

2003-04 Civil Grand Jury Report:

San Francisco Department Of Child Support Services: Putting The Children First

*California Penal Code Sections 933.05(a) and (b) requires the responding party to report for each recommendation of the Civil Grand Jury **one** of the following actions:*

<p>1. Recommendation Implemented</p> <ul style="list-style-type: none"> - Date Implemented - Summary of Implemented Action 	<p>2. Will Be Implemented in the Future</p> <ul style="list-style-type: none"> - Anticipated Timeframe for Implementation 	<p>3. Requires Further Analysis</p> <ul style="list-style-type: none"> - Explanation - Timeframe <p>(Not to exceed six months from date of publication of grand jury report)</p>	<p>4. Will Not Be Implemented: Not Warranted or Not Reasonable</p> <ul style="list-style-type: none"> - Explanation
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For each recommendation below, indicate which action you have taken or plan to take and provide the required information.

Recommendation	Responses Required From:	Response: 1, 2, 3, or 4
<p>1a. Written materials (in translation when appropriate) to be presented and explained at in-take should include a flow chart outlining the process to be undertaken from start to finish. Specifics should describe all of the players in the process and their roles-especially including DCSS, their computer and phone systems, and all its divisions: in-take, DSOs, attorneys and the ombudsperson.</p> <p>1b. The role of the court and the Family Law Facilitator and how they can be accessed should be explained-especially if it appears that the parents will be unwilling or unable to stipulate a plan for child support.</p> <p>1c. Packet information should be reinforced by the use and distribution of posters, flyers and videos made available in libraries, churches, shops, hospitals and community agencies.</p> <p>1d. SFDCSS should add to its long-range plan the production of multilingual educational videos and television and radio advertisements. By collaborating with other agencies and by accessing volunteer time, talent and dollars, DCSS can expand its services to clientele.</p>	<p>Department of Child Support Services (DCSS) Mayor Board of Supervisors</p>	<p>The Board of Supervisors' City Services Committee held a hearing on Thursday, September 23, 2004 on the Civil Grand Jury Report. Representatives from both the Civil Grand Jury and the Department of Child Support Services were present at the hearing. Child Support Services agreed to all but 1 of 9 recommendations by the Civil Grand Jury and may be willing to revisit this recommendation providing funding is available. Some of the recommendations have also been implemented. The City Services Committee has filed the matter.</p>

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<p>2a. In an attractive and efficient manner. DCSS should set up, monitor and stock regularly display racks of written materials and handouts at all DCSS offices, law facilitators offices and courtrooms.</p> <p>2b. Re-arrange the main-office entry so that DCSS looks more like a sanctuary than a jail. {Pattern reception area after that of the Contra Costa County DCSS.}</p>	<p>Department of Child Support Services (DCSS) Mayor Board of Supervisors</p>	<p>See above response.</p>
<p>3a. SFDCSS should plan for installation of a full-time phone team trained to deal with ordinary questions and problems of clients. CGJ recommends that it be patterned after that of the Contra Costa County DCSS. Otherwise, teams and the ombudsperson should make every effort to follow DCSS policy and answer phones in person as often as possible.</p> <p>3b. CSOs and/or attorneys should advise parents to keep back-up copies of all paperwork and bring it with them to court. The committee recommends that DCSS arrange to store all back-up information on computer so that information will not be lost.</p> <p>3c. DCSS should make every effort to reconcile cross-complaints by both parents and eliminate the need for a costly court appearance. However, when the court procedure is necessary, each parent should be given formal and timely notice.</p>	<p>Department of Child Support Services (DCSS) Mayor Board of Supervisors</p>	<p>See above response.</p>