

## Section 15

### Child Support Services

# CHILD SUPPORT SERVICES

## NO PRESENTATION

### SIGNIFICANT ACCOMPLISHMENTS

- Collected and distributed \$26 million in court-ordered family support payments in Federal Fiscal Year 2009, of which:
  - \$21.3 million (81.9%) went to families
  - \$ 4.2 million (16.2%) was returned to the Federal and State Government to reimburse expenditures for public assistance grants, and
  - \$ .5 million (1.9%) was forwarded to Santa Barbara County Departments to reimburse expenditures for placement of minors in local juvenile facilities (Probation) and for public assistance grants (Social Services).
  
- Established robust early intervention program that facilitated early communication with clients, resulting in 4.7% increase in number of support orders established in a timely manner; number of support orders established increased from 77.1% to 81.8% in 9 months.
  
- Entered into Plan of Cooperation with Ventura Department of Child Support Services to partner with them on ECSS, our statewide call center that routes calls to specialized teams as first point of contact; resulting in significant improvements in call wait-times, and enabling five caseworkers in Santa Barbara to focus on core casework activities.

## SERVICE LEVEL REDUCTIONS

- Reduction of 7 full-time equivalents (FTEs) during a time when Department is pressured to increase performance on federal performance measures. Overall performance and collections could be impacted.

## LAYOFFS

- Recommended budget includes 6.0 FTEs for layoff; and 1.0 FTE is attributed to the Retirement Incentive Program and will not be filled in FY 2010-11. No layoffs due to SEIU 620 concessions.

## EXPANSION REQUESTS

- No budget expansion requests. Child Support is 100% funded with Federal and State revenues.