



## REQUEST FOR INFORMATION FROM CWS FILE

Minors, parents, legal guardians, and, under certain circumstances, professionals who have been or are involved with Child Welfare Services (CWS) may request copies of certain information in CWS files by completing this form [Welfare and Institutions Code 827.10]. In many cases, the law limits the information an individual may request. For example, the identity of a person who made a report of possible child abuse or neglect is rarely, if ever, disclosed.

Please note that all information requested is **confidential**, and it is unlawful to share or disclose this information to anyone other than your family law, probate or dependency court attorney in matters pertaining to custody and/or visitation.

Today's Date: \_\_\_\_\_  
 Name of Requestor: \_\_\_\_\_  
 Requestor Address: \_\_\_\_\_  
 Requestor Telephone Number: \_\_\_\_\_ Requestor E-mail: \_\_\_\_\_

Name(s) of Minor(s) you are requesting records on. (Please list additional children in the comments section below):

1.	_____	DOB: _____
2.	_____	DOB: _____
3.	_____	DOB: _____

Minor's Mother's Name: \_\_\_\_\_ DOB: \_\_\_\_\_ SSN: \_\_\_\_\_  
 Minor's Father's Name: \_\_\_\_\_ DOB: \_\_\_\_\_ SSN: \_\_\_\_\_

Your legal relationship to minor(s) / case: \_\_\_\_\_  
 Dates of pending court hearings: \_\_\_\_\_

Please list the date(s) of the records you want. We cannot accept the words 'Any' or 'All'; only a date(s) or date range. \_\_\_\_\_

Specifically, what information would you like copies of?

Why are you requesting these copies?

Additional comments:

The Department will send you an acknowledgment that your request was received within 10 business days of receipt. It is very important that this form is completed accurately and completely, **particularly contact information**, so that we may contact you with any questions. If additional information is necessary to process your request, you will have 10 business days to provide it. If the information is not provided within 10 business days, this request will expire, requiring a new request to be submitted.

## Frequently Asked Questions (FAQs)

**Q1.** What options do I have to return this form?

**A1.** There are several ways to return this completed form, you can:

- E-mail: [ss\\_CWSRecordRequest@co.slo.ca.us](mailto:ss_CWSRecordRequest@co.slo.ca.us)
- Fax: 805-781-1944
- Mail to:

Department of Social Services

Attn: Staff Development

P. O. Box 8119, San Luis Obispo, CA 93403-8119

**Q2.** How long will it take to receive the documents I have requested?

**A2. The typical processing time is eight weeks or longer.**

Please note that requests for document copies are handled on a first come, first served basis. The length of time to process each request varies greatly and is dependent on several factors, including but not limited to:

- whether an investigation is still open;
- the existing number of requests waiting; and
- how quickly the file becomes available.

**Q3.** What are the associated fees for document copies?

**A3.** A fee of ten cents (.10) per side/per page will be assessed and collected at pick up of document copies for documents over 50 pages. Only exact change will be excepted. Please DO NOT send fees with your initial request, as this will delay the processing of your request.

**Q4.** Once my document copies are ready, how long will I have to pick them up?

**A4.** Document copies must be collected within two weeks after notice of completion is provided unless alternate arrangements are made in advance. If document copies are not picked up by the end of the two-week timeframe (and alternate arrangements have not been made), the documents will be destroyed, and the request will be considered closed. As such, if you need the documents at a future point, your request must be resubmitted.

**Q5.** May I obtain my document copies without coming in?

**A5.** Yes, to do so, additional documentation is required which must be notarized by a Notary Public at your expense. Please note on your request that delivery is requested, and you will be contacted with additional information.

**Q6.** Can I share my records with others or use them in a criminal court hearing?

**A6.** If you wish to share the information with any other party or present it as evidence in any other court hearing, you **must** file a petition in the San Luis Obispo Juvenile Court to request a court order signed by a Judge to authorize you to do so. <https://www.slo.courts.ca.gov/divisions/juvenile> .