

MEDIA RELEASE

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CHILD SUPPORT CALL CENTER SOLUTION OFFLINE

FRESNO, CA – On Friday, January 25, 2024, the call center solution at the California Department of Child Support Services unexpectedly went offline and has not been able to receive calls from customers using the statewide call center service number, 1-866-901-3212.

This outage impacts Fresno County Child Support Services as customers are routed through the statewide call center solution. The California Department of Child Support Services continues to work on bringing the call center solution back online as quickly as possible.

Should customers need services, please visit the California Child Support Services website, www.childsupport.ca.gov, and click on Customer Connect.

Customers may also use the following email to reach Fresno County Child Support while the call center is inoperable:

DCSSChildSupinquiry@fresnocountyca.gov