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NEWS RELEASE

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California Counties Earn National Awards Local Child Support Agencies Share in Recognition

SACRAMENTO – The National Association of Counties (NACo), in June, issued [158 Achievement Awards](#) to 17 counties in California. Five awards were provided to counties for programs that included the participation of child support agencies.

“We welcome the national attention that the NACo awards bring to California and to the good work the local child support agencies are doing,” said Director Alisha Griffin of the California Department of Child Support Services (DCSS). “It is well deserved.”

Alameda County was awarded for placing book vending machines in many of its county offices. The Alameda County Department of Child Support Services in Pleasanton was the first. As a partner in the program, child support staff hand out free vending machine cards to child support customers for use in selecting one free book. The cards can also be exchanged for regular library cards at the county library. To learn more about the Pop Up Library Services for Everyone or P.U.L.S.E. program, read the 2013 [Alameda County Library news release](#). Further, the Alameda DCSS repurposed their lobby, which now features child support videos and computers.

Lassen County was awarded for helping inmates of a federal prison address their child support matters by providing seminars and access to child support case managers. To accomplish this, the Lassen County Department of Child Support Services partnered with the Federal Correctional Institution, Herlong. In addition to NACo’s Achievement Award, the program earned Lassen County recognition by the California State Association of Counties in November 2014 and the state DCSS in March 2015. You can watch the [Lassen County – Building a Meaningful Relationship video](#) and read the [CSAC’s blog](#) and [SusanvilleStuff.com article](#).

Los Angeles County was awarded for increasing efficiency and outcomes by changing the way cases are divided up among case managers. Using the predictive analytics business model, the Los Angeles County Department of Child Support Services (CSSD) now groups cases into categories with each case manager serving as a specialist in his or her given category. This has increased efficiency and effectiveness in the management of the county’s 280,000 child support cases.

San Bernardino County was awarded for establishing a webcam video chat service for child support customers inside select Transitional Assistance Department (TAD) locations. Customers in the High Desert area can speak with a child support case manager face-to-face with secure county webcams that only connect to the San Bernardino County Department of Child Support Services office in Loma Linda. [Participating TAD offices](#) can save customers a 1- to 3-hour drive.

San Diego County was awarded for utilizing a federal grant to establish a method by which a visitation order could be made when a child support case is established. The San Diego County Department of Child Support Services made this possible with a grant from the federal Office of Child Support Enforcement. Previously, child support orders and parenting time orders had to be handled separately and by different agencies. Watch the [Parenting Time video](#) and read the [Parenting Time brochure](#).

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