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?

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		

The Paperwork Reduction Act Statement: This collection of information is voluntary and 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. Public reporting burden for this collection of information is estimated to average 60 minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number and expiration date for this collection are OMB #: 0970-0531, Exp: 09/30/2025. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Center for Policy Research; 1570 Emerson Street Denver, Colorado 80218.

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?

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.

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?

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?

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?

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?

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?

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?

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?

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)