

**SAN DIEGO WORKFORCE PARTNERSHIP, INC.**  
**3910 University Avenue, Suite 400**  
**San Diego, CA 92105**  
**(619) 228-2900**

<b>OPERATIONS ISSUANCE</b>
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**OPERATIONS ISSUANCE NO. 2009-13**

**DATE:** May 22, 2009

**TO:** One-Stop Career Center Operators and Partners

**FROM:** Reg Javier  
Director, Workforce Advancement Division

**SUBJECT: NON-CUSTODIAL PARENT REFERRAL PROGRAM GUIDELINES**

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**PURPOSE**

The purpose of this issuance is to provide One-Stop Career Center Operators, partners, and staff with procedures and guidelines for the tracking of customers referred to the One-Stop Career Centers who are enrolled in the Non-Custodial Parent (NCP) Program with the Department of Child Support Services (DCSS).

**BACKGROUND**

San Diego Workforce Partnership (Workforce Partnership) strongly supports the leveraging of resources for the purpose of improving the effectiveness of programs through collaborative planning and service delivery. With this in mind, we have collaborated with DCSS to design the NCP Program.

In San Diego County, a non-custodial parent who is ordered to pay child support, but is not working, is issued a court order to actively conduct a job search. The NCP's job search efforts are self-reported to DCSS staff. With the implementation of the NCP program, NCPs who are not working will now have the option of choosing a court-order or referral to a One-Stop Career Center to actively conduct a job search utilizing Career Center Network (CCN) services.

DCSS staff will provide NCPs with information pertaining to CCN services and will make every effort to ensure that NCPs who are court ordered to CCN services are WIA eligible prior to issuing the court order to utilize CCN services for skill enhancement and job search activities. San Diego County DCSS staff has received an overview of the WIA eligibility training and have been provided with the CCN "What to Bring" and "Customer Questionnaire" forms.

## **IMPLEMENTATION/ACTION**

NCPs who choose the option of utilizing CCN services may be referred by DCSS to the CCN in one of the following ways, a face to face meeting with a case manager, through a phone referral by a case manager, or by receiving a court order mandating that the NCP schedule an orientation at a Career Center within ten (10) calendar days of the court order/referral.

The NCP will be instructed to attend a scheduled orientation and present the One-Stop staff with either a court order or referral form from DCSS, and a completed Customer Questionnaire and right-to-work documents. A sample of a court order is provided as Attachment A and the Referral Form is provided as Attachment B.

For cases in which DCSS staff refer NCPs to CCN services via telephone and no court order/referral form has been completed, DCSS staff will advise the NCP to identify him/herself as such to CCN staff prior to orientation/eligibility determination. The court order/referral form will specify that it shall be mandatory for the NCP to enroll in a One-Stop Career Center program within 10 Business days, and complete the steps agreed upon in the Individual Employment Plan (IEP). CCN staff shall immediately contact the designated Workforce Partnership Program Specialist in the event that a court ordered NCP is not WIA eligible.

The procedures for intake and tracking related to the NCP Program by CCN, DCSS and Workforce Partnership staff are provided in Attachment C. The customer flow, including the orientation process for NCPs shall be no different than any other CCN customer. NCPs who are identified as needing training assistance in order to enhance their employment opportunities shall be allowed to participate in such training. When applicable, NCPs must meet any Workforce Partnership Priority of Service policy in place for Individual Training Accounts (ITAs). CCN staff may determine that the NCP customer is in need of additional skills enhancement/job search assistance workshops and may refer them accordingly.

Workforce Partnership Program Specialists will provide on-going follow-up and technical assistance to CCN and DCSS staff to assist with the implementation and maintenance of the NCP Program.

Please contact your Program Specialist if you have questions regarding this issuance at (619) 228-2900.

### **Attachments**

- A. DCSS Court Order Sample
- B. Referral Form
- C. NCP Program Intake and Tracking Procedures

cc: Workforce Partnership Internal Distribution List  
Adult & Youth Program Service Providers  
Mayer Hoffman McCann P.C.

**SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN DIEGO**

DATE:	TIME:
HON:	DEPT:
CLERK:	DCSS NO. SC NO.
REPORTER:	CSR NO.
PETITIONER	
RESPONDENT	

- JUDGMENT
- ORDER
- NON PATERNITY
- TEMPORARY ORDER IS WITHOUT PREJUDICE UNTIL \_\_\_\_\_
- CASE DISMISSED WITHOUT PREJUDICE
- DEFAULT
- STIPULATED

D.C.S.S. Attorney: \_\_\_\_\_ present pursuant to Family Code section 17400:  
 \_\_\_\_\_ present as Counsel for Respondent/Petitioner. \_\_\_\_\_ present as Counsel for Custodial

Parent/Respondent.  Children involved \_\_\_\_\_  
 Custodial parent/Respondent not present/present. \_\_\_\_\_  
 Respondent/Petitioner not present/present. \_\_\_\_\_

**THE COURT FINDS THAT:**  Respondent/Petitioner was/was not served.  
 Respondent/Petitioner admits/denies paternity.  Respondent/Petitioner is the father.  
 Arrearages are \$ \_\_\_\_\_ as of \_\_\_\_\_ from \_\_\_\_\_ to \_\_\_\_\_. Includes interest through \_\_\_\_\_.  
 Retroactive child support is \$ \_\_\_\_\_ as of \_\_\_\_\_ from \_\_\_\_\_ to \_\_\_\_\_.  
 Respondent/Petitioner gross monthly income \$ \_\_\_\_\_, tax status \_\_\_\_\_, net monthly income \$ \_\_\_\_\_. Timeshare is \_\_\_\_%.  
 Other \_\_\_\_\_  
 Custodial parent's gross monthly income \$ \_\_\_\_\_, tax status \_\_\_\_\_, net monthly income \$ \_\_\_\_\_.

**THE COURT ORDERS THAT:**  **SUPPORT PAYMENTS** - Respondent/Petitioner shall pay on the \_\_\_\_\_ day of each month:  
 Child support of \$ \_\_\_\_\_ per month, effective \_\_\_\_\_ allocated in the following amounts for each child from youngest to oldest, respectively: (1) \$ \_\_\_\_\_ (2) \$ \_\_\_\_\_ (3) \$ \_\_\_\_\_ (4) \$ \_\_\_\_\_ (5) \$ \_\_\_\_\_ (6) \$ \_\_\_\_\_ (7) \$ \_\_\_\_\_ (8) \$ \_\_\_\_\_  
 Arrearages/Retroactive child support at the rate of \$ \_\_\_\_\_, per month effective \_\_\_\_\_.

Respondent/Petitioner may claim the child(ren) for tax purposes as long as he/she remains current with the Court order and the custodial parent has no taxable income.  
 No provision of this judgment/order shall operate to limit any right to assess and collect interest and penalties as allowed by law. Interest shall accrue on the entire principal balance owing and not on each installment as it becomes due. All liquidation payments shall be subject to modification. There shall be no limitation on collection from sources other than salary or wages without further notice as allowed by law.

**OTHER TERMS** - All payments shall be made by wage assignment to the State Disbursement Unit (SDU). A wage and earnings assignment shall issue. Any payments not being paid by wage assignment shall be made directly to the SDU. Notwithstanding any other provisions of this judgment/order, all monies collected shall be distributed in accordance with state and federal law.  
 All orders previously made in this action shall remain in full force and effect except as specifically modified herein.

All payments shall be held in trust until further order of the Court.  
 Respondent/Petitioner shall notify the San Diego Department of Child Support Services (SD D.C.S.S.) of any change in address, income or employment, within 48 hours of such change.

Should the obligor default on any one month's payment on the arrearages and/or retroactive child support, the obligee may at obligee's option demand as immediately due and payable the full amount of the unpaid arrearages and or retroactive child support.  
 Respondent/Petitioner to make \_\_\_\_\_ job contacts, **PER WEEK** and report such contacts in writing to the Court on the continuance date. Job contacts are to be **PERSONAL** contacts, not by phone, resume, or fax. Income information to be provided to the Court.

**WARRANT OF ATTACHMENT** - A warrant of attachment against Respondent/Petitioner shall issue with cash bail set at \$ \_\_\_\_\_, day or night service, cash bail only, no 10%, to be held until \_\_\_\_\_.  
 **PARENTAGE GENETIC TEST** shall be coordinated by the SD D.C.S.S. Respondent/Petitioner, mother of the child(ren), and the minor child(ren), shall each provide genetic samples within \_\_\_\_\_ days, unless otherwise ordered.

**HEALTH INSURANCE COVERAGE** - Respondent/Petitioner shall provide health insurance coverage for the child(ren) if available at no or reasonable cost; a Health Insurance Coverage Assignment shall issue; and obligor shall complete a Health Insurance Form (DHS-6110) and return it to the SD D.C.S.S. within 20 days of health insurance coverage becoming available to the obligor at no or reasonable cost.

Effective \_\_\_\_\_ any uncovered medical, dental, orthodontic, and optical expense to be shared equally between the custodial and non-custodial parents.  
 Respondent/Petitioner shall pay directly to the custodial parent \_\_\_\_\_ per month toward child care expenses incurred due to custodial parent's employment. That monthly contribution shall be paid within 10 days after receipt of proof thereof effective \_\_\_\_\_.  
 Respondent/Petitioner's Driver's License Number \_\_\_\_\_ suspension is lifted forthwith pending review hearing, provided that all support orders are complied with.

**CALENDARING** - This matter is continued to: \_\_\_\_\_, at: \_\_\_\_\_m., Dept. \_\_\_\_\_, in the  CENTRAL Courthouse, 220 West Broadway, San Diego.  N. County Courthouse, 325 S. Melrose Dr. Vista. Respondent/Petitioner is ordered to return on that date and time.

The Court retains jurisdiction to make orders retroactive.  The County of San Diego reserves the right to default.  All issues reserved.  
 This matter is taken off calendar.  The financial aspects of the default judgment entered \_\_\_\_\_ are set aside.

**NOTICE - All interest must be paid in full before your debt can be satisfied.**  
 Order After Hearing:  Ptrn  Resp  Other Parent To Prepare  Send To Opposing Counsel For Approval  Submit Directly

OTHER: \_\_\_\_\_

\_\_\_\_\_  
 D.C.S.S. Representative Attorney for Respondent/Petitioner

IT IS SO ORDERED: Dated: \_\_\_\_\_  
 \_\_\_\_\_  
 Judge/Commissioner of the Superior Court

# Job Seek Assistance Program

## DEPARTMENT OF CHILD SUPPORT SERVICES

### San Diego Workforce Partnership Referral

If you are currently unemployed or only employed part time, a program is available (at no cost to you) that can assist you in seeking employment. Whether you are an engineer facing a career transition, a student in search of a career path, or an individual seeking new skills and a new start, the One-Stop Career Centers and the Employment Development Department (EDD) can help connect you with the services you need. Through its conveniently located One-Stop Career Centers, the San Diego Workforce Partnership can provide job seekers with the information and tools necessary to find work, advance a career, or gain vital job skills. To participate in this program, simply visit one of the locations listed on the back of this form and let them know the Department of Child Support Services (DCSS) referred you. Services include:

- ✓ Direct connections to employers
- ✓ Referrals to education and training programs
- ✓ Workshops on resume development, job search methods, interviewing skills, and other career topics
- ✓ Career consultation services
- ✓ Job search tools
- ✓ Employment recruitment and job fairs
- ✓ Resource rooms
- ✓ Computers with internet access
- ✓ Fax machines, telephones, and copiers

Take advantage of this valuable program so you are in a better position to remain current on your support obligation enforced by the Department of Child Support Services.

### WHAT TO BRING

State and Federal law requires Workforce Partnership staff to verify a person's legal status or authorization to work before delivering employment or training services. Please bring the following information to assist with your registration in the program:

- ✓ **Legal status or authorization to work, including:**
  - U.S. Passport, Permanent Resident Card or Alien Registration Receipt Card, **OR**
  - Any combination of the following (need at least one item from List A and one item from List B):

#### **List A**

(1) Driver's license issued by any U.S. State or Canada, (2) ID card issued by federal, state, or local government agency (3) School ID with a photograph, (4) U.S. military card, (5) Native American tribal document, **AND**

#### **List B**

(1) U.S. Social Security or Citizen ID card, (2) Original or certified copy of a birth certificate issued by a state, county, or municipal authority of the U.S., (3) Certificate of Birth Abroad issued by Department of the State, (4) Native American tribal document, (5) ID card for use of Resident Citizen in the U.S.

- For additional information and documentation that can be used to establish your authorization to work, visit [www.sandiegocatwork.com](http://www.sandiegocatwork.com) or call a One-Stop Career Center listed on the back of this form.
- ✓ **Verification of Registration with Selective Service** (for males between the ages of 18 and 26). You can log on to the Selective Service website at [www.sss.gov](http://www.sss.gov) and print your registration to bring with you **or this can be checked during your orientation.**

### IMPORTANT INFORMATION

*During your participation in the Workforce Partnership Referral Program, the Department of Child Support Services (DCSS) may access and review your information on file with the San Diego Workforce Partnership. DCSS may also share this information with the Court and other entities in furtherance of its duties to establish and collect support. If you do not want this information accessed by DCSS, please notify a Workforce Partnership representative during your initial enrollment and registration.*

**One Stop Career Center and Information Satellite Locations**

**San Diego Locations**

**Metro Career Center**  
3910 University Avenue  
San Diego, CA 92105  
**Phone: (619) 516-2200**

**South Metro Career Center**  
4389 Imperial Avenue  
San Diego, CA 92113  
**Phone: (619) 266-4200**

**South Metro Career Center / Grant Hill Branch**  
3295 Market Street  
San Diego, CA 92102  
**Phone: (619) 233-6829**

**Employment and Training Informational Kiosk**  
Housing and Community Development Department  
3989 Ruffin Road  
San Diego, CA 92123

**North County Locations**

**North County Coastal Career Center**  
1949 Avenida del Oro, Suite 106  
Oceanside, CA 92056  
**Phone: (760) 631-6150**

**North County Inland Career Center**  
463 North Midway Drive  
Escondido, CA 92027  
**Phone: (760) 871-1962**

**Employment and Training Informational Kiosk**  
HHSA Neighborhood Resource Center  
130 E. Alvarado Street  
Fallbrook, CA 92028

**East County Locations**

**East County Career Center**  
924 East Main Street  
El Cajon, CA 92021  
**Phone: (619) 590-3900**

**East County Career Center / Spring Valley Branch**  
Spring Valley Public Library  
836 Kempton Street  
Spring Valley, CA 91977  
**Phone: (619) 667-0133**

**Employment and Training Informational Kiosk**  
HHSA Community Resource Center  
1416 Montecito Road  
Ramona, CA 92065

**South County Locations**

**South County Career Center**  
1111 Bay Boulevard, Suite E  
Chula Vista, CA 91911  
**Phone: (619) 628-0300**

**South County Career Center / Bonita Branch**  
Bonita-Sunnyside Public Library  
4375 Bonita Road  
Bonita, CA 91902  
**Phone: (619) 472-6602**

**Employment and Training Informational Kiosk**  
Mountain Empire Community Center  
976 Sheridan Road  
Campo, CA 91906

## NON-CUSTODIAL PARENT PROGRAM POLICY AND PROCEDURES

### **The Non-Custodial Parent (NCP) program**

The Non-Custodial Parent (NCP) program is a collaborative effort between the Department of Child Support Services (DCSS), the San Diego Workforce Partnership (Workforce Partnership), and the Career Center Network (CCN). The primary purpose of the program is to assist NCPs in obtaining financial self-sufficiency so that he/she has the means to comply with DCSS child support enforcement order. The desired end result is sustainable employment that will enable the NCP to comply with DCSS child support payment orders.

NCPs who have been given a child support enforcement order, but have been unable to comply, will be court-ordered to attend a Career Center orientation and follow through with:

- The CCN Orientation/Eligibility/Enrollment Process
- Attending Career Center workshops, and
- Actively participating in skill enhancement, training and/or job search activities.

Prior to the issuance of a court order for CCN enrollment, the NCP will agree to participate in CCN services. NCPs will have the opportunity to view the CCN “Introduction To Services” video at their local DCSS office, and will be provided with information pertaining to the benefits of choosing to participate in WIA funded services. DCSS staff will not refer NCPs who indicate that they are not interested in CCN services.

### **Eligibility**

NCPs will be expected to arrive at the Career Center with the following:

- CCN Customer Questionnaire (completed),
- Right-to-Work documents
- Verification of Selective Service Registration, if applicable,
- DCSS court order or referral paperwork.

The court order will specify that the NCP shall enroll as a client at one of the One Stop Career Centers within ten business days and complete the steps outlined in the Individual Employment Plan (IEP).

### **CCN Intake and Tracking Process**

1. Based on eligibility determination, NCPs shall be enrolled as an Adult or as a Dislocated Worker in the appropriate CISRS grant code. CCN staff shall immediately contact the designated Workforce Partnership Program Specialist in the event that a court ordered NCP is not WIA eligible. In addition, all NCPs shall be co-enrolled in CISRS grant code 920. CISRS grant code 920 is a tracking code only, and activities shall not be entered under that grant code.
2. DCSS staff have been granted “read only” access to CISRS in order to track NCP’s One-Stop job search- related activities. DCSS staff will use CISRS grant code 920 as a means to run CISRS reports to capture data pertaining to NCPs. In addition, DCSS, Workforce Partnership, and CCN staff will utilize CISRS grant code 920 to generate CISRS reports to determine the success/outcomes of the NCP program. Note: As “read only” CISRS users, DCSS staff do not have the ability to enter data into CISRS.
3. It is imperative that CCN staff adheres to timely CISRS data entry requirements per Workforce Partnership policy in order to ensure that DCSS staff have the ability to obtain accurate up-to-date information. This allows DCSS staff to determine NCP’s compliance/non-compliance to participate in CCN services.