



Improving Outcomes for Families through Connection and Collaboration

Marie Girulat

Presented on:
10/15/2018

San Bernardino

- Population: 2.16 million people
- 20,105 square miles
- Largest county in the United States
- Poverty Rate: 17.7%; national average: 14%
- Child Support Caseload: 107,428
- Collections Distributed FFY2018: \$173 million
- FPM 2: 89.9%
- FPM 3: 63.4%
- FPM 4: 66.2%



Educating Partners

- Create a connection
- Identify shared customers
- Establish collaborative processes



Local IVA Department

- Webcams
- Postcards
- Data sharing
- NCP Employment services




MISSION
Partner with parents and the community in delivering reliable child support services

PURPOSE
To make a positive difference in the lives of children

VALUES

- Integrity
- Environment of Trust and Respect
- Commitment to Excellence
- Innovation
- Transparency

CONTACT US!

Email: csupport@sbcounty.sbcounty.gov
Facebook: [facebook.com/SanBernardinoCountyDSS](https://www.facebook.com/SanBernardinoCountyDSS)

Office locations (Monday - Friday, 8:00am - 5:00pm)
We also accept cash payments via website at 312 offices in Anaheim, Brea, Buena, Fullerton, Garden Grove, Orange, Placentia, San Juan Capistrano, Tustin, and Westminster.

Loma Linda
10177 Mainway Street
Loma Linda, CA 92354

Ontario
181 West
Hoyt Avenue
Ontario, CA 91764

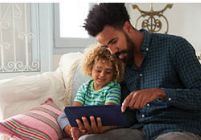
Victorville
14400 11th
Victorville, CA 92382

LET'S WORK TOGETHER!
WE ARE HERE TO HELP BOTH PARENTS!

 Child Support Services <https://hss.sbcounty.gov/dcss/> 1(866)901-3212  Child Support Services

HOW CAN CHILD SUPPORT HELP YOU?

- **We establish paternity (fatherhood)**
We will help determine the legal father of a child.
- **We establish orders for child and medical support**
We work with both parties to come to an agreement to get an order.
- **We enforce your order and collect support owed for your child**
There are many convenient ways to pay your child support: online, using our mobile app, by mailed check or money order, by phone, in person or by mandatory withholding from your employer.
- **We keep record of your payments**
All of your payments are accurately recorded and these records can be sent to you for review upon request. You can also monitor your payments online at www.childsup.ca.gov
- **We modify orders**
We want to ensure your child receives the appropriate amount of support, even when things change. At any time you can tell us about changes to income, visitation, custody, change in family size or other life events.
- **We work together to connect you to other resources**
Depending on your needs, we can refer you to job training, employment opportunities, other social services resources or to the Family Law Facilitator for assistance with custody/visitation issues. We can also see if you qualify for a reduction of your arrears or release of your driver's license.



We Are Here To Help!
No matter what stage your case is in, we can help you move forward.
Call us at 1(866)901-3212 or visit one of our three listed locations on the back for more information.

"We work with moms and dads because children do better when both parents are involved, even when they are no longer together. Let's work together!"



Workforce Development Department

- Referrals
- Onsite employment specialist
- Rapid Response meetings
- Local Planning meetings



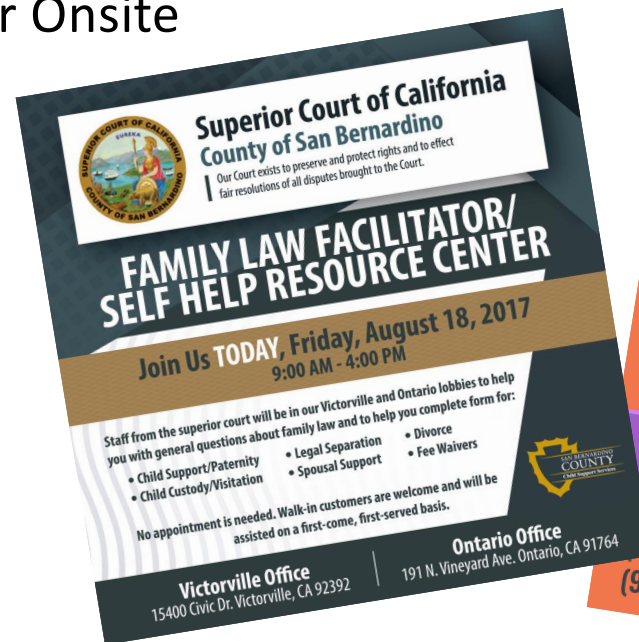
County Libraries

- DCSS in Your Neighborhood
- Online High School Diploma



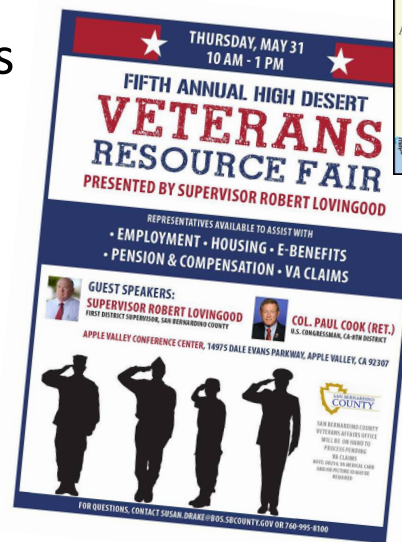
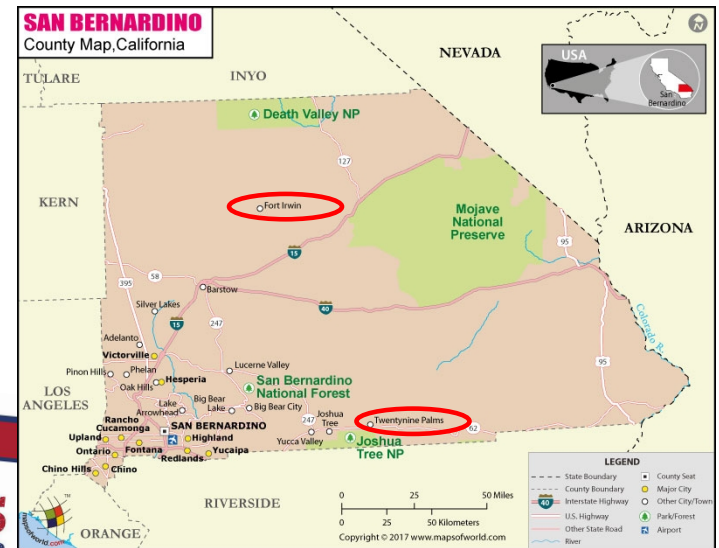
Courts

- Family Law Facilitator Onsite
- Forms Workshop
- License Release Day



Military and Veterans

- Military
 - 29 Palms
 - Fort Irwin
- County Veterans Affairs



Other Collaborations

- Head Start Parent Resource Meetings
- 211 community information
- Probation
 - Re-entry Meetings
- Fatherhood Involvement Coalition



Thank You!

Marie Girulat, Director, San Bernardino DCSS

marie.girulat@hss.sbcounty.gov

