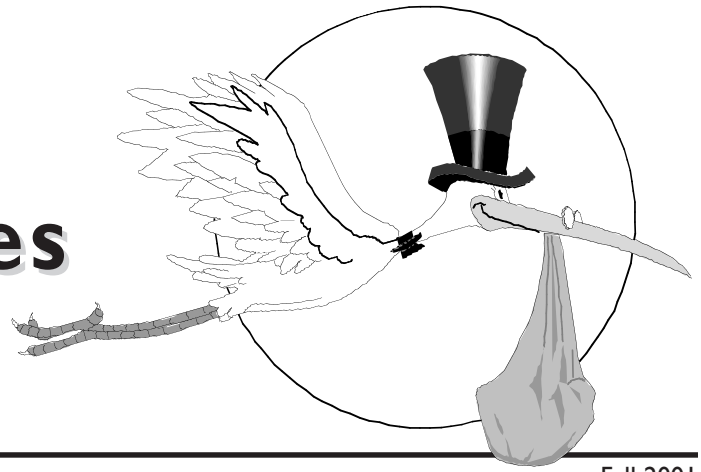




PATERNITY
OPPORTUNITY
PROGRAM

POP

Perspectives



Delivering good news!

A publication of the California Department of Child Support Services

Fall 2001



What's New?

It's been a year since the last issue of our newsletter and many things have changed. Check out what's new in POP!

New POP Chief Named

Karen Echeverria, previously with the Department of Alcohol and Drug Programs, was appointed to manage the Special Initiatives Unit at the Department of Child Support Services. She began her tenure in August 2001 and as manager, she oversees POP. Karen looks forward to working with hospitals and public agencies that provide POP services.

New Department/New Forms

As we celebrate our 1st anniversary with the Department of Child Support Services (DCSS) we are revising and updating the paternity declaration, brochure, bilingual information sheet and the rescission forms. We will notify you when the new forms are available but until then, keep using your current forms!

POP Forms Available Directly From State Printer

POP forms can now be ordered directly from the State of California,

(see *What's New*, page 3)

Declarations Top 600,000 Mark

In less than six years since the Paternity Opportunity Program (POP) became a statewide program, a remarkable milestone has passed—600,000 in voluntary paternitys established. A total of 135,877 paternitys were established just in the year 2000.

Director Curtis Child of the Department of Child Support Services (DCSS) stated, "Establishing paternity at the child's birth is critical to the emotional development, identity and economic security of a child."

More than 90 percent of the paternity declarations filed in California come from birthing hospitals and clinics. This means that the majority of new unmarried parents are electing to establish paternity in the hospital immediately following the child's birth.

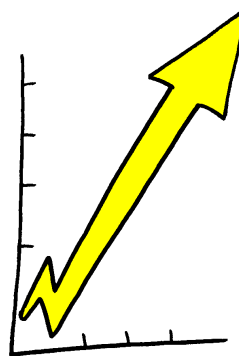
"The dedication and the support of hospital staff has been instrumental in the tremendous success POP has achieved in California," said Nancy Stone, the new Chief of the County Support Branch at DCSS.

Under the supervision of DCSS, California's 330 licensed birthing hospitals and clinics have

provided unmarried parents the opportunity to establish paternity and place the father's name on the birth certificate. In addition to hospitals, local child support agencies, registrars of births and deaths, court facilitators and welfare offices provide POP at no charge to the parents. The staff at hospitals and provider agencies have provided unmarried parents

with necessary information about the rights, responsibilities and benefits of establishing paternity.

Stone said, "We at DCSS continue to work closely with hospitals and provider agencies to provide a valuable service to parents and children. The paternity declaration has become a very important document in our society and we want to be sure we handle each one with the utmost care, respect and security."



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For energy-saving hints, visit the DCSS website at www.childsupp.calwvnet.gov

DISC – We're not talking Frisbees

Mom and Dad have signed the POP form, along with the witness, and now the completed POP form is sent off to the Department of Child Support Services (DCSS)—or is it?

Actually, the declarations are sent to DCSS via a vendor, Data Image Systems Corporation, an IKON Company (or, as we fondly refer to them, DISC), that accepts, processes and stores the POP forms. DISC receives hundreds of forms every day that are electronically imaged. Completed forms are then indexed into the DCSS system while incomplete or incorrect forms are set aside. DISC also identifies and sends certified copies of POP forms to requesting parents and agencies.

Jack Fisher, executive vice president of operations, Barbara Kinney, operations manager, Juliana Wylie, senior imaging specialist, Paul Darbo, implementor/ "Knowledge Central" and several other staff members work long and hard to process the thousands upon thousands of POP declarations that pass through their doors. We thank them all for their speed, efficiency and dedication to making the POP program a success.



IN THE SPOTLIGHT



Get to Know Your State POP Team

You may have talked to them on the telephone or received letters from them. But who are the people in the Department of Child Support Services' POP team, and how can they help you present POP to parents at your hospital or public agency?

To better serve hospitals, public agencies and parents, the POP team is now organized on a regional or county basis. Each POP analyst is responsible for all activities and program inquiries specific to the counties he/she serves. POP hospitals, public agencies or parents may call the toll-free number at (866) 249-0773 or call the analyst assigned to the county where their hospital or specific agency is located. Please see the POP county assignment listing enclosed with this edition of POP Perspectives for all the details.

Jim Mullany has worked in POP since it began in 1993. He handles the Bay Area counties and San Bernardino County. Jim is also responsible for POP forms and brochures, program policy issues and the *POP Perspectives* newsletter. He serves as liaison with the federal government and the State Office of Vital Records.

Julie Scheafer is responsible for Santa Barbara, San Luis Obispo, Kern, Ventura, Madera, Merced, Mariposa, Inyo, Mono and most of the foothill counties. She is the lead in maintaining all of the POP mail-

ing lists, the program statistics and legislative matters.

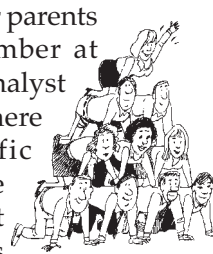
Wanda Smith is accountable for all of Los Angeles County. She is responsible for POP training and outreach issues.

Kim Sichler is in charge of most central valley counties, Monterey and San Benito. Kim is involved in writing program regulations and is the author of the POP script used on the toll-free number, as well as the lead POP analyst on rescissions. She is also responsible for matters involving the POP vendor, Data Image Systems.

Elena Palmi represents most counties located in the Northern end of California and San Diego County. She handles procedures and issues regarding invalid and erroneous POP declarations and works on the *POP Perspectives* newsletter.

Stephanie Ashburn, currently on maternity leave, is in charge of Orange, Riverside and Imperial Counties. She is the lead for POP legislation and legal issues. In her absence, Julie Scheafer is helping with her workload.

All POP members are here to help provide the best possible customer service to new unmarried parents. Some members of the POP team work part time, please feel free to call any representative when assistance is needed.



In the winter, set your thermostat to 68 degrees when you're home and 55 degrees at night, or off when you're away.

Use Your Appliances Wisely

- Turn off appliances, lights and equipment when not in use.
 - To help prevent electricity outages, do not use large appliances between 5 a.m. - 9 a.m. and 4 p.m. - 7 p.m.
 - Do your laundry efficiently by using the warm or cold water setting and always use cold water to rinse clothes.
 - Conserve energy by running your dishwasher only when fully loaded, and turn off the dry cycle to allow dishes to air dry instead.

Inexpensive Energy Solutions

- Choose **Energy Star**® products. Purchase compact fluorescent light bulbs. They use less energy and last five to 10 times longer than conventional light bulbs.
- Reduce your hot water temperature. Set your water heater to the "normal" setting or 120 degrees unless your dishwasher requires a higher setting.
- Replace furnace filters monthly. Dirty filters restrict airflow and increase energy use. Keep your furnace clean, lubricated and properly adjusted.
- Install low-flow showerheads which can cut your hot water costs.
- Wrap your hot water tank with jacket insulation. If your water heater is gas, leave the air intake vent uncovered.

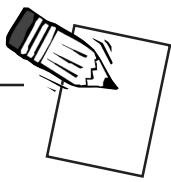
Eliminate Wasted Energy

- Turn off lights in unoccupied rooms.
- Unplug electronic devices and chargers when not in use.
- Close the damper on your fireplace when not in use.
- Unplug that spare refrigerator in the garage if it's not needed.



For energy saving hints, visit the DCSS website at www.childsup.ca.gov/net.gov

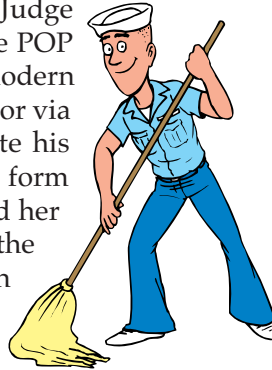
www.flexyourpower.ca.gov



POP NOTES

Pop on the Poop Deck

What happens when a sailor, thousands of miles out at sea, wants to sign a POP form so he can provide health coverage for his child? Last summer just such a dilemma arose when a Judge Advocate General (JAG) attorney contacted the POP unit in Sacramento. Through the miracle of modern technology, a POP form was e-mailed to the sailor via the U.S. Navy. The sailor was able to complete his portion of the form and have it notarized. The form was quickly transmitted to the mother who had her portion of the form witnessed. She submitted the form to the DCSS in just a matter of days, so health coverage could be obtained for the child.



Court of Appeals Upholds the Power of Paternity Declaration

A decision by the Fourth District Court of Appeals in November 2000 upheld the power of a voluntary paternity declaration. In the case under review, a father asserted he was entitled to be treated as a presumed father in a dependency hearing involving his child.

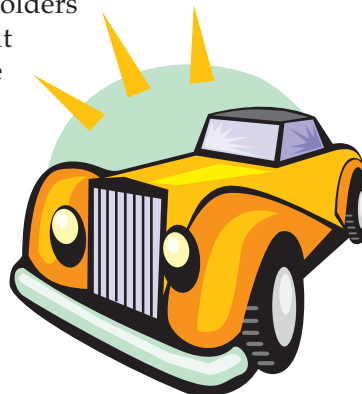
San Diego County Health and Human Services had filed an appeal of a lower court decision asserting that a completed POP form did not give the man the rights of a presumed father. The court of appeals decision confirmed that the POP form signed by the man and the child's mother following the child's birth at the hospital accorded the man the highest status of presumed father in accordance with Family Code Section 7611.



POP on the Road

State POP Coordinators have been hitting the highway in an attempt to meet with hospital staff and local POP Coordinators throughout the state. Their goals are to spread the good news about POP, answer POP-related questions, and commend those who have contributed so much to the program. Folders full of POP information are handed out along with POP pens and lots of valuable knowledge. In recent months, coordinators have held sessions in Orange, San Diego and Santa Clara counties.

If you're interested in having a session in your area contact your local POP Coordinator or call a state POP Coordinator to set up a meeting for your hospital or agency.



What's New

(continued from page 1)

Office of State Publishing/Fulfillment Services Warehouse, 344 N. Seventh St., Sacramento, CA 95814. The orders can be faxed directly to the warehouse at (916) 445-9134. We've included a new order form with the newsletter. We appreciate your patience during the last year as we made the transition from the Department of Social Services to the Department of Child Support Services. For questions about your forms order, please call or e-mail your state POP Coordinator. See the Information Box at the end of the newsletter for direct phone numbers and e-mail addresses.

Toll-Free Number

1-866-249-0773

POP now has a toll-free number for parents, hospitals and agencies to call to receive general POP information, request forms, or speak to a state POP coordinator without paying toll charges. It's an exciting way for us to get out the POP word!

For those who would like to reach a state POP Coordinator directly, see the Information Box at the end of this newsletter for direct phone numbers and e-mail addresses.

POP Pens

Are last year's pens out of ink? Never fear – New POP pens are available. The supply is limited so fax your order to CSU, Chico at (530) 898-4191 soon. If you've submitted an order in the past five months, you will receive the amount requested.

What's Old is New

With all our changes some things stay the same. Completed POP forms are still sent to us via our vendor, except now it's DCSS – POP Unit c/o Data Image Systems at 3062 Prospect Park Drive, Suite A, Sacramento, CA 95670. Please do not forget to include your three-digit agency code on the envelope.



New Contract Means No Delay

DCSS focuses on faster service for those establishing paternity.

The Department of Child Support Services (DCSS) job for filling orders for POP forms has changed hands since the Department's inception on January 1, 2000. The Department of Social Services (DSS) filled POP orders until November 2000 when staffing shortages called for a halt to services provided to DCSS. The transition created a brief lapse in service and some orders were delayed for up to six weeks!

At that point, orders were filled in-house by a student assistant, Perla Rodriguez. Perla became a one-person warehouse operation as she was given the job of filling all the POP orders received from hospitals and agencies throughout the state.

DCSS now has a contract with the Office of State Publishing to process POP orders. This contract will ensure customer satisfaction and prompt service on all orders. Included in this newsletter is a copy of the new order form to be used for all orders of POP materials. Please

destroy all previous order forms so your order will not be delayed.

It is a priority in POP that all hospitals and public agencies have the forms and brochures necessary to provide information to all parents who wish to establish paternity for their children.

To order copies of POP materials mail order forms to:

**Office of State Publishing/
Fulfillment Services Warehouse
344 North Seventh Street
Sacramento, CA 95814
or Fax to (916) 445-9134**



State Outreach Project Helps POP

As Andy Rooney of 60 Minutes might say, "Did you ever wonder where those cute little white and purple POP pens come from?" They come from the Child Support Project located at California State University, Chico. The Department of Child Support Services has had an inter-agency agreement with the project to produce outreach materials for POP since the program's beginning.

So who or what is the Child Support Project? Dr. Katie Milo, chairperson of the Journalism Department, heads the Child Support Project. Dr. Milo has a wealth of knowledge and experience in the field of communication.

"The project offers a creative way to use the expertise of the academic world in partnership with California DCSS to provide quality outreach products to the staff of hospitals and POP agency providers," Milo said.

Claudine Payne, project manager, has been the primary liaison between the Child Support Project and DCSS for the past few years. Claudine has represented the child support program and POP at various conferences throughout the United States and California. She has also been a consultant to other states who wanted to use some of the concepts and ideas developed by Child Support Project staff.

Heather Gregory, project coordinator, was recently hired. Heather assists Claudine with day-to-day operations. She is a welcome addition to the Child Support Project team.

The Child Support Project has contributed greatly to the POP success story. In conjunction with the State POP team, they designed the POP logo, selected the POP colors, and contracted to produce the "pop" ular video, "Providing for Your Child." They also created the layout of this *POP Perspectives* newsletter.

We want to hear from you!

Articles and other information are welcomed! Send contributions to:



*Department of Child Support Services
P.O. Box 419064, MS-30
Rancho Cordova, CA 95741-9064
FAX (916) 464-5064*

See the POP Newsletter online at <http://www.childsup.cahwnet.gov>

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<i>Julie Scheafer, (916) 464-5255 Julie.Scheafer@dcss.ca.gov</i>	<i>Wanda Smith, (916) 464-5170 Wanda.Smith@dcss.ca.gov</i>

State of California • Gray Davis, Governor
Health and Human Services Agency • Grantland Johnson, Secretary
Department of Child Support Services • Curtis L. Child, Director