



COUNTY OF SAN BERNARDINO
DEPARTMENT OF CHILD SUPPORT SERVICES
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DCSS relocates from Rancho Cucamonga to Ontario

The San Bernardino County Department of Child Support Services (DCSS) relocated its Rancho Cucamonga branch office to a new building at 191 N. Vineyard Ave. in Ontario on June 22, 2009.

DCSS, which also has branches in Loma Linda and Victorville, had been at 10565 Civic Center Drive in Rancho Cucamonga since 1998.

DCSS is the first occupant of the 16,400 square foot, two-story Ontario building that was customized for the department's needs.

There are expanded receptionist and cashier areas for DCSS customers. Interview and conference rooms allow staff to interact with customers in a variety of ways.

"We have always had a commitment to excellence in serving our customers, however, we are able to take that to a new level in the Ontario office given the more flexible venue we have to interact with our customers," said Director Connie Brunn. "It reflects the highest levels of professionalism, while, at the same time, is friendly and inviting to our customers."

Most of the move was conducted during a weekend to minimize any impact on customer service. The move began June 19 with doors open for business in Ontario on Monday, June 22. DCSS staff provided services to customers on June 19.

"Moving to our new location in Ontario has enhanced our ability to serve our customers, who now have a more convenient location to come to for their child support needs," Brunn said. "The building's state of the art technology enables us, as a department, to be even more efficient and ensure more families receive the support they need."

The Department of Child Support Services determines paternity, establishes and enforces child support orders, and issues payments to assist families in meeting the financial and medical needs of their children. It provides child support services to more than 159,000 children monthly, collecting more than \$154 million in child support payments annually.