

Know Before You Go

Your Telephonic Court Hearing



The Role of Child Support Services

Our role is to present the facts of each case to the court for both parties. Our goal is to have a Child Support Services (CSS) representative speak with each customer prior to the hearing; however, you will not be able to speak directly with the attorney while court is in session. The CSS Attorney does not represent you, your child(ren), or the other parent. You may retain an attorney to represent you.

Matters in Front of the Court

Matters in front of the Court on the 5th floor are for CSS cases only. Only open CSS cases with issues related to child and medical support are heard in these courtrooms. CSS does not handle visitation matters. Court Commissioners conduct the hearings. Once the Commissioner is satisfied he/she has heard all the relevant facts, he/she will make a decision and a child support order is entered.

How Child Support Is Determined

Both parents have a legal duty to provide financial support for their children. California law requires courts to follow statewide guidelines (Guideline Calculator) when setting child support orders. The following are some of the factors that the court may take into consideration when determining a child support amount:

- Monthly income of both parents
- Actual visitation
- Child care expenses
- Cost of health insurance
- Support payments (child or spousal support) paid/received from other relationships proof is required
- · Number of biological children living in each parent's home

To access the Guideline Calculator or to obtain a copy of the user guide containing all the factors in setting child support, access the California Department of Child Support Services website at http://www.childsup.ca.gov/Resources/CalculateChildSupport.aspx.

Continuances

A continuance means the case is being postponed for another date. CSS does not grant continuances or cancellations of court dates; only the court has that authority. If you contact CSS, we will relay your request to the court, but there is no guarantee that it will be honored and the court may proceed without you. If you have been ordered by the court to appear, you should be in court unless you obtain permission from the court to be absent.

Getting Ready

Documents Needed

You will need to provide the documents listed below to CSS at least two weeks prior to the court hearing and bring a copy of the documents with you to the court hearing. If you do not provide these documents, the court may issue a continuance or not hear the matter.



- A completed Income & Expense Declaration form (completed and signed within 90 days of the hearing)
- 3 most recent paycheck stubs
- If self-employed, a copy of your most recent federal tax return (Including all Schedules and Profit & Loss Statements)
- · Dates, times & duration of visitation
- Childcare verification and receipts for costs

Mail your documents to: Orange County CSS

P.O. Box 22099 Santa Ana, CA 92702-2099

SmartForms to File Electronically

Orange County Superior Court is among the first to offer web access to forms using Adobe's SmartForm technology. The SmartForms are located on the Orange County Superior Court website at, www.occourts.org/forms.

Important: Email the courtesy confirmation you receive from Superior Court to CSS at, CSS-SmartForm@css.ocgov.com.

Your Telephonic Hearing Day

You have been scheduled for a telephonic hearing and are required to call in on the date and time specified on documents mailed to you.

Your call must be on a land line telephone. The phone number provided is a direct line to the courtroom and is for hearing purposes only. You will be placed on speaker phone for the Commissioner, the other parent, the Child Support Services Attorney, and the court staff to hear. You may be required to accept a collect call from the Court.

The court requires the following:

- Environment: Be in a room alone when calling; eliminating all background noise
- Phone: Speaker phones and cell phones are not permitted
- Time: Call at the assigned time (review your paperwork for the specific information)
- Phone Number to Call: Review your paperwork to determine which department listed below to call
 - Department L51 (657) 622-5551
 - o Department L52 (657) 622-5552
 - Department L54 (567) 622-5554

During the hearing:

Speaking:

- o Do not speak when the Commissioner or other parties are speaking
- Speak clearly and directly into the phone receiver
- Notes: Be prepared to take notes so that you may respond or inquire when the Commissioner provides you the opportunity
- Supplies:
 - Have more than one pen and/or pencil available
 - Have copies of any documents you submitted or filed available for reference

Listening:

- Listen carefully as the hearing will proceed quickly
- There may be instances of quiet during parts of your hearing, during this time the Commissioner may be waiting on information from a person present in the court room, or for a computer calculation, please remain silent unless called upon

Following the Hearing

A copy of any child support order made by the Commissioner will be mailed to you. If you have any questions about the hearing, do not use the phone number that was provided for the telephonic hearing; that line is for hearings only and rings within the courtroom. Please contact us using the information below.

Contacting Us

You may need to contact us regarding your upcoming court date or after your court date.



Department of Child Support Services
Customer Service Center
1055 N. Main Street. 1st Floor

1055 N. Main Street, 1st Floor Santa Ana, CA 92701

Monday-Friday (except holidays)

Hours: 7:00 a.m. - 4:30 p.m.

Note: 7:00 a.m. - 8:00 a.m. is reserved for appointments. To guarantee service, please arrive by 4:00 p.m.

Visit us online: www.css.ocgov.com
Phone (toll-free): (866) 901-3212
TTY (hearing impaired): (866) 399-4096