



**SAN FRANCISCO BOARD OF SUPERVISORS
FY2022-2023 AND FY2023-2024
DEPARTMENT BUDGET**

Contact Us:

sfdcass@sfgov.org

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

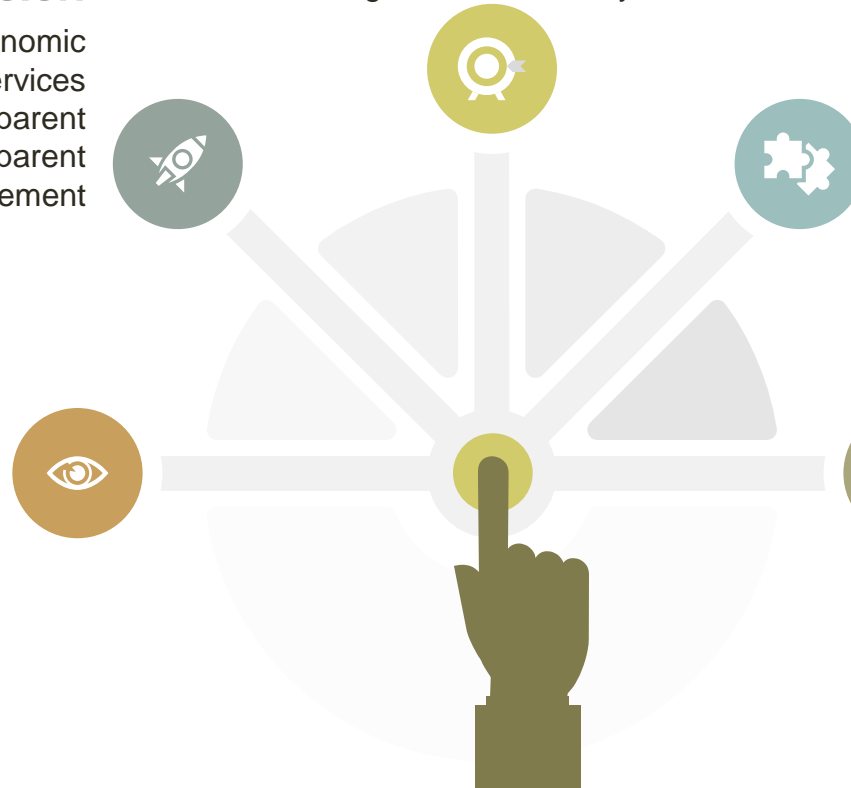
Perform strategic analysis and implement transformative approaches to the delivery of child support services that promotes family economic stability equitably. Focus on impact rather than intent. Build operational excellence based on cultural competency. Strengthen collaborations with gov't partners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

VISION

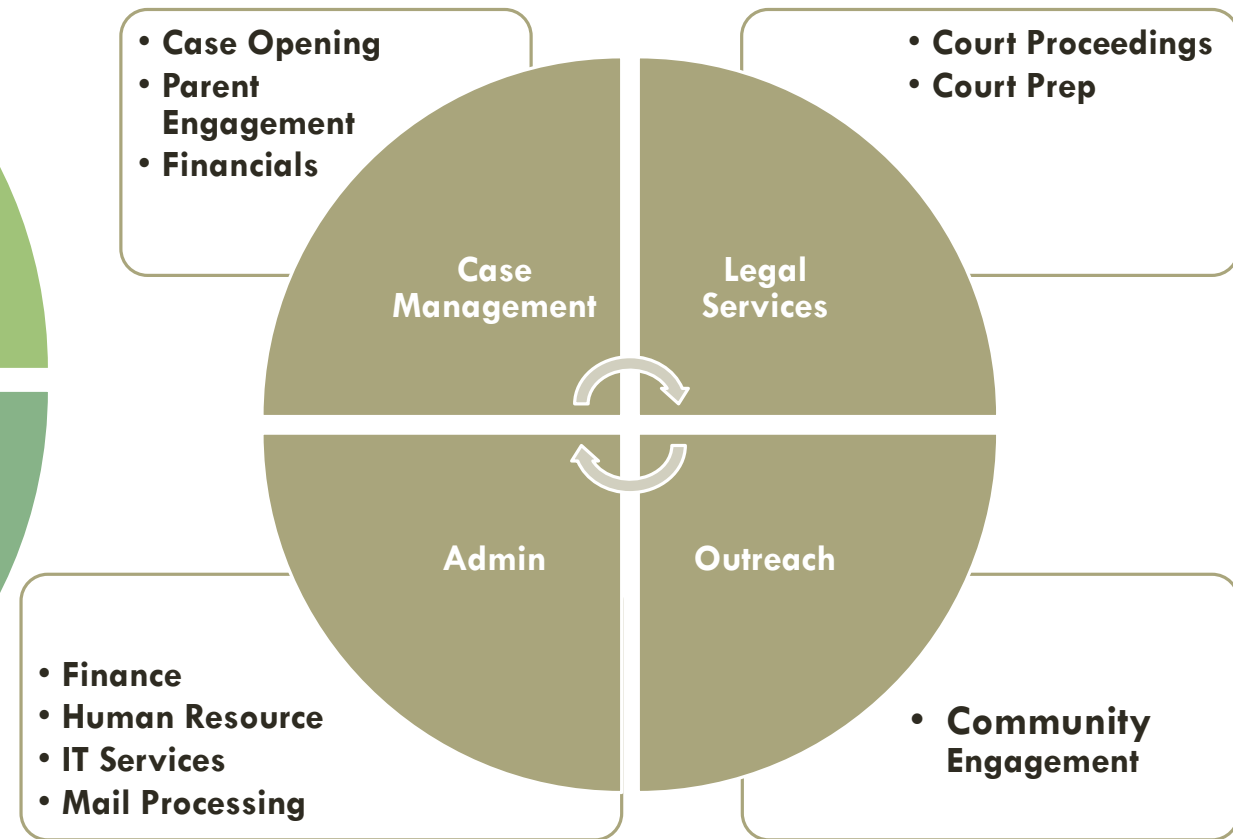
Children can count on their parents for the financial and medical support they need to be healthy and successful

VALUES

Fairness and Respect
Integrity and Ethical Conduct
Team Development



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



DEPARTMENT BUDGET

FY 2021-2022 AND FY 2022-2023

REVENUE

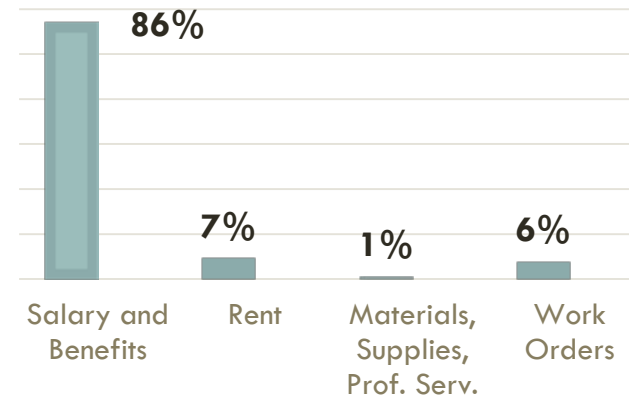
	<u>FY2022</u>	<u>FY2023</u>	<u>FY2024</u>
FEDERAL	8,365,471	8,359,395	8,406,739
STATE	<u>4,309,484</u>	<u>4,306,354</u>	<u>4,330,744</u>
	12,674,955	12,665,749	12,737,483
Health Subsidy	<u>453,000</u>	<u>480,000</u>	<u>480,000</u>
	13,127,955	13,145,749	13,217,483
SF Human Services Agency	<u>143,088</u>	<u>148,112</u>	<u>148,112</u>
	13,271,043	13,293,861	13,365,595

EXPENDITURES

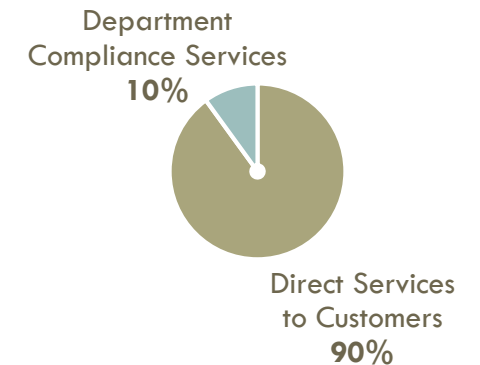
	<u>FY2022</u>	<u>FY2023</u>	<u>FY2024</u>
Salary	7,332,135	7,550,151	7,775,171
Fringe Benefits	4,022,593	3,864,699	3,711,052
Prof Services	212,348	162,348	162,348
Materials & Supplies	51,531	100,413	100,413
Rent & Leases	897,435	907,891	907,891
Services of Other Departments	<u>755,737</u>	<u>708,359</u>	<u>708,720</u>
	13,271,043	13,293,861	13,365,595



Investment In Direct Services To Families



Salary and Benefit Distribution



Budget Priorities

- ✓ Equitable services delivery and opportunities to customers and staff
- ✓ Staff professional development
- ✓ Improved customer access to services
- ✓ Increased city-wide collaborations supporting BIPOC communities
- ✓ Create a sustainable infrastructure supporting near and long term needs
- ✓ Strategically maximize revenue



Child Support Services

Putting families first...



Goals	FFY2021 Performance
Paternity Established (IVD)	99%
Child Support Orders Established	93%
Current Support Collections	73%
Cases w/Arrears	79%

CHILD SUPPORT SERVICES IS PUTTING FAMILIES FIRST...94%

District	Cases	% of Caseload	Annual Collections	Money to Families
11	1,202	13%	3,325,527	3,121,549
10	3,790	41%	10,488,200	9,844,885
9	1,017	11%	2,813,907	2,641,311
8	277	3%	767,429	720,357
7	555	6%	1,534,859	1,440,715
6	647	7%	1,790,668	1,680,834
5	740	8%	2,046,478	1,920,953
4	277	3%	767,429	720,357
3	462	5%	1,279,049	1,200,596
2	92	1%	255,810	240,119
1	<u>185</u>	<u>2%</u>	<u>511,620</u>	<u>480,238</u>
	9,245	100%	25,580,975	24,011,916

“7,699 children in San Francisco have an open child support case”



“100% children served have paternity established”

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

RECAST THE INSTITUTIONAL CULTURE AND VIEWPOINT SO ALL PARENTS RECEIVE EQUITABLE SERVICE FROM THE CHILD SUPPORT PROGRAM.

Our Strategic Plan will continue to address the special challenges faced by parent survivors of domestic violence, Low income fathers and LGBTQ parents involved in the child support system.

Focus on developing knowledge, providing training and technical assistance, and implement best solutions to provide services equitably to families involved in the child support system.

Our Goals include:

- Understanding Service Delivery Issues
- Identifying Best Practices
- Informing Policy Decisions
- Implement Best Practices

Insuring Parent Safety in Pursuing Child Support

- Assisting mothers 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.

Providing Legal Support to LGBTQ Parents

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



Implement Racial Equity Action Plan (REAP)

Meet REAP milestones

Evaluate and communicate impact

Child Support Services

Putting families first...Building Back Better!

County Initiatives

Debt Relief - Financial Justice Project

Families Rising - HSA/DPH Lifting families out of poverty

DPH - DADS - Fatherhood Initiative

OEWD – Referring parents paying child support and are unemployed or under employed

Jobs Now – providing enhanced case management

Interrupt, Predict, Organize – Adult Probation

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
- New statewide Debt Reduction Program
- Suspension of Driver’s License suspension/revocation
- No Interest Loans to parents owing child support to their families
- Proactive order modification review