



**COUNTY OF SAN BERNARDINO**  
**DEPARTMENT OF CHILD SUPPORT SERVICES**  
CONNIE BRUNN, DIRECTOR  
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## **San Bernardino County Department of Child Support Services presented with Outstanding Program Award**

The San Bernardino County Department of Child Support Services (San Bernardino DCSS) was honored with the Outstanding Program Award at the 2009 Child Support Training Conference and Expo held in Garden Grove last week.

The department was recognized jointly by the California Department of Child Support Services and the California Child Support Directors Association. The award recognizes a local child support agency that has consistently exemplified providing quality child support services to its constituency and its community.

“This is another proud moment for San Bernardino County,” said Board of Supervisors Chairman Gary C. Ovitt. “This is an example of the excellent service the county provides to its residents.”

The significant performance improvement the department has made during the past five years was highlighted during the presentation. In March 2008, the California Department of Child Support Services removed San Bernardino DCSS from the child support program corrective action process. The department was placed in corrective action status in 2003 due to a history of poor performance.

In 2005, Connie Brunn was appointed as director of the San Bernardino DCSS. Ms. Brunn implemented a number of initiatives to improve performance that resulted in major progress being made in several areas including collections, performance and customer service.

“The dramatic turn-around in Child Support Services that began with our appointment of Connie Brunn in 2005 is a testament to the great things that can happen when an organization puts an emphasis on good management,” said County Administrative Officer Mark Uffer. “That is a philosophy we have put into practice in many areas of the county with great success.”

“I am very proud to work alongside such dedicated staff at the Department of Child Support Services,” Brunn said. “This department remains committed to the belief that every child deserves the love and support of both parents.”

San Bernardino DCSS provides child support services to more than 161,000 children monthly, collecting approximately \$150 million in child support payments annually.