

Increased collaboration
for better family
outcomes



San Francisco Human Services Agency and Child
Support Partnering for Success, Karen M. Roye

Our mission...



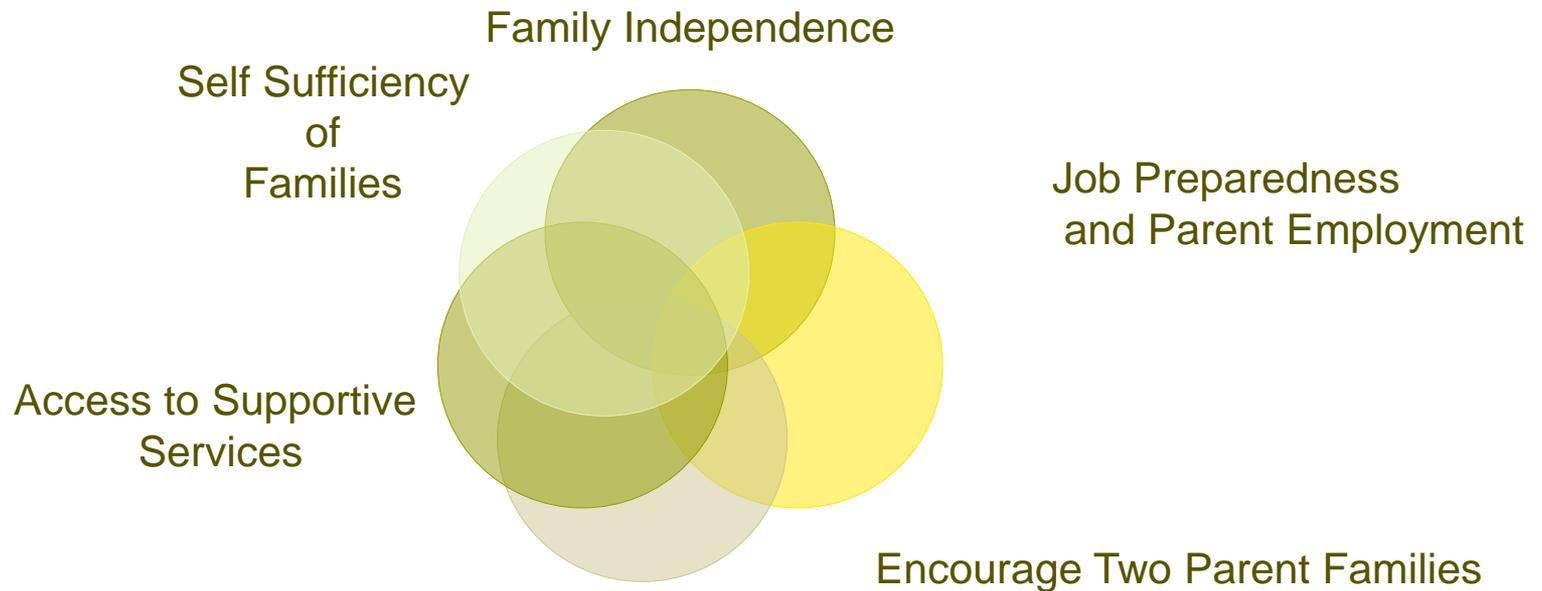
Children can count on their parents for the support they need to be healthy and successful.

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.

Better outcomes for families



We share common goals...



Today's Agenda



- **Foundation of Collaboration**
 - Local Agency Agreements
 - Clients in Common
- **Barrier to Collaboration**
 - Confidentiality
- **Opportunities for Collaboration**
 - Workforce Development
 - Jobs Now
 - Enhanced Transitional Jobs Demonstration

Foundations of Collaboration



- Memorandum's of Understanding (MOU)
 - Liaisons between programs
 - In-Court Customer Service – Reunification
 - Referrals –Service Requests
 - Caseworker Contacts
 - Communication
 - New Hire Workshops
 - IV A Workgroup and Quarterly Meetings
 - Automated Systems – IT Support Meetings

Challenges to Collaboration



Confidentiality – Client Level

- Co-Location
 - Main Offices
 - Branch Offices
 - One Stop Career Centers
- Child Support Stipulations
- Dual participant enrollment CalWorks to Child Support
- Welfare Fraud, Child Protective Services

Opportunities for Collaboration



Human Services Agency is a gateway to government employment...

- Jobs Now
- Enhanced Transitional Jobs Demonstration Project
- Program Enrollment
- Life Plans
- Skills Assessment
- Support Services
- Employer Outreach and Development
- Job Placement and Retention

Opportunities for Collaboration



Jobs Now

Prioritized Non-Custodial Parents

- Clients in common referred to Jobs Now (500)
- Child Support was a host site for Jobs Now participants (14.0 FTEs)
- Clients volunteer to participate through co-location (1,000)
- Collected child support \$600,000

Opportunities for Collaboration



DOL Grant – Enhanced Transitional Jobs Demonstration Project - Transitions SF ...

The goal of the grant is to provide enhanced case management and enhanced transitional employment services to an identified group of low income, noncustodial parents who have a child support obligation and who live in San Francisco.

Opportunities for Collaboration



Transitions SF - Overview

Key Partners

- Office of Economic and Workforce Development
- Department of Child Support Services
- Human Services Agency
- Goodwill Industries

Population

- 1,000 non-custodial parents who are delinquent in payments
 - 500 to program
 - 500 to control

Opportunities for Collaboration



Transitions SF - Overview

- **Office of Economic and Workforce Development (OEWD):**
 - Contractual and project management lead
 - Reporting and outcomes achievement responsibility
 - Evaluation Coordinator - coordinates with MDRC evaluation team, the TA Coach, all project partners
- **Goodwill Industries:**
 - Leads client services/wrap around supports and coordinated case management among partners
 - Development of transitional and permanent jobs

Opportunities for Collaboration



Department of Labor Enhanced Transitional Jobs Demonstration Project (ETJD) = “Transitions SF”

- Child Support provides enhanced case management, connects clients to support services, provides “carrot” and “stick,” order modification, orientation, random assignment, court-ordered response, stipulations, data collection.
- Human Services Agency is the gateway to government employment throughout City departments providing job assessment and retention services for participants assigned to “Transitions SF.”

Opportunities for Collaboration



Parents get jobs!!!

- 20% public sector jobs with City/County departments
- 45% nonprofit and/or social enterprise positions
- 35% private sector jobs

Opportunities for Collaboration



Performance Measures

- Enrollment
 - Minimum goal for enrollment is 100% = **1,000**
- Entered Employment Rate (EER)
 - Minimum accomplishment goal of 60% = **300**
- Employment Retention Rate (ERR)
 - Minimum accomplishment goal of 75% = **225**
- Average Earnings
 - Minimum accomplishment goal of \$9,360
- Recidivism Rate (RR)
 - Minimum accomplishment goal of maintaining a rate of 22% or lower = **110**
- Child Support Orders
 - At least 50% of participants make a payment within 1st, 2nd, and 3rd quarters after exiting the TJ program = **113**



Thank you...questions???

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