



COUNTY OF LOS ANGELES
Child Support Services Department



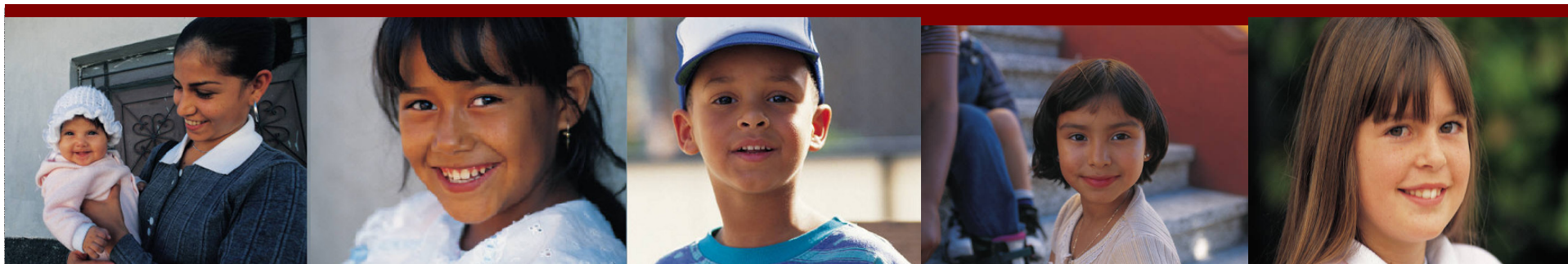
WorkSource
CALIFORNIA
Building Business and Careers



Connecting Child Support and Worksource

Los Angeles County Child Support Services Department
&
Los Angeles County Community and Senior Services

Thursday April 28, 2011



Agenda



1

- Development of the Collaboration Plan Between:
 - LA County Community and Senior Services (CSS); and
 - Child Support Services Department (CSSD)

2

- Launching the NCP Pilot Program

3

- Current Status/Accomplishments/Feedback

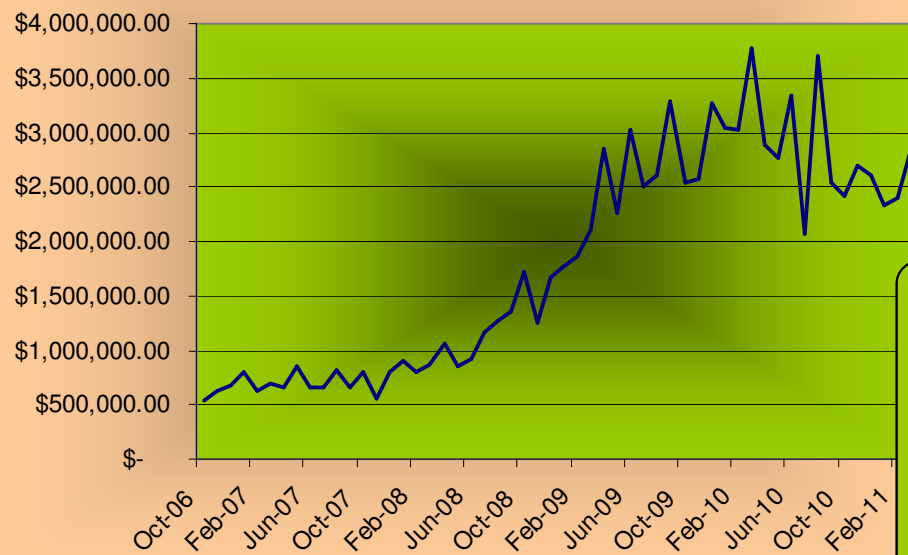
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- Next Steps of the Pilot Program

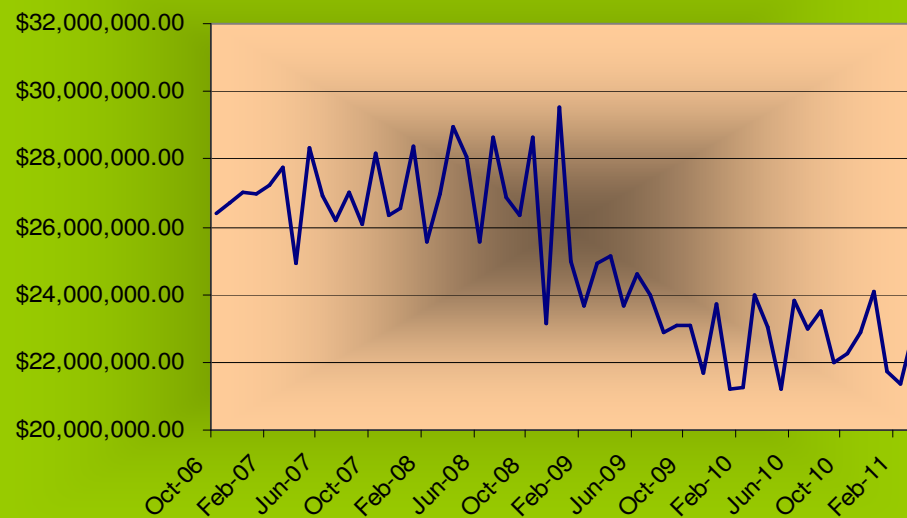
Background



Unemployment Collections



Wage Withholding





Community and Senior Services



Discussion Points



Targeted Populations



Adult

Main Target

1.1- Adults - 18 years and older

1.2- Determination Needed for staff-assisted core, intensive and training services

Dislocated Workers

2.1- Adults - 18 years and older

2.2- Unemployed, or in verge of unemployment

Youth

3.1 - 14-21 years old

3.2- Low income

3.3- Basic skills deficient

Local Workforce Investment Areas



Los Angeles County

City of Los Angeles

Foothill

South Bay

Pacific Gateway

Southeast Los Angeles County

Verdugo

WorkSource/One-Stop Centers



Self-Directed Services

- Job Listings
- Job Skills
- Interviewing skills
- Job search techniques
- Unemployment benefits
- Placement assistance

Additional Services at some centers

- Resume Writing
- Support Services
- Transportation Career
- Counseling Career
- Guidance Outreach intake and orientation;
- Initial assessment of skill levels and supportive services
- Job search and placement assistance
- Employment statistics

Adult and Dislocated Services



Intensive Services

- Comprehensive and specialized assessments
- Individual employment plan
- Group counseling
- Individual counseling and career planning
- Case management
- Short-term pre-vocational services
- Work experience

Training Services

- Occupational skills training
- On-the-job training
- Combination workplace training with related instruction
- Private sector training
- Skill upgrading and retraining
- Entrepreneurial training
- Job readiness training
- Adult education and literacy activities combined with any of the above services
- Customized training

Rapid Response Services



Business Services

- **Conduct orientation meetings**
 - Advise employers of the general and job assistance services available to the employees after they leave the job sites
 - Advise on re-structuring business

Employee Services

- **Career transition through:**
 - Career Counseling
 - Skills Assessment
 - Resume Writing Skills
 - Interviewing Skills
 - Job Placement Assistance

Youth Services



Services

- Basic Skills
- Occupational Skills
- Work Readiness Skills
- Tutoring and study skills
- Jobs
- Alternate secondary school services
- Paid and unpaid Work Experience
 - Summer Employment
- Occupational skills training
- Support services
- Guidance and counseling
- Leadership development
- Adult mentoring
- 12 month post-program follow-up

OUTCOMES



Adult

- Entered Employment
- Employment Retention
- Average Earnings



Youth

- Placement in Employment or Education
- Attainment of a Degree or Certificate
- Literacy and Numeracy Gains



Los Angeles County Child Support Services Department



DEPARTMENT OVERVIEW

What does Child Support bring to the Table



Never ending supply of non-custodial parents needing jobs.....

Services Offered



- Establish paternity (fatherhood)
- Locate parents
- Request child support orders from the court
- Request medical support orders from the court
- Enforce child and spousal support orders
- Modify child support orders
- Collect and distribute child support

Services Not Offered



- Divorce
- Custody
- Visitation
- Restraining Orders
- Establishing spousal support orders
- Enforcing “spousal support only” orders

Places to Gather Information



CSSD will attempt to locate information by using the following sources:

- Employment/unemployment records
- Credit reporting agency records
- Social services records
- Motor vehicle registration and driver's license records
- United States Postal Service
- Current and previous employers
- Current and previous utility companies
- Law enforcement agencies, and parole and probation offices
- State licensing boards
- Military records
- Federal Case Registry

Establishing a Child Support Order



CSSD files a Summons and Complaint

CSSD serves the noncustodial parent

Noncustodial parent files a Response to the Summons and Complaint

**Custodial party and noncustodial parent submit
Income and Expense Declaration**

**Custodial party and noncustodial parent agree on support
or appear in court.**

**Court sets child support amount and issues child support order
and Wage Assignment.**

Collecting Child Support Wage Assignment



- Once a child support order has been made, the court will also issue a Wage Assignment, also known as an Order/Notice to Withhold
- A Wage Assignment is sent to the noncustodial parent's employer
- The Wage Assignment requires the employer to deduct a certain amount of child support from the parent's wages and send it to CSSD

Enforcing a Child Support Order



If the noncustodial parent is late or fails to pay court ordered child support, CSSD has several enforcement tools to collect support including:

- Credit Reporting
- Passport Denial
- Property Liens
- Suspending Licenses (Driver's and Professional)
- Franchise Tax Board Child Support Collections Program
- Income Tax Intercepts

Modifying a Child Support Order



Either parent may request a review of his/her child support order. The request must state reasons why the amount of child support order is too high or too low.

- CSSD will determine if the current support meets the review requirements; and when appropriate will request the court to modify
- A parent, on his/her own, can also request the court to modify the child support order
- CSSD may also initiate the modification process

Data Match Results



- Matched on SSN and DOB for NCPs
- 203 Matches
- 47 cases Current Support Due
 - Average child support amount \$375
 - Highest child support \$958
 - Lowest child support \$16
 - Federal Performance Measure- 57.70%
- 38 cases with Arrears Due
 - % of cases with a payment in last year
 - Federal Performance Measure- 92.1%
- 134 case with no order
 - 10 cases with no address

Collaboration Plan



The goals of the pilot program are to:

1.

Have CSS and
CSSD launch the
NCP pilot program
on

March 1, 2011

2.

Outreach to target
population:
203 NCP's that are
currently enrolled
in WIA program(s)

3.

Provide LA County
Child Support
Services and
resources at every
WorkSource Center
and Youth Site

Number of NCP's Enrolled at Each Location

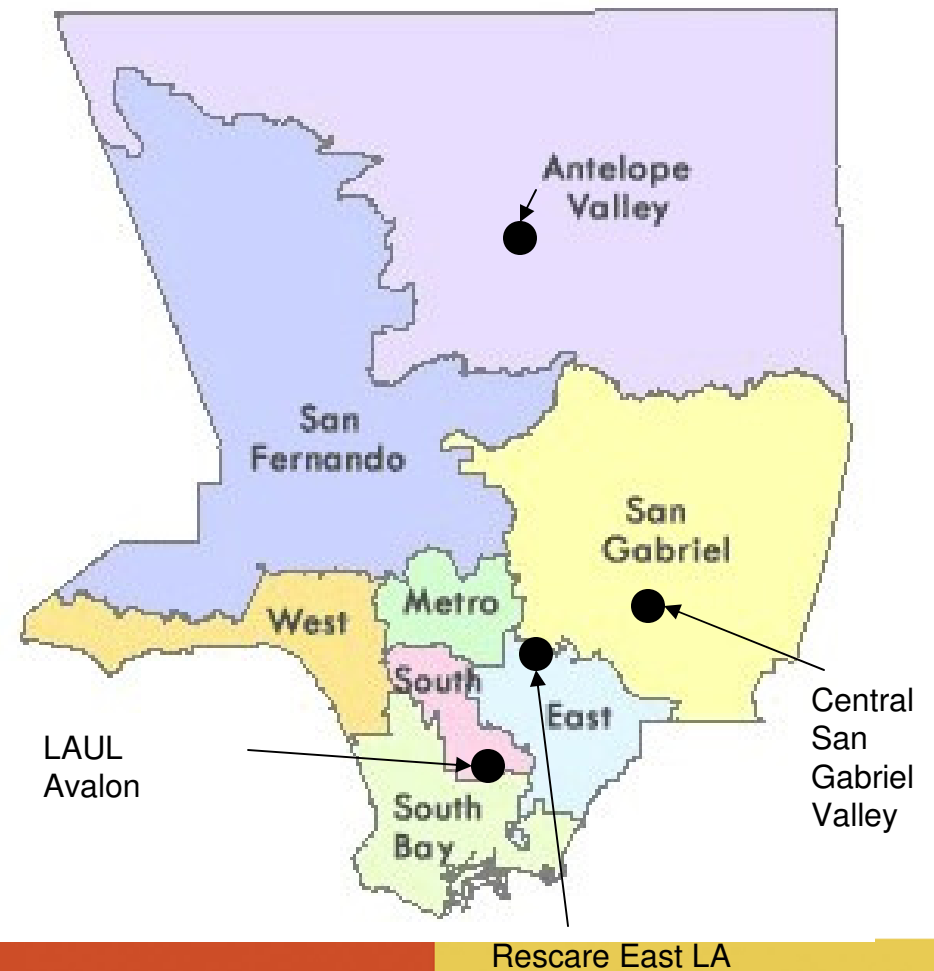


AGENCY	NUMBER OF PARTICIPANTS
Antelope Valley WorkSource Center	13
Career Partners WorkSource Center	4
Central San Gabriel Valley WorkSource Center	43
Chicana Service Action Center (CSAC) East Los Angeles WorkSource Center	2
Compton WorkSource Center	6
Hub Cities Consortium WorkSource Center	21
Jewish Vocational Services (JVS) West Hollywood WorkSource Center	3
Jewish Vocational Services (JVS) West Los Angeles WorkSource Center	0
LA Urban League Avalon WorkSource Center	20
LA Urban League Pomona WorkSource Center	5
LA WORKS WorkSource Center	14
Managed Career Solutions, Inc. API Mini-Career Center	0
Northeast San Fernando Valley WorkSource Center	1
ResCare East LA Employment & Business WorkSource Center	13
ResCare Florence Firestone Employment & Business WorkSource Center	6
Santa Clarita WorkSource Center	1
South Valley WorkSource Center	5
Southeast Area Social Services Funding Authority (SASSFA) WorkSource Center	15
West San Gabriel Valley WorkSource Center	6
Youth Sites	25
TOTAL	203

CSSD On-Site Locations for Pilot Program



Date	WorkSource Center
1st Tuesday of every month starting 3.1.2011	ResCare-East Los Angeles Employment & Business WorkSource Center
2nd Tuesday of every month starting 3.8.2011	Antelope Valley WorkSource Center
3rd Tuesday of every month starting 3.15.2011	Central San Gabriel Valley WorkSource Center
4th Tuesday of every month starting 3.22.2011	Los Angeles Urban League Avalon WorkSource Center



Collaboration Plan (Continued)



1. Marketing and outreaching materials were developed

2. Three trainings were provided to WorkSource Center staff

Date	Location
Tuesday, 2/15/11	Chicana Service Action (CSAC) East Los Angeles WorkSource Center
Tuesday, 2/22/11	Northeast San Fernando Valley WorkSource Center
Tuesday, 3/1/11	Career Partners WorkSource Center

3. Topics covered during the training:

- NCP Pilot Project
- Process of Obtaining Child Support Services
- How to modify child support services amount

Launching the NCP Pilot Program



Flyers were posted on at each
WorkSource Center



Letters were sent out to each NCP
enrolled in WIA services



On-site services from CSSD were provided at
four (4) WorkSource Centers



Accomplishments and Strengths



1

- All WorkSource Center staff were trained about the pilot program

2

- WorkSource Center staff offered extensive support to CSSD on the pilot program

3

- CSSD was noticeable at WorkSource Centers while providing ample resources such as brochures, booklets and informational flyers

4

- CSSD provided support to customers in answering and solving issues about child support services



Next Step of the NCP Pilot Program

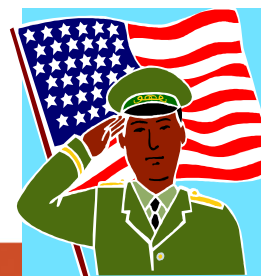


Expand pilot
program to
collaborate with all
WorkSource
CALIFORNIA
Building Business and Careers

Expand pilot
program to
collaborate with
other LA County
Departments
and LA County
Courts



Compile a list of
NCP-Veteran's and
NCP-Parolee's for
referrals to WSC's



Feedback from WorkSource Centers



Ways to Strengthen NCP Pilot Program



Create large and small posters/signs around WorkSource Centers for a permanent presence of CSSD

Emphasize the positive incentives of CSSD's presence at WorkSource Centers.



Feedback from Child Support Staff



Ways to Strengthen NCP Pilot Program

- Child Support identified on Worksource application – Mandate attendance
- CSSD staff to participate in job skills workshops
- Co-Locate during orientations instead of Tuesdays
- Create large flyer for WorkSource Centers about Child Support
- Provide training at each WorkSource site
- Create a “Request for Review” form to be faxed or emailed centrally for quick review



Enhanced Transitional Jobs Demonstration Grant Application



- Goal of the grant
- Collaboration plan

