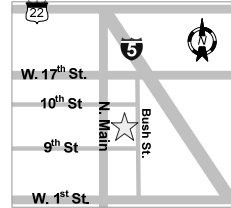


Things to Remember

- ⇒ The Child Support Services' Attorneys do not act as attorneys for either of the parties involved, but as attorneys for the County of Orange.
- ⇒ Once your completed application has been received and processed by our office, you will receive a case opening letter within 20 working days.
- ⇒ The Orange County Department of Child Support Services does not handle issues regarding custody or visitation.

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.

Opening a Child Support Case



Orange County
Department of
Child Support Services

Who Qualifies to Open a Child Support Case?

Any person over the age of 18 who is the primary caretaker of the minor(s) or any parent who does not reside with the primary caretaker but wishes to initiate a court ordered obligation may open a child support case.

Child support services include:

- Establishing child support, paternity, and/or medical support
- Enforcing child, spousal, and medical support
- Modifying child support court orders.

If you or the other party resides in Orange County, you may request that a case be opened with our office.

For your convenience you may:

- Submit your application on-line by visiting our website at: www.css.ocgov.com or
- Download the application to your computer by visiting our website at: www.css.ocgov.com or
- Call (866) 901-3212 and request that an application be sent to you by mail.

Once your completed application has been received and processed by our office, you will receive a case opening letter. This letter will provide you with your DCSS Participant Identification Number and case number. Please note this number, as you will be asked to provide it whenever you contact our office.

You will be asked to provide as much information as possible regarding yourself and the other parent. The more accurate information you provide, the quicker you will see results. The following are examples of information you will be asked to provide:

Full legal **name** and **address** of the parent

- **Date of birth** and a current physical description of the parent
- **Social Security Number** – This information may be found on old paystubs, income tax returns, credit or loan applications, bank accounts, insurance, health, military or union records. If you do not have these documents, you may be able to obtain copies by writing to the appropriate agency.
- **Date of marriage** - If none, and if the other parent resides in another state, did she/he ever live in California?
- **Child support court order** - if one exists, or any other court order which provides for child support payments, such as a divorce order.
- **Name and address** of the other parent's current or most recent employer.
- **Information pertaining to the other parent's income and assets** such as paystubs, tax returns, bank statements, investment, or property documents.

If you are receiving public assistance, you have automatically **assigned** to the Department of Child Support Services (DCSS), or the State of California, your right to receive all or a portion of current and past due child support. A referral from the Social Services Agency will automatically be sent to our office and a case will be opened.

If you are receiving Medi-Cal only, (no cash aid) a referral from the Social Services Agency will be sent to our office. We will establish child support, paternity, and/or medical support.

For additional information please visit us on the website at: www.css.ocgov.com or call (866) 901-3212.