**Instrument 2: Child Support Policies and Practices Survey**

The following 10 categories of questions address current policies and practices regarding domestic violence and safety in many areas of child support. This information will be used to better understand efforts to increase safe access to child support, parenting time, and establishment of parentage services for survivors of domestic violence. This information will be kept private, and your participation is voluntary. It is anticipated that this will take approximately 60 minutes to complete.

The items in the individual rows are policies, practices, and resources that might be relevant. Only some suggested policies, practices, and resources will likely be relevant, and it is also okay if the answer is unknown; please fill out as much information as you can.
Briefly describe the relevant policies, practices, and/or resources that are in use and describe challenges in their implementation on a statewide basis, their accessibility to survivors, and other operational issues that may limit their effectiveness. Please also note if the policy or resource is publicly available.

**1. Public information about safety and child support:** Where and how does the child support program currently address domestic violence and child support? Options?

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| Website |  |  |
| Parent portal |  |  |
| Brochures |  |  |
| Child support application or application cover sheet |  |  |
| Client letters |  |  |
| Staff contact with parents during case management activities |  |  |
| Call center automated system option |  |  |
| Other |  |  |

**2. Screening for domestic violence:** Do child support and its partner agencies (Temporary Assistance for Needy Families (TANF), Medicaid, Supplemental Nutrition Assistance Program (SNAP), and Child Care) try to promote disclosures of domestic violence? Who does it? How do they do it? If questions are used, how many and what types are asked? How uniform is this across agencies, counties, and workers?

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| TANF application question(s) |  |  |
| Medicaid application question(s) |  |  |
| SNAP application question(s) |  |  |
| Child Care application question(s) |  |  |
| Child support application question(s) |  |  |
| Child support intake information form question(s) |  |  |
| Intake interviews (if held) |  |  |
| At other points in case processing and/or enforcement actions |  |  |
| Other |  |  |

**3. Child welfare reports:** Are child support workers and workers in sister benefit programs mandated child welfare reporters? What types of domestic violence information by clients might trigger a report to Child Protective Services (CPS)? Does this vary by agency, county, and/or worker? Note: we understand that you may not have access to or knowledge of these agencies/programs.

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| CPS reports by child support staff |  |  |
| Reports by TANF agencies |  |  |
| Other benefit programs |  |  |
| Family courts |  |  |
| Other legal partners |  |  |
| Other |  |  |

**4. Types of documentation required for safety actions.** What type of documentation (Temporary Protective Order, police, medical, domestic violence program statements) is required for different types of safety actions? Are survivor statements, verbal or written, adequate absent other documentation?

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| Family Violence Indicator (FVI) |  |  |
| Address protection/redaction in child support agency processes |  |  |
| Address protection/redaction in legal filings and in court records |  |  |
| Eligibility for state address protection/alternative address program (external) |  |  |
| Good cause |  |  |
| Modification of the child support process |  |  |
| Case closure for safety |  |  |
| Other |  |  |

**5. Applying for Good Cause:** How is good cause handled for TANF, Medicaid, SNAP, and Child Care? Which agency handles various parts of the GC process and how accessible is it to clients?

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| Explaining good cause to clients |  |  |
| Application process |  |  |
| Document requirements |  |  |
| Assisting with application |  |  |
| Deciding good cause |  |  |
| Sanction for child support non-cooperation |  |  |
| Recertification requirements |  |  |
| Other |  |  |

**6. The outcomes of a domestic violence disclosure at the child support agency.** What does the child support agency do in response to a domestic violence disclosure? How common are modifications to/safety mitigation in these various actions?

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| Family Violence Indicator (FVI) |  |  |
| Address confidentiality |  |  |
| Domestic violence case banner on system |  |  |
| Explain child support actions and safety |  |  |
| Explain possible safety modifications to child support actions |  |  |
| Paternity testing actions  |  |  |
| Case conferences/meetings |  |  |
| Court hearings |  |  |
| Order modifications |  |  |
| Enforcement actions |  |  |
| Contempt actions |  |  |
| Case closure for safety |  |  |
| Other |  |  |

**7. Staff training on domestic violence:** How much and what type of domestic violence training do different types of child support staff get? What topics are addressed? What’s missing?

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| All staff |  |  |
| Case managers |  |  |
| Supervisors |  |  |
| Legal staff |  |  |
| Call center staff |  |  |
| New workers |  |  |
| Other |  |  |

**8. Voluntary paternity acknowledgement:** Who supervises/handles the Voluntary Acknowledgement of Paternity (VAP) process? How much training do birth registrars get about the VAP? Does it include domestic violence? Do parents get written info about the VAP? Does it mention domestic violence? Possible child support outcomes? Custody implications?

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| Child support staff vs. private vendor |  |  |
| VAP training for birth registrars (hours/frequency) |  |  |
| Is domestic violence part of training? |  |  |
| What parental rights are conferred with the VAP?  |  |  |
| Does information on VAP for parents include mention of custody? Child support? Domestic violence? |  |  |
| Any prenatal explanation of VAP |  |  |
| Other |  |  |

**9. Parenting Time:** Does child support address parenting time when it establishes a child support order for unmarried parents? How often is that done? How is it done? Where does child support refer parents who want parenting time (e.g., family court filing or mediation program)? Are there any procedures/resources to address safety (e.g., safety parenting plans)? What is the parenting time threshold (number of overnights) for a child support adjustment?

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| Child support takes no legal action to establish parenting time |  |  |
| Child support routinely files legal action to establish parenting time  |  |  |
| Child support does not file legal action for parenting time, but court routinely addresses on certain cases |  |  |
| Standard parenting plans used |  |  |
| Referral for family court filing |  |  |
| Referral to mediation program |  |  |
| Online parenting plans offered |  |  |
| Referral to legal aid/attorneys |  |  |
| Referral to supervised visits |  |  |
| Child support guideline treatment of parenting time |  |  |
| Other |  |  |

**10. Other domestic violence and safety activity:** Does the child support agency invest in other resources and pursue other activities to promote safety?

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| **Policy, Practice, Resource** | **Description** | **Challenges** |
| Domestic violence liaison/specialized staff |  |  |
| Domestic violence triage team |  |  |
| Contract with domestic violence coalition |  |  |
| Meeting with domestic violence providers |  |  |
| Cross agency domestic violence/child support training |  |  |
| Coordination with TANF on good cause |  |  |
| Coordination with domestic violence court |  |  |
| Coordination with child support judicial officers/court |  |  |
| Survivors on child support policy boards |  |  |
| Other |  |  |

**Next Steps:**

* What policies and practices do this site want to focus on to improve survivor safety?
* What types of help/support does this site want from the SAVES Center in the policy/procedure area?
* Who is the state TANF agency lead with whom we should discuss policies and procedures on good cause and safety? (Name/email)
* Who is the state court lead with whom we should discuss policies and procedures concerning safety? (Name/email)