

# **Child Support Services FY 2012-13 Performance Plan**

---

## **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. PROGRAM DESCRIPTION AND RESPONSIBILITIES**

### **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.

### **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.

# Child Support Services FY 2012-13 Performance Plan

---

## IV. ACCOMPLISHMENTS FOR FY 2011-12

The Child Support Services program

- Ranked second highest in overall performance within the State of California, making 2010-11 the eighth consecutive year to be ranked among the top ten performing local child support agencies in the State
- Distributed \$10.7 million in child support collections (both current support and arrears collections)
- Increased the cost effectiveness of the child support program by 2.1 percent

The Enhanced Court Collection division

- Ranked in the top six performing county programs in the State for gross recovery and success rate of court ordered debt per the Administrative Offices of the Courts (AOC) Annual Report
- Collected \$3.3 million in delinquent court-ordered debt
- Increased collections by 10 percent over last year making FY 2010-11 the highest grossing year in Enhanced Court Collection (ECC) history

## V. GOALS AND KEY INITIATIVES FOR FY 2012-13

### GOAL I

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

**Countywide Goal**

III. Sustainable Communities

#### **FY 2012-13 Key Initiatives**

1. Increase child support collections by 3.0 percent
2. Establish paternity for all children in the Marin County child support caseload
3. Establish support orders for all children in the Marin County child support caseload

### GOAL II

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

**Countywide Goal**

VI. Excellent Customer Service

#### **FY 2012-13 Key Initiatives**

1. Provide coaching to staff based on performance planning strategies
2. Continue using early intervention strategies to prevent payment delinquencies and provide proactive case management

# Child Support Services FY 2012-13 Performance Plan

---

## **GOAL III** **Improve cross-functional communication and cooperation**

<b>Countywide Goal</b>	VIII. Effective Communication
------------------------	-------------------------------

<b>FY 2012-13 Key Initiatives</b>
1. Collect and use data to effectively manage business process flows and provide excellent customer service
2. Expand approaches to outreach and education
3. Promote employee development and training

## **GOAL IV** **Expand the referral of aging traffic and criminal fine cases to the Franchise Tax Board (FTB) to include the FTB tax intercept program**

<b>Countywide Goal</b>	IX. Managing for Results
------------------------	--------------------------

<b>FY 2012-13 Key Initiatives</b>
1. Continue referring cases to the Franchise Tax Board intercept program

## **GOAL V** **Maintain a successful case referral interface with the courts**

<b>Countywide Goal</b>	VIII. Effective Communication
------------------------	-------------------------------

<b>FY 2012-13 Key Initiatives</b>
1. Continue to meet regularly with the Courts to ensure effective and efficient communication, data exchange, and program performance

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

- Working with many formerly paying people who are now out of work and no longer paying child support or court-ordered debt due to the economic downturn.

# Child Support Services FY 2012-13 Performance Plan

## VII. PERFORMANCE MEASURES

### CHILD SUPPORT SERVICES

<b>Department Goal</b>	Goal I: Ensure the best case, account and payment processing possible through effective program management <a href="#">Click here to enter text.</a>
------------------------	--

**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 2008-09 Actual	FY 2009-10 Actual	FY 2010-11 Actual	FY 2011-12 Target	FY 2012-13 Target
<b>Effectiveness Measures</b>					
➔ Percent of cases with support orders	85.8%	91.9%	94.6%	93.0%	95.0%
➔ Percent of collections on current support due	62.5%	62.2%	66.6%	69.5%	69.5%
➔ Percent of cases with collections on arrears	62.1%	62.7%	65.9%	71.2%	71.2%

➔ Indicates a Key Measure

**Story Behind Performance:** Local Child Support agencies are scored individually and comparatively across the state based on key federal performance measurements. In fiscal year 2010-11 Marin County Department of Child Support Services showed major improvements in these key factors. This fiscal year the program moved from being ranked as the eighth highest performing program in the State to being the second highest performing program in the State. Staff dedication to strategic performance targets, improved business process flows, and caseload stratification all contributed to this increase in overall program performance for fiscal year 2010-11.