

# Child Support Services

Tina Taylor – Director

<b>107-2600</b>	<b>FY 13/14 Adopted Budget</b>	<b>FY 14/15 CAO Recommended</b>	<b>Change</b>
<b>EXPENDITURES</b>			
Salaries and Benefits	2,859,213	2,918,643	0
Services and Supplies	994,794	1,006,502	0
Other Charges	105,563	34,425	0
Fixed Assets	0	0	0
<b>TOTAL EXPENDITURES</b>	<b>3,959,570</b>	<b>3,959,570</b>	<b>0</b>
<b>REVENUE</b>			
Fed/State	3,959,570	3,959,570	0
Grant	0	0	0
Realignment	0	0	0
Fees/Misc	0	0	0
<b>TOTAL REVENUE</b>	<b>3,959,570</b>	<b>3,959,570</b>	<b>0</b>
<b>FUND BALANCE</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET COUNTY COST</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Program Description

Each California County has a Child Support Services Department. The Federal Office of Child Support Enforcement and the State Department of Child Support Services oversee the program.

Yuba County Department of Child Support Services (YCDCSS) is funded solely by Federal and State money. The program is 66% federally funded and 34% state funded. There are no County general fund dollars used to support the program.

YCDCSS educates the public about our services and delivers quality customer service while performing the following functions:

- Locating parents and employers
- Establishing paternity and child support orders
- Modifying orders

- Enforcing child support orders
- Establishing and enforcing medical support
- Collecting and distributing support to the families of Yuba County

YCDCSS provides services to approximately 4,500 families and distributes over \$6.6 million in support.

At one time, YCDCSS had approximately 85 staff members. Due to multiple years of flat line allocations, specific attention to cost effectiveness and increased costs, there are currently only 32 filled positions and 4 vacant positions allocated.

## Accomplishments

### FY 2013-2014

The Yuba County Department of Child Support Services (YCDCSS) continues to focus on State

# Child Support Services

Tina Taylor – Director

Compliance timeframes and the Federal Performance Measures.

The department successfully met the goals established for paternity establishment and collections on current support and saw an increase to cases with a collection on arrears. This means more families within Yuba County are receiving the benefit of child support. The work done by staff is making a difference to the community and the state.

## Federal FY 2012/13 Performance Results

Distributed Collections - \$6,606,491  
Pct of Current Child Support Collected – 65.66%  
Pct of Cases w/Arrearage Collection – 62.52%  
Pct of Cases w/Paternity Established – 108.16%  
Pct of Cases w/a Child Support Order – 90.29%  
Cost Effectiveness - \$1.99

YCDCSS has continued to meet State Compliance Requirements and Expedited Process by taking the appropriate actions on cases and completing them timely.

YCDCSS has been working on a large imaging project over the past couple of years. This project entailed scanning all of our open case files into our computer system. The project was completed in February 2014. New processes are being developed to continue to become paperless and more efficient. Staff is now tackling the imaging of the closed files.

In order to be a more cost effective program, provide better customer service, and due to reduced staffing levels the YCDCSS began routing all incoming calls to the Butte County DCSS call center several years ago. This model allows the department to return all calls in less than 24 hours and allows for the customer to receive immediate assistance. This model also provides additional time for the Case Manager to work cases more efficiently while focusing on improving performance.

Outreach activities are important in order for YCDCSS to inform the public of the services that we provide. The YCDCSS has been very involved in community organizations and events in FY 2013/14 by attending many public events throughout the County. YCDCSS attends the following meetings and events:

- Loma Rica Wild Hog Glory Daze
- Loma Rica Fall Festival
- Yuba County Jail (Quarterly)
- Yuba County Probation Department Successful Connections (Quarterly)
- Welfare to Work presentations
- Yuba County Foster Care Independent Living Program
- 1<sup>st</sup> Five Community Fairs
- Yuba County Health Fair
- Teen Pregnancy Prevention Coalition
- Bi-County Interagency Coalition
- Presents information at the local high schools

August is Child Support Awareness month. The banner across 5<sup>th</sup> and D Street can be seen each year throughout the month. This year the department also had a joint ad with Sutter County DCSS at our local theatre advertising our services.

## Goals and Objectives FY 2014-2015

YCDCSS is striving to maintain and improve upon goals set by the State DCSS. Federal FY Performance Goals are:

Distributed Collections - \$6,936,815  
Pct of Current Child Support Collected – 67.7%  
Pct of Cases w/Arrearage Collection – 64.5%  
Pct of Cases w/Paternity Established – 100%  
Pct of Cases w/a Child Support Order – 90.3%  
Cost Effectiveness - \$2.25

# Child Support Services

*Tina Taylor – Director*

In addition to the goals above, YCDCSS is focusing on customer service and outreach. Yuba County does not currently have a birthing hospital, but may with the future construction happening. So YCDCSS is currently working with Sutter County DCSS to perform joint outreach at the hospital in Sutter County and provide information and resources to them regarding the Paternity Opportunity Program (POP). This program allows for paternity to be established for unmarried parents while they are still in the hospital by signing a voluntary Declaration of Paternity. Unmarried parents who sign the Declaration form help their child(ren) gain the same rights and privileges of a child born within a marriage such as financial support, access to medical records, medical benefits and the support of both parents.

The foundation of performance improvement efforts continues to be Early Intervention. The objective of the Early Intervention focus is to increase collections through increased customer contact, outreach, and education early in the life of a case. The desire is that this will increase the collection of support with consistent and reliable payments and prevent and reduce arrears while enhancing customer service by engaging the customer early in the child support process. Welcome appointments and multiple phone calls throughout the process are initiated by the department to inform the customer of the next steps and processes. The staff is directed to be a proactive participant on assigned cases.

## **Pending Issues/Policy Considerations FY 2014-2015**

YCDCSS has seen a decrease in the number of cases due to a change in State policy that excludes Medical Needy Only (MNO) cases from being referred from Health and Human Services. Consequently, the department needs

to perform outreach to those customers as well as the Non IV-D caseload to maintain our caseload counts and collections.

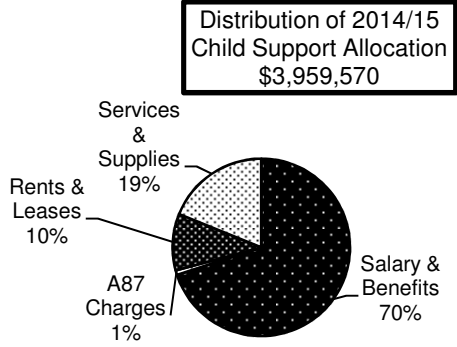
Collections of support remain a constant challenge across the state. As the economy struggles and as unemployment benefits stop so do child support collections.

Cost Effectiveness compares the total amount of distributed collections to the total amount of expenditures for the fiscal year, expressed as a dollar amount. With reduced collections and increased expenses annually, this performance measure has been a challenge. In order to improve Cost Effectiveness, the department has attempted to reduce expenses resulting in unspent allocation. Additional reductions to spending could jeopardize the amount of State and Federal funding that could be received in the future. The Department must spend all of the funding that is received in order to maintain this level of funding.

This budget is essentially a status quo budget request; the final state allocation letter will not be received until the governor signs the budget. YCDCSS expects to receive a level of funding similar to the flat level that we have received in prior years. Although the allocation remains constant, increased costs have an effect over time of reducing funding for the program. The Department has relied upon attrition for cost savings in order to absorb increases in the past. While we anticipate being able to continue to provide essential services this fiscal year, future changes may be required. FY 13/14 allocations are being used to prepare this budget. Below is how the department proposes to use the allocated funds.

# Child Support Services

Tina Taylor – Director



ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ACTUAL EXPENDITURES 2011-2012	ACTUAL EXPENDITURES 2012-2013	BOS APPROVED 2013 - 2014	CAO RECOMMENDED 2014 - 2015
YCDCSS					
Salaries & Benefits					
107-2600-421.01-01	REGULAR	1,876,655	1,869,913	2,029,996	2,088,765
107-2600-421.01-04	OVERTIME	0	76	0	0
107-2600-421.01-07	VACATION PAY	916	3,578	30,064	0
107-2600-421.02-02	CO SHARE PERS	257,871	265,143	304,814	320,299
107-2600-421.02-04	GROUP HEALTH INSURANCE	328,191	337,127	407,742	403,108
107-2600-421.02-05	MEDICARE	24,817	24,777	27,779	27,273
107-2600-421.02-06	WORKERS COMP INS	23,093	31,023	45,752	76,307
107-2600-421.02-07	LIFE INSURANCE	1,352	1,311	1,429	1,426
107-2600-421.02-08	UNEMPLOYMENT INS	20,658	9,744	10,229	0
107-2600-421.02-09	RETIREE HEALTHCARE INS	1,339	1,375	1,408	1,465
* Salaries & Benefits		2,534,892	2,544,067	2,859,213	2,918,643
Services & Supplies					
107-2600-421.12-00	COMMUNICATION	4,931	3,981	13,200	13,200
107-2600-421.15-00	INSURANCE	27,469	10,714	8,660	12,962
107-2600-421.17-00	MAINTENANCE/EQUIPMENT	8,062	9,187	14,200	14,200
107-2600-421.18-00	MAINTENANCE/BLDG & IMPROV	26,402	24,546	43,400	43,400
107-2600-421.20-00	MEMBERSHIPS	800	3,279	4,500	4,500
107-2600-421.22-00	OFFICE EXPENSE	42,568	32,708	93,875	93,875
107-2600-421.23-00	PROFESSIONAL SERVICES	100,358	80,193	339,995	339,995
107-2600-421.23-01	CRIMINAL	4,940	3,838	8,400	8,400
107-2600-421.26-00	RENTS & LEASES/BLDG & IMP	383,746	392,188	401,564	408,970
107-2600-421.29-00	TRAVEL	12,345	4,640	25,000	25,000
107-2600-421.30-00	UTILITIES	29,237	38,333	42,000	42,000
* Services & Supplies		640,858	603,607	994,794	1,006,502
Other Charges					
107-2600-421.53-01	A-87 CHARGES	108,078	180,196	105,563	34,425

ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ACTUAL EXPENDITURES 2011-2012	ACTUAL EXPENDITURES 2012-2013	BOS APPROVED 2013 - 2014	CAO RECOMMENDED 2014 - 2015
*	Other Charges	108,078	180,196	105,563	34,425
	Other Financing Uses				
107-2600-421.85-02	COMPENSATED ABSENCES	63,520	146	0	0
*	Other Financing Uses	63,520	146	0	0
**	YDCSS	3,347,348	3,328,016	3,959,570	3,959,570
***	YDCSS	3,347,348	3,328,016	3,959,570	3,959,570