



Department of Child Support Services

Proposed Budget for
FY 2024-2025 and FY 2025-2026

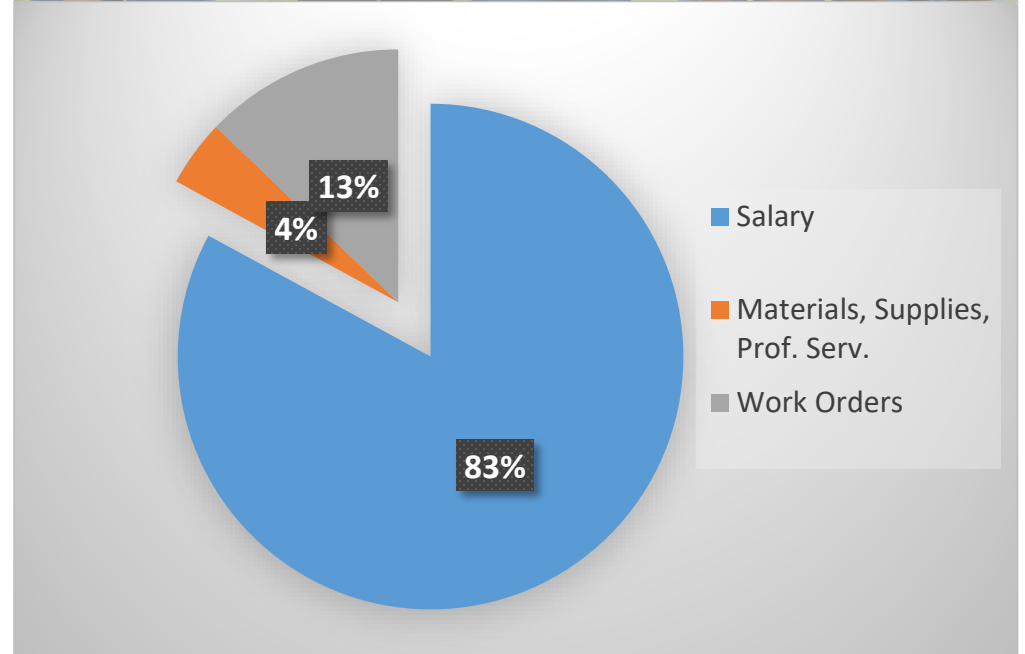


REVENUE

	<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	7,325,848	7,433,910
Fringe Benefits	3,751,258	3,697,559	3,377,885
Materials and Supplies	166,735	70,873	59,074
Non Personnel Services	358,079	495,287	760,020
Other Dept. Work Orders	<u>1,677,487</u>	<u>1,701,891</u>	<u>1,701,891</u>
	13,666,530	13,291,458	13,332,780



Putting families first...90% of salary budget supports direct services!

PUTTING FAMILIES FIRST!

BUDGET PRIORITIES

- Prioritize Collections to Families
- Relief from Government owed Debt
- Equitable Services Delivery
- Operational Excellence
- Program Sustainability

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.

VISION

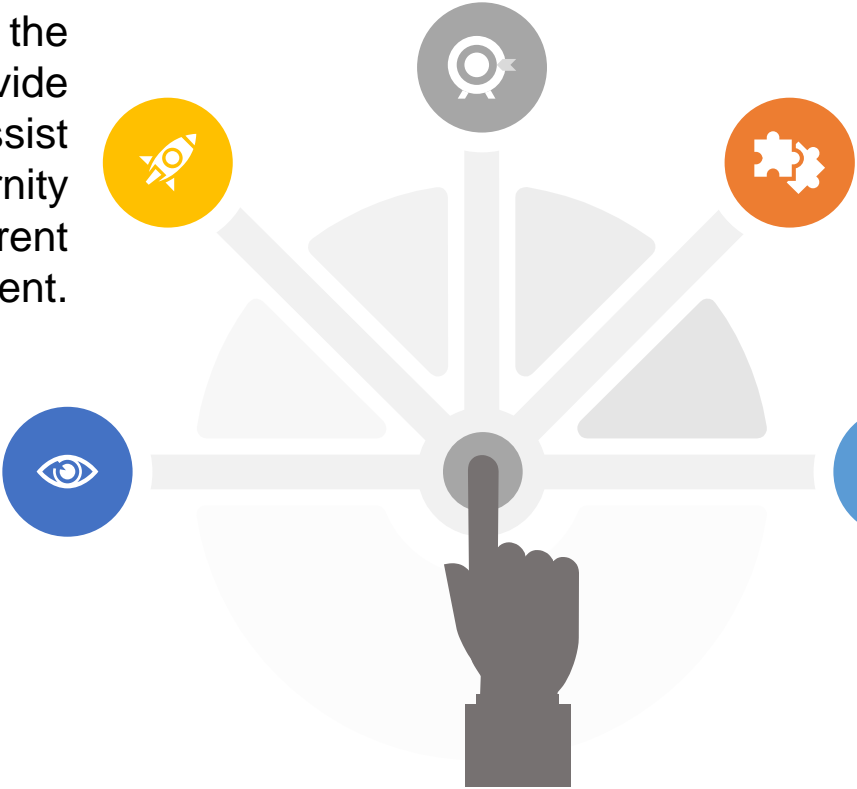
Children can count on their parents for the financial and medical support they need to be healthy and successful.

GOALS

Perform strategic analysis and **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.

VALUES

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



We are among the top performing counties in California in getting money to families!

Economic Self Sufficiency of Single Parent Families	San Francisco Performance
Collection (Current Support)	71%
Collection (Arrears)	70%
Establishment of Child Support Order	92%
Establishment of Paternity	99%

Challenges

- Increases in salary and fringe benefit costs
- State and Federal funding reflects FY2020 baseline funding levels
- No State and Federal cost of doing business increases
- No County general fund

Solutions

- No New Positions
- No Substantial Overtime Costs
- Savings in Non-Salary Costs
- Realign vacancies to meet Departmental needs

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

District	Caseload	% of Caseload	Annual Collection	Money to Families
11	1,035	12.0%	2,690,296	2,507,694
10	3,148	36.5%	8,182,983	7,627,568
9	863	10.0%	2,241,913	2,089,745
8	173	2.0%	448,383	417,949
7	518	6.0%	1,345,148	1,253,847
6	1,294	15.0%	3,362,870	3,134,617
5	604	7.0%	1,569,339	1,462,821
4	259	3.0%	672,574	626,923
3	518	6.0%	1,345,148	1,253,847
2	19	0.2%	112,096	104,487
1	173	2.0%	448,383	417,949
	8,626	100%	\$22,419,131	\$20,897,448

7,275 children in San Francisco depend on child support



100% of children served have paternity established

Data reflects September, Federal Fiscal Year 2022 California State Department of Child Support Services Monthly Reporting to Counties and the California Child Support Central Data Repository. Future reporting will reflect recent changes to SF District Mapping.

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.

Providing Legal Support to LGBTQ and Non-Binary Parents

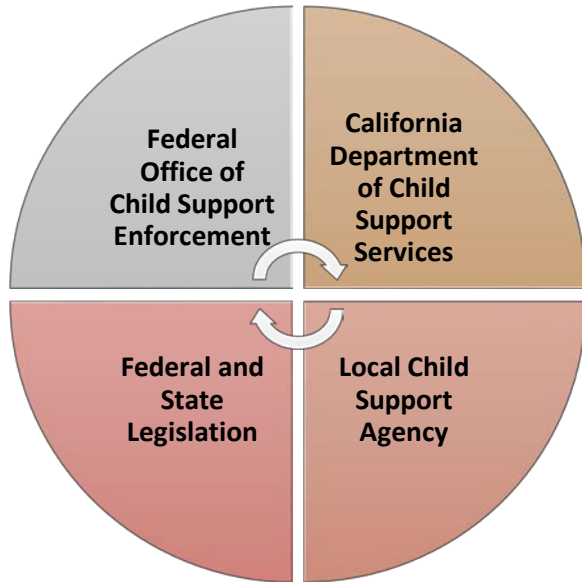
- Addressing bias and discrimination that may occur between biological and non-biological parents



Implement and meet Racial Equity Action Plan (REAP) milestones

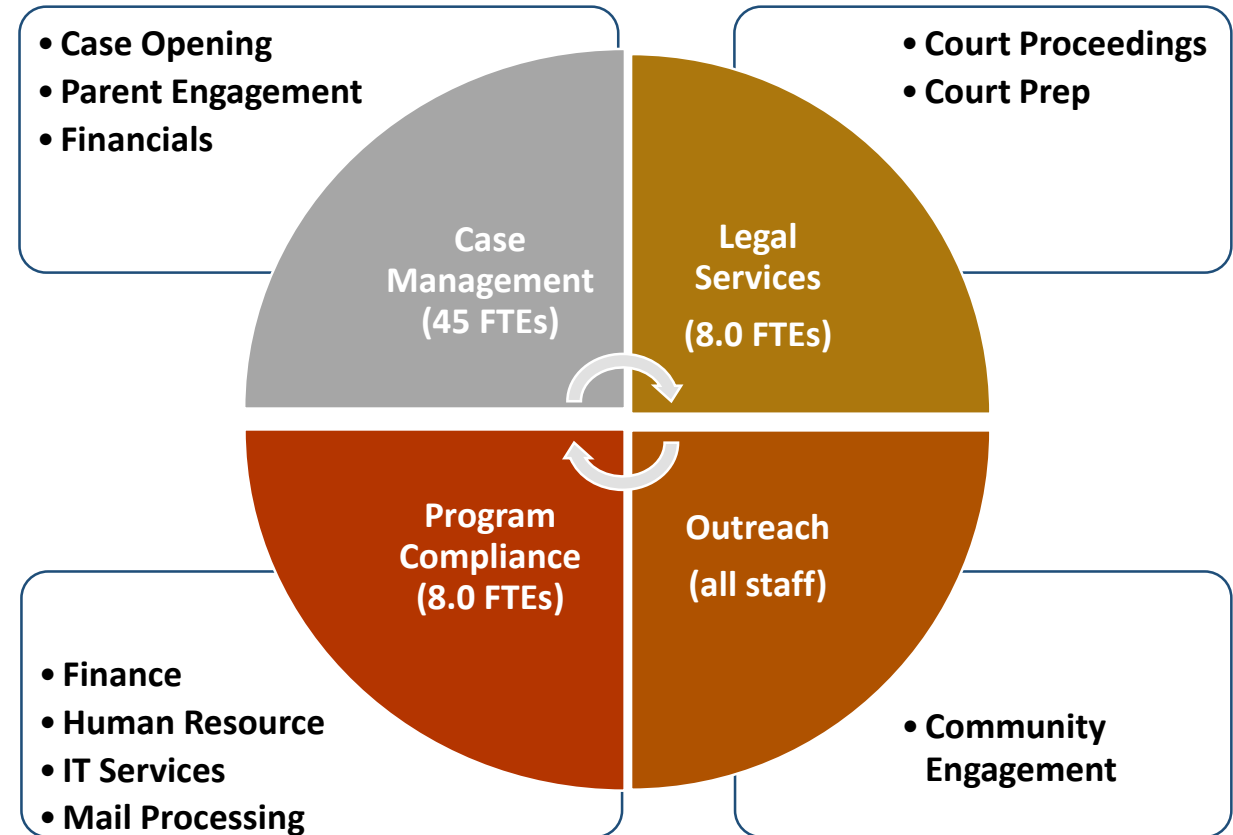
ACCOUNTABILITY AND TRANSPARENCY

Federal and State Administration



Local Child Support System

61 Filled Positions



State funds the program based on caseload size to filled positions. SF's caseload is less than the average statewide and does not meet increased State funding requirements. Less funding impacts program hiring.

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 and are unemployed or under employed
- HSA Jobs Now - Providing enhanced case management
- SF Unified Family Court, FLF, FCS - Collaborative to build non-monetary orders
- SF Reentry Council
- SF Family Violence Council
- SF Sentencing Commission

Department Response Services

- Co-Parenting Plans through access and visitation
- Expanded program access to incarcerated parents county jail virtual access for incarcerated parents
- “Safe” child support services for gender-based violence survivors
- Government owed debt relief
- Expedited returning of driver’s license
- Proactive order modification review

THANK YOU!

We are available to assist you Monday - Friday 8am-5pm.

No appointment is needed.

Visit us at 617 Mission Street (between 2nd and New Montgomery Streets).

Can't make it to the office? Virtual and telephone options are available.

Your feedback matters. Please visit our website at <https://sfgov.org/dcass/> and take our [customer service survey](#) to let us know how we're doing.

[En español](#) [用中文](#)

Call us today 866-901-3212