how it works:

Watch Tutorial and Register

Watch a short video on how to navigate the Odyssey Guide and File application.

Complete the registration form with your information, to create an account.



Start the Process

Select **Income and Expense Declaration** from the list of filings.



Answer Questions

The process takes 15-30 minutes.

You will be asked a series of questions pertaining to your filing.

Answer "Yes" when prompted "Is this a case involving Department of Child Support Services?"

Your responses will be used to generate and E-File the completed legal document, once you have completed the process.



eFile your Documents

- Verify that your documents are completed correctly and click the "Submit Now" button.
- You will receive a confirmation email that your filing was successfully submitted.
- Make a note of your envelope number for future reference.



Let's Stay in Touch!

Staying in touch is important so that you are informed of activity on your case and so that we are informed of your most up-to-date circumstances. There are several ways of communicating with us.

For your convenience, our contact information is listed below.



Orange County Department of Child Support Services

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

Genetic Testing

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

Customer CONNECT

childsupport.ca.gov/customer-connect

Use Customer Connect to:

- ✓ 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

**CLICK HERE TO
UPDATE YOUR
INFORMATION
NOW!**



(866) 901-3212

For TDD calls
(866) 399-4096



Visit Us Online

css.ocgov.com



Follow and Like Us on Facebook

facebook.com/OCChildSupportServices