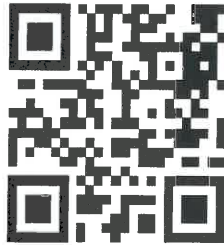


SUPPORT PAYMENT OPTIONS:

- Electronic payment from checking or savings accounts
- Visa or MasterCard branded debit or credit card
- Check or money order mailed to the SDU
- Cash, cashier's check or money order payments made at our office
- MoneyGram (Use Receive Code 14630; a \$1.99 fee will be charged by MoneyGram)
- Income Withholding Order
- Mobile Payment App "CACHildSup"



CA State Disbursement Unit (SDU)

P.O. Box 989067
West Sacramento, CA 95798-9067

1-866-901-3212 (Option 1)

www.casdu.com

Smith/Ostler Program Contacts:

**50 Douglas Drive, Suite 100
Martinez, CA 94553**

Phone: 925-957-2332

Fax: 925-335-3611

Email:

Bonus.Program@dcss.cccounty.



Smith/Ostler Program

Program Overview

Contra Costa County
Department of Child
Support Services

WHAT IS A

SMITH/OSTLER ORDER?

In calculating child support and/or spousal support, the court may make an order requiring the payment of a base support, plus additional support that will become due if the payor earns a certain type of income or an amount of income over a set amount.

These types of orders are called Smith/Ostler Orders, named after the case entitled *In re Marriage of Ostler & Smith*, which held that it is within the court's discretion to order a party obligated to pay support to pay a percentage of any bonus or other income over and above a set amount.

For parties who earn bonuses, commission, overtime, or whose income fluctuates due to their specific type of employment or varying income sources, this type of order is fairly common, however, most local child support agencies do not enforce the additional support portion of an order because of a number of challenges making it difficult to enforce. Even if the local child support agency enforcing the base support order does not enforce the Smith/Ostler portion of the order that does NOT mean that the support is not owed.

CHALLENGES WITH SMITH/OSTLER ORDERS

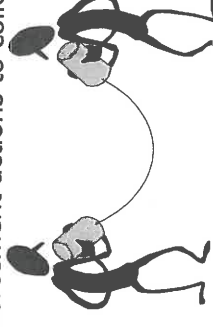
Smith/Ostler additional support orders create a number of challenges for local child support agencies. Our statewide system is unable to track the specific additional income the varying court orders identify as the source to calculate the additional support and it is unable to calculate the amount of additional support due. These actions must be done manually by expert child support specialists.

The employers of most payors will not calculate and pay the additional support, leaving it to the payors to calculate and pay the additional support on their own. If they do not comply with the payment of the additional support, they will ultimately be responsible for its payment plus interest at the legal rate of ten percent per annum on the unpaid amounts. Therefore, unless the payor is diligent in calculating the additional amounts due and then paying them timely, the end result is a large debt due that continues to accrue interest.

Despite these challenges, Contra Costa County has implemented the Smith/Ostler Program to calculate and collect the additional support due as a service to its customers.

HOW DOES THE SMITH/OSTLER PROGRAM WORK?

- We set the requirements for the reporting of income and the paying of amounts due and communicate those requirements to you
- We monitor the case to ensure that you have complied with the requirements of reporting income
- Once income verification is received, we calculate whether additional support is due based on the terms of the court order and advise you of the additional amount you need to pay
- We tell you the amount due via your choice of phone, email, fax or letter
- We provide instructions on payment options and confirm payments were made when due
- If you fail to comply with our requirements, including making your payments when they are due, we will take aggressive enforcement actions to collect



Who do I contact if I have questions about using the website or automated phone system?

Call 1-866-901-3212, select Option 1 for any questions regarding the SDU website or the automated phone system (IVR)

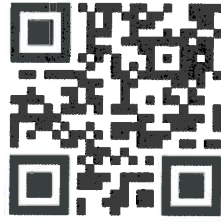
If I can't pay electronically, where do I send my child support payments?

Child support payments, should be made payable to "California State Disbursement Unit," and mailed to:

**CA State Disbursement Unit (SDU)
PO Box 989067
West Sacramento, CA 95798-9067**

Please include your name and Participant ID number with your payment

California Department of Child Support Services Mobile App for Payments:



LCSA = Local Child Support Agency
SDU = State Disbursement Unit



State Disbursement Unit

Making Payments FAQ

CA State Disbursement Unit

P.O. Box 989067

West Sacramento, CA 95798-9067

Phone: 1-866-901-3212 (option 1)

www.casdu.com

Contra Costa County

Department of Child Support Services

What are my payment options?

Pay Online: Electronic payments can be made online on the website using your Visa card, MasterCard, checking account or savings account. See next sections for instructions to register and to pay

Pay by Phone: Call 1-866-901-3212 (option 1). Electronic payments can be made using your Visa card, MasterCard, checking account or savings account. You will need your Social Security number and 13 or 15 digit Participant ID number

Pay by Mail: Mail your check or money order to: CA SDU, PO BOX 989067, West Sacramento, CA 95798-9067. Include your name and Participant ID number with the payment

Pay by Mobile App: Available for Android and iPhone, the CChildSup mobile app lets you make electronic payments using your smartphone

Pay with MoneyGram: Find a location at www.MoneyGram.com/Locations or call 1-800-926-9400. You will need your child support Participant ID number and **Receive Code 14630 for California child support payments. MoneyGram charges a \$1.99 fee.***

Pay with PayNearMe: Pay at 7-Eleven, Family Dollar and ACE Cash Express. You will need a reusable payment code, which you can obtain at www.PayNearMe.com/California or call 1-866-901-3212. Print it or keep it on your smart phone and show it each time you make a

payment. **PayNearMe charges a \$1.99 fee and guarantees payments.***

*** Notice: It may take several days for your payment to be posted to your child support account.**

Pay in Person: Pay at a local child support office that accepts payments at the counter or at a kiosk. To find out which locations accept in-office payments, contact those nearest to you by calling 866-901-3212. Office addresses are available online at www.childsup.ca.gov/offices

Contra Costa takes cash, cashier's check and money order payments at its offices at **50 Douglas Drive, Suite 100, Martinez** Monday through Friday (excluding legal holidays): **Counter: 7:30 am to 4:30 pm Drive-Up Window: 8:00 am to 5:00 pm**

How do I register on the website?

Register at www.casdu.com. You will need your Social Security number, your 13 or 15 digit Participant ID number, and contact information. (If you do not know your Participant ID number, you can call 1-866-901-3212 to obtain it.)

- Select the "Non-Custodial Parent" button
- Select the "Register Now" option
- Enter the required information, including a valid email address
- A temporary password will be emailed to you
- Log in with your temporary password
- Follow the instructions to update your temporary password

- You will only need to register once

How do I make a payment on the website?

There are two options for making a payment on the website:

Option 1 – Make payments as a registered user:

- Log in
- Select the "Make a Payment" option
- Follow the instructions on the website to make a payment using either your bank account information or credit or debit card

Option 2 – Make a single payment without registering:

- Select the "Non-Custodial Parent" button
- Select the "Pay Without Registering" option
- Enter the requested information on the website to make a payment using either your bank account information or credit or debit card. You will need your Social Security number and 13 or 15 digit Participant ID number

If you have further questions, call 1-866-901-3212, select Option 1 to get to the SDU

Are there advantages to registering on the website?

Yes. As a registered participant, you can:

- schedule future dated payments
- schedule recurring payments
- store bank account or credit/debit card information

SMITH/OSTLER PROGRAM START-UP CHECKLIST-DATABASE

1. Initial Start-Up:

❖ Order(s) Summary:

Date Filed and Type	Support Type	Income Type	Calc. Method	Calc. Perc	Calc. Frequency	Base Threshold	Eff. Date	End Date

- ❖ Create electronic folder using last name of NCP (H: Home>Smith Ostler Program>New Folder).
- ❖ Save referral to electronic folder.
- ❖ Add to the Smith/Ostler Program Overview spreadsheet and The Name List sheet
- ❖ Image/Export all S/O orders into the electronic file.
- ❖ If bonus/overtime schedule, image/export separately.

2. CSE and Database Start-Up:

- ❖ Reassign CSE Case to the Smith/Ostler Team. Auto. reassign.: Reassign w/in the selected team.
- ❖ Add "Smith/Ostler Program" to case overview page – Case Special Circumstances.
- ❖ Add IWO suppression. Choose: Court case drop down, reason for suppression: S/O
- ❖ Email to tech by alpha breakdown to create Allocation Hold Disbursement Hold.
- ❖ Open a new case in the database.
- ❖ Assign case to appropriate worker.
- ❖ Write activity log MISC/Legal/Legal Notes: "Case reviewed for Smith/Ostler Program. [Details]."

3. Research, Calculate and Communicate:

- ❖ Assess what information is needed for accounting startup and start gathering Information:
 - ✓ Payment Histories
 - ✓ Participant Income Page
 - ✓ The Work Number
 - ✓ Financial Screen – Audit needed?
 - ✓ Order Tax Returns?
 - ✓ Wage Verifications?
- ❖ Add all known income/payments.
- ❖ Create S/O SAT, and base SAT if needed.
- ❖ Case opening letter to NCP and CP (and attorneys), including brochures and accounting (if we have it)
- ❖ Write activity log MISC/Legal/Legal Notes: "Case reviewed for Smith/Ostler Program. [Details]."

Completed By	Date	Section

Monthly Automated Email Script:

Please submit your paystubs for the prior month to Bonus.Program@dcss.cccounty.us they can also be faxed to 925-335-3611. Please be sure that the paystubs you are submitting cover the entire month. Review the pay period end dates to ensure that all paystubs for the month are provided. Calculations will be completed once we have received all of the paystubs for the entire month. Failure to provide paystubs timely may result in additional interest being accrued.

If you have already submitted your paystubs, thank you and please disregard this message.

Questions? Please contact the Smith/Ostler Team at 925-957-2332 or via email at Bonus.Program@dcss.cccounty.us. You may also visit us at 50 Douglas Drive, Suite 100, Martinez, California.

Sample Case Opening Letter (Monthly):

This letter is intended for **NP** with a courtesy copy to **CP**.

Your child support case was referred to the Smith/Ostler Program because of the additional support component contained in your **Order After Hearing filed December 28, 2015**. Because of the way our statewide system and the State Disbursement Unit are designed, cases with this type of order require special handling by our office and, as such, we have developed the Smith/Ostler Program.

The purpose of this letter is to familiarize you with the Program (see the brochure,) offer you options for payment when additional support is owed (another brochure and flyer,) and to suggest a plan for keeping up with your obligation.

The terms of the order are:

[Enter order terms]

Your responsibility is to send your pay stubs every time you are paid. If you get in the habit, it will be very easy to keep current on additional support. When we receive your pay stub, we will calculate your additional support and provide both parties with the amount due. Once we tell you the amount due, please immediately pay the additional support directly to the State Disbursement Unit. If you have any challenges with making this payment immediately, contact us to avoid further enforcement actions.

We do not involve your employer for this part of the order and additional enforcement actions will not be taken as long as you follow the plan.

Please provide to our office your pay stubs beginning with **DATE** through **DATE**

If you have any questions about any part of your child support case, you will be referred to a Smith/Ostler worker. You can call us on our Program line (925) 957-2332 or, if you use the Statewide number (866) 901-3212, an operator will refer you to the 957 number.