

CHILD SUPPORT SERVICES

NO PRESENTATION

SIGNIFICANT ACCOMPLISHMENTS

- Collected and distributed \$26.2 million in court-ordered family support payments in Federal Fiscal Year 2008, of which:
 - \$20.8 million (79.4%) went to families
 - \$ 4.8 million (18.2%) was returned to the Federal and State Government to reimburse expenditures for public assistance grants, and
 - \$.6 million (2.4%) 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).
- Achieved cost effectiveness ratio of \$2.87 (every dollar expended for Santa Barbara County Child Support Services results in \$2.87 in distributed collections. This is the highest number in three years, and ranks Santa Barbara County higher than other same sized counties as well as State average.
- Restructured organization to accommodate closure of Lompoc office, and to create efficiencies by developing functional teams for Case Creation, Establishment, and Enforcement; and a specialized customer service team that manages newly implemented call center.

SERVICE LEVEL REDUCTIONS

- Reduction of 10 positions during a time of major system and process changes potentially leading to a drop in overall collections.

LAYOFFS

- No layoffs

EXPANSION REQUESTS

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