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Riverside County Department of Child Support Services – Client Navigation

April 13th, 2023

**Multidisciplinary Approaches to
Ending Homelessness**

**A CONTINUUM OF CARE WEBINAR
SERIES**

Please sign in by typing your full name, title, and organization into the webinar chat box.

About the Webinar Series

Purpose

These webinars provide an opportunity to engage with local and regional experts on best practices, advocacy tools and resources available to prevent and end homelessness in Riverside County.

Recorded Webinars

After the live webinar has taken place, the recording will be added to our website.

Upcoming Webinars

We are working on securing speakers for future webinars and would love to feature you or your agency.

Email CoC@rivco.org if interested.

AGENDA FOR TODAY

10:00 – 10:10 AM	Welcome & Introduction	HWS – Continuum of Care Staff: Raushanah Walker, Senior Program Specialist
10:10 – 10:50 AM	Client Navigation by Department of Child Support Services	Paola Castro, Supervising Attorney Sotheara Ly, DCSS Marketing and Outreach Team
10:50 – 10:55 AM	Q&A: Please type your questions in the chat box. We will answer as many questions as possible at the end of the webinar.	
10:55 – 11:00 AM	Webinar Survey: Please provide feedback on this session by completing this survey.	

Please sign in by typing your full name, title, and organization into the webinar chat box.



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Department of Child Support Services



Child Support 101





The History of Title IV & Child Support

Title IV of Social Security Act Signed

US enacted federal legislation establishing the welfare system. Title IV of the Social Security Act established aid for dependent children.



1974

PRWORA is signed

The Federal Personal Responsibility and Work Opportunity Reconciliation Act, also known as welfare reform, changed federal law affecting child support programs across the country.



1998

The Deficit Reduction Act of 2005

Created incentives to States to send more child support collected on behalf of families on TANF to the families themselves in both current and former assistance cases.

1935



Title IV-D added to Social Security Act

This amendment mandated all states to establish a child support program. The Office of Child Support Enforcement was established.

1996



The Child Support Performance Act

Created new structure to reward states that operated effective CSE (child support enforcement) programs. It shifted focus to performance-based incentive funding, establishing the FPM.

2005





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- **Child Support Services is here to establish, modify and enforce court orders:**

- ✓ **Parentage**
- ✓ **Child support**
- ✓ **Medical support**





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Child Support Services does not provide the following services:

- ✓ **Custody Orders**
- ✓ **Visitation Orders**
- ✓ **Restraining Orders**
- ✓ **Establishing Spousal Support Orders**





We work with dads and moms because children do better when both parents are involved, even when they are no longer together as an intact family.





How DCSS Receives Applications

- **Cal Works Applicants or Foster Care Services**
 - Received via Automated service requests
- **Non-Assistance**
 - VIOLA “Virtual Interactive Online Application”
Also, a hard copy application is available
- **Intergovernmental**
 - Services Requested from another State or Country





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DCSS Case Participants

Every DCSS case must consist of:

- **PRS:** Person Receiving Support, Legal Guardian, or Foster Care case.
- **PPS:** Parent Paying Support
- **DEP:** Dependent Children





Establishing Parentage

Establishing parentage is the process of determining the legal parents who are responsible for the financial support of a child.

- **Marriage**
- **Unmarried parents can sign a VDOP* (Voluntary Declaration of Parentage) form in the hospital, welfare office, child support office, or www.cdph.ca.gov**
- **By agreement of the parents by signing a Stipulation**
- **Genetic Testing (DNA) is available in certain situations free of cost at local CSA.**



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Establishing Child Support Order

- **Child support is based on a parent's income and visitation with the child**
- **Parties can agree to the child support amount by Stipulation**
- **Parties who don't agree can have the opportunity to see a judge**
- **Parties who do not participate will have an order established by default**



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- **Garnishing of wages**
- **Suspension of Licenses**
- **Reporting to the Credit Bureaus**
- **Initiating Bank Levies**
- **Submission of Passport Suspension**
- **Real Property Liens**
- **IRS & FTB Intercepts**

Enforcement Of A Court Order



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Either party and/or the local child support agency can request a review due to a change in circumstances:

- **Income Increase/Decrease**
- **Custody/Visitation Change**
- **An additional Biological Child added to the family unit**



Programs & Resources That Can Assist Parents



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- **Debt Reduction Program**
- **LCSA Resource Center**
- **Family Law Facilitator's Office/Self-Help Resource (FLAC)**
- **Inland Empire Legal Services**
- **Employment Development Department (EDD)**
- **Department of Public Social Services (DPSS)**



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Overview – 10 Steps in Child Support



Apply for Child Support Services

Either parent can apply for support or open a child support services case, as can a child's legal guardian.

1



Locate the Parents if Necessary

Before a child support order can be made, both parents of the child or children must be located.

2



Summons & Complaint

The parent being asked to pay will be legally notified that they are named in a child support case.

3



Establish Legal Parentage

If named in a case, you have the right to request proof of legal parentage and we will help you free of charge.

4



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Create a "Stipulated Agreement"

If both parents can agree on an amount, they can avoid court by filing a "Stipulated Agreement."

5



Court Sets the Child Support Order

A judge or commissioner reviews your information and decides on a child support amount.

6



Begin Making Payments

After a child support order is set, payments are scheduled to begin, usually by payroll deduction.

7



Enforce the Child Support Order

Parents who refuse to pay or delay paying their child support face enforcement actions and interest charges.

8



Change the Child Support Order

If either party has a change in circumstances after child support is set, they may qualify for “modification.”

9



Closing a Child Support Case

There are many reasons why a child support case can be closed.

10





We Have 3 Branch Offices

- **Riverside - Department of Child Support Services**
2081 Iowa Ave., Riverside, CA 92507
Mon – Fri 8am-5pm
- **Indio - Department of Child Support Services**
47-950 Arabia St., Indio, CA 92201
Mon – Fri 8am-5pm
- **Blythe - Department of Child Support Services**
260 N. Broadway, Blythe, CA 92225
Mon – Fri 8am-5pm





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VIDEO APPOINTMENTS

**We offer video conferencing
with a Child Support Specialist!**



Reserving an appointment is easy on our website:

www.RivCoDCSS.com

Appointments are scheduled:

Monday through Friday (8:30 a.m. to 4:30 p.m.)





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TALK TO A Customer Service CUTOMER SERVICE REPRESENTATIVE



(866)901-3212

Live Customer Service Representatives are available:

Monday through Friday (8:30 a.m. to 5 p.m.)

All our services are provided in both English and Spanish.

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SPEAK WITH US NOW!

Assistance is available
virtually anywhere,
anytime.



Our LiveChat feature on our website
www.RivCoDCSS.com

provides an option to speak with a
live Child Support Specialist.

Monday through Friday (8 a.m. to 5 p.m.)





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Customer Service

There are many convenient WAYS TO PAY!



PAYPAL



PAY NEAR ME



MONEY GRAM



ONLINE PAYMENT



TOUCHPAY



MAIL PAYMENT



PAYMENT BY PHONE



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We Have 4 Court Facilities, to Better Serve You

- Riverside
- Indio
- Hemet
- Blythe





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We Are Here To Help Both Parents!



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Child Support Services

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Any Questions we may answer?



Riverside County
Child Support Services

Thank you for hosting us today!

**We look forward to partnering with you
in further helping families.**



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QUESTIONS & COMMENTS

NEXT WEBINAR: APRIL, 2023

WEBINAR SURVEY

- [LINK TO SURVEY](#)