



California  
Department of  
Child Support  
Services

*Supporting  
California's  
Children*

## Guidelines for Access to Public Records

The Constitution of California (Art. I, sec. 3) and the Public Records Act (Government Code sec. 6250 et seq.) provide a right to access public information in government records. These guidelines provide guidance to members of the public on how to access public records of the California Department of Child Support Services (“DCSS or Department”).

### Requesting Information About Your Case

Documents containing personal information about your case are confidential and are not public records. If you have a child support case managed by a local child support agency and seek information or documents on your own personal account, please contact the office as follows. You may send an email by logging into your personal [Customer Connect](#) account, you may call 1 (866) 901-3212 or you may make your request in person by visiting the [local child support agency](#) that manages your case.

### Submitting or Making Public Record Requests

The primary recipient of public record requests within the Department is the Office of Legal Services.

Written requests for inspection of public records or requests for copies of public records must be sent to the following mailing address: DCSS, Office of Legal Services, P.O. Box 419064, Rancho Cordova, CA 95741.

Requests for public records should be specific, focused and detailed so records can be identified, located, and retrieved sufficiently. Oral requests for public records may be confirmed in writing to clarify understanding of the request and to create a tracking record for the request.

### Search and Production of Records

Location or search of records will be conducted by appropriate divisions and units of the Department that are the holders of the requested records. If the search cannot be performed or completed immediately, the Department will notify the requester of the result of the search within 10 days of receipt of the request. Records for inspection or copies of public records will be produced upon request if the records are readily accessible and they are not subject to specific exemptions from disclosure under the law. Inspection of records will be allowed upon conditions determined by the Department. Normal operational functions will not be suspended to permit inspection of records.

If portions of the requested records require redaction, the Department may take reasonable time to provide the redacted records.

### Responses to Public Record Requests

The primary responsibility of responding to public record requests lies with the division of the Department that is the holder of the requested record. Determinations on producing records or denying disclosure of portions or entire records will be made by management personnel of the specific division involved. The Department may refuse to disclose any records or portions of records which are exempt from disclosure under the Public Records Act. Claiming of specific statutory exemptions for redaction of information or denying disclosure of records will be communicated to requesters through the Office of Legal Services, in writing.

### Charges for Copies

The Department will charge fees for copies covering direct cost of duplication or a statutory fee, if applicable. Copying fees are ten cents (\$0.10) per page for each black and white page copied on paper. Direct cost of producing a copy of a record on color copier or in an electronic format will be determined on a case-by-case basis depending on the nature of the record requested. Copies of records will be provided after the receipt of payment. Requesters may pay for records using a money order, check or cash. If payment is made by check, records may be withheld until after the check has cleared through the Department's bank account. Requesters are responsible for arranging and paying for the pick-up or delivery of the copies.