



SAN FRANCISCO DEPARTMENT OF CHILD SUPPORT SERVICES



PRESENTATION
to
SAN FRANCISCO BOARD OF SUPERVISORS
NEIGHBORHOOD SERVICES AND SAFETY
COMMITTEE
JUNE 19, 2014

Item 4 - 140298 - Rec'd in Committee NSS 6/19/14



Putting San Francisco Families FIRST

- **Our Vision:** Children can count on their parents for the financial, medical and emotional support they need to be healthy and successful.
- **Our Mission:** To empower parents to provide economic support for their children by furnishing child support services in the form of location of absent parents, establishment of paternity and support obligations and enforcement of support obligations, thereby contributing to the well-being of families and children.

Putting San Francisco Families FIRST

District	Caseload	% of Caseload	Annual Collection	Money to Families
11	1,920	15%	3,869,558	3,700,600
10	4,276	32%	8,617,829	8,241,546
9	1,367	10%	2,755,045	2,634,750
8	324	2%	652,988	624,476
7	469	4%	945,220	903,949
6	1,484	11%	2,990,846	2,860,256
5	1,846	14%	3,720,419	3,557,973
4	457	3%	921,035	880,820
3	681	5%	1,372,484	1,312,557
2	37	0%	74,570	71,314
1	<u>354</u>	<u>3%</u>	<u>713,450</u>	<u>682,298</u>
	13,215	100%	\$26,633,444	\$25,470,539

Demographics: San Francisco and SF Child Support

- San Francisco

Race/Households/ Education	%
Black/African American	6%
Asian	33%
White	48%
Latino (of any race)	13%
Households with Children, (% of Total – 62,246)	18%
Educational Attainment – High School or less	29%
Associate Degree/College Degree/Graduate or Professional Degree	71%

- SF CS Caseload – 13,215

Race/Public Assistance/ Delinquent Cases	%
Black/African American	53%
Asian	11%
White	3%
Latino (of any race)	33%
Currently on Public Assistance or Previously Received Public Assistance	75%
Delinquent Cases – 3,308 (July, 2011)	21%

Source: San Francisco Socio-Economic Profiles; 2006-2012 American Community Survey, San Francisco Planning Department
 Department of Child Support Services , CS 1257 Monthly State Performance Report

“Reaching In” to Incarcerated Parents

- California does not have retroactive modification of orders
 - The debt keeps growing while the parent is incarcerated
- California has one of the highest rate of interest on child support orders in the country
 - 10%
 - Interest is compounded against arrears balances



“Reaching In” to Incarcerated Parents

- Since its implementation in 2006, the child support program has successfully identified and assisted over 3,300 non-custodial parents with their child support concerns!

Expanded client services and collaborations

- **Sheriff's Department**
- **District Attorney's Office**
- **Adult Probation/Community Assessment & Services Center (CASC)**
- **Public Defender – Clean Slate Program**
- **San Francisco Children of Incarcerated Parents Partnership (SFCIPP)**
 - **“Little Children, Big Challenges: Incarceration” Sesame Street Multi-Media Toolkit, Information, and Resources**
- **DCSS Statewide Incarcerated Obligor Workgroup**
- **SF PACT (Federal and State Parole and Community Team)**
- **Subsidized and Unsubsidized Employment Services through DOL Grant – a partnership with OEWD and Goodwill Industries of SF, San Mateo and Marin**
- **Promote 5 Keys Charter School**



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.



**San Francisco
Department of
Child Support
Services**

Karen M. Roye, Director



Main Office

617 Mission Street

San Francisco CA 94105



Toll-Free Number:

1(866) 901-3212

TTY: 1(866) 399-4096

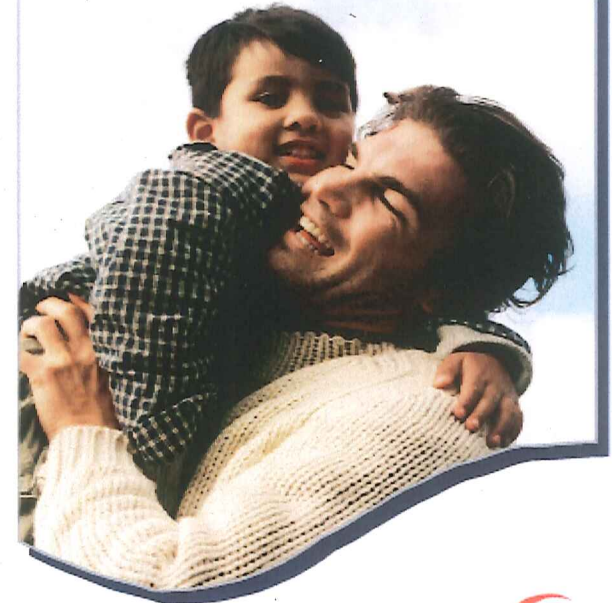


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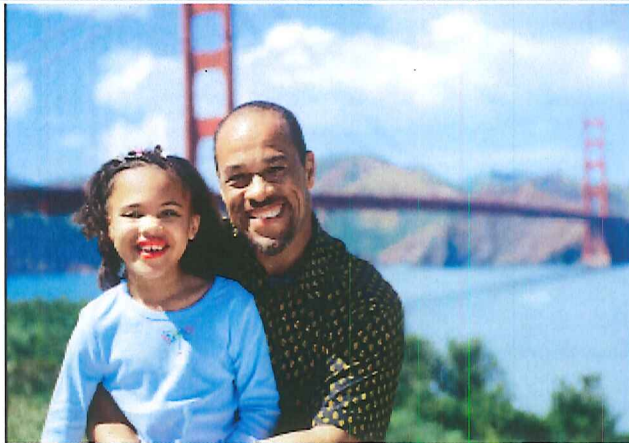
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Helping
Parents to
Help
Their
Children



**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.



Federal Performance – How did we measure up in Federal FY2013?

Economic Self Sufficiency of Single Parent Families	Federal Performance Required	California State Average	San Francisco Performance
Collection (Current Support)	62%	63%	74%
Collection (Arrears)	62%	65%	70%
Establishment of Child Support Order	84%	84%	90%
Establishment of Paternity	100%	100%	98%