



more programs...

Enhanced Parental Involvement Collaborative (EPIC)

The EPIC program focuses on establishing and maintaining inclusive and non-threatening communication with noncustodial parents at the beginning of the life of their cases. By working *with* parents—instead of against them—SF DCSS is able to establish realistic orders that noncustodial parents and their children can live with.

Enhanced Paternity Opportunity Program—Outreach Program (POP)

SF DCSS works with hospitals and healthcare providers to educate staff and expectant parents about paternity and child support. Outreach projects include presentations to and meetings with expectant parents, birth clerks, health educators, social workers and nurses at birthing hospitals. Additional outreach includes the publication of a semi-annual paternity newsletter.

Compromise of Arrears (COAP)

The COAP program offers noncustodial parents the possibility of compromising up to 90% of the arrears owed on their child support cases. To qualify, a parent must owe governmental arrears of at least \$501. For qualified applicants, cases are further analyzed to review for assets and payment ability. Once a case is approved for a compromise, participants either pay a lump-sum amount or commence a three-year payment plan. COAP offers a solution to the State of California and to parents who would otherwise not be able to pay their case balances.



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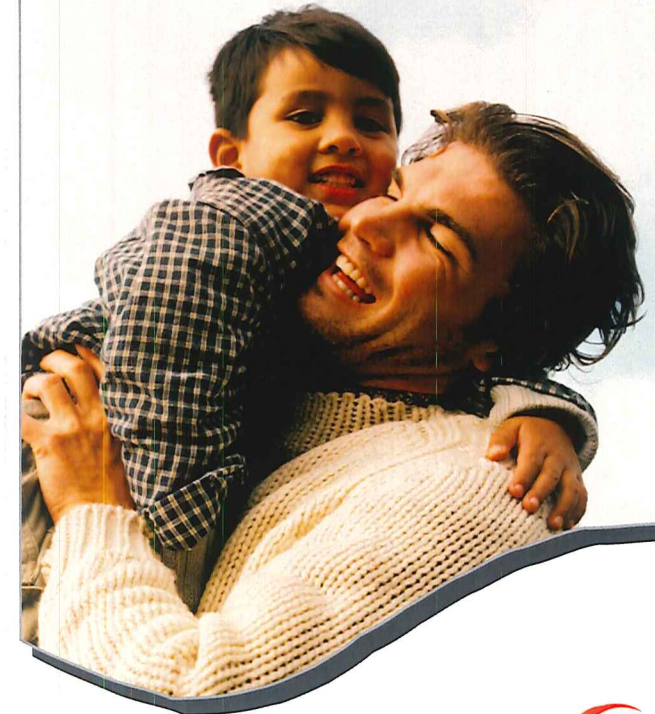


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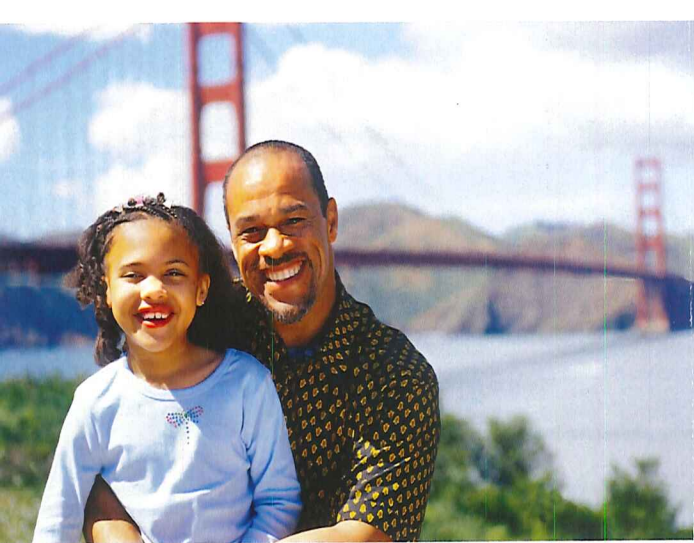
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Helping
Parents to
Help
Their
Children



**San Francisco Department of
Child Support Services**

***SOLUTIONS
FOR PARENTS***



San Francisco Department of Child Support Services—Real Solutions for Parents

Prompted by the steady economic downturn, the San Francisco Department of Child Support Services (SF DCSS) has developed new ways of delivering innovative services to our customers. Our SCORE (Supporting Children through Opportunities, Resources and Employment) initiative provides targeted services to noncustodial parents who are unemployed, underemployed, incarcerated, ex-offenders, and under-educated—thus building a stronger and more valuable program for families. Working together with noncustodial parents on their child support issues affects establishment of paternity and support orders, collections for current support and arrears, and our future relationship with these parents.

The programs described in this brochure work on those cases in which traditional enforcement has not worked. By assisting noncustodial parents in gaining financial self-sufficiency, SF DCSS is helping to increase the likelihood that these noncustodial parents will engage the child support program and become actively involved in the financial—and emotional—support of their children. Descriptions of the nine innovative SCORE programs can be found to the right.

Transitions SF—Enhanced Transitional Jobs Demonstration Project (ETJD)

In collaboration with three other agencies, SF DCSS won an Enhanced Job Training Demonstration grant from the Department of Labor for its "Transitions SF" program. Transitions SF helps noncustodial parents who are between the ages of 18 and 60, who reside in San Francisco and who are either delinquent in child support payments or non-job ready. Successful graduates are expected to move from subsidized to permanent employment. SF DCSS is providing intensive services to assist in modifying child support orders, repaying arrears, and getting reasonable child support obligations.

Domestic Violence Prevention Initiatives

A significant rise in the number cases with family violence issues has required an immediate response. The response focuses on providing the noncustodial parent with outreach, education, and structured case management that promotes a commitment to child support payments and reduces the likelihood of violence. Specific caseworkers and attorneys communicate with victims and perpetrators of family violence and work with noncustodial parents to safely secure child support for the custodial parent.

County Jail Outreach

Through this program, caseworkers and attorneys meet weekly with both male and female noncustodial parents who are incarcerated in San Francisco jails to respond to client concerns and modify orders. Staff also attends parole meetings to give presentations, answer questions, and meet with recently-released parents.

Collaboration with the Adult Probation Department

Helping to re-engage low-income parents who are currently or formerly incarcerated, this partnership utilizes strategies such as the gradual re-introduction of realistic orders as participants transition from incarceration, consolidation of out-of-county cases, paternity establishment and timely modification of orders. This program reduces the negative impact that full child support enforcement may have on the successful reintegration of post-release parents while prioritizing positive parent-child relationships.

Enhancements for Performing Community Outreach (EPCOT)

Through the EPCOT Program, the SF DCSS Community Outreach and Customer Services Program team reaches out to the community to engage parents in their child support cases. The team gives presentations at community organizations and agencies. Through these activities, the team identifies individuals with child support cases, schedules appointments for and meets with them to provide assistance in all aspects of their child support case(s).

Custodial and Noncustodial Parent Employment and Training Program (C-NET)

C-NET helps parents who are struggling to pay child support and face barriers to employment such as lack of housing, substance abuse, anger issues, and past incarceration. Through our partners, Goodwill and Florence Crittenton Services, participants in C-NET get wrap-around services to address their issues. Parents and service providers report regularly to SF DCSS on parents' progress as they move toward family stability and steady employment.

More programs →

The San Francisco Department of Child Support Services' nine innovative, cutting-edge programs are designed to give parents the tools they need to support their children—financially and emotionally.

