



Karen M. Roye, Director

Child Support News

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Time For Kindness by Karen M. Roye

If there was ever a time for us to be kind, it is now.

Start by being kind to yourself.

I have found getting away from your desk during your breaks and perhaps fitting in a walk around the block or around the neighborhood can do so much to keep your heart and lungs healthy as well as giving you a much needed break from a stressful day.

The Department takes your health seriously as well. We have stepped up our efforts to prevent work injuries and plan to bring in a work injury specialist who will visit each of us to assess our computer stations

and make corrections where necessary. What are the ways you can be kind to yourself?

Next, be kind to your colleagues. We are all in the same boat, doing more with less at work, serving our clients who need us more than ever, and stepping up for our own families, our extended families, our communities, and even strangers. Let's be extra kind and gentle to each other. How can you be kind to your community?

Finally, often first and never last, be kind to our clients. Many paying non-custodial parents have lost their jobs.



Director Karen M. Roye

They want to support their families and have fewer resources to work with. Let us remember how fortunate we all are when dealing with a parent who is experiencing an upset. How else can you share your kindness with our clients?

Strengthening Fathers by Vallan D. Tyree



Vallan D. Tyree
year's National Fatherhood

"Strengthening Fathers – Strengthening Families" was the theme for this

Conference held in Phoenix, Arizona from March 2nd through March 5th.

This is my third year in attendance and each year I return with valuable knowledge. This year in particular focused on how our community-based organizations, faith-based or-

ganizations, law enforcement, courts, local, state, and federal governments must acknowledge the important role men play in the emotional and mental maturation of children.

These workshops were so

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Enterprise Customer Service Solution (ECSS) is Here

By Bernard C. Murphy



Bernard C. Murphy

When the State Department of Child Support Services (DCSS) decided upon the

Child Support Enforcement (CSE) Statewide approach for Child Support in California one aspect was a single point of contact for Child Support in California. They created Customer Connect. This is a two-fold approach – one is a self service website, www.childsup-connect.ca.gov.

Parties can access information using an online approach.

The second part of this single point of contact is the ECSS Interactive Voice Response (IVR) via a toll free phone number (866) 901-3212. Clients, employers, other states and jurisdictions can call that number for information. The intent is for many of the questions that were previously answered at the Local Child Support Agency (LCSA) level to be answered at this single point of contact.

Questions which cannot be answered within the ECSS IVR or by the ECSS agent will be directed to the LCSA. This is an integration of the

CSE system and phone technology. Calls will appear on a CSE ECSS soft phone screen and will be answered on the agents' desk phones.

In the San Francisco LCSA the phone calls will be answered by ECSS Agents and transferred to the assigned Child Support Professional. This is not much different than what we have been doing for the past number of years. The need to answer the phone, provide responses to the calling party – the noncustodial parent, the custodial parent, attorney, other State, or the employer will not change; how we perform that function will change.

Getting Ready for ECSS

By Stephanie Martin



Stephanie Martin

In preparation for the implementation of ECSS on 3/31/2009, Management approached my team with a request to pilot a phone project.

Once hearing the expectations set forth, we were assigned the responsibility to draft the work flow on how calls will be received and directed.

We began the pilot on 2/10/2009, wherein our team clerk, having been given training on phones and a script to read, began taking our calls. As we are on dedicated caseloads, the

caller is transferred to the dedicated Child Support Professional. The reaction from our external and internal clients has been GREAT! Both appreciate the case ownership aspect, the familiarity with the case and clients' issues, and how having knowledge of the case has expedited the call and resolution.



Catherine Sachs

The EPCOT Project

By Catherine Sachs

You may or may not have heard one of this office's latest acronyms,

EPCOT. What is EPCOT, you ask? Well – yes – EPCOT is an attraction at Florida's Disneyworld, but it now has another meaning. EPCOT, or Enhancements for Performing Community Outreach and Tracking, stands for a new way of doing things for the Outreach Team.

What does that mean? Under the EPCOT Project, the Outreach Unit will track every referral received by this office as a result of an outreach event or a presentation. Tracking the referrals will provide the office with vital information about how our presentations and workshops change the course of participants' cases.

Some of the other components of EPCOT are on-site Community Workshops, one-on-one appointments with Outreach Staff, a comprehensive spreadsheet to track re-

errals and an online Resource Guide for our staff.

The Outreach and Customer Service Team, currently managed by Eddie Chin and staffed by George Smith, Catherine Sachs and Donna Merrida, developed the EPCOT plan as a way to measure the results of our outreach and thereby provide the office with critical information on how to better reach out to the public we serve. This plan will further our office's long-standing goal of providing excellent customer service.



Freda Randolph

An Update on EPIC, NET and COAP

By Freda Randolph

The EPIC/NET/COAP (Enhanced Parental Involvement Collaborative/

Noncustodial Parent Employment Training/Compromise of Arrears Program) team continues to improve our workflow in CSE. Our agency's most recent performance audit revealed that we met or exceeded the performance measures for expedited process for Federal Fiscal Year 2008. 75% of cases reached disposition within six months and 96.9% of cases reached

disposition within one year.

The EPIC Child Support Professionals are currently in the process of meeting with their Operations team colleagues and updating them on the order establishment process in CSE.

This refresher training is intended to assist the alpha teams with being able to determine the current case status within the EPIC establishment model. Topics include service of process, default hearing calendars, and generating an answer in CSE, as well as other related issues.

As of 3/13/2009, COAP has compromised \$146,753.79 and collected \$21,833.44 in payments. These figures are the result of the 238 COAP

referrals that our Operations teams, satellite offices, Bayview Branch, Legal unit, and Outreach team have provided to our COAP Coordinator, Kathy Fong-Chen. Keep those referrals coming!

In other team news, the NET program is in the process of improving and enhancing the services provided to our clients. We are working with Outreach, Legal, and our community partners to assist as many noncustodial parents as possible during these tough economic times. Please continue to refer potential NET program participants to our Coordinator, Albert Turner.

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This newsletter is a production
of The Outreach Unit of The
San Francisco Department of
Child Support Services.

The San Francisco Department of Child Support Services Mission Statement:

The mission of the San Francisco Department of Child Support Services is to empower parents to provide economic support for their children by furnishing child support services in the form of location of parents, establishment of paternity and support obligations, and enforcement of support obligations, thereby contributing to the well-being of families and children.

WE'RE ON THE WEB!
WWW.SFGOV.ORG/DCSS

We Support Kids!



Fatherhood Conference, *continued from page 1*

enlightening that I found myself being torn between three or four workshops and wishing I could attend them all at the same time. Many of the workshops focused on the lack of male involvement in children's lives due to incarceration, substance abuse, domes-

tic violence and child support and how our communities – through education, referrals, resources, and funding – can help address these issues.

I, along with George Smith, Outreach Coordinator, presented a workshop on San

Francisco's approach to incarceration, early intervention, and outreach. The response to the workshop was well-received and a representative from the Office of Child Support Enforcement gave praise to our initiatives.