

# COUNTY OF SAN MATEO

## DEPARTMENT OF CHILD SUPPORT SERVICES

### INTRODUCTION TO CHILD SUPPORT



# Mission

The County of San Mateo Department of Child Support Services serves the public to enhance the lives of children and families by helping parents meet the financial, medical and emotional needs of their children by establishing and enforcing child support orders.





## Services Provided

- ☐ Establish Paternity (fatherhood)
- ☐ Locate Parents
- ☐ Establish and Enforce Child Support
- ☐ Modify existing Child Support Orders
- ☐ Establish and Enforce Health Insurance

To open a child support case, click on the following link below:

<https://childsupport.ca.gov/apply-for-child-support/>



## Services Not Provided

- ☐ Custody and visitation
- ☐ Restraining orders
- ☐ Handle divorces
- ☐ Establish spousal support orders



To request assistance for these services, contact San Mateo County Family Law Facilitator: [http://www.sanmateocourt.org/self\\_help/contact\\_us.php](http://www.sanmateocourt.org/self_help/contact_us.php)



# 10 Steps of the child support case process (links include video resources)

## ❑ Step 1: Open a Case

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#open%20>

## ❑ Step 2: Locate the Parent

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#locate>

## ❑ Step 3: File a Summons and Complaint

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#file>



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☐ Step 4: Establish Legal Parentage

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#establish>

☐ Step 5: Create a “Stipulated Agreement”

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#stipulate>

☐ Step 6: File the Support Order

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#court%20>





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### ☐ Step 7: Begin Making Payments

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#pay>

### ☐ Step 8: Enforce the Order

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#enforce>

### ☐ Step 9: Modify the Order

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#modify>

### ☐ Step 10: Closing the Case

<https://childsupport.ca.gov/about-us/about-california-child-support-services/#close>





# Change my order!

Any parent can request a review of the existing order through the local child support office. Contact us to discuss your options!



For additional information on the modification process, click on the following link:

<https://childsupport.ca.gov/overview/modify-my-payment/>



# Debt Reduction Program

The Debt Reduction Program is a program for eligible parents to reduce the amount owed to the government for past due child support. Contact us to apply!



For additional information regarding the debt reduction program, click on the following link: <https://childsupport.ca.gov/overview/debt-reduction-program-coap/>

## License & Passport suspension

### LICENSE RELEASES

If your driver's license is suspended due to past due child support, contact us to discuss an agreement to release your license!

### PASSPORT RELEASES

If your passport has been denied due to past due child support, contact us to discuss options for a passport release.

Enforcement actions are authorized by Federal law. For additional information, click on the following link: <https://childsupport.ca.gov/drivers-license-passport-release/>



## Additional Video Resources



<https://childsupport.ca.gov/video-resource-library/>

## Contact Us



Call Center: 866-901-3212



website: <https://dcss.smcgov.org/>



Email: [smcdcscs@smcgov.org](mailto:smcdcscs@smcgov.org)



Visit us\*: 555 County Center, 2<sup>nd</sup> Fl Redwood City

\*The office is closes due to Covid restrictions! We have a DROPBOX available for MAIL ONLY