



County of Los Angeles Child Support Services Department



TERRIE HARDY
Director

GENIE CHOUGH
Chief Deputy Director

Frequently Asked Questions - For Parties Impacted by the Wildfires

- 1. I have been displaced and cannot receive mail at my regular mailing address, nor phone calls to my home phone number. How do I update my current contact information with your office?**

There are a number of ways to provide updates to CSSD. You can:

- Contact our office Monday through Friday from 7:00am to 5:00pm at (866) 901-3212 or via Live Chat at cssd.lacounty.gov
- Make updates or contact your case worker through Customer Connect at www.cse.ca.gov/CustomerConnect/login
- Email or call your case worker directly
- Visit one of our 6 office locations in person during regular business hours or meet with us virtually. You can find more information at <https://cssd.lacounty.gov/locations>

- 2. I have lost my job, my hours were cut at work, or I have experienced other substantial changes in circumstance, and I would like my child support amount to be reviewed for a change.**

A change in a court order is called a modification. Either parent can request that CSSD review their case for a modification by contacting our office. If you have any questions, you can call us at (866) 901-3212 or chat with us via Live Chat at cssd.lacounty.gov.

You can also complete an Income & Expense Declaration, which can be found on our website at cssd.lacounty.gov, and submit by:

- Email to: CSSD-ModifyMyOrder@cssd.lacounty.gov
- Mail to: LA County CSSD, 5500 S. Eastern Avenue, Commerce CA 90040

Parties also have the option of requesting a modification directly from the court. For more information, visit www.lacourt.org.

3. I was previously receiving my child support payments via check through the mail; however, I don't have access to my mailbox at this time and would like a more secure way of receiving my child support payments.

You can visit the State of California Department of Child Support Services (DCSS) website at <https://childsupport.ca.gov/payment-options/> to enroll in one of these options:

- Direct Deposit - Your child support can be deposited directly to your checking or savings account
- Electronic Payment Card (EPC) – Your child support can be applied to your EPC card, like a pre-paid debit card, and you can use it anywhere Mastercard is accepted – no bank account or social security number required

For more information, call (866) 901-3212 or visit cssd.lacounty.gov.

4. I need help from the other parent and would like to open a child support case.

To open a case, you can complete an application online at cssd.lacounty.gov. You can also request that an application be mailed to you, by:

- Calling (866) 901-3212 or Live Chat at cssd.lacounty.gov
- Sending an email to info@cssd.lacounty.gov
- Texting the word "Open" to (323) 596-0428
- Visiting one of our office locations. You can find more information at <https://cssd.lacounty.gov/locations>

If you complete a paper application, you must be sure to sign the application and send the completed application and all accompanying forms to: LA County CSSD Case Initiation Unit, 5500 S. Eastern Avenue, Commerce CA 90040.

5. Is there a cost for services?

The State of California charges an annual service fee for \$35 per year, per case, for never-aided cases when payments to the custodial party for the federal fiscal year (October 1 – September 30) have reached \$500.

6. I don't have any of my paperwork with me. Do I need it to get help from CSSD? If so, what do I do?

If you have an existing case with CSSD, you will just need to verify your information verbally when you call CSSD or provide personal identification, like a government-issued ID or driver's license, if you visit in-person.

If you do not have an existing case and are seeking to open a case with our office and you have been asked to provide information or verification to our office that you no longer have, let us know so that we can work with you on a resolution.

If you need a copy of a court order issued by the Los Angeles County Superior Court, you can find more information at www.lacourt.org.

7. I don't have access to any of my paperwork. How can I send in my child support payments?

You can make child support payments in several ways:

- During regular business hours, at kiosks in our Van Nuys, Commerce, South Los Angeles, Torrance, and Antelope Valley offices. For a list of our office locations, visit <https://cssd.lacounty.gov/locations>.
- By phone at (866) 901-3212
- Online at <https://childsupport.ca.gov/payment-options/>
- Online at www.ExpertPay.com
- At MoneyGram and PayNearMe locations
- Via check or money order to: CA State Disbursement Unit, PO Box 989067, West Sacramento, CA 95798