

The logo for California Child Support Services is centered in a white rectangular box. The word "CALIFORNIA" is written in a large, gold, serif font. Below it, the words "CHILD SUPPORT SERVICES" are written in a smaller, blue, sans-serif font. The background of the entire page is a scenic landscape of rolling green hills under a clear blue sky, with a dirt road winding through a vineyard in the foreground.

# CALIFORNIA CHILD SUPPORT SERVICES

## CORONAVIRUS UPDATE

During this time of crisis, California Child Support Services knows that the need for financial support for your children will continue, and you may have lost wages or are worrying about missing payments.

California Child Support Services is now temporarily stopping the **automatic** placement of bank liens and suspension of drivers' licenses, effective on March 17, 2020. Please note there may be instances where actions were already in the process and you will need to contact the agency handling your case.

Check [childsupport.ca.gov](http://childsupport.ca.gov) for daily updates  
[www.childsupport.ca.gov/covid-19-updates](http://www.childsupport.ca.gov/covid-19-updates)

### COMMUNICATION OPTIONS:

**Email:** You can email your caseworker directly through Customer Connect at [childsupport.ca.gov/customer-connect](http://childsupport.ca.gov/customer-connect)

**Text:** You can enable texting options through your Customer Connect account.

#### Automated Phone Line:

Please note that access in your area may depend on county closures  
**1-866-901-3212**

**YOUR BEST OPTION IS THROUGH CUSTOMER CONNECT**

## TALK TO US SO WE CAN HELP:

If you are unable to pay your child support due to quarantine, shelter-in-place directives, self-isolation or layoffs, WE CAN HELP!

**STEP 1:** Contact your office right away to request a “review and adjustment,” also called a “modification.” We can get you the paperwork quickly to start this.

**STEP 2:** If you and the other parent can agree, we can help you stipulate to change your child support order for the duration of this emergency.

**PLEASE NOTE:** Although your order remains in place unless modified, we can work with you not only to modify the amount, but on how we would collect the order.

**PLEASE reach out to your caseworker with the details of your situation.**

### PAYMENT ALERT!

If you receive your child support payments by paper check, please visit our website to enroll in Direct Deposit or Electronic Payment Card as mailrooms and post offices may be forced to delay deliveries.

[www.childsupport.ca.gov](http://www.childsupport.ca.gov)

Select Quick Links/Make a Payment then choose “Custodial Parent”

**CALIFORNIA**  
**CHILD SUPPORT SERVICES**