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 Parent Receiving Support (PRS) opened a case with DCSS. A wage garnishment was issued, and the PRS signed up for direct deposit and began receiving regular monthly payments deposited to their account without hiring an attorney to enforce the order.

For more information, contact your local child support office: 1 (866) 901-3212 **or TTY:** 1 (866) 399-4096
https://childsupport.ca.gov/

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

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