



Child Support Matters

Orange County Department of Child Support Services

Steven Eldred, Director

Annual Customer Newsletter, July 2009

Customer Connect

access @ your fingertips

Communicating with Child Support Services is easy with new automated features.

Communication is a key component to the success of any organization. That is why the Department of Child Support Services is committed to providing you with a variety of ways to communicate information about your case. Customer Connect serves as an easy tool that provides Child Support Services customers the ability to:

- View and make updates to personal information
- Provide relevant information about the other party
- View payment history or make payments
- Send an e-mail to a child support representative regarding your case
- Receive appointment or payment alerts electronically

How do I access Customer Connect?

Log onto www.childsup-connect.ca.gov and click on the "Log In" link. You will be required to enter your Participant ID number or your social security number and your Customer Connect PIN. Your Customer Connect PIN was mailed to you some time ago. However, if you did not receive it, you may request another by clicking on the link to "Learn how to use and request a Customer Connect PIN".

As always, you may contact us by phone by accessing our 24 hour Customer Connect line. If the menu items don't address your needs, or if you just want to speak to a child support representative, simply say the word "agent" when prompted.

TRY IT ONLINE TODAY

www.childsup-connect.ca.gov

Seize the Opportunity

If your financial circumstances have changed due to the recent downturn in the economy, you may want to consider requesting a review of your court order. Most child support cases need to be reviewed at one time or another to determine if the amount is appropriate. If a change is appropriate, we will handle the process of filing the necessary documents to set a court date. Or, if you prefer, you can file your own motion, seek the help of an attorney or the Family Law Facilitator located on the 7th floor at 341 The City Drive, Orange, CA. 92868.

You may be asking yourself: "Is it the appropriate time to change my court order?" Before you ask the court to review your child support amount, consider utilizing the guideline calculator by visiting our website and clicking on the "Guideline Calculator" link.



Some examples that may indicate a child support order could change:

- Change of income due to a new job, promotion, or loss of employment
- A change in custody or the time each party spends with the child
- A change in health insurance premium or the availability of health insurance through an employer
- New or increased child care costs

Download or submit your modification request online by visiting our website at

www.css.ocgov.com or by calling us toll free 1(866) 901-3212.

August is Child Support Awareness Month

Join us in our office as we celebrate Child Support Awareness Month by presenting *Get Back on the Road Again*, a month-long effort aimed at reinstating driver or professional licenses for those who had it suspended due to difficulty in paying child support obligations.

That's right! Come in any day Monday through Friday and designated Saturdays during the entire month of August, and we'll offer you special terms for release of your California issued license. *

Child Support Representatives will be on-hand and ready to help you *Get Back on the Road*. Hope to see you soon!

WHAT?

Get Back on the Road Again
Easy terms for license release

WHEN?

Entire month of August
Monday through Friday
7:00 a.m. - 4:30 p.m.
Saturdays: 8/8, 8/15, 8/22
8:00 a.m. - 1:00 p.m.

WHERE?

Orange County
Child Support Services

1055 N. Main St.
Santa Ana, CA. 92701

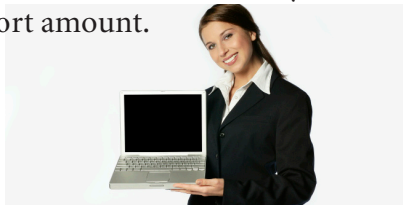
*Please note restrictions may apply to those currently in litigation regarding a license release matter.

CSS Online

Try us online to apply for services, submit a request for change of address, and to request a modification review of your court order. You can also find information regarding many important child support topics or link to Customer Connect to contact a child support representative. Visit our website today at: www.css.ocgov.com.

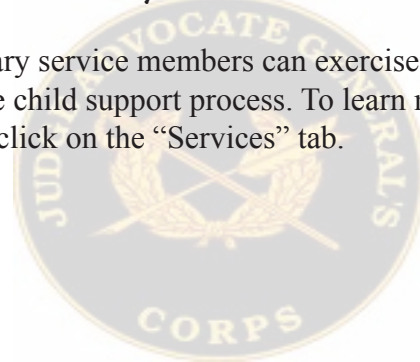
Don't have access to a computer? Use ours.

Our Customer Service Lobby Self-Service Center provides you the ability to apply and submit an application for services, submit a change of address, or request a modification review of your existing child support amount.



Military Service Members

Active military service members can exercise specific rights regarding the child support process. To learn more, visit our website and click on the "Services" tab.



O.C. Department of
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