

# Child Support Services FY 2011-12 Performance Plan

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## **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. ECC collects delinquent fines and forwards them to the courts for distribution to the County and other jurisdictions.

## **III. ACCOMPLISHMENTS FOR FY 2010-11**

- Ranked eighth in the state for overall performance, making this the seventh consecutive year to be ranked among the top ten performing local child support agencies in the state
- Distributed \$10.7 million child support collections (both current support and arrears collections), more than a five percent increase from the prior year
- Again ranked number one in the state for support distributed per case with a collection, averaging \$4,776 per case
- Increased the percentage of cases with a support order by 4.1 percent bringing our total cases with orders to 92.2 percent
- Increased percentage of collections on current support paid verses current support owed by 1.6 percent bringing our collections on current support to 63.7 percent of what was owed
- Increased the percentage of cases with a payment on arrears by 1.8 percent, bringing our cases with a collection on arrears to 66.5 percent
- Increased the cost effectiveness of the child support program by 8.0 percent
- Enhanced Court Collection (ECC) Division increased collections by 31.6 percent over last year

## **IV. GOALS AND KEY INITIATIVES FOR FY 2011-12**

Countywide Goals				
I. Healthy Communities	II. Safe Communities	III. Sustainable Communities	IV. Environmental Preservation	V. Community Participation
VI. Excellent Customer Service	VII. Employer of Choice	VIII. Effective Communication	IX. Managing for Results	X. Financial Responsibility

### **GOAL I**

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**Ensure the best case, account and payment processing possible through effective program management**

FY 2011-12 Key Initiatives	
Initiatives	Countywide Goals
1. Increase child support collections by 3.0 percent	IX. Managing for Results
2. Establish paternity for all children in the Marin County child support caseload	IX. Managing for Results
3. Establish support orders for all children in the Marin County child support caseload	IX. Managing for Results

**GOAL II**

**Enhance competency depth within the department to increase organizational effectiveness**

FY 2011-12 Key Initiatives	
Initiatives	Countywide Goals
1. Provide coaching to staff based on performance planning strategies	VII. Employer of Choice
2. Continue early intervention processes to prevent payment delinquencies and provide proactive case management	VI. Excellent Customer Service

**GOAL III**

**Improve cross-functional communication and cooperation**

FY 2011-12 Key Initiatives	
Initiatives	Countywide Goals
1. Collect and use data to manage and provide excellent customer service	VI. Excellent Customer Service
2. Expand approaches to outreach and education	VIII. Effective Communication

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## FY 2011-12 Key Initiatives

3. Promote employee development and training	VII. Employer of Choice
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### GOAL IV

#### Refer delinquent fine cases to the Franchise Tax Board

## FY 2011-12 Key Initiatives

Initiatives	Countywide Goals
1. Begin referring cases to Franchise Tax Board (FTB)'s tax intercept program	X. Financial Responsibility

### GOAL V

#### Maintain a successful case referral interface with the courts

## FY 2011-12 Key Initiatives

Initiatives	Countywide Goals
1. Begin referring cases to an external collection agency	X. Financial Responsibility

## **V. KEY CHALLENGES AND OUTSTANDING ISSUES**

- Understanding the effects of certain data on performance reporting in the statewide child support system
- Increasing performance levels while state funding for the Child Support program has been held flat since 2005

## **VI. OVERVIEW OF PROGRAMS**

### **1. ENHANCED COURT COLLECTIONS**

The Enhanced Court Collections (ECC) program was established pursuant to Senate Bill 940, which requires each California Superior Court or county to implement a collections program to better enforce payment of various court-ordered fines and fees. In FY 2006-07, the ECC was created by a memorandum of understanding with the courts to provide collection services for delinquent fines. ECC collects delinquent fines and fees then forwards them to the courts for distribution to the county and other jurisdictions. The ECC program is under the administrative oversight of the Department of Child Support Services.

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## 2. CHILD SUPPORT SERVICES

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. The department's current workload includes approximately 3,300 open child support cases

## VII. 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**

MEASURES	FY 2007-08 Actual	FY 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Target	FY 2011-12 Target
<b>Effectiveness Measures</b>					
➔ Percent of cases with support orders	92.5%	85.8%	91.9%	90.7%	93.0%
➔ Percent of collections on current support due	68.7%	62.5%	62.2%	69.5%	69.5%
➔ Percent of cases with collections on arrears	66.3%	62.1%	62.7%	71.2%	71.2%

➔ indicates Key Measure

#### **Story Behind Performance:**

As of January 2011, the department is continuing to see improvement in the performance numbers. This improvement trend is expected to continue as efforts to refine business processes move forward, automated systems are enhanced for better performance results, and the economy begins to recover.