

# Child Support's Role in Supporting Family Success

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# Agenda

- Why?
- Brief historical overview of child support function
- Federal mandate to expand services/information
- State Role in new support mission
- Local Agency role in new mission/examples

# Why is Child Support Interested in Family Success?”

- Or, ‘Don’t you just care about the money?’
- Child support is just one player in the integrated human services safety net – our success affects your success
- Shift from ‘this month’ to long-term anti-poverty efforts
- No customer has just one problem – many report multiple social, economic challenges



# Factors for Parental Success

# Historical Framework

- 1974 – Title IV-D of the Social Security Act
  - Required states to have child support establishment/enforcement units
  - Most saw this as a law-enforcement function, in Attorney General or District Attorney offices
  - Some states put child support in state taxing authority
  - California used Department of Social Services (small unit) overseeing local District Attorney Family Support Divisions.

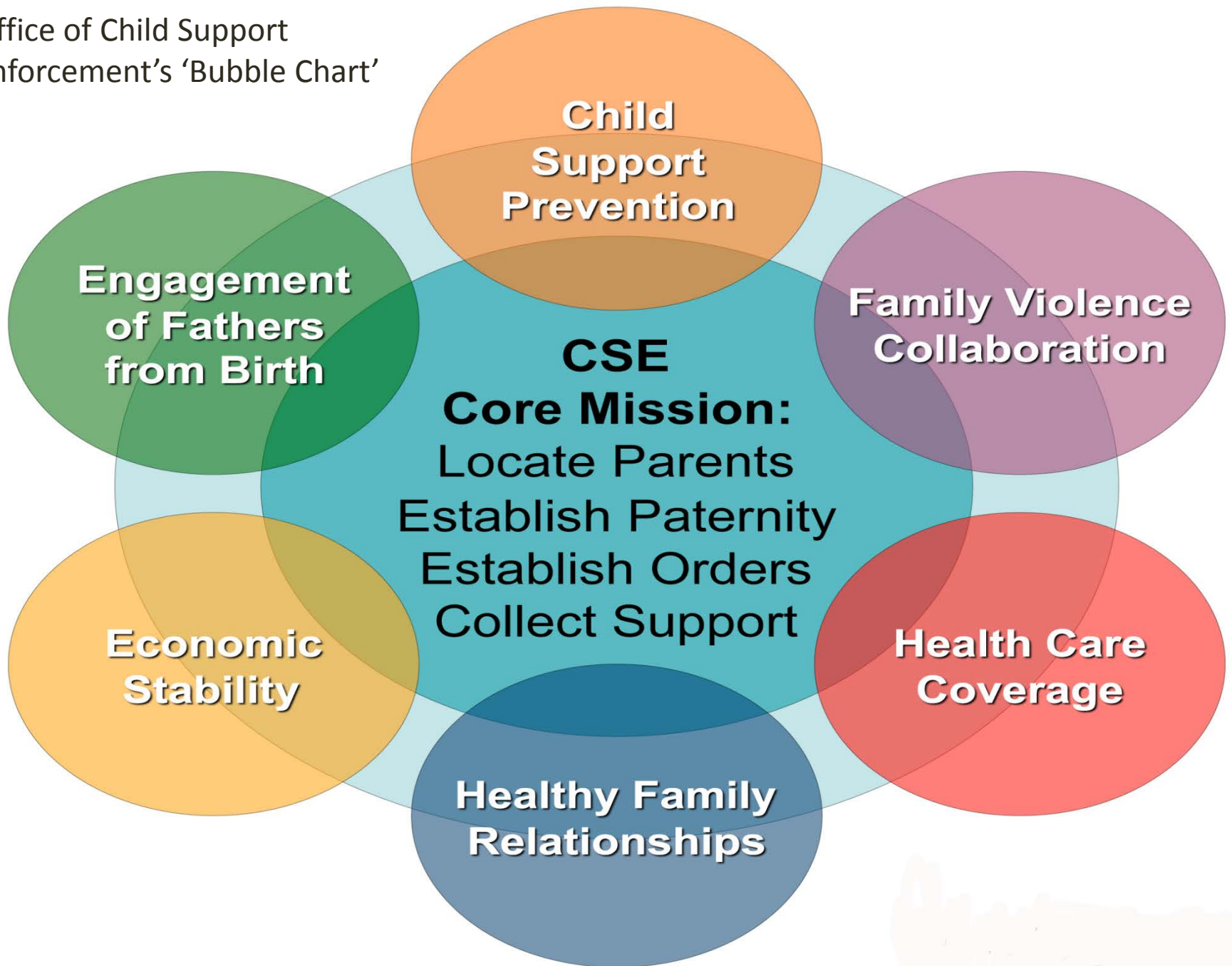
# Historical Framework

- 2002: Legislature moved child support enforcement to new State Department of Child Support, required counties to set up free-standing Child Support Services offices.
  - Allowed shift in focus to current support and family success
- 2008: Single statewide computer system, unified phone systems
  - Linked county systems and strong State oversight

# Historical Framework

- 2009-2016: New Federal Administration
  - Encouraged human service departments to talk to each other and about each other.
  - Encouraged data-sharing, unity of policy and approach.
  - Recognized customers-in-common need safety net of support from multiple agencies/providers, both public and private.
  - Success in each domain requires coordinated care.

Office of Child Support  
Enforcement's 'Bubble Chart'





# State Role in New Approach

- High-level cooperation between IV-A and IV-D
- Data Exchange, streamlining interfaces between Public Assistance and Child Support computer systems
- Oversight of spending on community support functions
- Branding and statewide advertising/education

# Local Agency Role

- Expand information about community resources available to the customer
- Have referral information/resources at local child support offices
- Establish relationships with community partners to learn about each other, forge pathways for success
- Provide training with other community partners both directions: about child support for community partners; about partners for child support.
- Outreach for the customer/community

# Local Agency Role - Examples

- Social Safety Net Training
  - 2-hour training blocks with 2-3 providers who come into local child support agency to train staff on community partner's role/personnel/customer needs
  - Government (Social Services, Health Care, Behavioral Health)
  - Community (Domestic Violence, Rescue Mission, Veterans Groups)
  - Faith-Based (Homeless Services, Emergency Shelter, etc.)
  - Reciprocal Training
  - Video-tape for intranet reference archive

# Community Resource Centers

- Orange County has a 5,000 sq. ft. space for Community Referrals:
  - Computer Room with 6 computers for customers to use to open child support case, apply for benefits, complete court forms, search for jobs, etc.
  - Library with folders, brochures, maps, guides, etc. on job skills, adult education, low cost/free medical, dental, vision care; food banks, housing assistance, counseling, etc.

# Community Resource Centers

- Family Law Facilitator (attorney employed by the Superior Court) to help with legal matters
- Clinical Social Worker to assist with mental health, disability applications, etc.
- Classroom space for group workshops
- Military/veteran referral specialist



*Health Care*



*Employment*



*Clothing*

# Community Resource Center

*Connecting You to Resources*



*Child Care*



*Housing*

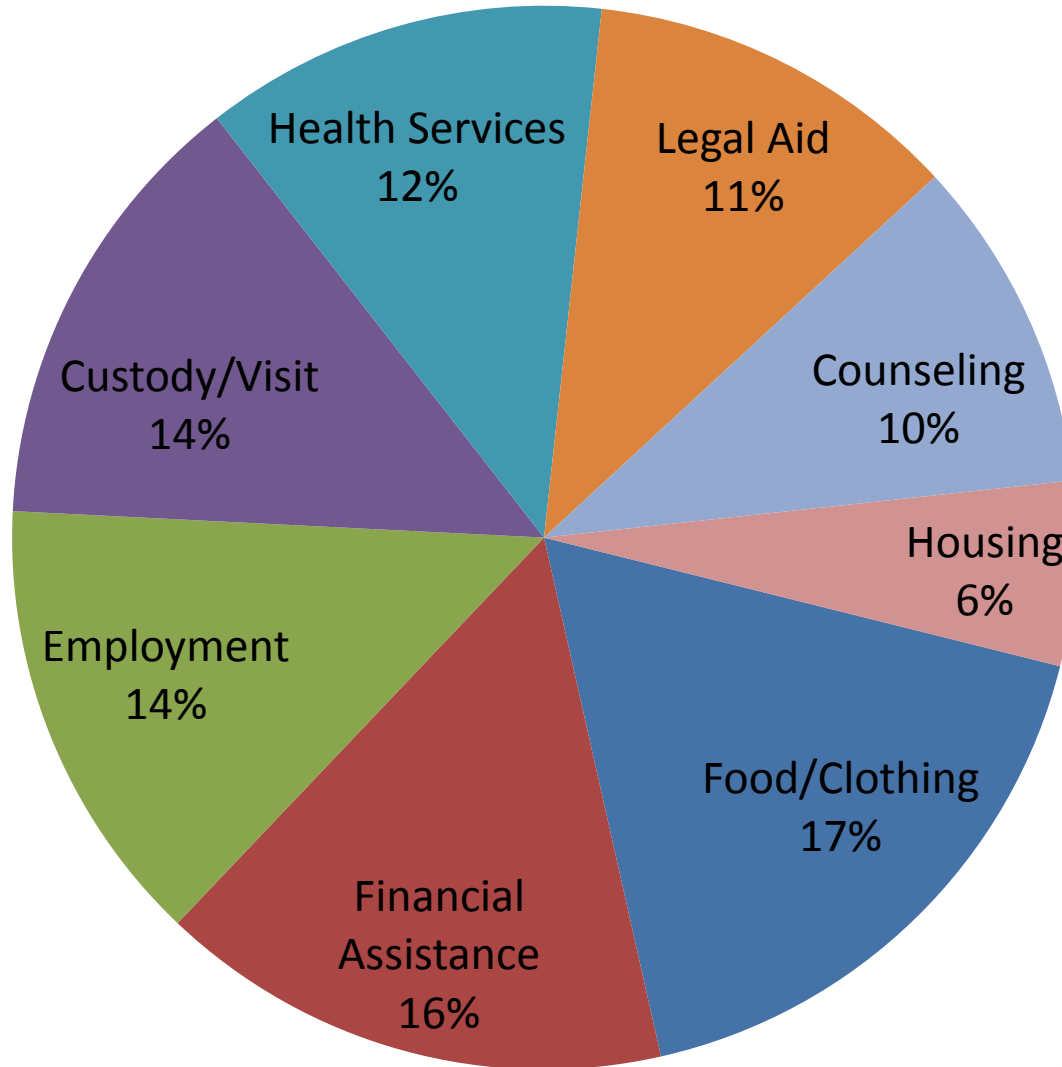


*Food*





**Community Service Referrals, (18,000)  
Orange County CSS 2016**



# Diverse Programs

- Stanislaus County has a federal grant to bring together child support, courts, domestic violence specialists to channel parents into job training/placement services.
- San Diego has a grant for parenting orders (visitation) assisting parents to work out shared parenting schedules. Parents who see their children pay more support.
- San Francisco is experimenting with referring customers to mediation and counseling. Cooperative parents raise better-adjusted children.



# What's the Payoff?

- Expunging a felony conviction (*Public Defender, Bar Association*) from a record opens up the potential job market.
- Completing high school (*Adult Ed/GED*) increases support paid over the child's life by 44%!
- Addressing housing instability (*County Housing Authority*) means increasing likelihood of job stability.
- Meeting medical/dental needs (*County, Community clinics*) means less time lost from work, better child health.

# What's the Payoff?

- Counseling/mental health (*County, faith, community, domestic violence, etc.*) decreases conflict, improves outcomes.
- Visitation/shared parenting (*Courts*) increases parental involvement, which leads to increased financial support and lower childhood social pathology.
- Food Banks, nutrition support (*Social Services, faith, community partners*) mean kids do better in school.

Parental Success = Child Success!

# Questions?

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