

**Child Support Services
Final Performance Plan
FY 2008-09**

I. MISSION STATEMENT

The mission of the Department of Child Support Services is to establish and enforce child support orders, treating all parties with respect, and serve the community through outreach and education.

II. DEPARTMENT OVERVIEW

The Department of Child Support Services (DCSS) operates under Title IV-D of the Social Security Act and is funded by Federal and State funds. The department's operations are governed by Federal and State regulations and include establishing paternity, establishing child and medical support orders, modifying existing support orders, and enforcing support orders. In FY 2006-07, the Enhanced Court Collections Division (ECC) was created by a memorandum of understanding with the courts to provide collection services for delinquent fines.

The department's current workload includes approximately 3,900 open cases. ECC collects delinquent fines and forwards them to the courts for distribution to the County and other jurisdictions.

III. ACCOMPLISHMENTS FY 2007-08

- Recognized by the State Department of Child Support Services as the sixth highest performing child support agency in California, which was the fourth consecutive year ranked in the top ten
- Ranked second in the state for cases with collections on current support
- Ranked eighth in the state for cases with collections on arrears
- Collected \$1,600,000 in court-related revenue between May 2007 and January 2008

IV. GOALS AND INITIATIVES FY 2008-09

GOAL 1: Effective program management to ensure the best case, account and payment processing possible

FY 2008-09 Initiatives

1. Clean up data to ensure a successful conversion to the statewide child support system in October 2008
2. Maintain current child support collections to prepare for conversion and current collections on arrears

GOAL 2: Greater competency depth within the organization to increase organizational effectiveness

FY 2008-09 Initiatives

1. Develop new processes and procedures to meet the business needs of the department based on converting to a new statewide system

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FY 2008-09 Initiatives

2. Continue to provide staff training in transition to changing workloads needed for conversion to the statewide system
3. Continue to update staff workplans to accommodate personnel shifts needed for business process transitions

GOAL 3: Improved cross-functional communication and cooperation

FY 2008-09 Initiatives

1. Continue to build communication and cross-training activities into each employee's individual workplan

GOAL 4: Referral of delinquent fine cases to the Franchise Tax Board

FY 2008-09 Initiatives

1. Develop the electronic interface with the Franchise Tax Board and begin referring cases for additional collection activities

GOAL 5: Maintenance of a successful case referral interface with the courts

FY 2008-09 Initiatives

1. Work with the courts on case referral as the New Court Management system (JURIS) system is developed and implemented

V. KEY CHALLENGES AND ISSUES

- Maintaining performance given flat funding for five years and a reduction of staff to manage the workload
- Conversion to statewide child support system in October 2008

VI. PERFORMANCE MEASURES

CHILD SUPPORT SERVICES

OBJECTIVE: Meet or exceed performance standards on federally-defined measures to maximize the department's funding and ensure the best case, account, and payment processing possible

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Measures	FY 06-07 Actual	FY 07-08 Estimate	FY 08-09 Estimate
Effectiveness Measures			
Percent of cases with support orders	89.2%	90%	91%
Percent of collections on current support due	67.6%	68.1%	68.1%
Percent of cases with collections on arrears	67.6%	68.0%	68.9%

Department Comments:

These measures were established by the Federal Office of Child Support Enforcement and are used throughout the country to measure child support program success.