



Child Support Services

Child Support Awareness Month 2020

Since 1995, we have celebrated August as Child Support Awareness Month across the nation. The goal is to raise awareness among communities about the importance of supporting children and the services we provide. Our Mission at San Bernardino County Department of Child Support Services (SBDCSS) is to partner with parents and the community in delivering reliable child support services. We have aligned our organization around this mission and adopted a Holistic Case Management approach where we take into consideration all the circumstances of the case, the family unit, and aim to treat each case as if it were our own. This holistic approach inspires us to look at barriers impacting our customers and how we can assist in removing or minimizing those barriers in order to help parents provide for their children, especially in challenging circumstances such as loss of employment during the COVID-19 pandemic.

In these unprecedented times, our objective is even more important than ever. During this pandemic, we have diligently worked on adapting to the new norm of social distancing by providing our services safely and with as little interruption as possible. This has resulted in the creation of changes to how we help and serve you to ensure that families affected by the pandemic receive our help quickly. Some of the things we have adopted:

- Submissions to suspend California driver's license have been deferred since March 2020
- Bank account levies have been suspended since April 2020
- Customers reporting furloughs or job losses due to COVID-19 can work with DCSS and the other parent to reach an agreement to modify their support order
- Customers with scheduled court hearing dates can meet with a caseworker over the phone to come to an agreement rather than appear in court and can request telephonic appearances in court
- Applicants who have been approved for the Compromise of Arrears Program (COAP) can apply for a reduction in monthly payments or an extension of the payment period

Parents who report a loss of a job, furlough or reduction in income directly due to COVID-19 can request a review for change to their child support order. Our staff will work with families to reach an agreement or file a motion for a court hearing. Parents wishing to sign an agreement without attending a future court hearing can take advantage of signing the agreement by electronic signature.

There are many options to provide information or documents to us without coming to an office. You can contact us by phone, emailing your assigned caseworker, through Customer Connect, using the Chat option on our website or by mail. If you have questions related to services or new COVID-19 procedures, please call us at (866) 901-3212. To see Governor Newsom's letter acknowledging August as Child Support Awareness month, click [here](#).