Information on the Go

Peggy Hawkins
Chief Assistant Director
Mobile Technology

- Smartphones
Number of smartphone users in the U.S. from 2010 to 2017 (in millions)

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of smartphone users in millions</th>
</tr>
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<tbody>
<tr>
<td>2010</td>
<td>62.6</td>
</tr>
<tr>
<td>2011</td>
<td>92.8</td>
</tr>
<tr>
<td>2012</td>
<td>121.4</td>
</tr>
<tr>
<td>2013</td>
<td>140</td>
</tr>
<tr>
<td>2014*</td>
<td>159.9</td>
</tr>
<tr>
<td>2015*</td>
<td>178</td>
</tr>
<tr>
<td>2016*</td>
<td>193.7</td>
</tr>
<tr>
<td>2017*</td>
<td>207.4</td>
</tr>
</tbody>
</table>

Statista, www.statista.com
Mobile Technology

Smartphone Penetration by Age and Income
January 2012

Source: Nielsen
Demographics: U.S. Smartphone User Age & Gender

- 13 - 17: Males 8%, Females 7%
- 18 - 24: Males 14%, Females 14%
- 25 - 34: Males 13%, Females 14%
- 35 - 44: Males 12%, Females 15%
- 45+: Males 5%, Females 4%

Sources: U.S. Census Bureau, Flurry Analytics
Mobile Use Grows 115% in 2013, led by Messaging and Social Apps

Source: Flurry Analytics.

www.flurry.com
Mobile Technology

- Tablets
3 in 10 Americans Expected to Use a Tablet in 2013
Digital media usage in the United States in 2013 (forecast)

- Internet Users: 245m (3%)
- Social Network Users: 164m (4%)
- Online Shoppers: 190m (3%)
- Online Buyers: 156m (4%)
- Social Gamers: 81m (6%)
- Smartphone Gamers: 98m (28%)
- Online Console Gamers: 44m (10%)
- Mobile Phone Users: 248m (2%)
- Smartphone Users: 138m (19%)
- Mobile Internet Users: 144m (18%)
- Tablet Users: 99m (42%)
- E-Reader Users: 51m (12%)

Source: eMarketer
California Paternity Opportunity Program (POP)
Current Hospital Process

- Birth clerk gives POP information and form to unmarried parents.
- The parents complete the form and the birth clerk is the witness.
- Hospitals send original copies to DCSS approx. once per month.
- Bill LCSA for the declarations completed and attach the green copies.
Current State POP Process

- Review forms for completeness
  - Many common errors
    - Current year in parents DOB
    - Missing signatures
    - Signature dates missing or incomplete
    - City name instead of county

- Contact hospitals with errors

- Completed forms sent to vendor for imaging and double key entry of data into database

- Once a month the POP data imported into our statewide Child Support Enforcement (CSE) system
Current County Process

- Pay hospitals
- Copies destroyed
- POP data not valid until in CSE
  (6-12 weeks after completed at hospital)
E-POP Vision

- Capture the 21 fields of POP data electronically (using a mobile device)
- Capture Electronic Signatures
- Print the Paternity Declarations
- Transmit POP data to state DCSS for import into CSE.
Proof of Concept Project

- Collaboration with CA DCSS, Contra Costa DCSS, and the Contra Costa County Regional Medical Center
- MobileFrame selected as e-POP vendor
- Motion Computing C-5
Development and Test

- Initial Development & Hospital Test
  - Overall concept is good
  - Users expect touch screen
  - Too much navigation instruction
- What We Learned
  - Need E-POP to be “Apple Simple”
  - Port application to touch screen tablet
  - Simplify User Interface
THIS FORM IS TO BE COMPLETED ONLY WHEN THE MOTHER IS UNMARRIED.

The next screens will enable you to fill out an electronic form to submit Paternity Declaration.

Use your fingertip or the provided stylus to enter data on each box.

Use the Tab key on the keyboard below to go to the next box or simply tap the box and enter data.

If the keyboard does not show on the screen, click the keyboard icon at the bottom of the screen.

After completing the information on the child, mother and father, request the birthing clerk to assist you in signing and submitting the form.
THIS FORM IS TO BE COMPLETED ONLY WHEN THE MOTHER IS UNMARRIED.

Step 1. Child's Information

Step 2. Mother's Information

Step 3. Father's Information

Step 4. Legal Advisories & Signatures

Review & Print  Submit  Exit
Would you like to watch "The Power of Two," a short video on the importance of establishing paternity?
CHILD'S INFORMATION

FIRST NAME  JONATHAN
MIDDLE NAME  DAMIEN
LAST NAME  STEVENS  SUFFIX

DATE OF BIRTH  4/2/2013  SEX  MALE  FEMALE

HOSPITAL  CALIFORNIA HOSPITAL MEDICAL CENTER
COUNTY  LOS ANGELES
CITY  LOS ANGELES
STATE  CA
MOTHER’S INFORMATION

FIRST NAME  SAMANTHA
MIDDLE NAME  MARIE
LAST NAME  CLARKSON
ADDRESS  2879 VIEWPOINT DRIVE
CITY  SACRAMENTO
STATE  CA
ZIP  94545

DATE OF BIRTH  8/4/1975  Computed Age  37

SOCIAL SECURITY #  123456789

By checking this box I certify that I do not have a Social Security Number.
FATHER'S INFORMATION

FIRST NAME  MICHAEL
MIDDLE NAME  JAMES
LAST NAME  STEVENS  SUFFIX JR

☑ Check if address is same as address of mother.
ADDRESS  2879 VIEWPOINT DRIVE
CITY  SACRAMENTO
STATE  CA
ZIP  94545

DATE OF BIRTH  9/24/1972  Computed Age  40

SOCIAL SECURITY #  987654321
Enter numbers only, no dashes.

☐ By checking this box I certify that I do not have a Social Security Number
Know your rights!

Legal advisories must be read and acknowledged by both mother and father before calling in the birthing clerk to witness the signatures.

Mother’s Rights & Acknowledgment

Father’s Rights & Acknowledgment

Hospital Use Only
WHAT IS THE PURPOSE OF A DECLARATION OF PATERNITY?

A Declaration of Paternity form is used to legally establish the paternity (the father) of a child when the mother and father are not married to each other. It should be signed by the biological mother only if she is not married. It may be signed by the biological father regardless of his marital status. Signing this form is voluntary. If any part of this form does not make sense to you, talk to your Local Child Support Agency or a lawyer before signing the form.

HOW WILL YOU AND YOUR CHILD BENEFIT IF YOU SIGN THIS FORM?

When both parents sign this form it will:
- Legally establish a parent-child relationship between the biological father and the child. Your child has the right to know his or her mother and father and to benefit from a relationship with both parents.
- Allow the father’s name to be added to the birth certificate. Your child will benefit by having both of your names appear on his or her birth certificate. If the form is signed after the child’s birth certificate is prepared, there will be a fee to amend the birth certificate to add the father’s name.
- Legally establish the man as the child’s father without going to court. This will give the father parental rights such as the right to seek child custody and visitation through a court action and to be consulted about the adoption of the child.
- Make it easier for your child to learn the medical histories of both parents, to benefit from the father’s health care coverage, and to receive Social Security or Veterans’ dependents or survivor’s benefits, if eligible.

WHAT DOES IT MEAN IF YOU SIGN A DECLARATION OF PATERNITY?

- A correctly completed and signed Declaration of Paternity filed with the California Department of Child Support Services will have the same effect as a court order establishing paternity for the child. If your child does not live with you and a court action is filed, you may be ordered by the court to pay child support. A court action must be filed to deal with the issues of custody, visitation or child support.
- By signing this declaration, you are, by your choice, giving up all of the following rights, as they relate to paternity establishment: the right to a trial in court to decide the issue of paternity, to notice of any hearing on the issue of paternity, to have the opportunity to present your case to the court, including the right to present and cross examine witnesses; to have an attorney represent you; or to have an attorney appointed to represent you if you cannot afford one in an action filed by the Local Child Support Agency.
- A Declaration of Paternity may be challenged in court only in the first two years after the child’s birth by using blood and genetic tests that prove the man is not the biological father. It also may be overturned if the father or mother is able to prove that he/she signed the form because of fraud, duress, or material mistake of fact.
- If either or both of you are under the age of eighteen, a Declaration of Paternity will not establish paternity until sixty days after both of you are age eighteen or are legally emancipated. If you wish to legally establish paternity before both of you become adults, you should consult an attorney.

IF YOU CHANGE YOUR MIND AFTER YOU SIGN A DECLARATION OF PATERNITY

- If either of you later change your mind after you sign this form, you must complete a Declaration of Paternity Recission Form (CS 915) to cancel or rescind the Declaration of Paternity. You must file the rescission form with the California Department of Child Support Services within 60 days from the date you signed the Declaration of Paternity. If you signed the Declaration of Paternity when you were under the age of 18 years old, you must file the rescission form within 60 days after you reach the age of 18 years old. You can get a rescission form from your local child support agency, local registrar of births and deaths, family law facilitator’s office or retrieve it from the DCSS POP website at http://www.childsup.cahwnet.gov/pop/pop.
- For further questions contact a State POP Coordinator toll-free at (866) 249-0773.

PRIVACY NOTICE - The Information Practices Act of 1977 (Civil Code §1798.17) and the Federal Privacy Act of 1974 (Title 5, United States Code §552a(e)(3), §7 Note) require that this notice be provided when collecting personal information and social security number from individuals. Information requested on this form is used by the Department of Child Support Services (DCSS) and local child support agencies for the purposes of identification and establishing paternity. The personal information may be shared with child support agencies, welfare agencies, courts and entities providing services to such agencies. To provide the mandatory information may result in the rejection of filing the declaration with the DCSS.

The agency responsible for the maintenance of forms is: State Coordinator at the Paternity Opportunity Program of DCSS. Tel: (866-249-0773). Legal references authorizing solicitation and maintenance of this personal information include Title 42, United States Code §666(a)(13), Family Code §7570-7577, and §17212. Copies of the Declaration of Paternity are maintained in confidential files of the Department of Child Support Services. Declarants have the right of access to their filed declaration form(s) upon request by calling (866-249-0773).
DO NOT SIGN WITHOUT THE WITNESS PRESENT. YOU WILL ALSO HAVE TO SIGN PRINTED COPIES.

Mother: Click the icon on the left to sign electronically or check the box below to decline.
☐ I do not wish to sign electronically. I will sign the printed copy only.

Father: Click the icon on the left to sign electronically or check the box below to decline.
☐ I do not wish to sign electronically. I will sign the printed copy only.

WITNESS NAME

AGENCY NAME: CALIFORNIA HOSPITAL MEDICAL CENTER

AGENCY ADDRESS: 1401 S. GRAND AVENUE ROOM 803 LOS ANGELES, CA 90015

Witness: Please click the icon to sign electronically or check the box below to decline.
☐ I do not wish to sign electronically. I will sign the printed copy only.
SIGNATURES

DO NOT SIGN WITHOUT THE WITNESS PRESENT. YOU WILL ALSO HAVE TO SIGN PRINTED COPIES.

Mother: Click the icon on the left to sign electronically or check the box below to decline.
I do not wish to sign electronically. I will sign the printed copy only.

DATE 4/3/2013

Samantha Clarkson

Father: Click the icon on the left to sign electronically or check the box below to decline.
I do not wish to sign electronically. I will sign the printed copy only.

DATE 4/3/2013

Michael J. Stevens

WITNESS NAME CLAIRE MCFARLAND
AGENCY NAME CALIFORNIA HOSPITAL MEDICAL CENTER
AGENCY ADDRESS 1401 S. GRAND AVENUE ROOM 803 LOS ANGELES, CA 90015

Witness: Please click the icon to sign electronically or check the box below to decline.
I do not wish to sign electronically. I will sign the printed copy only.

DATE 4/3/2013

C. M. McFarland
Please review all data. Edit to correct.

<table>
<thead>
<tr>
<th>Child Information</th>
<th>Father's Information</th>
<th>Mother's Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME OF CHILD - FIRST</td>
<td>NAME OF FATHER - FIRST</td>
<td>NAME OF MOTHER - FIRST</td>
</tr>
<tr>
<td>JONATHAN</td>
<td>MICHAEL</td>
<td>SAMANTHA</td>
</tr>
<tr>
<td>MIDDLE</td>
<td>MIDDLE</td>
<td>MIDDLE</td>
</tr>
<tr>
<td>DAMIEN</td>
<td>JAMES</td>
<td>MARIE</td>
</tr>
<tr>
<td>LAST</td>
<td>STEVENS</td>
<td>LAST</td>
</tr>
<tr>
<td>STEVENS</td>
<td>STEVENS JR</td>
<td>CLARKSON</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DATE OF BIRTH (Month, Day, Year)</th>
<th>SOCIAL SECURITY NO.</th>
<th>CURRENT ADDRESS (NUMBER, STREET, CITY, STATE, ZIP)</th>
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<tbody>
<tr>
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<td></td>
<td>2879 VIEWPOINT DRIVE, SACRAMENTO, CA 94545</td>
</tr>
<tr>
<td>9/24/1972</td>
<td>987-65-4321</td>
<td></td>
</tr>
<tr>
<td>8/4/1975</td>
<td>123-45-6789</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>2879 VIEWPOINT DRIVE, SACRAMENTO, CA 94546</td>
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<table>
<thead>
<tr>
<th>DATE SIGNED</th>
<th>ELECTRONIC SIGNATURE OF MOTHER</th>
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<table>
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<tr>
<th>DATE SIGNED</th>
<th>ELECTRONIC SIGNATURE OF FATHER</th>
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<td>4/3/2013</td>
<td></td>
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<table>
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<tr>
<th>DATE SIGNED</th>
<th>DECLARATION WITNESSED BY (PRINTED NAME)</th>
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<tr>
<td>4/3/2013</td>
<td>CLAIRE MCFARLAND</td>
</tr>
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<table>
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<tr>
<th>NAME OF AGENCY (HOSPITAL, CLINIC, OR OTHER)</th>
<th>CURRENT ADDRESS (NUMBER, STREET, CITY, ZIP)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALIFORNIA HOSPITAL MEDICAL CENTER</td>
<td>1401 S. GRAND AVENUE ROOM 803 LOS ANGELES, CA 90015</td>
</tr>
</tbody>
</table>
STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
DECLARATION OF PATERNITY  
SEND ORIGINAL (W/STATURE COPY) TO: DCSS  
PATERNITY OPPORTUNITY PROGRAM  
PO BOX 4186070  
RANCHO CORDOVA, CA 95694-0670  
INSURSTIONS: PLEASE READ PAGE 1 AND 2 BEFORE COMPLETING  

SECTION A  
ALL PARTS OF SECTIONS 1 & 2 SHALL BE COMPLETED AND EITHER SECTION C OR D WITNESSED  
CHANGES CANNOT BE MADE TO THIS FORM ONCE IT IS FILED WITH THE STATE  

Child  
NAME OF CHILD—FIRST  
JONATHAN  
NAME OF MIDDLE  
DAMIEN  
NAME OF LAST  
STEVENS  
DATE OF BIRTH (Month, Day, Year)  
4/2/2013  
SEX  
MALE  
PLACE OF BIRTH  
HOSPITAL NAME  
CALIFORNIA HOSPITAL MEDICAL CENTER  
COUNTY  
LOS ANGELES  
STATE  
CA  

Father's Information  
NAME OF FATHER—FIRST  
MICHAEL  
NAME OF MIDDLE  
JAMES  
NAME OF LAST  
STEVENS JR  
DATE OF BIRTH (Month, Day, Year)  
9/24/1972  
SOCIAL SECURITY NO.  
(See Privacy Notice on back of this page)  
CURRENT ADDRESS (NUMBER, STREET, CITY, STATE, ZIP)  
2879 VIEWPOINT DRIVE, SACRAMENTO, CA 95845  

Mother's Information  
NAME OF MOTHER—FIRST  
SAMANTHA  
NAME OF MIDDLE  
MARIE  
NAME OF LAST  
CLARKSON  
DATE OF BIRTH (Month, Day, Year)  
8/4/1975  
SOCIAL SECURITY NO.  
(See Privacy Notice on back of this page)  
CURRENT ADDRESS (NUMBER, STREET, CITY, STATE, ZIP)  
2879 VIEWPOINT DRIVE, SACRAMENTO, CA 95845  

SECTION B  
READ OTHER SIDE BEFORE SIGNING  
I declare under the penalty of perjury under the laws of the State of California that I am the biological father of the child named on this declaration and that the information I have provided is true and correct. I have read and understand the rights and responsibilities described on the back of this form. I understand that by signing this form I am consenting to the establishment of paternity, thereby waiving those rights. I am assuming all the rights and responsibilities as the biological father of this child. I wish to be named as the father on the child's birth certificate.  
I have been orally informed of my rights and responsibilities.  

DATE SIGNED  
4/3/2013  
ELECTRONIC SIGNATURE OF FATHER  

SECTION C  
TO BE COMPLETED BY A WITNESS AT THE HOSPITAL, AGENCY, OR CLINIC (PLEASE PRINT AND SIGN)  
DECLARATION WITNESSED BY (SIGNATURE AND PRINTED NAME)  
CLARE MCFARLAND  
DATE SIGNED  
4/3/2013  
WITNESS ELECTRONIC SIGNATURE  

SECTION D  
TO BE COMPLETED BY A NOTARY PUBLIC IF SECTION C IS NOT WITNESSED ABOVE  
STATE OF  
COUNTY OF  
ON  
(date)  
Personally appeared  

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that they executed the same in their (his/their) authorized capacity (ies), and that by his/her/their signature(s) on the instrument the person(s) authorized to act on behalf of which the person(s) acted, executed the instrument. I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.  
WITNESS MY hand and official seal. SIGNATURE  
(SEAL)
THIS FORM IS TO BE COMPLETED ONLY WHEN THE MOTHER IS UNMARRIED.

Step 1. Child's Information
Step 2. Mother's Information
Step 3. Father's Information
Step 4. Legal Advisories & Signatures

Review & Print  Submit  Exit
Current Status

- Second Test Findings
  - Much easier to use
  - Liked the video
  - Both parents have to be present when completing, which is uncommon.

- Next Steps
  - Just finished adding save & retrieve functionality.
  - Get system into hospital for trial run.
  - Explore porting the app for Android & iOS platforms.
Thank You for Your Time

Peggy Hawkins
Contra Costa County
Department of Child Support Services
Peggy.hawkins@dcss.cccounty.us
925-313-4401
Linda Linnell  Supervisor – Operational Team 1
Enforcement, UIFSA, R&A

Contra Costa County
Department of Child Support Services

925-957-7351

linda.linnell@dcss.cccounty.us
## FACEBOOK in 2014

### GENDER

<table>
<thead>
<tr>
<th>Gender</th>
<th>As of January, 2011</th>
<th>As of January, 2014</th>
<th>Growth</th>
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<tbody>
<tr>
<td>US Males</td>
<td>63,645,480</td>
<td>82,000,000</td>
<td>28.8%</td>
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<tr>
<td>US Females</td>
<td>80,711,340</td>
<td>96,000,000</td>
<td>18.9%</td>
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### AGE

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<th>As of January, 2014</th>
<th>Growth</th>
</tr>
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<tbody>
<tr>
<td>13-17</td>
<td>13,114,780</td>
<td>9,800,000</td>
<td>-25.3%</td>
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<tr>
<td>18-24</td>
<td>45,406,460</td>
<td>42,000,000</td>
<td>-7.5%</td>
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<tr>
<td>25-34</td>
<td>33,171,080</td>
<td>44,000,000</td>
<td>32.6%</td>
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<td>35-54</td>
<td>39,595,900</td>
<td>56,000,000</td>
<td>41.4%</td>
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<tr>
<td>55+</td>
<td>15,516,780</td>
<td>28,000,000</td>
<td>80.4%</td>
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### GEOGRAPHY

<table>
<thead>
<tr>
<th>City</th>
<th>As of January, 2011</th>
<th>As of January, 2014</th>
<th>Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>New York</td>
<td>4,369,820</td>
<td>9,600,000</td>
<td>119.7%</td>
</tr>
<tr>
<td>Chicago</td>
<td>3,007,720</td>
<td>3,800,000</td>
<td>26.3%</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>2,931,480</td>
<td>6,200,000</td>
<td>111.5%</td>
</tr>
<tr>
<td>Miami</td>
<td>1,638,240</td>
<td>2,400,000</td>
<td>46.5%</td>
</tr>
<tr>
<td>Houston</td>
<td>2,262,600</td>
<td>2,800,000</td>
<td>23.8%</td>
</tr>
<tr>
<td>Atlanta</td>
<td>1,638,240</td>
<td>2,400,000</td>
<td>46.5%</td>
</tr>
<tr>
<td>Washington DC</td>
<td>1,682,460</td>
<td>2,400,000</td>
<td>42.6%</td>
</tr>
<tr>
<td>Philadelphia</td>
<td>1,564,940</td>
<td>2,600,000</td>
<td>66.1%</td>
</tr>
<tr>
<td>Boston</td>
<td>1,065,560</td>
<td>2,000,000</td>
<td>87.7%</td>
</tr>
<tr>
<td>San Francisco</td>
<td>740,040</td>
<td>1,840,000</td>
<td>148.6%</td>
</tr>
</tbody>
</table>
Interesting Facebook Facts

- Worldwide, there are over 1.23 billion monthly active Facebook users.
  There are 945 million mobile active users.
  Source: Facebook

- 757 million people log onto Facebook daily.
  Source: Facebook as 1/31/14

- Age 25 to 34 (29.7% of users) is the most common age demographic.
  Source: Emarketer 2012

- Facebook users are 53% female and 47% male.
  Source: Emarketer

- Highest traffic occurs mid-week between 1 to 3 pm.
  Source: Bit.ly blog
On Thursdays and Fridays, engagement is 18% higher
Source: Bit.ly blog

Average time spent per Facebook visit is 20 minutes
Source: Infodocket

Every 60 seconds on Facebook: 510 comments are posted, 293,000 statuses are updated, and 136,000 photos are uploaded
Source: The Social Skinny

50% of 18-24 year-olds go on Facebook when they wake up
Source: The Social Skinny
“Liking” a page means simply mean that you like what you see and that you want to be kept in the loop as to what it happening with the business you like

Biggest misconception:
When you post items to your personal FB page they will NOT appear on the Departments page!

A business page is very different from an individual user’s Facebook page
Your personal posts are still private!

This will NOT show up on my Department’s FB page!!

Linda Linnell
March 30 · Edited

So I’m pretty sure I majorly violated my office’s "no scent policy" when I went into work on Friday smelling like a skunk 😊
Poor Elkie got tagged in the wee hours on Fri morning - the entire house was up and gagging by 6:00 am - Megan and I cleaned her up but since I didn’t have rubber gloves the smell so kindly lingered around (mostly on me) it’s a good thing my office has doors! I stayed in there as much as I could all day and hid!
Megan and I took her to Pet-Co today and gave her a bath - despite the fact she loves water she hated it...she barked and whined and complained the whole time, and we mad a HUGE mess! Happy to say the smell is just about gone...

Denise Lloyd, Jean Campbell, Lydia Aguilar Atz and 20 others like this.

View 3 more comments

Stacy Viera Brown Yes, I will attest to the no scent policy violation. You were pretty skunky!
March 31 at 1:17pm · Like · 1

Bert Yturralde It's been over two weeks still can't get smell out??? I've tried just about everything guess it has to go away on its ownYAK
March 31 at 2:48pm · Like

Carmen Paredes Graves Tomato sauce helps.
March 31 at 6:16pm · Like

Doe Heisch hahah ... can just imagine her getting her bath
March 31 at 11:04pm · Like
Opening the lines of communication

Fans of your page will be able to see messages, notifications and important alerts in live time.

---

**Contra Costa County Department of Child Support Services**

*February 14*

***REMINDER*** Our office will be closed on Monday February 17th in observance of President’s Day. This closure includes the lobby, the drive-up payment window and the call center.

Like · Comment · Share

118 people saw this post

**Contra Costa County Department of Child Support Services**

*Posted by Peggy Hawkins (9) · February 20*

Our Customer Connect and IVR will be down for maintenance Sunday, February 23rd from 6:00 a.m. to 6:00 p.m. We apologize for the inconvenience and thank you for your patience.

Like · Comment · Share

107 people saw this post
Community happenings

Contra Costa County Department of Child Support Services shared a link.
Posted by Peggy Hawkins [?] · March 4

Contra Costa has a new and improved website which will make it easier for citizens to find what they are looking for. Have a look and let us know what you think.

Contra Costa County, CA Official Website | Official Website
www.contracosta.ca.gov

Contra Costa County Department of Child Support Services shared a link.
October 25, 2011

Child Support Offices are currently hiring......

Child Support Officer I - Sonoma County DCSS (Two Positions Open)
Applications Being Accepted: October 26-28, 2011
http://www.yourpath2sonomacounty.org/

Child Support Specialist III - Santa Cruz County DCSS
Deadline to Apply: Monday, October 24, 2011
http://www.jobaps.com/SCRUZ/sup/images/default.asp

Child Support Supervisor - El Dorado County DCSS (South Lake Tahoe Office)
Deadline to Apply: Friday, October 28, 2011
mss@cps.ca.gov

Explore your career | County of Sonoma, CA
Sonoma County Career Opportunities.

Like · Comment · Share
85 people saw this post

2014 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO
Community resources

Contra Costa County Department of Child Support Services

Veterans Career Fair

March 25th 10am – 1pm
329 Railroad Ave
Pittsburg CA 94565

The Veterans Employment Committee and Delta Veterans Group Present: Veterans Employment Career Fair

Featuring the following employers who will be available to speak about the skills and education needed to be successful at their organizations.

Space will be provided to do interviews on-site!

Light refreshments provided.

Contra Costa County Department of Child Support Services

Computer Classes

Learn Basic Computer skills for free!

- Improve your computer Skills
- Learn how to use the Internet
- Learn how to use the computer itself!

Basic Computer Skills Class (Beginners Class)
Tuesday March 18
Tuesday March 25
Tuesday April 1
Tuesday April 8
10 a.m. - 11 a.m.

Computer Classes (Social Media and Advanced Microsoft Word)
Thursday March 20
Thursday March 27
Thursday April 3
Thursday April 10
10 a.m. - 11 a.m.

Monument CrisisCenter

1990 Market Street
Concord Ca 94520

For more information or to sign up call:
925-852-7781

2014 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO
Community events

Contra Costa County Department of Child Support Services
September 10, 2012

Bay Area Rescue Mission’s ANNUAL BACK-TO-SCHOOL CELEBRATION
Sponsored by the generosity of Chevron Corporation

This Thursday, September 13, 2012
From 2:00 pm to 5:00 pm
Located at Nevin Center Park
500 Nevin Avenue, Richmond at the corner of 5th & Nevin

FREE school supplies will be handed out at the event...
Come and enjoy the Jump Houses, Games, Fun and Dinner on Us
before heading to Back-to-School Night!
Children must be currently enrolled in elementary, middle or high school.
Each child must be present to receive school supplies.
Limit one backpack per child.

Like · Comment · Share
569 people saw this post

Contra Costa County Department of Child Support Services
September 13, 2012


Saturday, September 22nd
10:00am - 1:00pm

Back to School Closet
FREE clothing for families with school aged children.

Davis Park Senior Center
1651 Folsom Ave, San Pablo, CA 94806
510-215-3204

Jump Rope Contest
Get your friends together for our jump rope contest as you can jump without stopping. You can practice at school during recess and/or with your neighbors. Last person still jumping without stopping wins a prize.

This project is sponsored by the City of San Pablo and San Pablo Rotary. Special thanks to the Larson Family for their dedication and support of this project.

Like · Comment · Share
630 people saw this post

2014 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO
*** Important security alert ***

We wanted to let everyone know that The California Department of Child Support Services has learned that some child support customers' personal information may have been lost. Anyone whose information may be affected will receive a letter within the next week. There is no evidence at this time that the information has been misused in any way. If you have any questions about this, call the State at 866-904-7674 or visit their website at www.childsup.ca.gov for more information. We will update our page if we hear anything new.

Like · Comment · Share

- **Vange Gardner** Is there someone at your location named LeAnn Hill? She says she's calling from DCS, but we don't know what that is about.
  April 9, 2012 at 12:39pm · Like

- **Contra Costa County Department of Child Support Services** Hi Vangie, we are not familiar with the name of the person that you provided. That's not to say that someone from another local child support agency didn't call you, or perhaps even someone from the State Department of Child Support Services. Did she leave a contact number for you to call her back at? If so, you may want to contact the person directly to inquire further about the reason for the call.
  April 11, 2012 at 7:35am · Like

- **Vange Gardner** Thank you for getting back to me. I will get the phone number from my daughter and call it. She seems confused as to why they keep calling her without any explanation. They have also called me and my son at two different phone numbers to contact her.
  April 11, 2012 at 5:40am · Like

Write a comment...
Technology is not going away!

**Contra Costa County Department of Child Support Services** shared a link.

July 21, 2011

New mobile Customer Connect version now available! If you own a cell phone with internet browsing ability, you can go to [www.childsup.ca.gov](http://www.childsup.ca.gov) to update your profile information or that of your child’s other parent, view payments you’ve made or received, make a payment, and submit or follow up on a question or concern previously submitted to the department. Give it a try and let us know what you think.

**California Department of Child Support Services > Home**

California Department of Child Support Services

**Contra Costa County Department of Child Support Services** shared a link.

March 23, 2011

Hey, fans! Have you thought about opening a child support case with us? If you have minor children and do not live with the other parent, we can help get a child support order to help you support the kids. What about your BFFs? Are they in the same situation? Encourage them to let us help. Need more information? Call (866) 901-3212 and ask for the county where you live or log on to [www.turbocourt.com](http://www.turbocourt.com) to apply.

**TurboCourt - Legal Paperwork Assistance**

TurboCourt online interactive legal forms

Unlike · Comment · Share

565 people saw this post
How do fans interact with the page?

Fans of your page will be able to “write” on your wall and ask questions. They will also be able to make comments about the Department. Here’s where things get fun…..

Have we ever taken down comments? Yes

Over the past 7 years we have only had to remove a handful of comments posted our wall. The main reasons being:

- Parents posted confidential information about their case
- People were using our page to get others to like their personal pages (businesses and/or pages with in appropriate content)
- The comments that were made contained highly inappropriate language and/or content or contained no value or relevance to our Department
Robert J. Carino Contra Costa County Department of Child Support Services
September 24, 2012

Just a quick question. My daughter's mother is the primary guardian. They have moved in with her mother. Question is, does she have to give me the address of where she is living?

Like · Comment

Contra Costa County Department of Child Support Services Hi Robert,
Without knowing about your situation, I would first need to ask if there is a court order in place? If so, you may want to take a look at all of the wording in it. In most court orders there are clauses that state that each parent needs to keep the other one notified as to their whereabouts and/or sometimes even their employment. So if there is a court order that states this then you have the right to take the issue back to court. If there's no court order then you may not have the same rights. You can always consult an attorney, or go see the Family Law Facilitator if you need help...... good luck!
September 24, 2012 at 9:32am · Like

Robert J. Carino Thank you for your quick response. I shall look into it. Thanks again.
September 24, 2012 at 9:35am · Like

Contra Costa County Department of Child Support Services you're welcome!
September 24, 2012 at 9:45am · Like

Dehia Williamson Contra Costa County Department of Child Support Services Hi Dehia, a change in custody does not mean child support arrears that are owed automatically go away. Back child support owed (arrears) accrue because court order support payments were not paid in full. You have the right to collect all support due to you, even if your custody arrangement changes.
June 30, 2012 at 8:38pm · Like · 1

Dehia Williamson Thank you for the information. My son's father seems to think because my son is now living with him that he shouldn't have to pay his arrears.
June 30, 2012 at 9:03pm · Like
Questions & Answers from our fans

Patricia Coffey-Ward  Contra Costa County Department of Child Support Services
April 24, 2012

Does DCSS have the ability to attach Social Security income from my ex once he retires and starts collecting it? Or is it exempt from garnishment?

Like  Comment

Contra Costa County Department of Child Support Services Hi Patricia,
Social Security benefits are not exempt from being being attached. Once we are aware that benefits are being paid a wage assignment is sent directly to the Social Security Administration so they can get payments flowing.
April 25, 2012 at 9:13am  Like

Corina Bonelli  Contra Costa County Department of Child Support Services
February 16, 2012

When figuring out child support does monthly business expenses get deducted from income based on self employment? In my case, the father is trying to reduce his gross income by stating he has business expenses due to self employment, but actually he incures these expenses whether he is self employed or not. I just want to know the correct information before signing an agreement.

Like  Comment

Contra Costa County Department of Child Support Services Hi Corina, that’s an interesting question for sure. We always hope that we’re getting all of the correct information when we do our support calculations. If our workers are unsure about the facts being put before them we will suggest the parties go to court so the judge can make the final determination.
In court, the judge can make decisions that we can’t in our office. She will swear in the parties and ask them questions under oath about their income, expenses and living situation. The court does recognize the simple fact that there are expenses that goes along with being self employed, but they will use that time to examine the case and ask more in depth questions to try and get a good understanding of your current situation.
February 16, 2012 at 7:35pm  Like
Hi again 😊 I'm trying to determine what percentage of time I have my kids (I'm the custodial parent)... does CA determine by the number of hours, or the number of overnights? Non-custodial parent has parenting time beginning 5pm on Thurs, ending on Sun at 3pm, twice a month (Friday's, the kids are at school from 8:30am-3pm). What percentage of time does non-custodial parent maintain? Thanks so much for your help! 😊

Like · Comment

Kathleen Weiss i got a note that you replied with a link to a simple formula... it seems to have disappeared... would you repost it? So grateful! Thank you SO much! 😊
March 21, 2011 at 11:09am · Like

Contra Costa County Department of Child Support Services here is a quick way to view the formula most often used go to the CA Public Website www.childsup.ca.gov click on "calculate child Support" (on the left) click on "go to calculator" (on the bottom) click on "start" at the top you will see a header "time with parent" % - click on where it says "advanced" this will give you a lot of generic options - you can fiddle with the calculations by putting in your own information in the area on the bottom. Whether it's days, nights or weekends the closer you can get to the actual amount of hours the better! hope this helps...
March 21, 2011 at 11:18am · Like

Kathleen Weiss WOW... you are so awesome!! Thank you!! 😊
March 21, 2011 at 12:09pm · Like

If I am in the stages of getting child support settled and received the notification for court etc., (all paperwork is complete) but I move from Contra Costa to Solano county before I start to receive support - do I have to go and re-file in Solano and start the whole process over again?

Like · Comment

Prilage Bautista Thank you!
July 25, 2011 at 8:38am · Like

Contra Costa County Department of Child Support Services Good morning!
Thanks to our new Statewide System you do not need to refile your paperwork. Please make sure to update your new address & phone numbers with our office if you haven't already done so. Thanks and good luck.
July 25, 2011 at 8:36am · Like
**Q&A**

**Dawn Ehrig-Peters**
Contra Costa County Department of Child Support Services
January 9

How do I go about getting copies of the child support payments that I am receiving?

**Reply**
Contra Costa County Department of Child Support Services
Hi Dawn, you can login to Customer Connect or use our mobile app to get a list of the payments.
Like · Reply · January 9 at 3:31pm

**Kelly R Smith**
Contra Costa County Department of Child Support Services
October 11, 2012

Hello...Thanks for getting my support reinstated. Just curious to know why its $25 lower. Thanks

**Reply**
Contra Costa County Department of Child Support Services
Hi Kelly, the $25.00 deduction is a once a year fee that the State implemented. It will happen once a year, always in October. Glad things are moving for you!
October 11, 2012 at 3:18pm · Like · rO 1

**Reply**
Kelly R Smith
Thanks a bunch!! 😊
October 11, 2012 at 3:19pm · Like
Some people like us....

Jenna Brott  Contra Costa County Department of Child Support Services
July 30, 2009

How could you NOT be a fan of supporting those who are trying to get lame mothers/fathers to do the right thing 😊

Like · Comment

Contra Costa County Department of Child Support Services thank you for your support!
September 18, 2009 at 3:52pm · Like

Steven A. Arciaga Well Said!
November 3, 2009 at 5:56pm · Like

Sonya Tafoya
October 12, 2011

I would just like to say that before I was NEVER a believer in the system! I grew up and decided to really try ... taking care of my bizness. I worked hard paying off debts here and there! When it came to child suppo...
This site is awesome! Totally geared to help kids have the best of the best, regardless of the financial situation they are in. This program is a great program to keep funded!

great job, Thank You!

Thanks for your support Jessica!
And others....not so much!

Desiree Salas-Gutierrez  ▶ Contra Costa County Department of Child Support Services  
June 23, 2012

You people are the worst!!!! No matter how many times a person calls you people still offer no help and no answers. I have called for 3 weeks and still have no answers or the same repeated broken record answer. Is it possible for you to get it together or is that to much to ask for!!!!!!!!!!!!!!!!!!!!!!!!!!

Like · Comment  
2 8

Kelly R Smith  ▶ Contra Costa County Department of Child Support Services  
September 6, 2012

I am so unhappy with the Contra Costa County Department of child support today. I have a son that graduated in June and his father owes me $7000 in arrears. I called child support in February before he turned to 18 to insure I wouldn’t have any hiccups with the child support payments. Then I called before he graduated in June to insure the same thing. I was told there would be no problems. The month after he graduated everything was fine. These last 2 months I have failed to receive my full payment. I called last month the day my support was supposed to come in and it was short I was told it was corrected. I called again last week to make sure it was corrected. I check my account today and it still isn’t corrected. Why I was told it was I don’t know. I’m behind two payments. I’M VERY UNHAPPY!!!!!!!

Karen Anderson Daffern  ▶ Contra Costa County Department of Child Support Services  
January 30, 2012

Why do you even have a phone number?!?! I’ve been calling everyday for 8 business days now 6-8 times a day and never even get to be put on hold for someone to help! I live out of state so I can’t even pop in the office. Ridiculous....
Kim Montgomery  Contra Costa County Department of Child Support Services

September 12, 2012

I'm so MAD and CONFUSED with Contra Costa Child Support Services and State of CA....I have been struggling for years to have my biological sons father pay his child support since 1997. I have gone down several times to Martinez court house to take him back to court (mind you I'm loosing pay each time I go) and it's always the same thing "Judge orders him to pay, AGAIN!!!". after that he might pay 2 - 3 months then he stops again. He owes $55,192.88 in arrears as of today's date. I only know of 1 time that they suspended his driver's license and never got jail time that I know of for child support. I just recently went back to court in Jan. 2012 for the judge say "pay $200/mo." AGAIN!!! Really, he paid 2 times and I got part of his wife's taxes but nothing after June 2012, again!!! So I get contacted from Child Support asking me if I have any info of his whereabouts, really I have to do the leg work, again!!!

What gets me is why don't CA or the Child Support Services take more action and not leave it up to the CUSTODIAL PARENT to get the ball rolling every time!!!

Why isn't CA or Child Support Services forcing them to pay their monthly support or arrears?

Gina Perry  Contra Costa County Department of Child Support Services

February 8

Contra Costa County Department of Child Support Services does not work to ensure children receive court ordered financial support.

I have a court ordered child support case of $1269 and the father is not required to pay it, he only pays on average $112 a week.

I was told by my case worker that it's up to his employer not them how much he pays.

I was told by the father that he would give me $400 more a month if I take or son off the child support case.

When do someone other then me start caring about the best interest of the children? And, what the children need?
Sometimes we need to remind parents what Facebook is for....

CP mom liked our page & NP dad liked our page, but they definitely did not like each other!!

---

To our customers: Please do not post any personal messages, geared towards another parent, on our wall. Our Department’s Facebook page was created to share information, educate the public and to answer questions. If you post a comment, and it contains personal information about another parent, or you make what we consider to be inappropriate comments your post will be deleted. Thank you for your cooperation & understanding.
Good morning everyone...
I wanted to take a moment to clarify what the function of our office is. We often get calls, correspondence and even posts on this page about issues of child abuse and custody and visitation.
Our Department is responsible for establishing and collecting child support & medical support for children. In many cases we also assist in establishing paternity.
There are certain areas of the law that we have no jurisdiction or control over. We do not establish, enforce or modify any custody or visitation between parties. That needs to be done outside of our office through the courts.
If you have concerns about possible child abuse or neglect please contact Child Protective Services (CPS) immediately for assistance. They are a completely different Department from ours. Our Department does not interview children, remove them from their homes or place them in foster care.
We hope this information has been helpful 😊
Tracking your Department’s Page – using the Admin Panel

Admin Panel

<table>
<thead>
<tr>
<th>Notifications</th>
<th>Posts</th>
<th>See All</th>
<th></th>
<th></th>
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<th>Messages</th>
<th>See All</th>
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<tbody>
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<td>Kylie Frost</td>
<td>likes your link: “The Contra Costa Crisis Center is a...”</td>
<td>57 minutes ago</td>
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<td>Marian Camren Richardson-Pierce</td>
<td>shared your link: “For anyone looking for a great place to work, (In...”</td>
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<tr>
<td>Anthony O. Santiago and Kylie Frost</td>
<td>like your link: “Contra Costa County is hiring! Click...”</td>
<td>18 hours ago</td>
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<td>Heather Marie Thompson Kane</td>
<td>likes your status: “Good morning everyone... I wanted to...” on Monday</td>
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Get More Likes | See Likes | Pages to Watch | Add Pages | Page Tips | | | | |
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<tr>
<td>Promote your Page</td>
<td>Connect with more of the people who matter to you.</td>
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</table>

Promote Page

Page Tips

Get the Pages Manager App
Manage your Page on the go with Pages Manager for iOS.

Send to Mobile
See who your audience is

The people who like your Page

Women
- 84% Your Fans
- 46% All Facebook

Men
- 16% Your Fans
- 54% All Facebook

age distribution:
- 13-17
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

- 0%
- 4%
- 24%
- 28%
- 20%
- 6%
- 1%
## See where your Fans live

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[See More](#)
Find out who’s paying attention...

### All Posts Published
**January 16, 2014 to April 15, 2014**

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<td>The Contra Costa Crisis Center is a non-profit organization that operates the 211 information and</td>
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<td>Contra Costa County is hiring! Click on the link below to view information for the following jobs</td>
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<td>343</td>
<td>14 6</td>
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<td>Contra Costa has a new and improved website which will make it easier for citizens to find what</td>
<td></td>
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<td>82</td>
<td>14 0</td>
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</tr>
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<td>02/24/2014 8:35 am</td>
<td>Contra Costa County is hiring! Click on the link below to view information for the following jobs</td>
<td></td>
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<td>96</td>
<td>11 3</td>
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</tbody>
</table>
Using Facebook as a Locate Tool

**Disclaimer** when you send someone a message on Facebook the message will come from YOU, showing your personal profile.

- Business pages on Facebook were not initially set up to send messages.
Example: If I sent you a message today it would show up looking like this

![Facebook Profile](image-url)
Using Facebook as a locate tool

Linda Linnell

discuss your child support case
Hi,
Can you please contact me to discuss your current child support case?
My direct line is 925-313-4473. Thanks so much!

Linda Linnell

got to mention...
got to mention that I am with the Department of Child Support Services in Contra Costa County. Sorry for the oversight!

Christopher Vanderbeek

Hi Linda, i appoligze for not getting back to you until now!
I will contact you by phone this week to discuss tthe suppor matters.
My daughers mother refuses to try and resolve this situation so hopefully we can come to some kind of reasonable agreement!
Thank you!
Chris VanDorBeek

Linda Linnell

Thanks for the response - look forward to talking to you!

Christopher Vanderbeek

I called a couple of times yesterday and left a messagw for you Linda ? If you would like to reach me my # is (925)876-3315
Thank you!
Successful locate done!

This CP was unlocated in CSE – we found her and her daughter on Facebook. She received $21,000 from our office within a week!

06/21/2011  CONNER, TINA M  MISCELLANEOUS ENFORCEMENT OTHER linnell linda
fiscal worker asked me today to try and find cp on Facebook as there is over $21k waiting to be sent to her - cse showing cp unlocated - I looked on FB and found page with cp named tina conner and there was a post on her wall to a briannah watson (who happens to be her daughter), looks like we found her! I sent a message to cp on FB asking her to please contact our office - gave her my direct line, the state toll free #, the add of the office and her case # - told her there is money that is waiting to go out but we do not have an address - I also sent her daughter a message on FB asking her to please have her mom check her messages (per FB the cp last was active in april) - hopefully we hear something back from her soon.

06/22/2011  CONNER, TINA M  PHONE CALL  ENFORCEMENT OTHER linnell linda
cp called this morning first thing - got my message on Facebook - verified her SSN & DOB - updated her address on Gilbert to verified yes - updated her phone # - told cp that our fiscal worker Valerie is going to call her when she sees the check go out, so she can keep an eye on her mail - she will receive just over $21k - cp is totally thrilled - I told her that since the ncp was deceased we will process the case for closure once the money goes out - she understood - no further action at this time!
Linda Linnell
re: child support money owed to you
Hi,
I work at the Contra Costa County Department of Child Support Service in Martinez. Our office is looking for a Tina Conner, that has a daughter named Briannah Watson. We recently started using Facebook as a tool to locate people, so I am hoping we have the correct person here!
Our office is holding quite a large sum of money which needs to be sent out - the problem is we do not have a current address for this person. I would like to give you some options to follow up; you can call me at 925-957-7351 which is my direct line you can call the state toll free # 1-866-901-3212 you can come into our office located at 50 Douglas Drive in Martinez the case number we have is ______ Please don’t hesitate to call if you have any questions about this message....
Thank you,
Linda Linnell
Supervisor, DCSS
Quick Response (QR) codes are two-dimensional barcodes

Use smartphone with QR Code reader to take a picture of the QR Code

QR Code can:
- Display Text
- Go to a Web Page
- Make a Phone Call
- Send a Text Message
What are QR Codes used for?

- Signs at tourism locations to provide more information
- Ads by manufacturers to give coupons or discounts
- Libraries direct users to a mobile library website
- How-to videos for product installation
- Trade show name tags with contact information
- House for Sale signs to see photos of the house
- Appliance instructions
QR Code Creation

- QR Codes are simple & FREE
- Search Internet for “QR Code Generator”
- Enter Website URL or Text and Generate
- Save QR Code in many standard formats
BART Ads with our QR Code

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Scan the QR code on the BART ad – it will take you straight to a video on YouTube

“To Learn More About the Benefits of Opening a Child Support Case”
Information on the Go

Media to Reach Customers

- Creating a Government Facebook Page
- Creating or Updating Your Webpage
- Live Chat
Information on the Go

Government Facebook Page

- Determine the purpose for having a Facebook Page
- Surveyed 20 counties to determine who had Facebook page
- Reviewed other counties Facebook pages
- What type of page-Business vs. Personal
- Used for Locate?
- Began to create our Facebook page
How to build a Facebook Page

- Had to use personal Facebook account (Create an account)
- Viewed other counties pages for ideas
- Determine what information to post
- Will public comments be allowed?
- While in production, who needs access to review, approve and update
Information on the Go

Facebook Page Content

- Mission Statement
- Determine Cover page and Profile photo
- Information on services offered
- Upcoming events
- Family Law Facilitator information
- POP Program
Facebook Page Content

- COAP
- Complaint Resolution
- Customer Service Survey
- Hours of operation/Directions
- Links to Customer Connect (Payments, Forms, Account information)
Information on the Go

Creating or Updating Your Webpage

- Formed a Web Design Group
  - Meet with your IT Department
  - Will your county allow outside web design vendor?
  - Determine staff roles-Updating page
  - What is the cost to create/host your webpage?

- What’s your vision for your webpage?
  - Viewed other counties pages
  - What information is important to have on your page?
    - Needed links- Payment Button, FAQ’s, Apply for Services,
    - Helpful links, Directions, Live Chat…etc….
Information on the Go

Live Chat

- Find out County policy regarding the use of a Live Chat feature.
- Our IT Department had to set up the feature
- Determine your Chat Provider (Bold Chat)
- Determine which staff will answer the chats (we rotate)
- Establish procedures for Live Chat use
  - Standard Greeting
  - What information will be provided through a live chat
  - How will chats be monitored?
- Train staff on procedure and any policies for use with Live Chat
Information on the Go

Contact information:
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