

DEPARTMENT OF CHILD SUPPORT SERVICES (DCSS)

A SAFETY NET PROGRAM

PURPOSE STATEMENT: WE LISTEN TO, RESPECT
AND SUPPORT OUR CUSTOMERS SO THAT
CHILDREN CAN RECEIVE THE EMOTIONAL AND
FINANCIAL SUPPORT THEY NEED TO THRIVE.

SERVICES: We assists parents and guardians by
establishing and collecting child and medical
support for minors.

DCSS BASICS

- We establish and enforce child support obligations for all parents receiving public assistance and individuals requesting our services
- We provide legal and accounting services
- We are fully Federal and State funded

SCOPE OF OUR PROGRAM

- Total Cases: 25,147
- Total Case Participants: 80,001
 - Parents Paying Support: 22,558
 - Persons Receiving Support: 22,032
 - Dependents: 35,411
- Total Collections for 2019-2020 FFY: \$81,511,424

PARTICIPANTS IN NEED OF ENHANCED SERVICES

- Those affected by the COVID-19 Pandemic
- Homelessness / History of mental illness
- Injured and unable to continue in chosen career
- Under employed – “Working Poor”
- Prior criminal background
- Those that can’t work due to childcare
- Lack of education and training

HOW THESE FACTORS AFFECT OUR FAMILIES

- ✓ Financial Stability
- ✓ Emotional Impacts
- ✓ Mental Health
- ✓ Familial Stability
- ✓ Family Violence
- ✓ Substance Abuse

TARGET POPULATION

Of the 22,558 Parents Paying Support
9385 live in Contra Costa County

90% Male

Where they live: Antioch – 20%, Richmond – 16%, Pittsburg – 13%, Concord – 11%

Ethnicity: Hispanic – 29%, Black – 27%, White – 21%, Not Reporting – 13%

22% Have a Record of Incarceration

45% Have no Active Employment

Data as of Feb 2021

WHAT CAN BE DONE?

- ❖ Strengthen relationships with other agencies
- ❖ More in-depth partnership with Workforce and Employment & Human Services
- ❖ More proactive and focused approach to those directly affected

BRIDGING THE GAP

- Specific Navigator or Navigation team to focus on streamlining services directly to those affected
- Proactive approach to guide those affected through direct outreach
- Educating customers on opportunities and services
- Introductions of those affected to agencies and services to directly aid in their situations

BOLD IDEAS

- Create a Position/s that directly works one-on-one with affected individuals (“Warm Handoffs”)
- Placement of staff within Workforce and Human Services locations (“No Wrong Door”)
- Hand-in-Hand partnership with external and internal agencies to better the quality of life in our community

CONTACT INFORMATION

- Matt Brega Chief Assistant Director/Supervising Attorney
matt.brega@dcss.cccounty.us
- Salina Mansapit Lead Child Support Specialist
salina.mansapit@dcss.cccounty.us
- Mike Oliver Child Support Specialist
mike.oliver@dcss.county.us