

Women's Agenda Department Action Plan
Department of Child Support Services (CSS)
FY 2026–27 through FY 2028–29



Women's Agenda Vision

The Department of Child Support Services (DCSS) will partner with the Department on the Status of Women (DOSW) to advance safety and economic mobility for women, girls, and gender-diverse people by strengthening family economic stability, promoting equitable access to child support services, and implementing trauma-informed, family-centered practices. Through equitable service delivery, cross-sector collaboration, and data-informed decision-making, DCSS will help reduce poverty, improve financial security, and support safe, stable outcomes for families in alignment with the San Francisco Women's Agenda.

Women's Agenda | Pillar Alignment

Pillar	Department Alignment
Health	Not Applicable
Safety	Priority Area
Economic Mobility & Security	Priority Area
Civic Leadership & Community Engagement	Not Applicable

FY 2026–27 | Planning & Alignment

Overall

- Report on gender representation for department personnel and services provided by the department.

Health

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Safety

- Strengthen family violence-informed practices across all child support services.
- Expand staff training on trauma-informed engagement, confidentiality protections, and survivor-centered service delivery.
- Strengthen partnerships with family violence service providers, courts, and community organizations.
- Review enforcement practices to ensure they support family safety while maintaining accountability.

Economic Mobility & Security

- Maintain the reliability and timeliness of child support payments to strengthen economic stability for custodial families.
- Maintain customer-centered services through language access, digital access, and simplified processes.
- Continue to implement strategies that reduce barriers to payment while increasing long-term compliance.
- Strengthen partnerships that support employment, workforce development, and financial stability for families.

Civic Leadership & Community Engagement

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

FY 2027–28 | Implementation

Health

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Safety

- Maintain family violence-informed practices across all service areas.
- Maintain partnerships with courts, victim service providers, and public agencies.
- Evaluate enforcement practices to ensure they remain trauma-informed and equity-centered.

Economic Mobility & Security

- Maintain customer-centered case management and equitable service delivery.
- Increase collaboration with employment and workforce support programs for noncustodial parents.
- Monitor payment consistency, order modifications, and arrears management strategies to improve family financial stability.
- Strengthen outreach to families experiencing economic hardship.

Civic Leadership & Community Engagement

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

FY 2028–29 | Sustainability & Continuous Improvement

Health

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Safety

- Institutionalize trauma-informed and family violence-responsive practices throughout the department.
- Report on safety outcomes related to Good Cause determinations and strengthen survivor-centered service delivery.
- Continue strengthening cross-system collaboration to improve family safety.

Economic Mobility & Security

- Institutionalize successful strategies that improve child support reliability and family economic security.
- Evaluate outcomes related to financial stability, customer access, and racial and gender equity.
- Strengthen partnerships supporting workforce participation and long-term economic mobility.

Civic Leadership & Community Engagement

Not Applicable – This pillar was not identified as a departmental priority area in the Women's Agenda Questionnaire.

Women's Agenda | Gender Representation

To advance equitable representation across City government and establish a consistent baseline for measuring progress, the Department on the Status of Women (DOSW) requests that each department report workforce and service-related gender data. This information will support implementation of the Women's Agenda, inform the Annual Women's Agenda Report, and help identify opportunities to improve gender equity across City departments. DOSW asks each department to share the following data:

- Workforce composition by gender across all employee classifications.
- Hiring, promotion, and retention outcomes by gender.
- Participation in leadership development, mentorship, and succession planning by gender.
- Department-specific strategies implemented to improve gender equity and representation.

Annual Performance Measures

- Percentage of current child support collected.
- Percentage of arrears collected.
- Percentage of child support orders established.
- Percentage of paternity establishments completed.
- Number of families receiving child support services.
- Number of staff completing trauma-informed and family violence-informed training.
- Annual progress toward departmental Women's Agenda implementation goals.

Summary of Key Deliverables

FY 2026–27

- Strengthen family violence-informed policies, practices, and staff training.
- Maintain customer-centered services through language access, digital access, and simplified processes.
- Strengthen partnerships with DOSW, the Department of Early Childhood, Human Services Agency, Department of Public Health, Department of Homelessness and Supportive Housing, the Sheriff's Department, Mayor's Office for Victims' Rights, and workforce development partners.
- Establish baseline gender representation and annual Women's Agenda performance measures.

FY 2027–28

- Maintain trauma-informed, family-centered child support services.
- Maintain strategies that improve payment reliability, customer experience, and equitable outcomes.
- Maintain cross-system collaboration supporting economic stability and family safety.
- Monitor implementation, performance measures, and equity outcomes to support continuous improvement.

FY 2028–29

- Institutionalize successful family-centered and trauma-informed practices.
- Evaluate economic security, family safety, and customer service outcomes.
- Strengthen partnerships and operational practices that improve long-term outcomes for women and families.
- Develop recommendations to inform future Women's Agenda priorities and continuous improvement.

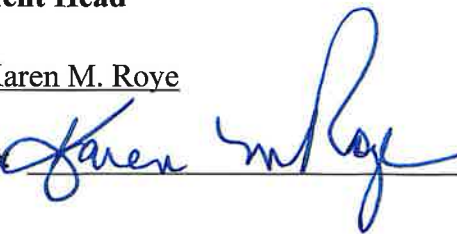
City Department Contact Information		
Role	Contact	Information
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Women's Agenda Champion	Freda Randolph Glenn	freda.randolph@sfgov.org

Department Certification

I certify that this report accurately reflects the department's implementation of its Women's Agenda Action Plan during the reporting period.

Department Head

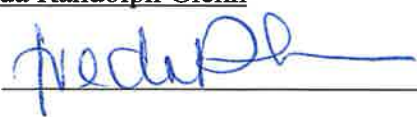
Name: Karen M. Roye

Signature: 

Date: 8/14/2026

Women's Agenda Champion

Name: Freda Randolph Glenn

Signature: 

Date: 8/14/2026