



San Francisco Board of Supervisors

Proposed Budget

Department of Child Support Services

FY 2024-2025 and FY 2025-2026

<https://www.sf.gov/departments/child-support-services>



## MISSION

To empower parents to provide for the economic needs of their children. Provide relevant services to engage and assist parents through parent locate, paternity and order establishment, parent engagement.

## GOALS

Implement transformative approaches to the delivery of child support services that promotes family economic stability equitably. Focus intention to impact. Greater operational excellence based on cultural competency. Strengthen collaborations with partners and community change makers to provide timely and meaningful services.

## BUDGET PRIORITIES

- Prioritize Collections to Families
- Relief from Government owed Debt
- Equitable Services Delivery
- Operational Excellence
- Program Sustainability
- Reduce Driver's License Suspensions

## VISION

Children can count on their parents for the financial and medical support they need to be healthy and successful.

## VALUES

- Fairness and Respect
- Integrity and Ethical Conduct
- Team Development



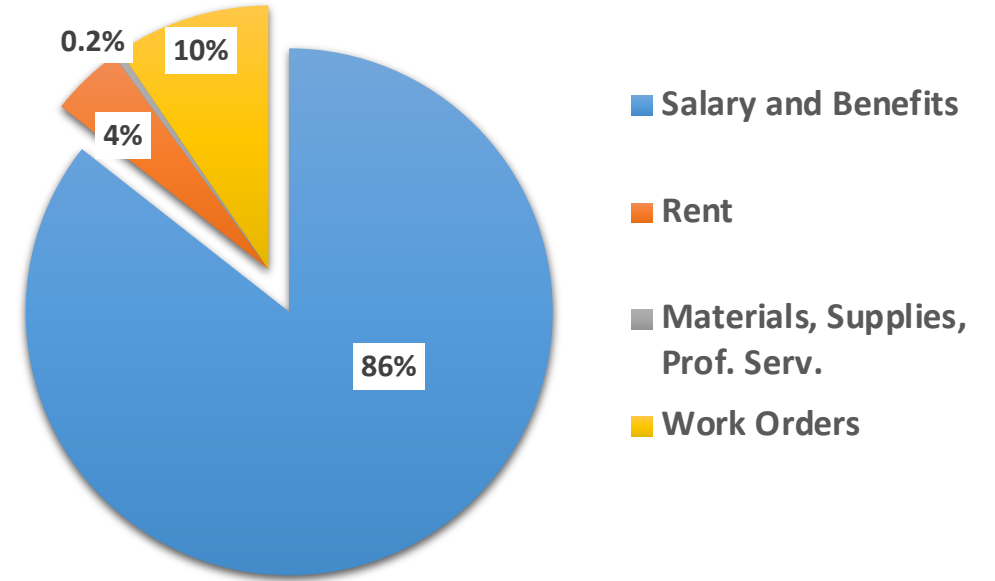
**REVENUE**

	<u>FY2024</u>	<u>FY2025</u>	<u>FY2026</u>
FEDERAL	8,359,395	8,359,395	8,359,395
STATE	<u>4,306,354</u>	<u>4,306,354</u>	<u>4,306,354</u>
	12,665,749	12,665,749	12,665,749
Health Subsidy	<u>849,607</u>	<u>469,343</u>	<u>504,910</u>
	13,515,356	13,135,092	13,170,659
Departmental Recovery	<u>151,174</u>	<u>156,366</u>	<u>162,121</u>
	13,666,530	13,291,458	13,332,780



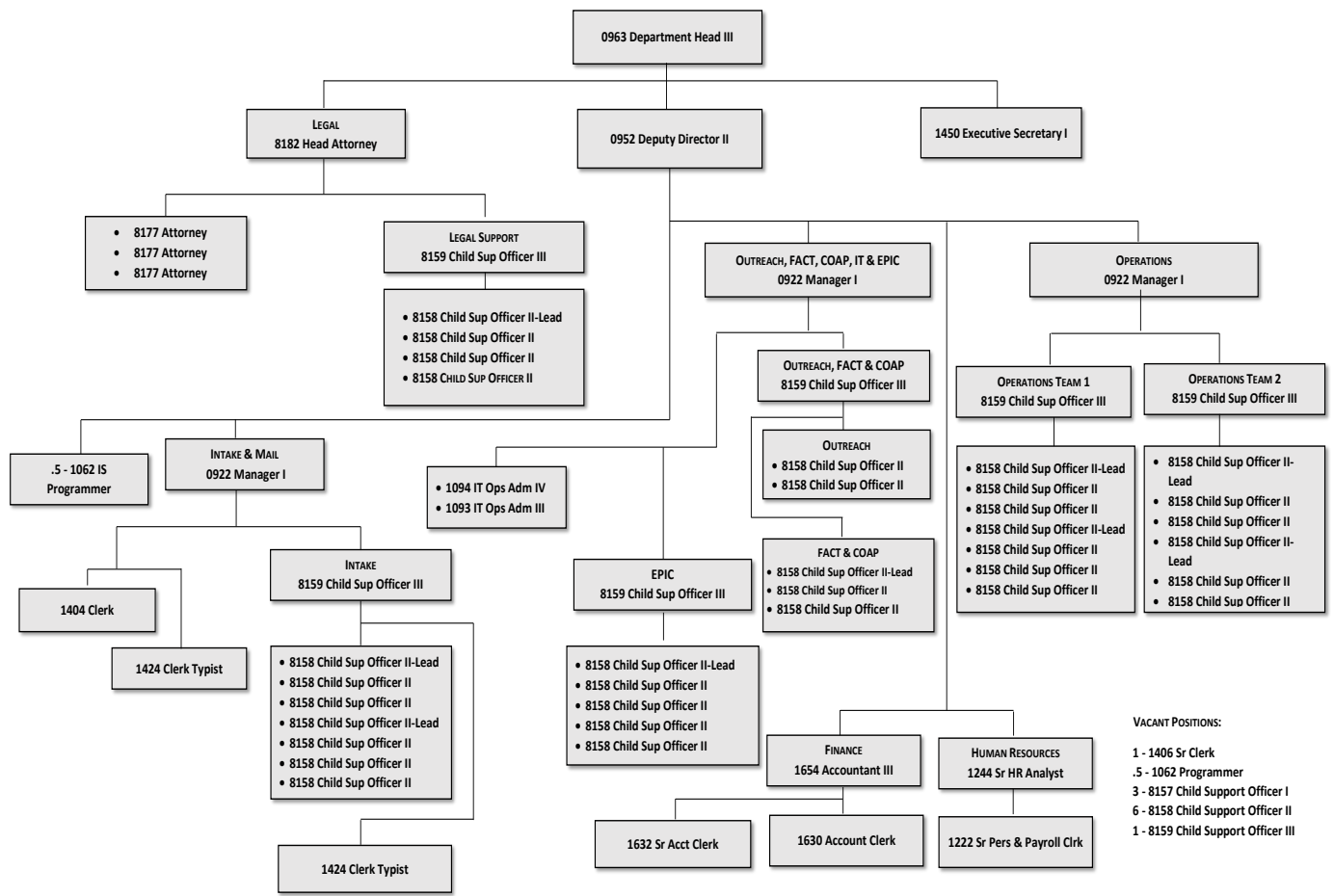
**EXPENDITURES**

	<u>FY2024</u>	<u>FY2025</u>	<u>FY2026</u>
Salary	7,712,971	7,648,616	7,807,274
Fringe Benefits	3,751,258	3,728,131	3,812,878
Materials and Supplies	166,735	59,551	38,317
Non Personnel Services	358,079	591,190	853,537
Other Dept. Work Orders	<u>1,677,487</u>	<u>1,263,970</u>	<u>820,774</u>
	13,666,530	13,291,458	13,332,780



**Putting families first...90% of salary budget supports DIRECT SERVICES!**

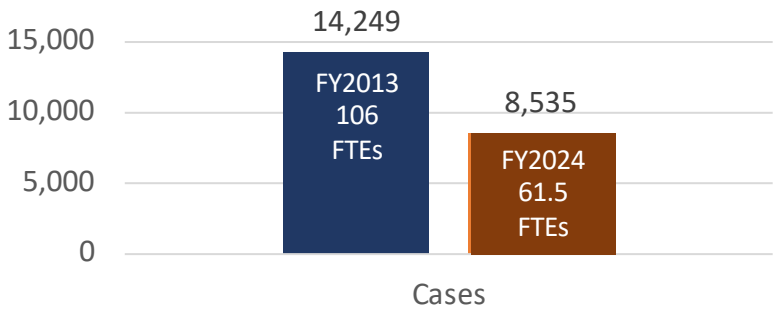
# DEPARTMENTAL ORGANIZATIONAL CHART FOR FY 2024-2025 AND FY 2025-2026



Historical Vacancies							
Budgeted Positions						73	
Filled Positions						61.5	
Vacancies (Support Salary Savings)						11.5	
2019	2021	2022	2023	2024	2025	2026	
23	27	20	16	20	11.5	11.5	

- Seven vacant position unfilled for more than three years were reduced from the annual budget.
- Full capacity is 61.5 filled FTEs.
- Backfill vacancies based on funding.
- All positions are permanent civil service. NO temporary positions, NO provisional positions

## 10 yr. Caseload Change



**FFY2023 Distributed Collections**

District	Caseload	% of Caseload	Annual Collection	Money to Families
11	1,035	12%	2,690,296	2,507,694
10	3,148	37%	8,182,983	7,627,568
9	863	10%	2,241,913	2,89,745
8	173	2%	448,383	417,949
7	518	6%	1,345,148	1,253,847
6	1,294	15%	3,362,870	3,134,617
5	604	7%	1,569,339	1,462,821
4	259	3%	672,574	626,923
3	518	6%	1,345,148	1,253,847
2	19	0.2%	112,096	104,487
1	173	1.8%	448,383	417,949
	<b>9,037</b>	<b>100%</b>	<b>\$22,419,133</b>	<b>\$20,897,448</b>

**We are ranked among the top 10 counties in California for successfully distributing funds to families!**

**7,275 children in San Francisco depend on child support**



Economic Self Sufficiency of Single Parent Families	San Francisco Performance	Federal Performance Required	California State Average
Collection (Current Support)	71%	62%	63%
Collection (Arrears)	73%	62%	67%
Establishment of Child Support Order	91%	84%	91%
Establishment of Paternity	100%	100%	94%

## LANGUAGE ACCESS is EQUITY

Case workers are Certified Translators – 31%

- (Spanish 66%, Chinese/Cantonese/Mandarin 17%, Tagalog 17%)
- Outreach Materials translated into Spanish and Chinese, community education

## SF Child Support is 100% Language Accessible

- State Language Line for all other languages (incl. Tribal)
- Hearing Impaired – TTY Lines
- Google Translator on our website (20 languages)
- Customer feedback through surveys, focus groups, testimonials



Continue the work to ....

Recast the institutional culture and viewpoint so **ALL PARENTS** receive equitable service from the Child Support Program.

**Move from intention to impact.** Our Strategic Plan will continue to address the special challenges faced by parent survivors of domestic violence, Low income fathers, LGBTQ and non-binary parents involved in the child support system.

Our Goals include:

- **Rapid response to service delivery issues**
- **Identifying and implementing best practices**
- **Informing Policy Decisions**

### **Protecting Parent Safety in Pursuing Child Support**

- Assisting parents to achieve economic independence and stability

### **Improving Parental Access to the Child Support Program**

- Addressing technological divide
- Language access

### **Building A Better Program for Fathers**

- There is a discrepancy between who we are to the parent receiving the support and who we are to the parent paying support.
- Government owed debt relief

### **Providing Legal Support to LGBTQ and Non-Binary Parents**

- Addressing bias and discrimination that may occur between biological and non-biological parents



**Implement and meet  
Racial Equity Action  
Plan (REAP)  
milestones**

# CHILD SUPPORT SERVICES

## PUTTING FAMILIES FIRST...BUILDING BACK BETTER!

### Supporting County Initiatives

- DKI/HRC - Supporting/responsive to project goals
- Families Rising - HSA/DPH Lifting families out of poverty
- OEWD - Referring parents paying child support who are unemployed or under employed
- HSA Jobs Now - Providing enhanced case management
- SF Unified Family Court, FLF, FCS - Collaborative to build non-monetary orders
- APD - Interrupt, Predict, Organize
- SF Reentry Council
- SF Family Violence Council
- SF Sentencing Commission

### Department Response Services

- Co-Parenting Plans through access and visitation
- Expanded program access to justice involved parents in county jail via virtual access to child support information and interviews
- Pilot Non-cash, In-Kind Orders
- “Safe” child support services for gender-based violence survivors
- Government owed debt relief
- Expedited return of driver’s license
- Proactive order modification review