



**SAN FRANCISCO BOARD OF SUPERVISORS  
FY2021-2022 AND FY2022-2023  
BUDGET REVIEW**

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# Child Support Services

## Putting families first...Building Back Better!

### PROGRAM PRIORITIES

Prioritize Collections to Families  
Relief from Government owed Debt  
Quality Customer Service  
Operational Excellence  
Program Sustainability

### MISSION

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

### STRATEGIES

Perform strategic analysis and implement transformative approaches to the delivery of child support services that promotes family economic stability equitably. Focus on impact rather than intent. Build operational excellence based on cultural competency. Strengthen collaborations with gov't partners and community change makers to provide timely and meaningful services.

### 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



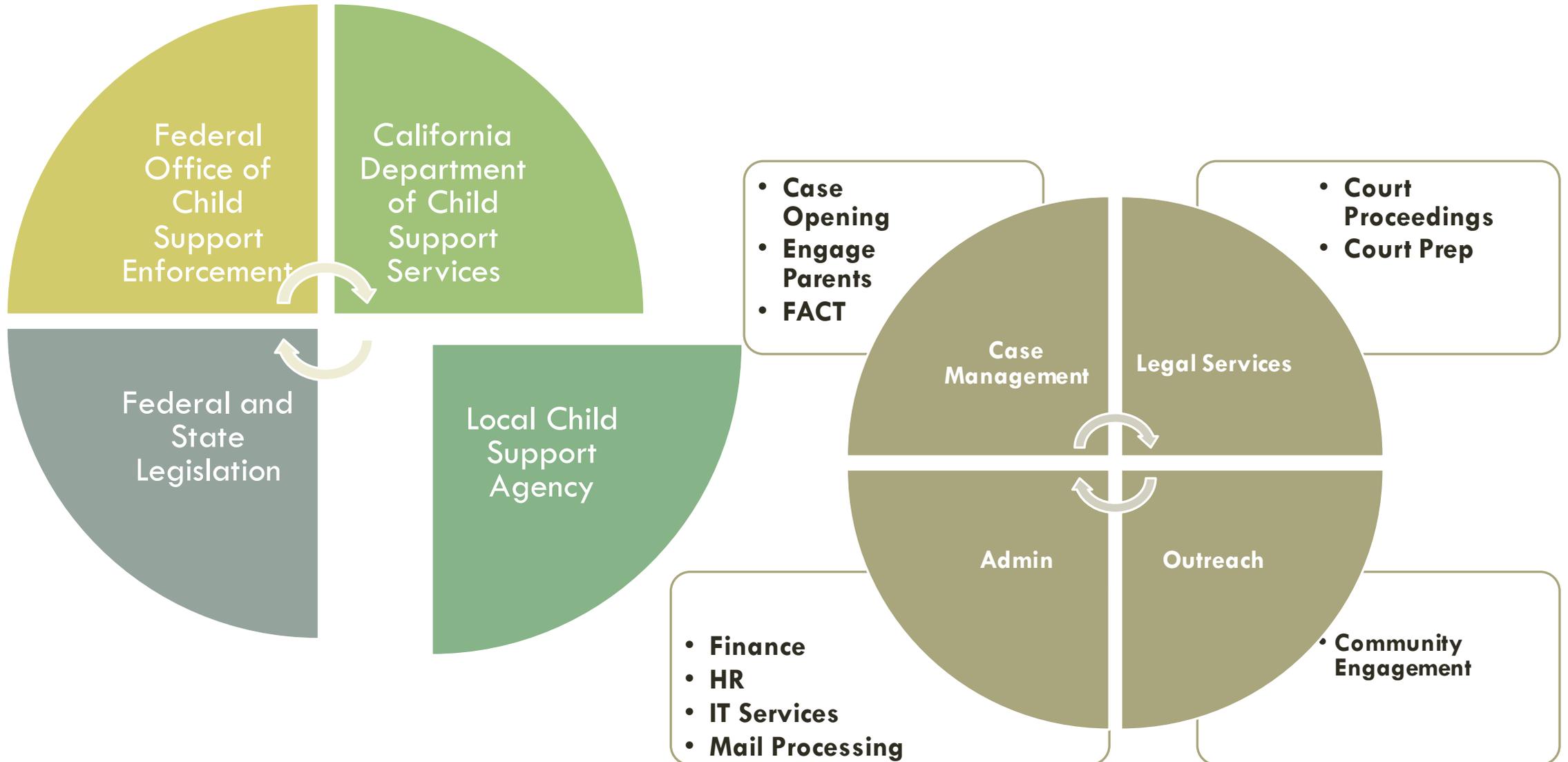
# CHILD SUPPORT SERVICES SENT **\$26** MILLION TO SAN FRANCISCO FAMILIES DURING THE COVID-19 PANDEMIC! FFY2020: 9,753 OPEN CASES

District	Caseload	% of Caseload	Annual Collections	94 % of Collections to Families
11	1,268	13%	\$3,595,142	\$3,369,582
10	3,999	41%	\$11,338,524	\$10,627,144
9	1,073	11%	\$3,042,043	\$2,851,185
8	293	3%	\$829,648	\$777,596
7	585	6%	\$1,659,296	\$1,555,192
6	683	7%	\$1,935,845	\$1,814,390
5	780	8%	\$2,212,395	\$2,073,589
4	293	3%	\$829,648	\$777,596
3	488	5%	\$1,382,747	\$1,295,993
2	98	1%	\$276,549	\$259,199
1	<u>195</u>	<u>2%</u>	<u>\$553,099</u>	<u>\$518,397</u>
	<b>9,753</b>	<b>100%</b>	<b>\$27,654,936</b>	<b>\$25,919,863</b>



- **8,148 children in San Francisco receive child support**
- **100% children served have paternity established**

# ACCOUNTABILITY AND TRANSPARENCY - FEDERAL, STATE AND LOCAL CHILD SUPPORT SYSTEM



# DEPARTMENT BUDGET

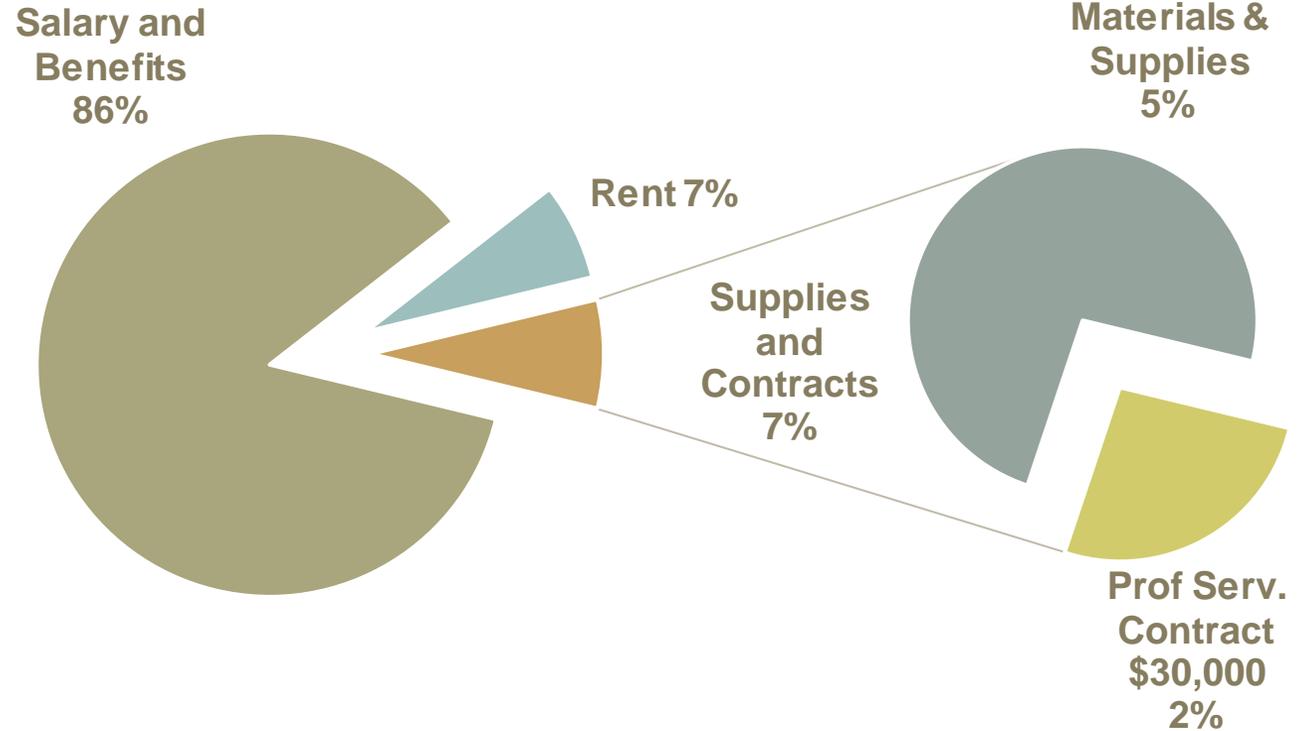
## FY 2021-2022 AND FY 2022-2023

### REVENUE

	<u>FY2022</u>	<u>FY2023</u>
Federal	8,664,450	8,836,677
State	4,463,505	4,552,227
	13,127,955	13,388,904
SF HSA	<u>143,088</u>	<u>148,112</u>
	<b>13,271,043</b>	<b>13,537,016</b>

### EXPENDITURE

	<u>FY2022</u>	<u>FY2023</u>
Salary	7,332,135	7,549,846
Fringe Benefits	4,021,857	4,054,676
Prof Services	212,348	162,348
Materials & Supplies	51,531	99,451
Rent & Leases	897,435	907,891
Services of Other Dept.'s	<u>755,737</u>	<u>762,804</u>
	<b>13,271,043</b>	<b>13,537,016</b>



## Consolidate

Office Space to 2<sup>nd</sup>  
and 1<sup>st</sup> floor.

Sub lease 3<sup>rd</sup> floor.

Reduce document  
stored off-site

## Better Utilization

green technology,  
prevention of  
workplace injuries,  
strategic utilization  
of staff.



## Reduced Vehicle

Fleet, work orders  
to other city dept.'s,  
travel and, non  
essentials.

## FUNDING SOLUTIONS:

- Expand Technology to virtual court appearances – online case opening, online interviews, telework

## **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

## **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)



# CONTINUE THE WORK TO .... RECASTING THE INSTITUTIONAL CULTURE AND VIEWPOINT OF ALL PARENTS IN THE CHILD SUPPORT PROGRAM.



## **Implement Racial Equity Action Plan (REAP)**

**Meet REAP  
milestones**

**Evaluate and  
communicate impact**

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

- Assisting mother's to achieve economic independence and stability

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

- Addressing technological divide
- Continue to prioritize language access

## **Building Equity for Fathers and their Families**

- Challenge the inequity of who we are to mothers and who we are to fathers

## **Providing Legal Support to LGBTQ Parents**

- Combat gender bias's and discrimination that impact non-biological parents

# BUILDING BACK BETTER....

## KEY INITIATIVES FOR FY2022 AND FY2023

Collaborate with San Francisco's **small business community** to effectively problem solve and streamline services. Focus will be on **African-Americans, LatinX, Asian-Pacific islanders** who are **business owners of service-based industries** and were **deeply impacted by the pandemic**.

Reach out to **middle income families** who are just above the income line and **do not qualify for TANIF but struggle** to make ends meet.

Increase assistance to parents who are unemployed or underemployed **helping impoverished families connect to work force development** solutions.

# Child Support Services

# Building Back Better we SCORE!

## SCORE Initiatives

- Dream Keeper - DADs! - Fatherhood Initiative : HRC, DPH, CSS, OEWD
- Debt Relief - Financial Justice Project
- Families Rising - HSA/DPH Lifting families out of poverty
- OEWD – Referring parents paying child support and are unemployed or under employed
- Jobs Now – providing enhanced case management
- Interrupt, Predict, Organize – Adult Probation
- District Attorney – Sentencing Commission
- Re-entry Council
- Domestic Violence Consortium
- Promise - Tipping Point

## Department Response Services

- Co-Parenting Plans through access and visitation
- Expanded Program Access to Incarcerated Parents County Jail. Coordination with Jail staff during COVID-19 shutdown.
- “Safe” Child Support Services for Domestic Violence Survivors
- Expedited Driver’s License Release
- New Debt Reduction Program
- No Interest Loans to parents owing child support to their families
- Proactive order modification review