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Child Support Services

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“My Department handles close to 300,000 cases yearly; this is a quarter of the total child support caseload in California.”

The Child Support Services Department is committed to a family centered approach which ensures that both parents provide financial, physical and emotional support for their children. We are the largest locally run child support agency west of the Mississippi. We establish paternity, child support, and medical support for minor children. During the past year, our staff collected over \$450 million dollars in support, and each month, we pay out an average of \$38 million dollars to the families we serve.

Every year Child Support lifts one million people out of poverty making us one of the big three safety net programs along with the Earned Income Tax Credit (EITC) and the Supplemental Nutrition Assistance Program (SNAP).

My Department handles close to 300,000 cases yearly; this is a quarter of the total child support caseload in California. We continue to serve the public in seven offices. Our newest office in Pomona opened in December of 2013; this office continues along the lines of our long term vision to make all of our offices more customer friendly.

Customer service is very important to us. We handle 120,000 interviews a year and answer over 3,000 calls daily. Monthly over 1,400 child support cases are heard in four court rooms located at Central Civil West Superior Court. We also work closely with our local court partners - the Family Law Court and the Family Law Facilitator's Office.

Our Department continues to find innovative ways to provide services to the public. This past year, we launched the first ever Child Support App for your smart phone. This App offers easy and secure access to your account, on the go.

While it is our job to enforce child support orders, we've learned that sometimes the best way to help children is to help their parents find employment or connect to social services. That is why we continue to engage in extensive outreach activities with community partners. These programs include veteran's organizations, fatherhood initiatives, and workforce investment partnerships.

I want to thank the men and women of our Department that work tirelessly every day to honor our mission “to enrich the community by providing child support services in an effective, efficient and professional manner, one family at a time.”

Thank you.