

# Child Support Services

Case Management & Collections

**Joni Maiden**

Director



FY 2020-21  
**BUDGET WORKSHOPS**

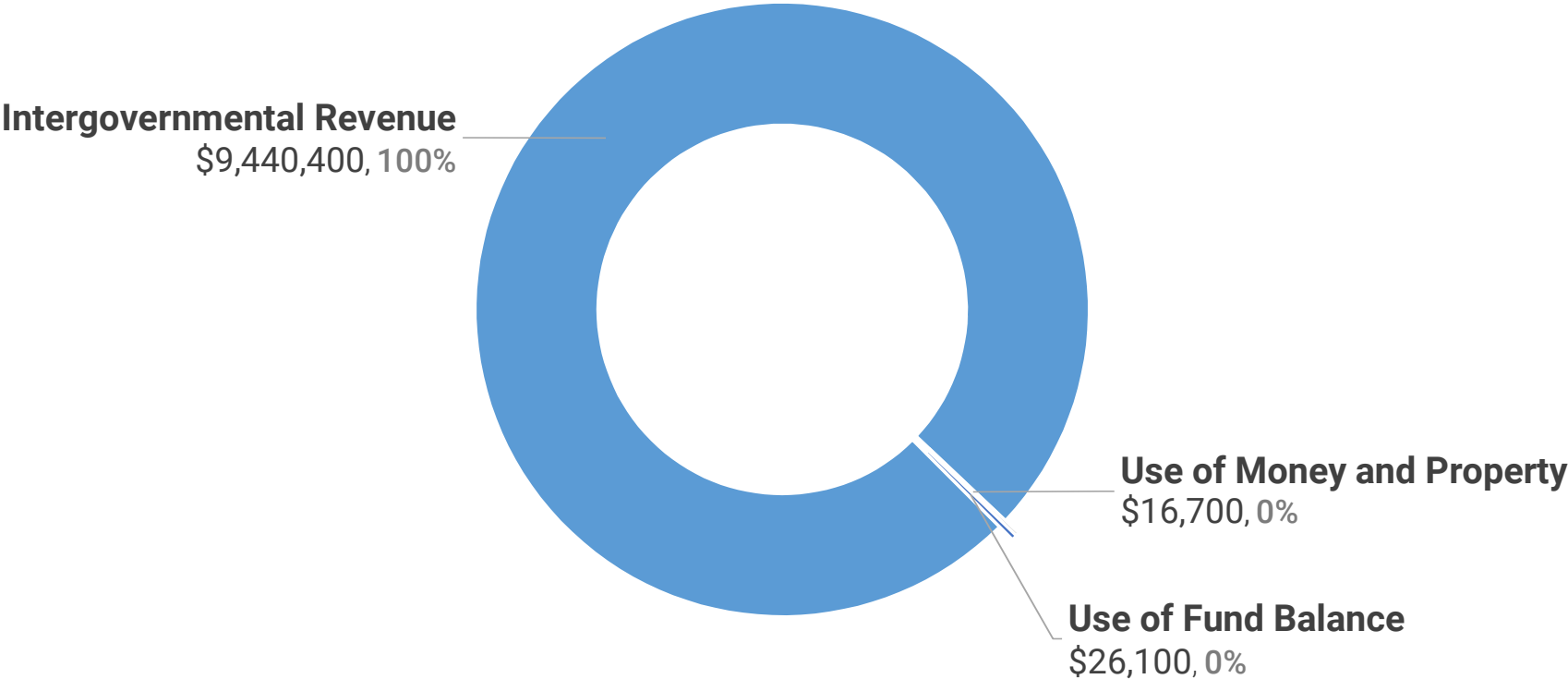
## Key Challenges & Emerging Issues

- The Department continues to reduce operational costs, primarily staffing, due to flat child support funding
- Anticipated retirements totaling 4% of the Department's workforce in calendar 2020, with more to follow in 2021 and 2022
- Development of future departmental leaders
- COVID-19 has resulted in office closure to public and 70% of employees teleworking (30% in office)
- COVID-19 impact on collections / performance measures uncertain at this early date

## Budget Summary

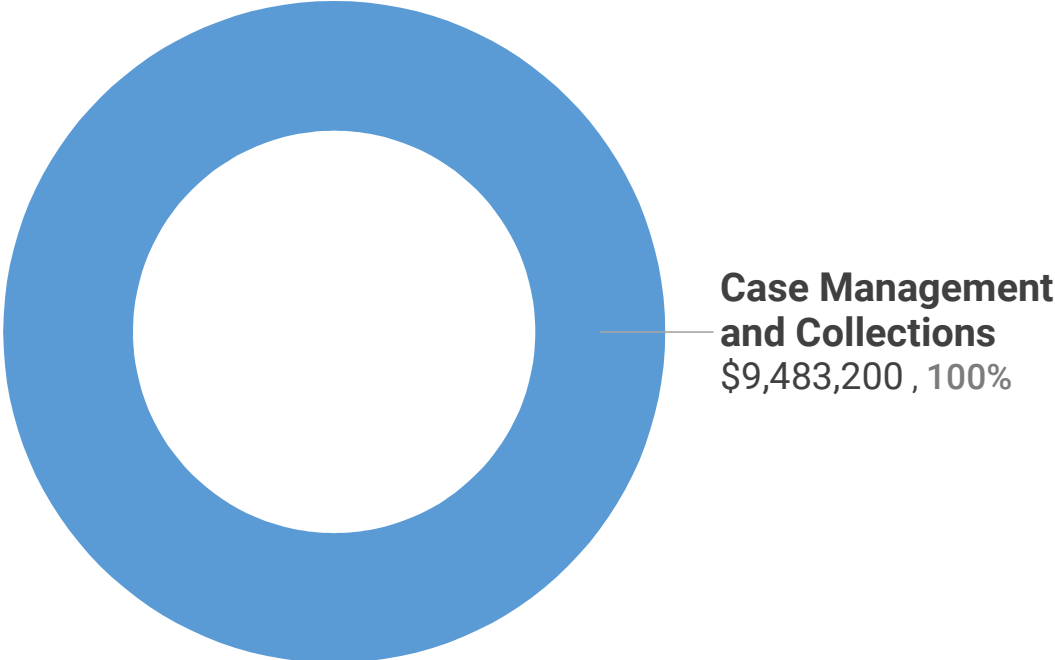
Operating Budget	\$ 9,483,200
Use of One-Time for Ongoing Operations	\$ 26,100 (<1% of budget)
Capital Budget	\$ -0-
General Fund Contribution	\$ -0-
Full-Time Equivalents	68.05
Service Level Reductions	\$ -0-
Restoration Requests	\$ -0-
Expansion Requests	\$ -0-

# Source of Funds

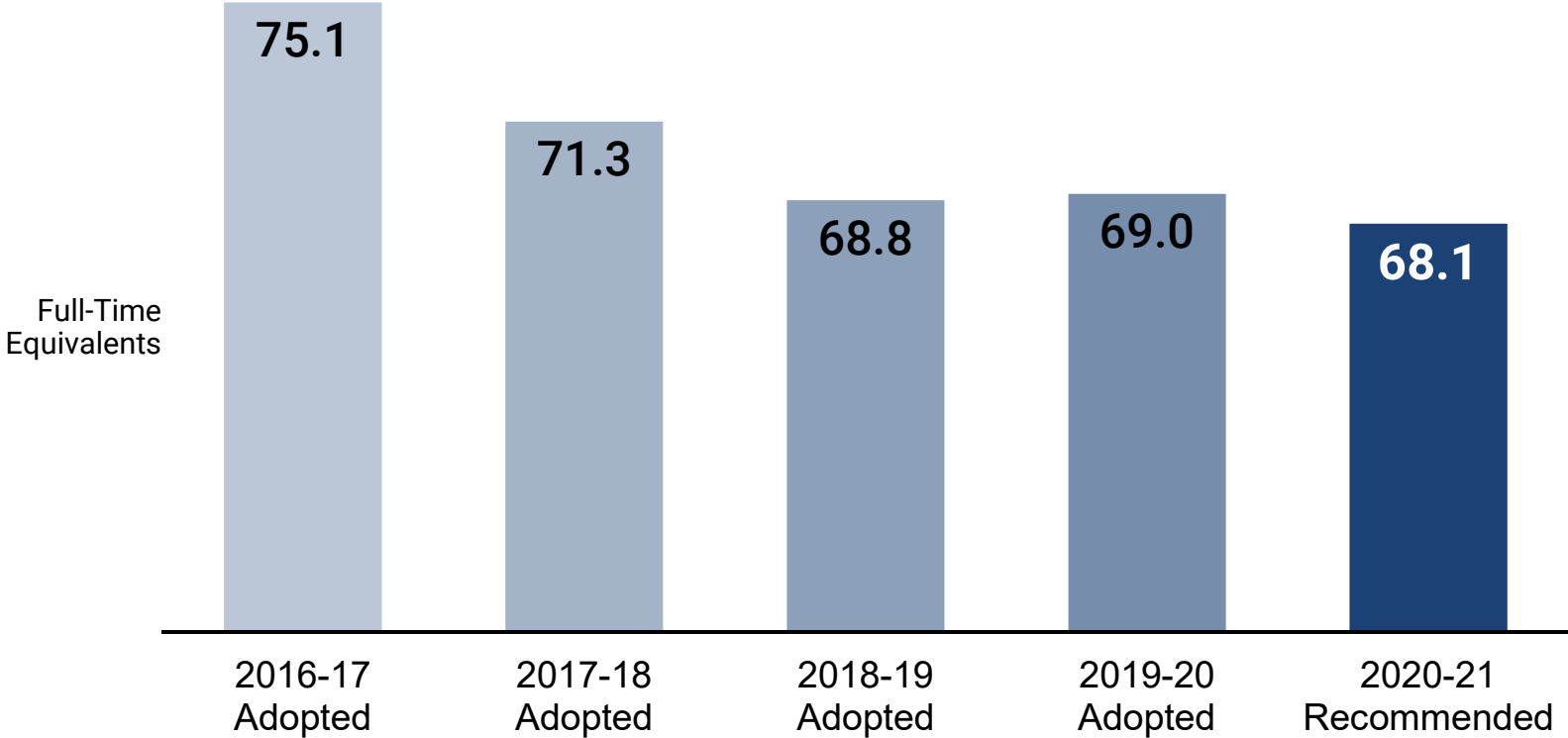


# Use of Operating Funds

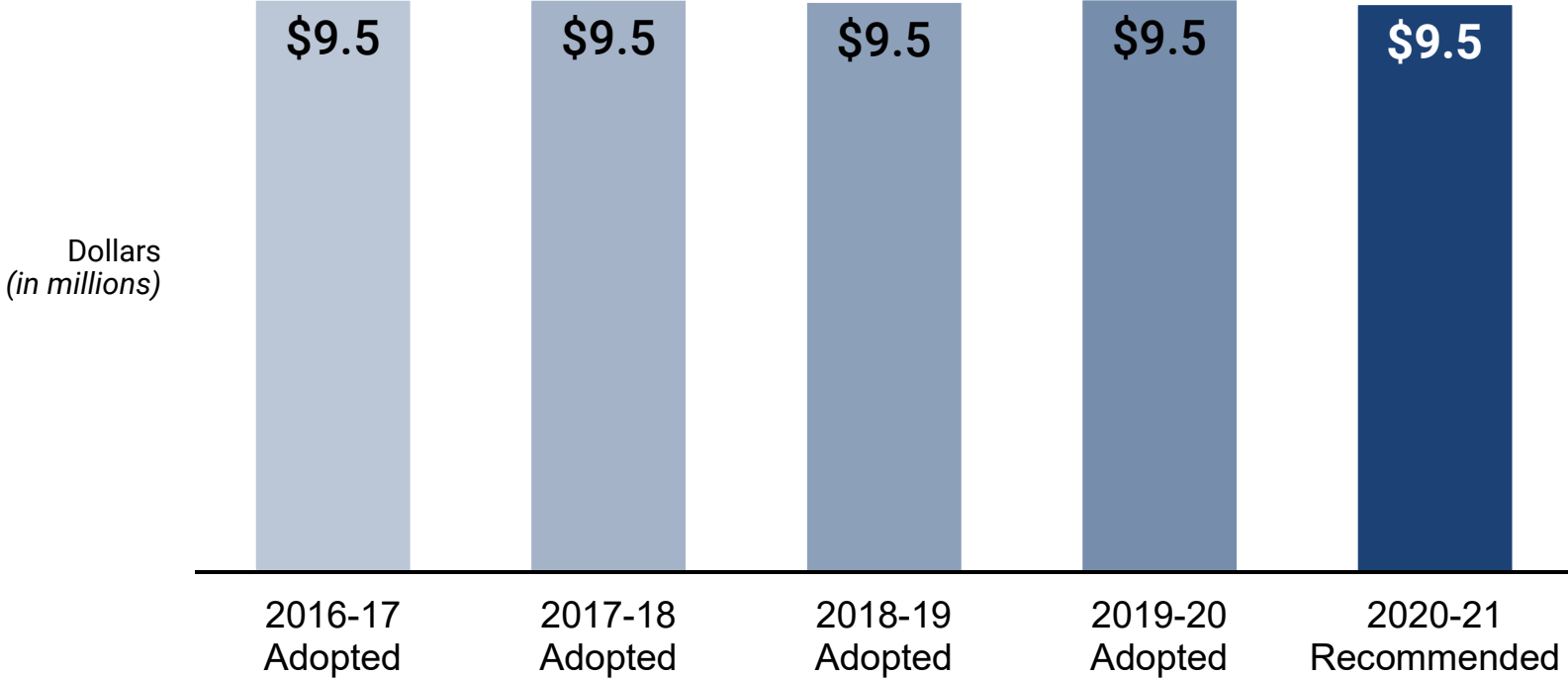
By Budget Program




# Staffing Summary




# Operating Revenue





## FY 2019-20 Anticipated Accomplishments


- In Federal Fiscal Year ended Sept. 2019, collected and distributed \$28.7 million for child support
- \$25.0 million went directly to families, \$13.3 million to federal and State governments and \$228,300 to the County to reimburse expenditures for public assistance grants
- Conducted strengths-based, customized leadership training and coaching to further succession planning efforts 
- Attained the highest cost effectiveness ratio (ratio of child support collections to program expenditures) in the history of the Department

 Renew '22  
Departmental Initiative



## FY 2020-21 Objectives

- Utilize self-service check-in kiosks to optimize front counter operations and make data-focused decisions 
- Reorganize certain staff functions to deliver more efficient and effective customer service 
- Streamline employee performance review process
- In collaboration with the State, increase outreach to families who could benefit from our services

 Renew '22  
Departmental Initiative

## RENEW '22 | Big Picture Goals

### RE-DESIGN

- Install self-service check-in kiosks in Santa Maria and Santa Barbara office locations
- Identify and enroll employees as appropriate in County-provided process improvement training

### RE-BALANCE

- Restructure staffing to streamline supervisory roles with the goal of increasing cost savings

## RENEW '22 | Big Picture Goals

### RESPOND

- The department currently conducts surveys of its external customers but, in FY 2020-21, we will strive to reach a wider audience with our surveys (for example, customers present in Court for Court hearings).

### RETAIN

- Conduct strengths-based, customized leadership training and coaching to further succession planning efforts. We began providing this training in FY 2019-20 and it will continue through FY 2020-21.

# Performance Measures

Description	2017-18 Actual	2018-19 Actual	2019-20 Est. Actual	2020-21 Recommended
% of cases with court-established orders <i>Statewide average = 92.1%</i>	<b>93.7%</b> 11,207 / 11,964	<b>94.5%</b> 11,218 / 11,874	<b>94.5%</b> 11,169 / 11,821	<b>94.5%</b> 11,340 / 12,000
% current court ordered payments collected and distributed <i>Statewide average = 66.6%</i>	<b>67.7%</b> \$20.1M / \$29.7M	<b>67.8%</b> \$20.2M / \$29.9M	<b>68.0%</b> \$20.3M / \$29.9M	<b>68%</b> \$20.3M / \$29.9M
% of cases with arrears that have past due payments collected/distributed <i>Statewide average = 66.7%</i>	<b>70.7%</b> 6,427 / 9,090	<b>70.4%</b> 6,438 / 9,139	<b>71.0%</b> 6,461 / 9,100	<b>71.0%</b> 6,461 / 9,100
% paternity established for children born out-of-wedlock <i>Statewide average = 101.5%</i>	<b>108.4%</b> 9,194 / 8,483	<b>107.3%</b> 9,074 / 8,455	<b>100%</b> 8,189 / 8,189	<b>100%</b> 8,200 / 8,200

# Performance Measures

Description	2017-18 Actual	2018-19 Actual	2019-20 Est. Actual	2020-21 Recommended
Ratio of dollars expended compared to dollars in distributed collections Statewide average = \$2.51	<b>\$2.94</b>	<b>\$3.08</b>	<b>\$3.00</b>	<b>\$3.00</b>
Dollars collected/distributed for child support	<b>\$29.0M</b>	<b>\$28.7M</b>	<b>\$29.0M</b>	<b>\$29.0M</b>
Dollars collected/distributed as reimbursement for public assistance grants	<b>\$3.7M</b>	<b>\$3.7M</b>	<b>\$3.7M</b>	<b>\$3.7M</b>
% Employee Performance Reviews completed by the due date	<b>100%</b> 70 / 70	<b>97%</b> 66 / 68	<b>99%</b> 67 / 68	<b>100%</b> 68 / 68

## Service Level Reductions

**NONE**

## Summary

- Continuing staff reductions and identifying efficiencies to offset rising salaries and benefits costs
- Developing future leaders with strengths-based, customized training and coaching and actionable, data-driven feedback
- Maximizing use of technology in exploring and implementing efficiency measures, both independently and in collaboration with the State and with other County departments
- COVID-19 impact on collections / performance measures uncertain at this early date

“ There can be no keener revelation of a society’s soul than the way in which it treats its children.

”

Nelson Mandela



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