



## Child Support Services

# Child Support Services Customers Use Technology for Self-Service

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The Department of Child Support Services (DCSS) is embracing technology to improve customer service for parents in San Bernardino County.

In September 2012, the Department introduced self-service kiosks to each DCSS office lobby and the San Bernardino Child Support Court facility. The kiosks allow customers to choose from a myriad of self-serve options including opening a case, making a payment and accessing multiple links to resources.



The DCSS team of Operations Managers served as the ushers who helped customers become familiar with the kiosks during the first few months after deployment. The kiosks allow customers to self-help using touchscreen technology and following simple prompts. Customers who are not comfortable with the touchscreen option can opt to use the mouse and keyboard that are built in to each kiosk unit. Entering and sharing information on the kiosks is made safe and secure by the addition of the security mat. Customers can begin their kiosk session by simply stepping onto the mat. Once they step off of the mat, the cache is cleared of all activity. The kiosks are equipped with printing capabilities, which make it simple for customers to complete applications and forms on their own.

Child Support has seen a slow, but steady growth in the use of the kiosks. Customers make payments, check their cases, learn about different topics regarding the child support program, and communicate with their child support caseworkers using the kiosks. Additionally, as part of its Family Centered Services approach to providing Child Support Services, DCSS offers helpful links to other resources including housing, utility assistance, nutrition and cash assistance, military resources, health programs, job search tools, 2-1-1, and many others. These links are accessed by customers on a regular basis and are among the most popular activities customers engage in by means of the kiosks. The kiosks are a step toward progress in DCSS' goal to grant its customers the ability to access their cases and complete their transactions at times and places that are convenient for them.

“In this day and age, parents should be able to apply for services, make payments and access their child support case information using today’s technology and not be subject to the processes of yesteryear,” said Director Connie Brunn. “Parents should be able to provide for the support of their children in the same easy manner they are able to pay for their school lunch online; it is up to us to make the technology present and available to them.”

County of San Bernardino  
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