

# **Child Support Services FY 2013 - 14 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.

## **IV. Accomplishments for FY 2012-13**

### **The Child Support Services program:**

- Awarded the highest in overall performance within the State of California, making 2011-12 the ninth consecutive year to be ranked among the top ten performing local child support agencies in the state
- Won a Director's Excellence Award from the California Department of Child Support Services for exceeding all six state-set performance goals
- Awarded the Most improved very small county in performance from the California Department of Child Support Services
- Awarded the Highest Performing very small county from the from the California Department of Child Support Services
- Awarded the highest increase in support collections from the California Department of Child Support Services
- Distributed \$11.8 million in child support collections (both current support and arrears collections), a 9.4 percent increase over last year and the highest increase in the state
- Increased the cost effectiveness of the child support program by 14.5 percent

### **The Enhanced Court Collection program:**

- Ranked in the top 15 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 \$3.4 million in delinquent court-ordered debt, an increase of \$122,416 over the last year, making FY 2011-12 the highest grossing year in Enhanced Court Collection (ECC) history

## **V. 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.

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### VI. Performance Plan

Department Goal	Countywide Goal
Goal I: Ensure the best case, account and payment processing possible through effective program management	III. Sustainable Communities

Initiative Description	Program(s)
Increase child support collections by 3.0 percent	Child Support program
Establish paternity for all children in the Marin County child support caseload	Child Support program

**Program:** Child Support

**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

Effectiveness Measures	2009/10	2010/11	2011/12	2012/13	2013/14
	Actual	Actual	Actual	Target	Target
 Percent of cases with support orders	91.9%	94.6%	95.6%	95%	95%
 Percent of collections on current support due	62.2%	66.6%	69.6%	69.5%	71%
 Percent of cases with collections on arrears	62.7%	65.9%	69.4%	71.2%	72.2%

Department Goal	Countywide Goal
Goal II: Enhance competency depth within the department to increase organizational effectiveness	VI. Excellent Customer Service

Initiative Description	Program(s)
Provide coaching to staff based on performance planning strategies	Child Support; Enhanced Court Collection
Continue using early intervention strategies to prevent payment delinquencies and provide proactive case management	Child Support

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<b>Department Goal</b>	<b>Countywide Goal</b>
Goal III: Improve cross-functional communication and cooperation	VIII. Effective Communication

<b>Initiative Description</b>	<b>Program(s)</b>
Collect and use data to effectively manage business process flows and provide excellent customer service	Child Support
Expand approaches to outreach and education	Child Support
Promote employee development and training	Child Support; Enhanced Court Collection

<b>Department Goal</b>	<b>Countywide Goal</b>
Goal IV: Refer delinquent fine cases to the Franchise Tax Board	IX. Managing for Results

<b>Initiative Description</b>	<b>Program(s)</b>
Evaluate and assess impacts for mass case referrals to Franchise Tax Board intercept program and determine appropriate strategy for next year's referrals	Enhanced Court Collection program

<b>Department Goal</b>	<b>Countywide Goal</b>
Goal V: Maintain a successful case referral interface with the courts	VIII. Effective Communication

<b>Initiative Description</b>	<b>Program(s)</b>
Continue to meet regularly with the Courts to ensure effective and efficient communication, data exchange, and program performance	Enhanced Court Collection program