

# QUESTIONS ABOUT YOUR CASE?



[CLICK A TOPIC BELOW TO GET STARTED.](#)

**What can Child Support Services do for me?**

**How is the amount of my child support determined?**

**What is the process to establish a case?**

## INFORMATION



**Opening a Child Support Case**

**Establishing Paternity (Child's Father)**

**Establishing a Child Support Order**

**Child Support Handbook**

**Self-Help Court Services**

## CASE MANAGEMENT



**Manage Your Case Online**

**Help Your Child Support Professional Help You**

**Keeping Your Confidential Information Secure**



## Child Support Services

Connie Brunn  
Director

Dear Child Support Customer,

I would like to welcome you to the Department of Child Support Services.

This Child Support Information Kit will answer many of the questions you may have about your child support case.

Inside this kit, you will find information about:

- The child support process;
- The process to establish a new order;
- How you can help us with this process;
- Child Support Fact Sheets and other useful information.

For more information, please visit our website at [hss.sbcounty.gov/DCSS](http://hss.sbcounty.gov/DCSS) or find us on Facebook at [facebook.com/SanBernardinoCountyDCSS](https://facebook.com/SanBernardinoCountyDCSS).

You can also download the **CACChildSup** app for free from the Apple and Android app stores.

If you still have questions, you can submit your question via email at

[csupport-mbx@css.sbcounty.gov](mailto:csupport-mbx@css.sbcounty.gov) or call us at **1-866-901-3212**.

Your child is more likely to succeed when he or she is supported by both parents. Let's work together to give your child a brighter future.

Sincerely,

A handwritten signature in blue ink that reads "Connie Brunn".

Connie Brunn  
Director

 Like us on  
Facebook



San Bernardino  
DCSS Website

Revised 8/6/15

### BOARD OF SUPERVISORS

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### We can help!

The local child support agency offers free services to parents and guardians to help them meet their responsibilities to their children.

Contact a local child support agency:

**866-901-3212 toll-free**

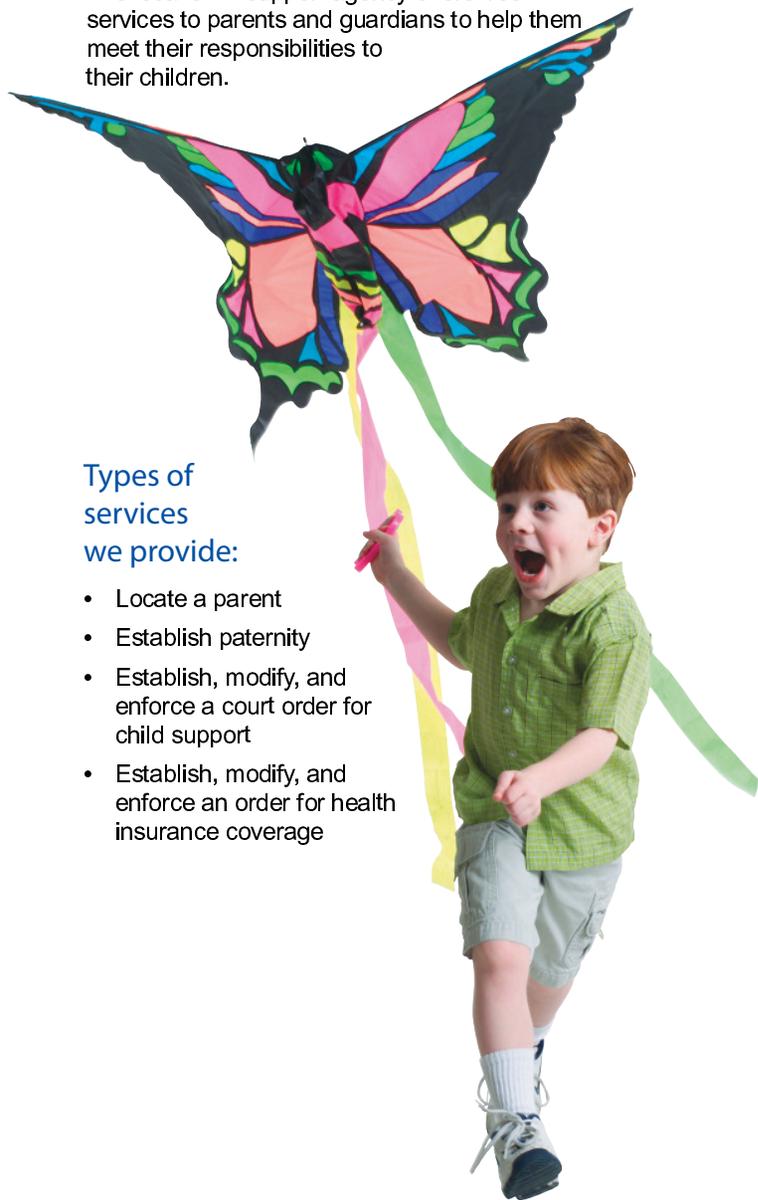
(within the U.S.)

**TTY 866-399-4096**

# Your Guide to Child Support Services

### Types of services we provide:

- Locate a parent
- Establish paternity
- Establish, modify, and enforce a court order for child support
- Establish, modify, and enforce an order for health insurance coverage



Edmund G. Brown Jr., Governor  
State of California

Diana S. Dooley, Secretary  
California Health and Human Services Agency

Alisha Griffin, Director  
California Department of Child Support Services

1-866-901-3212 (toll-free)  
TTY 1-866-399-4096 (toll-free)  
[www.childsup.ca.gov](http://www.childsup.ca.gov)

PUB 245 (9/2014)



*The California Department of Child Support Services does not provide legal services to parents or guardians.*

Department of  
Child Support Services

## Locating parents

If you don't know where the noncustodial parent is located, the local child support agency will try to find the parent to establish paternity (child's father) and/or establish, change, or enforce orders for child support.



## Establishing paternity

The local child support agency can help you establish paternity with a Paternity Opportunity Program Declaration or a court order. The Declaration is a form you can fill out that must be signed by both parents to establish paternity without going to court. The local child support agency will help you arrange for testing when the child's father is in question.



## Establishing child support orders

Once paternity is established, we can help you get a child support order based on each parent's income, visitation, and other information. Most orders will also include a wage assignment so money will be withheld from the noncustodial parent's paycheck to pay child support.

In certain situations, we can help you get a change in your court-ordered child support amount, which is called a "modification."

## Seeking health insurance coverage

Your children have a right to health insurance coverage. We will work to make sure your children get the health insurance coverage they need if it is available at no cost or reasonable cost.

## Cooperating with other states

Child support orders can be obtained and enforced, even when the other parent lives in another state.

## Enforcing child support orders

The local child support agency has several ways to collect child support for your children, including:

- Withholding wages from paychecks
- Interception of:
  - State or federal income tax refunds
  - Unemployment benefits
  - Workers' compensation benefits
  - State disability benefits
  - Lottery winnings
- Bank levies (attaching bank accounts)
- License suspensions
- Levies on property
- Passport denials

Some of these enforcement actions are required by law. Others will be used depending on the facts of each case.

## Referrals

If you need assistance in any of the following areas, we will provide you with referrals:

- Visitation or child custody issues
- Domestic violence
- Restraining orders
- Child abuse

## How child support payments are collected & processed

*California child support payments are collected and processed by the California State Disbursement Unit (SDU). Those receiving child support can choose to have payments deposited directly into a bank account or receive payments on an Electronic Payment Card (EPC) that can be used like a debit card. Those making child support payments must consult with the local child support agency or family law facilitator to confirm their eligibility to make child support payments electronically.*



## Correct information will help process your case

Please provide as much of the following information as possible about you, your minor child(ren) and the other parent.

- Full legal names and any other names used
- Dates of birth
- Birth certificates
- Marriage certificates
- Social Security numbers
- Addresses
- Employment information, including employment history
- Income and assets (property, cars, boats)
- Child support payment records
- Copies of all existing court orders (temporary or final), including child support orders, legal divorce documents, visitation orders, restraining orders, and any other orders involving your children



### You can help!

The more complete information you provide, the faster you will see results.

Contact a local child support agency:

**866-901-3212 toll-free**  
(within the U.S.)

**TTY 866-399-4096**



Edmund G. Brown Jr., *Governor*  
*State of California*

Diana S. Dooley, *Secretary*  
*California Health and Human Services Agency*

Alisha Griffin, *Director*  
*California Department of Child Support Services*

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# Opening a Child Support Case



Department of  
Child Support Services

## What you can expect once your case is opened

Once your case is opened, we will follow up on the information you have given us. The local child support agency will send you a letter with your case information after opening the case.

### Locate the other parent

If you don't know the other parent's address, we will try to obtain it. Any information you can give us—like current or past jobs, addresses, and earnings—will help us find the other parent.

### Establish paternity

The local child support agency can help you establish paternity with a Paternity Opportunity Program Declaration or a court order. The Declaration is a form you can fill out that must be signed by both parents to establish paternity without going to court. The local child support agency will help you arrange for testing when the child's father is in question.

### Obtain a child support order

Legal action will be taken to get child support from the noncustodial parent. The amount of child support is determined by the income of each parent and the amount of time each parent spends with the child, among other issues.

### Enforce the child support order

The local child support agency has a number of ways to collect child support for children. The most common way is by withholding part of the noncustodial parent's wages from his or her paycheck.

### Interstate cases

Child support orders can be obtained and enforced even when the other parent lives in another state.



## Tell us about changes . . .

Contact us if there is a change, for you or the other party, in any of the following:

- Address
- Employment
- Custody/visitation
- Public assistance
- Court orders

## Opening a child support case

The local child support agency provides services to parents, guardians and caretakers of minor children. Our services are available regardless of marital status or income.

There are two types of cases: non-public assistance and public assistance.

### Non-public assistance cases

We will open a case when you complete an application for services.

### Public assistance cases

If you are receiving public assistance, we will open a case when we receive a referral from the county welfare department that is providing assistance. When the custodial party is receiving public assistance, the first \$50 of child support collected each month goes to the custodial party and the rest is used to pay back public assistance.

When a child is removed from the home, whether voluntarily or involuntarily, and placed in foster care, a child support case may be opened and one or both parents may be required to pay child support to help in the cost of foster care.

When a minor child is receiving Medi-Cal only, a case is opened to establish paternity and medical support. A child support order will also be established if requested by the parent.

You can get an application from our office.

Now is the best time to establish paternity!



Children need the support of both parents from the time they are born. Give your baby the best possible chance in life by getting paternity established as soon as possible. Your child will benefit emotionally, financially and medically from your decision.

Once paternity is established, both parents have the right to seek visitation or custody of the child.



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# Establishing Paternity (Child's Father)



## What is paternity?

Paternity is a term meaning the legal father of the child. Paternity can be established either by the court or by both parents completing and signing a paternity declaration in the hospital and having it filed with the state.



## How is paternity established?

### Marriage

When a woman is married and becomes pregnant, it is presumed that her husband is the legal father of the child and paternity is established without the parents having to take any legal action.

### Declaration of Paternity

The easiest way for unmarried parents to establish paternity is by signing the Paternity Opportunity Program Declaration of Paternity form. It is given to unmarried parents in the hospital when the child is born. Both parents must sign the form for it to be valid. The Declaration of Paternity is also available at local child support agencies, local registrars and courts. For more information, call the Paternity Opportunity Program (POP) at (866) 249-0773.

### Court Order

Paternity can be established by court order. If either parent has opened a case with the local child support agency, the local child support agency can file all the necessary papers to get a court order.

### Genetic Testing

Either parent or the local child support agency can request a genetic test if biological proof of paternity is wanted before a man is named the legal father.

## Why is it important to establish paternity?

The benefits to the child are:

- Knowing who both parents are.
- Legal documentation of his or her parents.
- Father's name can be on the birth certificate.
- Support from both parents.
- Access to family medical history.
- Health insurance coverage, if available.
- The right to inherit from either parent.
- The right to receive Social Security or veterans' benefits, if available.



## Establishing paternity by court order

When a man is identified as the father, he will be served with legal paperwork to establish paternity and/or child support and health insurance coverage. This paperwork is called a Summons and Complaint.

The Summons and Complaint will be served on the presumed father or the person accepting service on his behalf. If the presumed father knows he is the child's father, he can go to the local child support agency and sign an agreement (Stipulation).

If the man named in the Summons and Complaint thinks he is not the father, then he must file the Answer to Complaint with the court within 30 days of being served. He may contact the local child support agency to arrange for testing to determine if he is the father. Testing does not necessarily require a blood test and can be done quickly and painlessly.

The presumed father has 30 days to legally respond to the Summons and Complaint or the court will establish him as the father and could order him to pay child support and provide medical coverage for the child.

It is very important for the presumed father to respond within 30 days so his income and the amount of time he has custody of the child can be considered when the court makes decisions about child support.





Contact a local child support agency:

**866-901-3212 toll-free**

(within the U.S.)

**TTY 866-399-4096**

# Establishing a Child Support Order

## Points to Remember

- Do not ignore the Summons and Complaint. It does not go away and can change the rest of your life.
- You only have 30 days to respond to the Summons and Complaint from the date you are served.
- If you have any questions about the Summons and Complaint, please contact the local child support agency or the Family Law Facilitator listed in the paperwork.

We are here to help!



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PUB 249 (9/2014)



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legal services to parents or guardians.*

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When the local child support agency opens a case, the first step it takes to establish a child support order is to prepare a Summons and Complaint. A proposed judgment is also prepared to show you the amount of child support you are being asked to pay.



### What is a Summons and Complaint?

A Summons and Complaint is a legal document used to establish paternity (child's father), child support and medical support.

### What is a Proposed Judgment?

A proposed judgment is what the local child support agency is asking the court to order.

### How will I be notified if a Summons and Complaint is filed against me?

You will be served (given) the Summons and Complaint personally, or sometimes someone you know will be served on your behalf. Before serving you the papers, the local child support agency may send you a courtesy letter that informs you of the complaint. The letter tells you that you can pick up the complaint at the child support office rather than being served at your home or workplace.

### What should I do after I am served?

You have 30 days from the date you were served to respond. There are several ways to respond:

**File an answer.** If you disagree with any part of the proposed judgment you must file an Answer to Complaint with the court within 30 days. The forms are included with the complaint. The Family Law Facilitator at the courthouse can help you prepare an Answer to Complaint. The Family Law Facilitator provides free legal assistance and is not part of the local child support agency.

**Sign a Stipulation.** You may contact the child support office named in the Summons and Complaint to sign an agreement (Stipulation) to establish paternity, child support and medical support.

**Get genetic testing.** If you don't think you are the father of the child named in the complaint, contact your local child support agency so you can arrange for testing to determine whether you are the father.

**Hire an attorney.** A Summons and Complaint is a legal document. You are being sued. You may want to hire a private attorney to represent you.

**Get legal help.** You may ask the Family Law Facilitator for free help in reviewing and completing forms.

Do not ignore the  
Summons and Complaint!

### What happens if I do not respond?

If you ignore these legal papers you will be considered the legal parent and you may be ordered to pay child support and/or medical support.

If you do not sign an agreement (Stipulation) or file an Answer to Complaint within **30 days**, the proposed judgment will become a **final judgment**, which means a decision is made without your input. This means the amount of support you have to pay may be incorrect.

It is in your best interest to take care of this lawsuit before it becomes a final judgment. The information you provide will help ensure the child support order is correct.

If you are not sure you are the child's father, you must request genetic testing!

If you don't request testing you will become the legal father of the child even if you are not the real father. The local child support agency can help you arrange testing.

*Children need  
both parents  
to do better socially  
and in school.*



# Thank you!

## Your case application is being reviewed.

### What happens next?

#### ● **First Step**

It takes between 10-30 days for case review, which will include an initial interview if we have not already had the chance to speak with you.

#### ● **Gathering Information**

Before we can collect child support, we need to establish a court order. To establish a child support order, we will need as much information about the other parent as possible. Any information you have will help us locate the other parent and move your case forward. Useful information includes: **name, birth date, social security number, address, place of employment, and sources of income.**

#### ● **How an Order is Established**

We can begin to establish the child support order when we have a valid address. Depending on the other parent's response and cooperation, this process may take three months or longer.

- ① The Department of Child Support Services (DCSS) sends a Summons & Complaint (a legal document to request a court order) and a proposed judgment to the court.
- ② The other parent receives a copy of the Summons & Complaint.
- ③ The other parent is given 30 days to respond to the Summons & Complaint. If there is no response, the proposed judgment becomes the order of the court.
- ④ If a response is received from the other parent, and

##### **If both parents agree to the amount:**

1. Both parents sign a stipulation.
2. The stipulation is sent to the court for approval.
3. The court approves the stipulation and it becomes a court order.
4. DCSS begins to enforce the court order to ensure support is collected.

##### **If both parents do not agree to the amount:**

1. A court hearing is set.
2. Both parents attend the court hearing.
3. The court determines the child support amount.
4. DCSS begins to enforce the court order to ensure support is collected.

*The Department of  
Child Support Services  
is pleased to offer*

# Customer CONNECT

[www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov)

Account information is available online or over the phone 24 hours a day, seven days a week.

Use **Customer Connect** to:

- Update personal information
- Check account balances
- View payment information
- Check court dates and appointments
- Look up case information

Get connected — use our secure self-service website.

[www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov)

**or call our toll-free  
automated phone system**

**1-866-901-3212**

TTY 1-866-399-4096

**1-408-273-0073 (Outside the U.S.)**

**Visit our secure website**

[www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov)

**or call toll-free**

**1-866-901-3212**

TTY 1-866-399-4096

*California Department of Child Support Services  
P.O. Box 419064 A-130  
Rancho Cordova, CA 95741*

PUB 255 (1/2011)



*Welcome to*

# Customer CONNECT

*Access  
@ your  
fingertips*



**California Department of  
Child Support Services**

# Getting started with **Customer CONNECT**

[www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov)

**Customer Connect** is California's self-service child support information system designed with YOU in mind.

## Benefits of Customer Connect

- Convenient 24/7 access
- Reset or change your Personal Identification Number (PIN)
- Update your account information
- View payment information
- Review case information
- Verify court dates and appointments

Using **Customer Connect** online or over the phone is easy. All you need to access personal case information is your:

- Participant ID Number or Social Security Number (SSN)

**Note:** Your Participant ID Number can be found on a child support check or on a child support billing statement

- Customer Connect PIN

**Note:** If you didn't receive or forgot your PIN, you can request a new one online if you have a valid mailing address on file.

*It's easy, fast and ready when you are.*

## Customer Connect . . . access @ your fingertips

### Getting Started Online

Use your **Customer Connect** temporary PIN the first time you login at [www.childsup-connect.ca.gov](http://www.childsup-connect.ca.gov):

- Click on *Login*
- Enter your Participant ID Number or SSN
- Enter your PIN
- Click on *Login*
- You will then be prompted to change your PIN

### To View Payments Online

- Click on *Login*
- Enter your Participant ID Number or SSN
- Enter your PIN
- Click on *Login*
- Select the *My Payments* tab
- Select either *Payments I Made* or *Payments Sent to Me*

### To Update Personal Information

- Follow the above procedure, but select the *My Profile* tab
- Information can be updated under either *Update My Information* or *Provide Other Party's Information*



### Using the Phone System

#### To Get General Information

- Press 2 (not a parent or guardian) or say: "No"
- Press 7 for other options or say: "None of these"

#### To Get Payment Information

- Press 1 (parent or guardian) or say: "Yes"
- Enter your Participant ID Number or SSN
- Enter your PIN
- At the Main Menu, say: "Payments"

For speech and hearing impaired customers, services are available through our TTY number: 1-866-399-4096.

Customer Connect Toll-Free

**1-866-901-3212**

# The Benefits of Opening a Child Support Case



## CALIFORNIA'S CHILD SUPPORT PROGRAM: A Resource for Parents ...



Providing basic necessities such as food, clothing and shelter is a financial challenge for many families. Opening a child support case is important to ensure that both parents share the responsibility for supporting their children. The Department of Child Support Services (DCSS) is here to help you.

### The Benefits of Opening a Child Support Case

The Child Support Program offers an array of services and easy access to information to assist you with your child support case. We provide:

- **Accurate Accounting**

Both parents benefit from knowing that DCSS will accurately record all payments received. A history of payments made can be obtained 24 hours a day through Customer Connect, our secure, self-service website.

- **Automated Enforcement**

DCSS has a variety of automated measures to enforce current and past due payments of child support. They include: wage garnishment, tax intercepts, property liens and license suspension.

- **Modification**

Either parent may request DCSS to review their child support order when there is a change in circumstances, such as earnings or timeshare. DCSS will file the documents with the court and ensure the correct earnings and deductions are used in the calculation of support.

- **Excellent Customer Service**

Child support professionals will work with you to provide answers to questions you have about your child support case.

### *A Day in the Life.....*

A judge ordered a parent to pay child support through a divorce action. When the parent failed to pay, the custodial parent opened a case with DCSS. A wage garnishment was issued, the custodial parent signed up for direct deposit and began receiving regular monthly payments deposited to her account without hiring an attorney to enforce the order.

Open a child support case today! It's quick, easy, and secure.  
Go to: <http://www.childsup.ca.gov> and click on "Apply for Services" or,  
call: 1-866-901-3212 to have an application mailed to you today!



Child Support  
Directors Association  
*A Coalition of Experts Collecting Billions  
for California's Children*

*"Child Support... An Investment in the Future of Our Children"*

**CHILD SUPPORT DIRECTORS ASSOCIATION**

[www.csdaca.org](http://www.csdaca.org)

# Help Your Child Support Professional Help You



## California's Child Support Program: A Resource for Parents...



Contact your local child support agency to keep your case information current and your child support order accurate by telling us about:

- Changes in address or telephone numbers
- Significant changes in your child's needs including medical bills or day care costs
- Incarceration, disability, drug/alcohol, or mental health rehabilitation
- Changes in income, pending worker's compensation payouts or disability income
- New court orders for child support or health coverage
- Changes in employment such as layoff, termination or new job
- Changes in child custody or visitation
- New or lapsed health insurance coverage
- Changes in public assistance status
- Changes in the number of children you are supporting

Call your Local Child Support Agency today at:  
1-866-901-3212, or TTY: 1-866-399-4096



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**CHILD SUPPORT DIRECTORS ASSOCIATION**

[www.csdaca.org](http://www.csdaca.org)  
Revised: September, 2010

## Keeping Your Confidential Information Secure



### CALIFORNIA'S CHILD SUPPORT PROGRAM:

A Resource for Parents ...



The Department of Child Support Services (DCSS) offers all customers safety, security and confidentiality of their personal information. While promoting its mission to support California's families, DCSS places great importance on protecting your information.

#### ■ Information Privacy

Your personal information is just that, personal. DCSS uses safeguards to prevent revealing your personal information to anyone that does not have permission to access it. Your personal information will not be shared with the other parent or party affiliated with your child support case unless ordered by a court.

#### ■ Information Security

DCSS manages the Child Support Program using a statewide automated Child Support Enforcement system. Personal information associated with your child support case resides in this system and has been safeguarded from cyber attacks and misuse to the fullest extent possible.

#### ■ Confidentiality

Your child support case information is confidential and protected by law. Examples of confidential child support case information include application for services, employment, and medical information. All California child support program professionals are required to adhere to case information confidentiality requirements and are held accountable to laws governing its usage.

#### ■ Sensitivity

DCSS understands the sensitive nature of your involvement in the child support program. All participants are to be treated with respect, dignity and compassion. DCSS will not release any information unless required to do so by law and with authorized authorities.

Contact your local child support office: 1-866-901-3212, or: TTY 1-866-399-4096  
<http://www.childsup.ca.gov>



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## How is the Amount of My Child Support Determined?

### CALIFORNIA'S CHILD SUPPORT PROGRAM:

A Resource for Parents ...



The amount of child support parents are required to pay is determined by a "Statewide Uniform Guideline Formula". California courts, local child support agencies and private attorneys all use this formula to set the legal amount of child support.

The guideline child support formula takes the following factors into account:

#### Income

Both parents' average (after tax) income from any source including income from salaries, unemployment benefits, rental income, self-employment and some social security or disability insurance benefits is used in the child support calculation.

Mandatory union dues, retirement contributions, health insurance and child and spousal support paid for separate relationships are deducted from the parents' income.

#### Timeshare Factor

Spending time taking care of the child is considered to be support of the child. The court or the local child support agency uses the time each parent spends with the child as a factor in the child support calculation. The time both parents spend with their child through visitation or custody arrangement impacts the amount of child support ordered.

#### Other Factors

The courts or local child support agency may also take into account job related expenses, extraordinary health expenses and the minimum basic living expenses of either parent's child from another relationship who lives with the parent in calculating support if these create an undue hardship.

#### FAQs

Is my current spouse's income included in the child support order?

Except in extraordinary cases, the income of the current spouse is NOT considered when determining or modifying child support.

Will my child support be reduced because I am paying for another child?

Any child or spousal support payment that is being paid for another child or spouse may be deducted from your income used to calculate child support. You will be asked by the court or the local child support agency for proof of these payments.

Contact your local child support agency: 1-866-901-3212, or TTY: 1-866-399-4096



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www.csdaca.org  
Revised: April, 2011



# Self-Help Court Services for Child Support

Some assistance is available through Self-Help Services at the Superior Court.

Email services:

**[childsupportselfhelp@sb-court.org](mailto:childsupportselfhelp@sb-court.org)**  
**[flworkshop@sb-court.org](mailto:flworkshop@sb-court.org)**

Locations:

**Child Support Division Courthouse**  
655 N. 2<sup>nd</sup> Street, 2<sup>nd</sup> Floor  
San Bernardino, CA 92415

**San Bernardino Historic Courthouse**  
351 N. Arrowhead Avenue  
San Bernardino, CA 92415

**Rancho Cucamonga**  
8303 N. Haven Avenue  
Rancho Cucamonga, CA 91730

**Victorville**  
14455 Civic Drive, Suite 100  
Victorville, CA 92392

**Joshua Tree**  
6527 White Feather Road  
Joshua Tree, CA 92252

**Please contact the Self-Help Center for operating hours.**