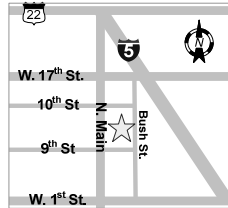


Things to Remember

- The various methods of intercept are authorized in most California county court orders, and/or by law. The noncustodial parent is advised to review his/her court order for clarification.
- Submission to the intercept programs will be done when the arrears balance meets the minimum criteria for submission, *regardless* of monthly payments being made.
- The Pre-Offset Child Support Warning Notice is mailed to the noncustodial parent for information purposes only. The notice advises him/her that there is an arrears balance. Any tax refund or assets that the noncustodial parent has will be intercepted and applied towards the balance.

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

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.

REV.01.11

Intercept and Collection Programs



Orange County
Department of
Child Support Services

Intercept Programs

The Intercept Programs are enforcement actions utilized by the **Department of Child Support Services (DCSS)** for the enforcement and collection of child support and arrearages from state and federal resources.

These resources include:

- Financial management Service (FMS)
- IRS (Federal) Tax
- Franchise Tax Board (FTB)
- FTB (State) Tax, Lottery, and FTB Child Support Collection Program
- Employment Development Dept. (EDD) Unemployment Insurance Benefits (UIB) and State Disability Insurance Benefits (DIB)

EDD - Unemployment or Disability Insurance Programs

A noncustodial parent will be submitted to EDD if an arrearage amount exists or there is past due current child support amount of at least \$150.00. The arrearage may include:

- ⇒ Child Support
- ⇒ Medical Support (sum certain)
- ⇒ Spousal/Child Support

EDD is authorized to deduct up to 25% of a noncustodial parent's SDI or UIB benefits to be applied towards the current support and arrearage.

DCSS will consider reducing the percentage of intercept IF:

- ⇒ Payments are current.
- ⇒ The intercept amount exceeds the monthly obligation, AND payments are current.
- ⇒ The noncustodial parent has custody of the child(ren) for who support is being paid. Written proof of custody is required.

Adjustments to the UIB or DIB benefits are sent by mail to EDD in Sacramento. Reductions will become effective within 4-6 weeks.

Internal Revenue Service

A noncustodial parent will be submitted for IRS tax intercept IF:

- ⇒ An arrearage balance of \$150.00 or more is owed to County of Orange.
- ⇒ An arrearage balance of \$500.00 or more is owed to the custodial parent. The support must be owed to or on behalf of a minor child.

IRS / FTB Tax Refund Intercept

The intercept programs have changed from an annual to an ongoing process.

Beginning June 15, 1999, DCSS began submitting new cases and modifying certified balances (upward or downward) on a continual basis.

DCSS mails the **Pre-Offset Child Support Warning Notice** to the noncustodial parent. Submission for intercept occurs when the arrearage balance meets the minimum criteria for submission, *regardless* of monthly payments being made.

The Pre-Offset Notice is mailed upon the initial submission for the intercept process. The Pre-Offset Notice is mailed annually until the case is deleted from the intercept process or all arrearages are paid in full.

Once a noncustodial parent files his/her taxes and is eligible for a refund, he/she will receive a notice of intercept from the IRS, FTB, or both. The notice will state the amount of the intercept to be sent to DSS.

The notice will also indicate any refunds owed to the noncustodial parent.

DCSS will receive the intercepted funds within 6-8 weeks after the noncustodial parent receives the intercept notice.

FTB Child Support Collections Program (FTBCP)

This program is designed to aid in the collection of current support and past due child support. DCSS has submitted delinquent cases to FTBCP since June 1, 1995.

A noncustodial parent's balance is submitted to the FTBCP IF:

An arrearage balance of \$100.00 or more is owed to the County of Orange or to the custodial parent and is more than 60 days past due.

Upon submission, the noncustodial parent will receive a **Demand for Payment Notice**. The noncustodial parent will have ten (10) days to pay the amount indicated in full. Partial payments will not stop collection actions.

If the noncustodial parent does not respond to pay the arrearage amount in full, collection actions are initiated. These actions may include:

- ⇒ An Earnings Withholding Order served to the non custodial parent's place of employment
- ⇒ An Order to Withhold Support against the noncustodial parent's bank accounts or other assets.

Please call (866) 901-3212 to speak with an FTB specialist.

Franchise Tax Board

A noncustodial parent will be submitted for FTB tax intercept IF:

An arrearage balance of \$100.00 or more is owed to County of Orange or to the custodial parent.