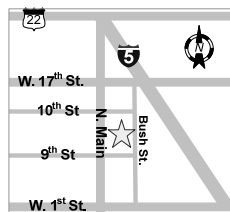




Orange County Department of Child Support Services

Steven Eldred, Director



1055 North Main Street
Santa Ana, California
1-866-901-3212

Mailing Address:
P.O. Box 22099
Santa Ana, CA 92702

Customer Service Center is open Monday - Friday from
7:00 A.M. until 4:30 P.M. and one Saturday each month.
(7:00 A.M. to 8:00 A.M. - *scheduled appointments only*)
Visit our website for details. www.css.ocgov.com

Telephone & FAX Numbers

Customer Connect: (866) 901- 3212

Customer service representatives are available
during normal business hours as follows:
7:00 a.m. until 4:30 p.m.
Monday through Friday, excluding holidays.

The automated system is available
7 days a week, 24 hours a day.

Fax: (714) 347-4811
Tele-Typewriter access: (866) 399-4096

For additional contact information, please
see the back panel of this brochure

Customer Connect

California's Self-Service Website
www.childsup-connect.ca.gov

Payment Mailing Address

State Disbursement Unit
P.O. Box 989067
West Sacramento, CA 95798
Pay Online: www.css.casdu.com
Pay by Phone: 1-866-325-1010



This pamphlet is intended to explain the general procedures
of the Department of Child Support Services and should be
used for informational purposes only.

Communicating with Child Support Services



Orange County Department of Child Support Services

Customer Connect Interactive Voice Response System

Child support information for your case is available 24 hours a day by navigating the Customer Connect Interactive Voice Response.



When contacting the Customer Connect System always have your Participant Number ready.

To access the automated Customer Connect System, dial (866) 901-3212.

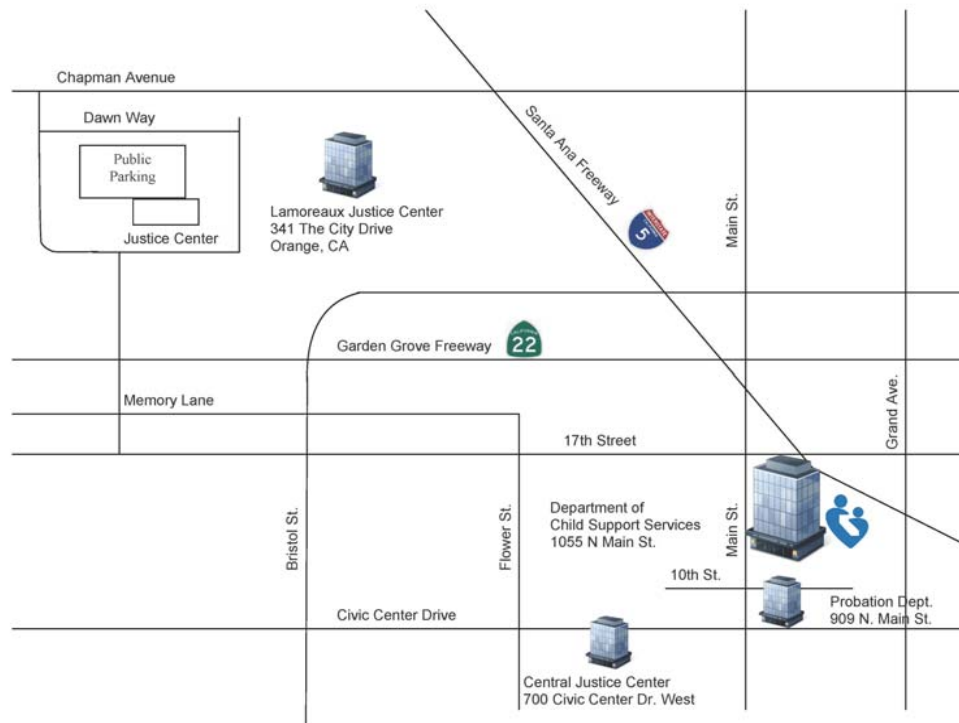
A recorded greeting will prompt you to select your role.

(At any time you may press 9 for Spanish).

- Parent
- Guardian
- Other

After selecting your role, you will be prompted to enter your SSN or Participant ID number.

If you do not have your SSN or Participant ID number you can select to speak with an agent and be transferred to the county in which your case is being handled.



Orange County Call Center

The Call Center is designed to provide informative and efficient customer service.

The Call Center is staffed with knowledgeable child support representatives trained to respond to the needs and concerns of the public.

The Call Center is available from 7:00 a.m. – 4:30 p.m., Monday through Friday by calling toll free (866) 901-3212.



When contacting our office always provide:

- Your Name
- Case number
- Participant Identification Number or Social Security Number

To avoid peak hours, please call

Early mornings between the hours of 7:00 a.m. and 9:00 a.m.