

## CHILD SUPPORT SERVICES DEPARTMENTAL OVERVIEW

The mission of Child Support Services is to serve children and families by establishing parentage and enforcing support orders in a fair and equitable manner.

The department establishes and enforces child and medical support orders through a variety of case management services that include locating non-custodial parents, establishing parentage, and establishing, enforcing, and modifying orders for both child and medical support. The enforcement of child support orders encompasses the collection and distribution of payments and the maintenance of accurate accounting records.

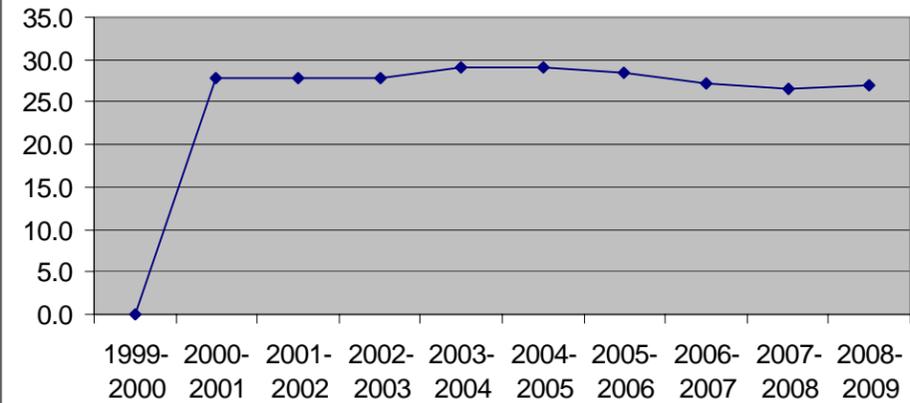
The department has one cost center, Child Support Services. There are 90.6 FTE staff positions, with offices in Santa Barbara and Santa Maria. Services are provided to residents in both the incorporated and unincorporated areas of the County, and when appropriate, to out-of-county residents in cooperation with other country, state, and county jurisdictions.

### Child Support Services

Two subdivisions are included in the single cost center. The Administration sub-division administers the delivery of the basic child support case management services, as well as implements Statewide policy and directives and provides expertise to the State Department of Child Support Services. The Collection and Case Management sub-division delivers basic child support activities such as: locating parents and their assets; establishing paternity; gathering all pertinent data to establish fair and equitable child and medical support orders and then enforcing those orders; reconciling accounts; establishing payment plans for arrears; generating wage assignments; and preparing a case for criminal prosecution requests.

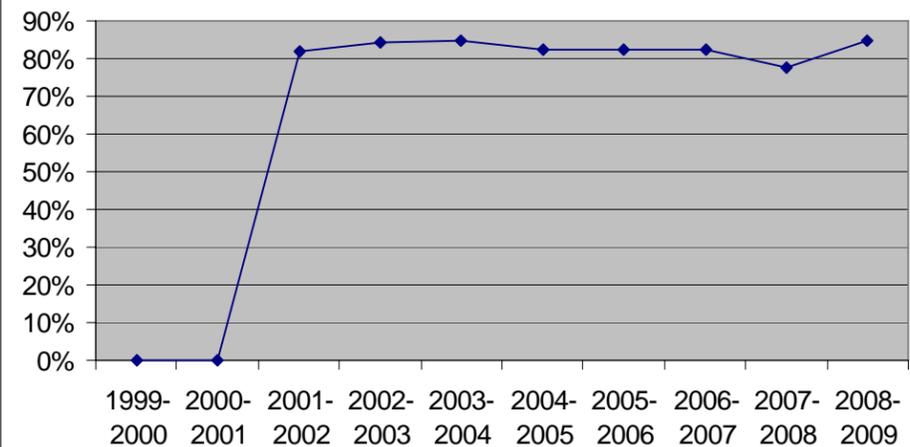
## CHILD SUPPORT SERVICES KEY TREND ANALYSIS

**Dollars received for ongoing and arrearage collections  
(in millions)**



Current overall collections are lower than their peak in FY 2003-2004 due to numerous systems conversion activities which diverted staff from core activities and created learning curves on new systems. Collections are expected to increase as the new statewide system stabilizes and efficiencies from the new system are gained.

**Establish an order for support in open cases**



The trend of establishing an order for support in open cases shows a decrease in FY 2007-2008 due to Statewide CSE (Child Support Enforcement) system transition and data conversion. The budgeted number reflects an increase to desired goal due to systems stabilization and a workforce experienced with the new system.

## Performance Measure Legend

Department-wide Effectiveness Performance Measure

Change to Performance Measure

Performance Measure to Delete

New Performance Measure

Budgets shown in Millions (\$M) or Thousands (\$K)

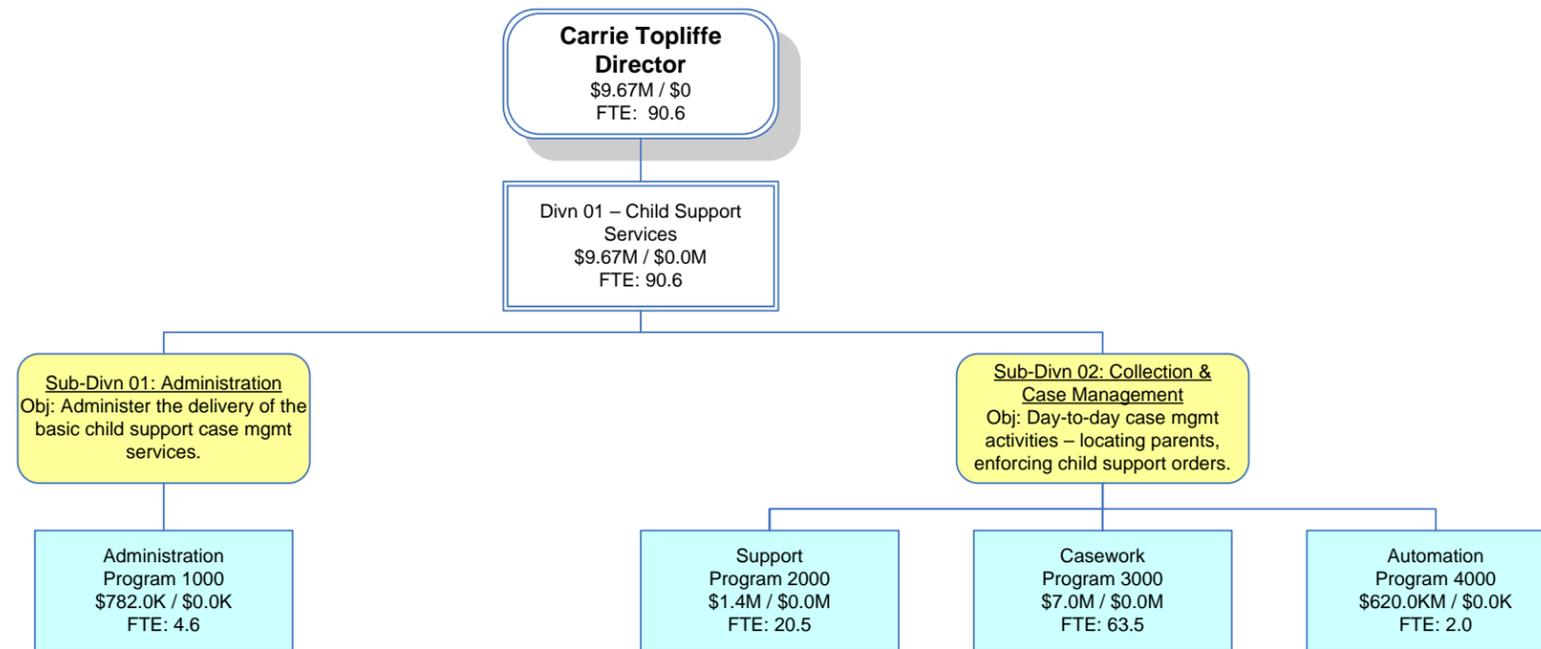
Program Budgets are \$Total Uses / \$Total General Fund Contribution

Division: # & Title from FIN5  
Cost Center Report  
Budget/GFC from CCID  
(Financial Data by DIVN)

Sub-Divn: # & Name from Cost  
Center Report  
Obj: from CCID Inventory

Program: Title from FIN  
Number From FIN  
Budget/GFC from CCID  
(Financial Data by Prog)  
FTE: CCID or Sal Model

## CHILD SUPPORT SERVICES



Maintain the rate of Workers' Compensation claims filed between 90 - 100% of the previous year's actual claims filed.

Maintain the rate of General Liability claims filed at no more than 90 - 100% of the previous year's actual claims filed

Maintain a productive workforce through a countywide Lost Time Rate of 5.8% or less.

Maintain a quality workforce through completing 95 - 100% of departmental Employee Performance Reviews (EPRs) by the Anniversary Due Date.

Update 100% of the quarterly financial projections to ensure that actual departmental expenditures, at the end of the fiscal year, are within State appropriations.

File 100% of 4 quarterly claims by the 15th of the month following the end of each quarter to expedite revenue recovery.

Monitor and improve performance through review of data at no less than 4 department-wide info sessions.

Conduct a customer satisfaction survey with open-ended questions in each of the three branch offices and web-based surveys at least quarterly for a total of 12 annually. Comments provide timely feedback and enable us to continual process improvement

Conduct a minimum of 8 informational presentations and outreach projects annually to inform the public of the Department's services to ensure that the community is well informed and knows how to access available services

Ensure that every \$1.00 expended for Santa Barbara County Child Support results in at least \$2.50 in distributed collections.

Enforce Court Orders such that State Distribution Unit (SDU) can receive and distribute \$300,000 to Santa Barbara Department of Social Services for the reimbursement of public assistance expenditures.

Enforce Court Orders such that State Disbursement Unit (SDU) can receive and distribute to State and Federal Government, on behalf on Santa Barbara County, a total \$4,500,000 annually for reimbursement of public assistance expended.

Enforce Court Orders such that State Distribution Unit (SDU) can receive and distribute to Santa Barbara Probation Department a total of \$350,000 annually to reimburse Juvenile placement costs to the County.

Obtain a payment for ongoing support in 73% of cases where ongoing support is ordered.

Obtain a 59.4% collection rate of total current support due, thus providing a reliable source of income and helping families achieve a greater level of self-sufficiency.

Establish an order for support in 85% of cases in our caseload.

Ensure paternity establishment for 90% of children in the total caseload.

Enforce Court Orders such that State Disbursement Unit (SDU) can receive and distribute, on behalf of Santa Barbara County, a total of \$27,000,000; includes both on-going and arrearage collections.

Obtain a payment for arrears in 66.2% of the estimated 12,000 cases that have an arrearage.

Ensure that at least 90% of responses received from bi-annual department surveys rate information technology support services as excellent.