

# Child Support Services FY 2014-16 Performance Plan

---

## Contents

I. Mission Statement .....	1
II. Department Overview .....	1
III. Program Description and Responsibilities .....	1
Child Support Services .....	1
Enhanced Court Collections .....	2
IV. Accomplishments for FY 2014-15 .....	2
The Child Support Services Program: .....	2
The Enhanced Court Collections Program (ECC): .....	2
V. Key Challenges and Outstanding Issues .....	2
VI. Performance Plan.....	3

## 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. In FY 2006-07, the Enhanced Court Collections Program (ECC) was created by a memorandum of understanding with the courts to provide collection services for delinquent fines. ECC is under the administrative oversight of DCSS.

## III. Program Description and Responsibilities

### Child Support Services

The Department of Child Support Services 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 2014-16 Performance Plan**

## **Enhanced Court Collections**

The Enhanced Court Collections Program (ECC) 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. ECC collects delinquent fines and fees and forwards them to the courts for distribution to the County and other jurisdictions.

## **IV. Accomplishments for FY 2014-15**

### **The Child Support Services Program:**

- Awarded the second highest rank in overall performance within the State of California for federal fiscal year 2013 (October 2012 - September 2013), making this the tenth consecutive year of being ranked among the top ten performing local child support agencies in the state
- Won the Director's Excellence Award from the California Department of Child Support Services for meeting all five state-set performance goals
- Won the Director's Challenge Award from the California Department of Child Support Services for increasing distributed collection by five percent or more over the prior year's distributed collection amount
- Won the Superior Performance Award from the California Department of Child Support Services for exceeding all of the state's five-year Strategic Plan goals in 2013 (one year ahead of schedule), including increasing collections by 21.9 percent since 2010
- Awarded the Distributed Collections Performance Award from the California Department of Child Support Services for achieving the greatest percentage increase in distributed collections over the most recent three federal fiscal years in the 'very small county' category
- Awarded the 2013 Outstanding Program Award from the Western Interstate Child Support Enforcement Council

### **The Enhanced Court Collections Program (ECC):**

- Ranked in the top 14 performing county programs in the state for success rate of court-ordered debt per the Administrative Offices of the Court annual report to the legislature on the statewide collection of court-ordered debt
- Ranked in the top 19 performing county programs in the state for gross recovery rate of court-ordered debt per the Administrative Offices of the Court annual report to the legislature on the statewide collection of court-ordered debt.
- Collected \$3.4 million in delinquent court-ordered debt, an increase of \$35,066 over the previous year, making FY 2012-13 the highest grossing year in ECC history

## **V. Key Challenges and Outstanding Issues**

- The department is still seeing the effects of the economic downturn on people who are continuing to be out of work or underemployed and struggling to pay child support or court-ordered debt

## Child Support Services FY 2014-16 Performance Plan




### VI. Performance Plan

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

Initiative Description	Program(s)
Ensure that every child within the County's child support caseload has an order for support	Child Support Services Program
Establish paternity for all children in the County's child support caseload	Child Support Services Program
Increase the percentage of current child support collected and distributed within the month that it is due by two percent annually.	Child Support Services Program

**Program:** 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

	Effectiveness Measures	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16
		Actual	Actual	Actual	Target	Target	Target
	Percent of cases with support orders	94.9%	96.1%	97.0%	97.0%	97.0%	97.0%
	Percent of collections on current support due	66.5%	70.7%	76.1%	78.1%	78.1%	78.1%
	Percent of cases with collections on arrears	65.9%	69.4%	72.6%	72.2%	80.6%	80.6%

**Story Behind Performance:**

The Child Support Services Program (CSS) works to enhance the well-being of children and the self-sufficiency of families by providing professional services to locate parents, establish paternity, and establish and enforce orders for financial and medical support. The department is dedicated to ensuring that all children in the CSS caseload receive consistent and timely financial support from their parents as ordered by the courts. The department uses a federal fiscal year (October 1 - September 30) to set and report effectiveness measures.

**Child Support Services  
FY 2014-16 Performance Plan**

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

Initiative Description	Program(s)
Provide coaching and training opportunities to staff based on performance planning strategies	Child Support Services, Enhanced Court Collections
Use early intervention strategies to prevent payment delinquencies and provide a proactive approach to case management	Child Support Services

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

Initiative Description	Program(s)
Collect and use data to effectively manage business process flows and provide excellent customer service	Child Support Services
Expand approaches to public outreach and education	Child Support Services
Promote employee development and training	Child Support Services, Enhanced Court Collections

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

Initiative Description	Program(s)
Meet regularly with the courts to ensure effective and efficient communication, data exchange, and program performance	Enhanced Court Collections