

Child Support Matters

ANNUAL CUSTOMER NEWSLETTER, JULY 2011



Solutions for Parents



Whether you are establishing a new order, changing an existing one, resolving past due child support payments or making license release arrangements, we can help.

We offer parents the opportunity to resolve their child support matters right in our office.

We call it, **Solutions for Parents**. A program designed to provide an opportunity to meet with each parent to review and consider the details of each unique situation.

For many parents, this may be the perfect alternative to going through the court process. When parents come to an agreement during a Solutions for Parents appointment, we prepare the necessary documents and file the Stipulation (agreement) with Orange County Superior Court.

For those situations where an agreement cannot be reached, the option for parents to request a court hearing always remains available.

Call us for more information or to make an appointment.

Compromise of Arrears Program

Do you qualify?

In certain child support cases, parents who owe child support arrears for a period of time when their children received public assistance may qualify to have this amount reduced.

You may be eligible if:

- At least \$501 is owed for a period of time your children received public assistance in California.
- All the arrears owed on your case cannot be paid off within three years, based on current income and assets.

Contact us for more information or to request an application.

Customer CONNECT

access @ your fingertips

www.childsup-connect.ca.gov

You can get account information online or by phone 24 hours a day, seven days a week. Use it to:

- › View payments and balances
- › Review or update case information
- › Get payment information
- › Check account balances
- › Send us an email to request services or to provide us information
- › Check court dates and appointments

Get Connected Today!

Yeah, we take those too...



Paper is so overrated! Use plastic for a quicker and more convenient way to make child support payments or to catch up on a past due balance.

Visit www.casdu.com today to make your credit card payment. It's easy, convenient, and child approved!



Have you experienced a change in circumstance?

If there has been a significant change affecting your financial situation it may be time to request a review of your case to determine if you qualify for a modification of your child support amount.

Consider submitting a *Request for Modification* of child support if any of the following changes have occurred in your life:

- Increase or Decrease in Income, *Expenses, Child Care Costs, or Health Care Premiums*
- Significant Changes in *Visitation or Custody*
- Changes in *Health Care Coverage or Availability of Coverage*



DOING OUR PART TO BE GREEN

If you're not receiving our newsletter and other correspondence online, logon to Customer Connect and enter your email address. We promise not to send you a bunch of junk mail. We only communicate information relevant and beneficial to you and we will never share your email address with others.

Military Service Members

Are you an active military service member? Did you know that you have specific protections that may impact your child support matter? The enactment of the Service Members Civil Relief Act (SCRA) provides protection to all active duty service members, reservists and members of the National Guard when called to active duty. The intent is to grant service members the opportunity to postpone court hearings regarding certain civil obligations. This protection enables service members to devote their full attention to their military duty. Visit our website, call us, or stop by our office to learn more.



**DON'T HAVE A COMPUTER?
USE OURS.
HOURS: M-F 7:00 A.M.-4:30 P.M.**

CUSTOMER SERVICE CENTER

Self-service Kiosks • Forms Assistance • Exceptional Customer Service

We think you'll like visiting us!

Last year we told you we would be moving some things around in our customer service lobby to make your child support services experience a positive one.

When you have a need to see us personally, we hope you notice all the changes including: improved customer service, a quicker and more efficient check-in process, and more comfortable atmosphere. Whether you need to resolve a particular matter in your case, make a cash or credit card payment, obtain assistance with completing child support forms, or to use our Self-Help Kiosk to complete a form, we hope you'll see us soon.

If you happen to visit our office for any reason, please be sure to take a minute to let us know about your experience by completing a customer service feedback card. We're always looking for ways to improve, and who better to tell us than you?



Find us on
Facebook

CSS is now on Facebook!

Search for us under OC Department of Child Support Services to learn about our Saturday hours, upcoming events and find up-to-date information regarding child support related topics. Look out for informational videos coming soon!