

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



July 30, 2013

LCSA LETTER: 13-06

ALL IV-D DIRECTORS

SUBJECT: CHILD SUPPORT SERVICES –  
EDUCATING CALIFORNIA FAMILIES OUTREACH

Reason for this Transmittal

- State Law or Regulation Change  
 Federal Law or Regulation Change  
 Court Order or Settlement Change  
 Clarification requested by One or More Counties  
 Initiated by DCSS

California courts and local child support agencies (LCSAs) are working in partnership to make California families aware of child support services and the benefits of opening a child support case. Courts play an important role by educating parents in family law cases about child support services. Early involvement in a case reduces the need for locate efforts, the accumulation of arrears and promotes consistent support for children.

In recognition of the value of promoting child support services, the California Department of Child Support Services and the Administrative Office of the Courts (AOC) recently collaborated to convene the Educating California Families Workgroup. The purpose of the workgroup was to explore ways to inform families of available child support services and to develop outreach materials to be used by interested LCSAs.

A focus group led by the AOC examined communication strategies to be considered by the LCSAs with the local courts. To assist the LCSAs in engaging their local courts, a "toolkit" comprised of the following was developed:

- **Talking Points** – An internal use only document that interested LCSAs may use to guide their conversations with the courts.
- **Fact Sheet** – A Fact Sheet intended for prospective customers. Fact Sheets may be placed in Family Law Facilitator (FLF) centers, court lobbies, etc.
- **Posters** – Three different posters – actual size is 14" x 39" (same size as the 2012 child support awareness posters).

The extent to which outreach will occur is a local decision. The AOC has communicated with all California courts about this initiative and has encouraged dialogue with the LCSAs.

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If you have any questions or concerns regarding this matter, please contact Michael Yahner at (916) 464-5883.

Sincerely,

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VICKIE K. CONTRERAS  
Deputy Director  
Child Support Services Divison