

## YOUR RIGHT TO VOTE

Generally, anyone is eligible to vote in the United States if the person is a U.S. Citizen, a resident of the particular County in which an election is being held, and at least 18 years old at the time of the next election.

In California, the only time you are not allowed to vote is if you have a felony conviction for which you are still **in prison or on parole**. Once you complete your prison sentence and any parole, your voting rights are **automatically restored**. **All you have to do is to register to vote**. People convicted of a misdemeanor, who are on probation, or who are in county jail may vote.

To register to vote in San Francisco, complete a voter registration form by contacting the **San Francisco Department of Elections**. To register in California, contact the **California Secretary of State, Elections Division**. These offices will mail you a voter registration form upon request.

### **San Francisco Department of Elections**

City Hall

1 Dr. Carlton B. Goodlett Place, Room 48

San Francisco, CA 94102

Hours: Monday – Friday, 8:00am to 5:00pm

Phone: (415) 554-4375 Fax: (415) 554-7344

[www.sfgov.org/election](http://www.sfgov.org/election)

### **California Secretary of State's Office**

Elections Division

1500 11th Street, 5th Floor

Sacramento, CA 95814

Phone: (916) 657-2166 Fax: (916) 653-3214

E-Mail: [elections@sos.ca.gov](mailto:elections@sos.ca.gov)

You should re-register to vote any time you have made a change to your permanent address, your legal name, your political party, have completed a felony prison sentence and are no longer on parole, or have completed parole. Registration forms are also available at any DMV office, Post Office, or Public Library.

If you are incarcerated in San Francisco County Jail and have questions about voting, you can contact **Prisoner Legal Services** or ask your Public Defender or attorney for information.

### **Other Resources:**

#### **California Secretary of State**

Elections Division

1500 11th Street, 5th Floor

Sacramento, CA 95814

Phone: 1 (800) 345 VOTE

#### **ACLU of Northern California**

39 Drumm Street

San Francisco, CA 94111

Phone: (415) 293-6325

## **BENEFITS**

**Depending on your current income and other factors, you may be eligible to receive government benefits to help you meet your basic needs. If you think you might be eligible, apply as soon as you can, before you are released, if possible.**

### **CAAP COUNTY ADULT ASSISTANCE PROGRAM**

CAAP is for San Francisco residents with NO dependents.

There are four programs under CAAP

- PAES (Personal Assisted Employment Services)
- CALM (Cash Assistance Linked to Medi-Cal)
- SSIP (Supplemental Security Income Pending)
- GA (General Assistance)

#### **YOU MUST APPLY FOR THESE BENEFITS IN PERSON:**

- For (CAAP) PAES, SSIP and GA eligibility, and benefits information, go to 1235 Mission Street (between 8<sup>th</sup> and 9<sup>th</sup> Streets).
- For CALM eligibility and benefits information, go to 1440 Harrison Street (between 10<sup>th</sup> and 11<sup>th</sup> Streets).

People on probation or parole may be eligible for CAAP. San Francisco must be the county of residence.

Bring prison ID cards or parole papers as temporary identification if you don't have anything else.

ASK IF YOU QUALIFY FOR OTHER BENEFITS LIKE CalWORKS OR FOOD STAMPS.

For more information on any of these programs, call (415) 558-1000.

#### **General Information**

The purpose of CAAP is to provide short-term financial or in-kind assistance, employment services, transportation subsidy, and other services to indigent residents of San Francisco.

CAAP determines eligibility and issues benefits to clients who are not eligible to other State or Federal cash aid programs. Benefits for the initial one-week period of Presumptive Eligibility are issued in the form of in-kind vouchers for food, housing, and transportation. Cash aid begins after the Presumptive Eligibility period when a final determination of eligibility is made.

**PAES:** Provides employable adults with the education, training, mental health, substance abuse and supportive services necessary to gain lasting employment and become self-sufficient. The Program begins with a 12-week employment preparation course. Once participants are assigned to an employment specialist to develop an employment plan, they perform individualized, mutually-agreed-upon activities that may include job training and career counseling, supervised job search, G.E.D. preparation and English as a Second Language (ESL) classes, vocational training and vocational rehabilitation, skills-building workshops for those able to work in a supported setting, and temporary paid employment combined with job-seeking services. Also available are ancillary funds for work-related expenses, psychological and vocational assessment, substance abuse and mental health treatment, and Muni Passes and tokens. There is a 27-month limit to the employment services provided in PAES, with the possibility of a 6-month extension. There is also a 24-month retention period of employment services for individuals who no longer qualify for cash aid due to excess earnings. There is no time limit to the PAES stipend, however, for those who continue to qualify and cooperate.

**SSIP:** Provides services for individuals who have medical verification that they have a disability, which either has lasted, or is likely to last, at least 12 consecutive months. SSI Advocacy is available. Muni tokens for verified medical appointments are also provided. SSIP-eligible individuals may choose to participate in PAES instead of SSIP. A specialized unit handles SSIP cases.

**CALM:** A program for individuals who are receiving Medi-Cal benefits because they are either aged or disabled, but do not currently qualify for SSI. Such individuals may also volunteer to participate in PAES. One worker provides both Medi-Cal benefits and cash assistance; Food Stamps workers are also available at the same location.

**GA:** The San Francisco County safety net program for indigent adults. It is designed for individuals who do not qualify for CALM and SSIP, and who either choose not to participate in PAES or are serving a sanction from the PAES Program. In exchange for a cash grant, able-bodied GA recipients are expected to perform Workfare or an acceptable substitute. GA recipients performing Workfare (such as street sweeping, graffiti-removal from buses, or grounds maintenance work in parks) receive a monthly Muni Fast Pass or tokens.

## **CALWORKS**

CalWORKs is a welfare program that gives cash aid and services to eligible needy California families. The program serves all 58 counties in the state and is operated locally by county welfare departments. If a family has little or no cash and needs housing, food, utilities, clothing or medical care, they may be eligible to receive immediate short-term help. Families that apply and qualify for ongoing assistance receive money each month to help pay for housing, food and other necessary expenses. Social services and other resources are also available to participants.

**To apply, or inquire about eligibility, contact:**

SF Human Services Agency-CalWORKs

170 Otis Street

San Francisco, CA 94103

Hours: 8:00 a.m. - 5:00 p.m.

(415) 557-5723

## FOOD STAMPS (NOW CALFRESH)

The Food Stamp Program is a government program designed to eliminate hunger by helping low-income families and individuals improve their health by providing access to a nutritious diet. Income limits and financial resource levels establish eligibility for food stamp benefits. In San Francisco, Food Stamps are distributed via Electronic Benefit Transfer (EBT) card, and are not actually stamps. The EBT card may be used at participating grocery stores, local farmers' markets, and some restaurants.

Most people with criminal records are eligible to receive Food Stamps in California. Being on probation or parole does not impact your eligibility for Food Stamps. The *only* exclusion is for people who have a felony conviction for: unlawfully transporting, importing into California, selling, furnishing, administering, giving away, possessing for sale, or manufacturing a controlled substance, or cultivating, harvesting, or possessing marijuana, or a felony conviction for unlawfully soliciting, inducing, encouraging, or intimidating a minor to participate in any of the activities listed above. If you have been convicted of drug possession or use, you may provide proof that you have stopped using drugs.

You may apply for Food Stamp in person, by mail, or by FAXing in an application. If you are found eligible for the Food Stamps program, you will begin receiving benefits as soon as three days after you apply. You can go to [www.benefitscalwin.org](http://www.benefitscalwin.org) and apply online or go to [www.benefitsSF.org](http://www.benefitsSF.org) and also apply online. Application forms are available in English, Chinese, Russian, Spanish, and Vietnamese, from Food Stamps Program Office. You may request a new application from, and submit a completed application to:

**Mailing Address:**

Food Stamps Program  
P.O. Box 7988  
San Francisco, CA 94120

**Phone:** (415) 558-1001  
**FAX:** (415) 558-1184

For questions, call (415) 558-1001 between 8:00am - 5:00pm, Monday-Friday.

**Locations to apply in person:**

1235 Mission Street, between 8<sup>th</sup> and 9<sup>th</sup> Streets

1440 Harrison Street, between 10<sup>th</sup> and 11<sup>th</sup> Streets for those also applying for Medi-Cal

170 Otis Street, on the west side of Van Ness Avenue for families applying for CalWORKs

3120 Mission Street, one block south of Cesar Chavez Street

## SOCIAL SECURITY ADMINISTRATION BENEFITS

The Social Security Administration (SSA) is a federal agency that administers Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), among other programs.

**Benefits may be available to adults & children (if child's disability started before age 22).**

**SSI or SSI/SSP** provides monthly payments to aged, blind and disabled people who have little or no resources and income. Applicants need not have worked or paid Social Security taxes to be eligible.

**Social Security Disability Insurance (SSDI) or SSA** provides benefits to aged, blind and disabled people who have worked a certain number of years and paid Social Security taxes. The income limitations that apply to SSI/SSP do not apply to SSA.

To find out more about these programs, call 1-800-772-1213, Monday-Friday, 7:00am-7:00pm. However, it is generally best to go in person to a Social Security District Office.

All offices' Hours: Monday-Friday, 9:00am to 4:30pm

San Francisco District Office, Downtown  
90 7<sup>th</sup> Street, Annex 1<sup>st</sup> floor (7<sup>th</sup> and Mission St.)  
1 (866) 964-5051

San Francisco District Office, Mission  
1098 Valencia Street (Valencia & 22<sup>nd</sup> St.)  
1 (866) 755-6323

San Francisco District Office, Financial District  
560 Kearny Street (California & Sacramento St.)

Applying for SSI or SSA may be time-consuming. Seek out assistance from a service provider listed in this Guide, or contact the Volunteer Legal Services Program of the Bar Association of San Francisco, by calling (415) 575-3130, or by dropping by Tuesdays between 1:00pm and 4:00pm at 1360 Mission Street, 2<sup>nd</sup> floor.

**Medicaid Benefits** – These are state-run benefits for low-income people. It covers children, the aged, blind, and/or disabled and other people who are also eligible for Supplemental Security Income. Contact the Social Security Administration for information on enrollment.

**Medicare Benefits** – These are medical benefits for adults 65 and older. If you or your spouse worked and paid Medicare taxes for at least ten years, you may be eligible for Medicare Benefits.

Contact the Social Security Administration immediately at the above number to understand enrollment, eligibility and benefits. You can also call the Medicare Helpline at 1-800-633-4227 for information.

## VETERAN'S BENEFITS

If you served in the US Military, you may be eligible for Veteran's benefits. Start by contacting the following key offices to see if you may qualify.

### County Veteran Service Office

If you have never filed for benefits before or you are unsure where to start, you can contact Veteran service offices in San Francisco.

#### San Francisco County Veterans Service Office

**Location:** 27B Van Ness Avenue  
San Francisco, CA 94102

**Phone:** (415) 503-2000, (800) 807 5799 (CA Only)

**Fax:** (415) 503-2010

**Hours:** 9:00am to 12:00pm; 1:00pm to 4:00pm

**Location:** 4150 Clement Street, Bldg. 2,  
Room 169, San Francisco, CA 94121

**Phone:** (415) 379-5613

**Fax:** (415) 750-2256

**Hours:** Monday – Thursday, 7:30am to 4:00pm

### Swords to Plowshares

Swords to Plowshares is a community-based organization dedicated to supporting veterans.

1060 Howard Street

San Francisco, CA 94103

Phone: (415) 252-4788

[www.swords-to-plowshares.org](http://www.swords-to-plowshares.org)

### San Francisco Vet Center

The San Francisco Vet Center connects veterans to services. Our primary service is individual psychotherapy for Post Traumatic Stress Disorder, Depression, and Anxiety. Other services are referred to the V.A. Downtown Clinic or the V.A. Medical Center.

505 Polk Street

San Francisco, CA 94102

Phone: (415) 441-5051

Fax: (415) 441-5092

Hours: Monday – Friday, 8:00am to 4:30pm, and by special arrangement

### San Francisco VA Medical Center

4150 Clement Street

San Francisco, CA 94121-1598

Phone: (415) 221-4810

Member services office: (877) 487-2838

[www.sanfrancisco.va.gov](http://www.sanfrancisco.va.gov)

## HEALTHCARE COVERAGE IN SAN FRANCISCO

San Francisco has a strong network of primary care clinics and connections to healthcare for almost all residents of San Francisco. Connecting to Healthy San Francisco is the first best step to get connected to the care that you need. **Website:** [www.healthysanfrancisco.org](http://www.healthysanfrancisco.org)

### HEALTHY SAN FRANCISCO

You may qualify for Healthy San Francisco if you are ALL of the following:

- Living on a combined family income at or below 500% of the Federal Poverty Level.
- A San Francisco resident who can provide proof of San Francisco residency;
- Uninsured for at least 90 days;
- Not eligible for public insurance program (Medi-Cal, Healthy Families, or Healthy Kids™);
- Between the ages of 18 and 64

If eligible, you may join Healthy San Francisco regardless of immigration status or pre-existing medical conditions.

#### HOW TO APPLY FOR HEALTHY SAN FRANCISCO

##### **STEP 1: Determine if you qualify to apply for the program by contacting Healthy San Francisco**

- Call the Healthy San Francisco Hotline at (415) 615-4588, M - F, 8:30am to 5:30pm
- Call the San Francisco City Information Line at 3-1-1 (San Francisco only), 24/7
- Email [info@healthysanfrancisco.org](mailto:info@healthysanfrancisco.org)
- Write to Healthy San Francisco, 201 3rd Street, 7th Floor, San Francisco, CA 94103.

##### **STEP 2: Make an appointment to apply (All applications are done in-person. No Drop-In services.)**

- Call a specific participating clinic to set up an appointment (listing available online: [http://www.healthysanfrancisco.org/visitors/How\\_To\\_Apply.aspx](http://www.healthysanfrancisco.org/visitors/How_To_Apply.aspx)).
- Call the Hotline to select a clinic and get a phone number to make your appointment.
- When you go to your appointment, you will need to bring all required documents:
  - Personal identification
  - Proof of residency
  - Proof of household income and assets

##### **STEP 3: Complete a Healthy San Francisco Application.**

Only a Certified Application Assistor can complete and submit a Healthy San Francisco application. If you qualify, you will receive a Summary Sheet with instructions on how to access medical services. You will then receive a Participant ID Card and a Participant Handbook in the mail. If you are required to pay a fee, you will receive a bill in the mail within the next month.

## MEDI-CAL

Benefits: Provides medical, dental and vision coverage.

Cost: Depending on income, Medi-Cal may be free.

Eligibility: Services are available to low income adults and children.

For information or to apply: (415) 777-9992 or 1-888-558-5858

**For information on Medi-Cal for low-income adults, children, families, or for long-term convalescent care, you can also contact the Human Services Agency:**

1440 Harrison Street, San Francisco, CA 94103. 8am – 5pm. Ph: (415) 863-9892

## HEALTHY FAMILIES

Benefits: Provides medical, dental and vision coverage.

Cost: \$4 to \$12 a month per child up to a maximum of \$36 for all children in your family. There are \$5 co-payments for most services, and no co-payment for preventive care.

Eligibility: Services are available to uninsured individuals and those younger than 19 years of age; California residents; U.S. citizens, nationals, or eligible qualified immigrants; individuals not eligible for no-cost Medi-Cal; individuals not covered by employer-sponsored health insurance in the last three months; individuals who meet the income requirements.

For information or to apply: (415) 777-9992 or 1-888-558-5858.

## HEALTHY KIDS

Benefits: Provides medical, dental and vision coverage.

Cost: Depending on income and family size, Healthy Kids & Young Adults members pay either \$48 or \$108 a year. Financial assistance is available.

Eligibility: Services are available to uninsured individuals and those younger than 18 years of age; San Francisco residents, U.S. citizens, nationals, eligible qualified immigrants, or undocumented immigrants; individuals not eligible for no-cost Medi-Cal or the Healthy Families program; individuals who meet the income guidelines.

For information or to apply: (415) 777-9992 or 1 (888) 558-5858.

## HEALTHY WORKERS

Benefits: Healthy workers is ONLY currently offered to ELIGIBLE providers of In-Home Support Services (IHSS) and a select category of temporary, exempt as needed employees of the City and County of San Francisco. Healthy Workers members have access to many medical services through the San Francisco Department of Public Health (DPH). Dental services may be available.

Cost: The cost is \$3 per month and it is automatically deducted from paychecks

- Providers for In-Home Supportive Services (IHSS): to find out if you're eligible for Healthy Workers or to apply, contact the IHSS Public Authority at (415) 243-4477.

Temporary, exempt as-needed employees of the City and County of San Francisco should contact the Department of Human Resources at (415) 557-4942 for more information.

## INCOME

### YOUR IDENTITY

You need to know about your Identity.

When you are released, take steps to understand if your identity is in trouble:

**Do you have any pending warrants? Get a copy of your RAP sheet to review.**

**Do you have any outstanding fines or payments?**

Do you have any outstanding charges associated with child support or court rulings to pay damages or restitution, and/or court or defense costs? Uncover this information with the help of your probation or parole agent.

### CREDIT

**Do a Credit Background check on yourself.**

The Fair Credit Reporting Act (FRCA) requires several nationwide companies to provide you with a free copy of your credit report, at your request, once every 12 months.

You can order a free credit report online:

- [www.annualcreditreport.com](http://www.annualcreditreport.com)

## MONEY

### BANKING

Start “banking” your money by opening a savings or checking account. Avoid check cashing and payday loan businesses, because they charge fees to cash your checks and loan you money.

Learn about how to become a “banked San Franciscan.” Go to [www.bankonsf.org](http://www.bankonsf.org).

To open an account, you will need:

- Government issued photo ID like a State driver’s license.
- A utility bill or other official piece of mail that proves your address.
- If you have it, also bring your social security card/number. (You do not need a social security number to open a checking account, but you will need it to open a savings account.)

Many people are nervous about opening accounts because of prior financial problems – bounced checks or overdrawn fees. BANK ON SAN FRANCISCO is a San Francisco service to help people deal with past banking obstacles and to help you understand the value of banking your money.

To open an account, you can go to a variety of places that are partners in San Francisco’s “Bank On San Francisco” program:

- Bank of America
- Bank of the West
- Citibank
- Mission Area Federal Credit Union
- Mission National Bank
- Northeast Community Federal Credit Union
- Patelco Credit Union
- San Francisco Federal Credit Union
- Spectrum Federal Credit Union

- Sterling Bank and Trust
- United Commercial Bank
- Union Bank of California
- US Bank
- Washington Mutual
- Wells Fargo

## ASSET BUILDING

### EARN

235 Montgomery Street, Suite 470

San Francisco, CA 94104

Phone: (415) 217-3660

Fax: (415) 217-3663

info@earn.org

www.earn.org

EARN breaks the cycle of poverty by matching the savings of low-wage workers and helping them invest in assets that build wealth, creating a cycle of prosperity across generations. When you invest money in an EARN account, they will match your money so that it grows more quickly.

**Individual Development Account (IDA)** – EARN will match your savings 2:1 (If you save \$2,000, EARN will match your savings by \$4,000 so you have access to \$6,000.

**IMPORTANT NOTE** -- When you withdraw this money it **MUST** be used for school, to buy a home or to open a business. Be sure to talk to an EARN representative about how IDA funds can be used. For more information, call: (415) 217-3660.

**Savings Accounts for Education (SAFE)** – This account helps you to save together with your child for his or her higher education. For more information, call (415) 217-3669.

## MONEY MANAGEMENT

When you know where your money goes, it's easier to pay your bills on time, save money each month, and find financial freedom.

To get started, think about your money. Money should go towards things you need, things you want and towards your debts or into savings.

**Some expenses are required every month.** A place to live, a way to get around, and nutritious food to eat are things you can't live without. Every month you make rent or mortgage payments and spend money on utilities as well as transportation. Many people pay for different types of insurance and some pay for school fees and loans.

These expenses are things you can't do without. **Ideally, this should be half of your budget.** If you lose your job, or have an unexpected emergency expense, these are the things that you will still have to spend your money on.

Do you enjoy watching cable television, shopping, or eating in restaurants? While these aren't things you need, it's your life and you should enjoy it with a budget that fits you best.

The best budget includes money to meet your needs and your wants as well as save for your future. When you put money into your savings, you can better plan for your retirement or education for your family.

Credit cards, payday lenders, and rent-to-own furniture stores charge very high interest rates. It's important to pay down these debts first so that your savings can go farther.

If you need help getting started, build a budget and seek credit counseling to take control of your money!

## CREDIT COUNSELING

If you find that you are so indebted that you need help, contact a reputable non-profit credit counseling agency. Do not fall for the many predatory scams that are advertised as debt counseling. One well-known and reputable non-profit credit counseling agency is Money Management International (MMI). It provides credit counseling as well as other financial educational services.

Counseling is also available 24 hours a day, 7 days a week by phone, 1 (866) 889-9347. Website: [www.moneymanagement.org](http://www.moneymanagement.org).

## SAVINGS

Saving is important because having it (whatever the amount) brings you peace of mind and the ability to pay for things without using credit.

### **Start Saving Now.**

Even if you think you can't afford it – Even if it is only a few dollars out of each paycheck.

### **What's next?**

If you're going to start saving, you'll need to have a budget (for assistance building your budget, check out The Beehive, online at [www.thebeehive.org](http://www.thebeehive.org)). Use these **seven steps** to make a successful financial plan:

1. **Start as early as possible**
2. **Set goals (short- and long-term)**
3. **Tell your family members or others with whom you share finances**
4. **Support your plan with a practical, working budget**
5. **Do your homework – think about your options and be flexible**
6. **Put your plan in writing**
7. **Review your plan every month or two**

Budgets are just the beginning. Your plan won't make much sense unless you also learn to build credit, save and invest wisely.

The best way to make a budget for the future is to figure out how you spend your money now. First, look at where your money comes from and where it goes. Track all of your income and expenses for one month before creating your budget. You'll need to keep track of all of your purchases by writing them down by category in a notebook or holding on to receipts organized by category.

Write down how much you spend in each category every month. Don't forget to include money that you save each month to help you meet your future goals. Be realistic about your budget, so that it's easy for you to follow.

### **Step One: Calculate Income**

Your income is the most important part of your budget—it allows you to take care of your family and yourself. You can put that money into a budget to figure out how you spend your money now and how to make the most of it in the future.

### **Step Two: Calculate Expenses**

It is also important to know where you spend your money. Keeping track of your receipts and watching your statements is the best way to see how much you spend. If you already have a way of recording daily expenses, like a diary, use that information to fill out this section.

### **Step Three: Calculate Assets**

There are many ways to look at your personal finance. You may own some things that are worth money that you never even considered. Think about things like electronics, jewelry or even your home. These things, plus the money in your savings or investment accounts, are part of your assets.

### **Step Four: Calculate Debt**

If you are struggling with debt, you can help yourself by making a plan. You might owe money to many people or companies, but you can make a big difference by writing down those numbers. Be honest with yourself about how much you owe. Once you know how much you have to pay, your budget plan can help you figure out how to get rid of your debt.

Do not enter any account numbers in this section. You will only need to write the amount of money you owe.

### **Prioritizing Your Budget**

If your budget shows you have more expenses than income, there are many ways to get out of trouble. Remember, everyone has different priorities. You will have to make the decisions that are right for you.

#### **What payments should I make first if I don't have enough money to pay for all my bills?**

1. First, pay off your necessary household expenses, such as rent or mortgage, utilities, and food, first. You need to pay your rent or mortgage to ensure you don't get evicted or have your property foreclosed upon. Think about the health and safety of your family when making these types of decisions.
2. Many utilities, such as the telephone company, electric company, and gas company, have programs to lower your bill if you qualify. If you think you need assistance, contact your utility company.

#### **What should I do if I can pay off my monthly household expenses, but am having trouble paying off my loans?**

1. Pay off the loan with the highest interest rate first to save on interest payments.

2. Talk to your creditor. Your creditor may be willing to reduce your payments or change the terms to accommodate your situation, by offering extensions, smaller payments over a longer period of time, or accepting partial payments.
3. Get a debt consolidation loan. Be cautious of this option. If loan fees and interest rates are too high, it may not be the best option for you.
4. Get professional advice. Reputable credit counselors can help you deal with your financial problems. Some organizations charge little or nothing for their services.
5. Be cautious of companies that promise to fix your credit problems right away. Credit repair can be a long process that might take several years.

**Sample Daily Spending Diary Worksheet**

Use this budgeting tool to track where your money is going. You are far more likely to save your money when you see how much small purchases, like cigarettes and soda, can add up.

Day	What did I spend my money on today?
Sunday	
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	

**Monthly Payment Schedule**

Track all of your income and expenses in format similar to below for each month. Write out these columns, and space to write in your expenses and income. When the expense has been paid, enter the date in the paid column.

Income	Expenses/Bills	Pay or Due Date	Amount Due	Paid

## CHILD SUPPORT

The San Francisco Department of Child Support Services works to empower parents to provide for the economic needs of their children. The San Francisco Department of Child Support Services has an array of programs available to support you in meeting your obligations by providing the resources you need to do so. [www.SFGOV.org/dcss](http://www.SFGOV.org/dcss)

### COMPROMISE OF ARREARS PROGRAM (COAP)

The COAP program assists noncustodial parents with past due child support (arrears) owed to the State to compromise the debt by reducing the obligation that can be paid in a lump sum or in monthly payments over 36 months.

**Contact:** Kathy Fong-Chen, Child Support Officer/COAP Coordinator

**Phone:** (415) 356-2871 **Fax:** (415) 356-2774 **Email:** [kathy.fong-chen@sfgov.org](mailto:kathy.fong-chen@sfgov.org)

**Address:** 617 Mission Street, San Francisco, CA 94105

### CUSTOMER SERVICE OUTREACH (EPCOT)

The EPCOT Program holds workshops in to various groups in the community, including treatment facilities to educate and assist noncustodial parents with their child support cases, obligations and issues.

**Contact:** George Smith, Outreach & Customer Service Coordinator

**Phone:** (415) 356-2950 **Fax:** (415) 356-2774 **Email:** [GeorgeJ.Smith@sfgov.org](mailto:GeorgeJ.Smith@sfgov.org)

**Address:** 617 Mission Street, San Francisco, CA 94105

### JAIL OUTREACH PROGRAM

The Jail Outreach Program assists incarcerated noncustodial parents with outstanding child support issues as a result of their incarceration.

**Contact:** Albert Turner, Child Support Officer

**Phone:** (415) 356-2975 **Fax:** (415) 356-2774 **Email:** [albert.turner@sfgov.org](mailto:albert.turner@sfgov.org)

**Address:** 617 Mission Street, San Francisco, CA 94105

### JOB SUPPORT PROGRAM

The Job Support Program was developed to provide parents with individualized, hands-on assistance in obtaining employment for parents in collaboration with employment specialists through the One Stop Career Link Centers and other community partners.

**Contact:** Albert Turner, Child Support Officer

**Phone:** (415) 356-2975 **Fax:** (415) 356-2774 **Email:** [albert.turner@sfgov.org](mailto:albert.turner@sfgov.org)

**Address:** 617 Mission Street, San Francisco, CA 94105

### NONCUSTODIAL PARENT EMPLOYMENT & TRAINING PROGRAM (NET)

The NET Program was developed to assist a noncustodial parent resolve barriers to employment, parenting and their child support obligations.

**Contact:** Albert Turner, Child Support Officer

**Phone:** (415) 356-2975 **Fax:** (415) 356-2774 **Email:** [albert.turner@sfgov.org](mailto:albert.turner@sfgov.org)

**Address:** 617 Mission Street, San Francisco, CA 94105