Pursuing Child Support Safely

California's Child Support Program: A Resource for Parents

Your safety is important when opening a child support case. If you've been a victim of family violence there are specific safety measures that can be taken to protect your family when applying for and receiving child support services.

- **Is my child support case open to the public?**

  Child support case information is confidential and not open to the public or shared with the other party. However, documents in court files or county recorder files are public records.

- **What can I do if I am a victim of family violence?**

  When your case is opened, fill out the Family Violence Questionnaire in the case opening packet. A family violence indicator for yourself and all persons living with you may be placed on your case. If you don't fill out the questionnaire and at any time after your case opens violence occurs, notify us immediately.

- **I need public assistance, but I am afraid to open a child support case. Can I still receive public assistance?**

  Under federal law everyone who receives public assistance automatically gets child support services and must cooperate with the Local Child Support Agency (LCSA). If you believe that working with the LCSA may cause harm to you or your children, you can tell the county welfare department that you have a good reason, also known as "good cause" not to cooperate. In that case, no action will be taken to collect child support until the county welfare department can investigate and confirm the claim of family violence/good cause. If the claim of family violence/good cause is verified, a child support case will not be opened.

- **How do I remove the family violence indicator off my case?**

  A family violence indicator will remain in effect until the protected person indicates in writing that there is no longer a risk of harm.

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

Published: Feb. 2024
2150 River Plaza Dr Ste 420 Sacramento, CA 95833
www.csda.org | (916) 446-6700