



**ERICSA 62ND ANNUAL
TRAINING CONFERENCE & EXPOSITION**

MAY 18-22, 2025

NORFOLK

VIRGINIA

Avenues of Approach:

Innovations in Customer Engagement

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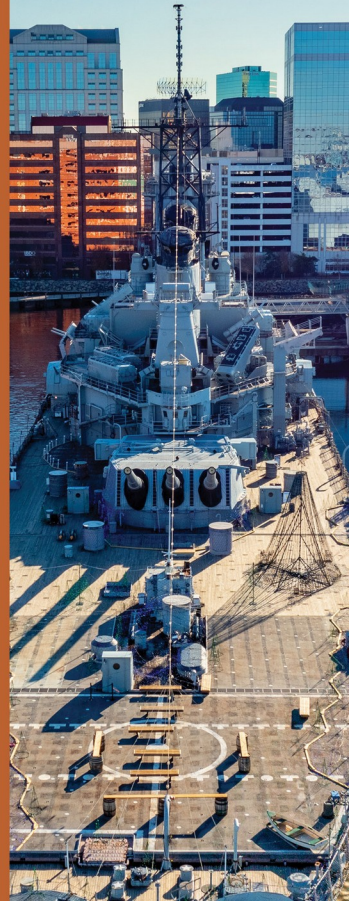
Program Overview



San Diego

San Diego Population / 2nd largest County in California / 5th largest County in the US

- 3.3M residents
- 71.3% White, 31.6% Hispanic or Latino (of any race), 10.9% Asian, and 5% Black or African American
- 30.5M visitors / annually
- Local Child Support Agency #37 of 58
- One of the “Big 6” or Very Large LCSAs in California
- Caseload size
- Performance measures



Customer Portal



San Diego

California DCSS (all Counties)

- 866# open 24/7 for customer inquiries and Customer Connect Portal
- On-line Simplified Enrollment Process (SEP)
- On-Line Review & Adjustment Process

San Diego

- Phone Lines: Open 7:30am – 6pm
- Lobbies: Open 7:30am – 5pm
 - Saturdays: 1 day/month, from 9am – 1pm
- LiveChat: Open 7:30am – 6pm
- Virtual Appointments and Instant Interviews: Open 7:30am – 5pm

Welcome to Customer Connect

Instructions for creating and navigating your account

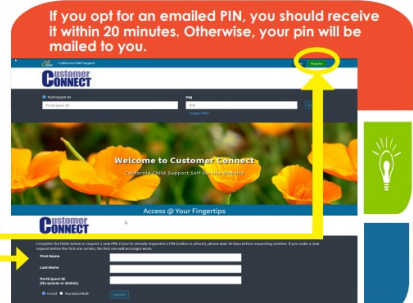
REGISTERING YOUR ACCOUNT To register for an account, you will need your Participant ID number.

1 In your web browser, **Go To:** www.cse.ca.gov/CustomerConnect/login

Once you register for an account, you will receive a notification with your PIN number. This is required to complete your account registration.

1. Click Register
2. Enter requested information

If you opt for an emailed PIN, you should receive it within 20 minutes. Otherwise, your pin will be mailed to you.





Appointments

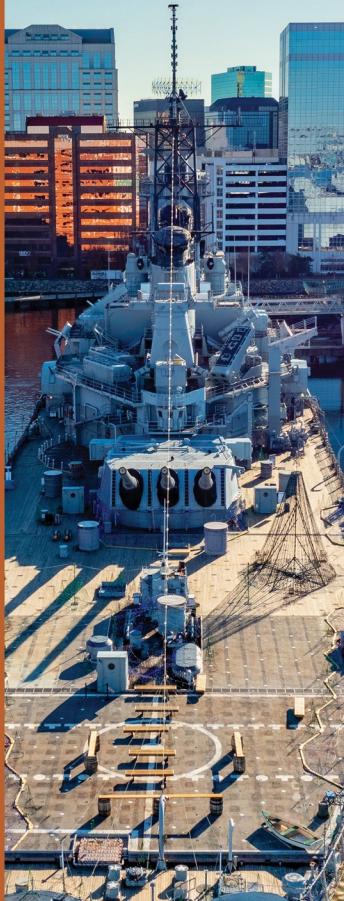


San Diego

- **QMS Mobile:** Self-serve check-in progress and appointment system for California child support customers
 - San Diego developed
 - Rolled out in California LCSAs (Los Angeles, San Francisco, Sonoma, and Kern) with others following soon
- **Staff Dashboard**
- **Virtual Appointments**

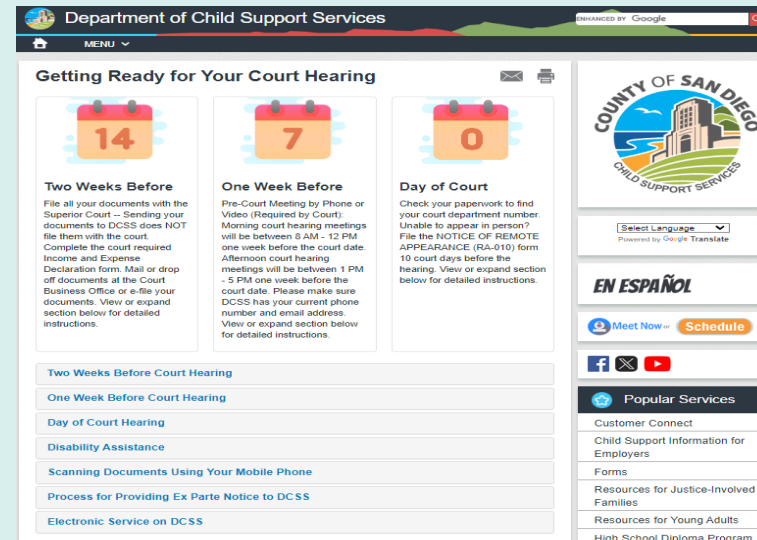


Court Activities



San Diego

- **Mandatory Meet & Confer Process**
 - Phone
 - Virtual
- **Virtual Court Hearings (some Departments)**
- **Pre-Court Reminders (text and email)**



Customer/Stakeholder Education



San Diego

- Live ZOOM webinars with the community (customers and community)
- Facebook Live events in collaboration with the Mexican Consulate



Mar. 28, 2025

4:30 PM – 5:00 PM

JOIN US LIVE ON FACEBOOK



<https://www.facebook.com/Consulmexsd>

*This event will be in Spanish Only

Understanding Child Support

The **Consulate General of Mexico in San Diego** and the **San Diego County Department of Child Support Services** cordially invite the general public to a *Virtual Seminar*.*

This event will provide valuable insights into the department's functions, processes, and procedures for obtaining court orders and enforcing child support payments in the County.

 bit.ly/SDDCSSwebsite





Thank you!

REACH OUT to me!

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