

Child Support Services

Tina Taylor – Director

Child Support Svcs 107-2600	FY 21/22 Adopted Budget	FY 22/23 CAO Recommended	Change
EXPENDITURES			
Salaries and Benefits	\$2,459,527	\$2,424,053	(\$35,474)
Services and Supplies	\$737,696	\$785,835	\$48,139
Other Charges	\$215,176	\$202,511	(\$12,665)
Fixed Assets			\$0
TOTAL EXPENDITURES	\$3,412,399	\$3,412,399	\$0
REVENUE			
Fed/State	\$3,412,399	\$3,412,399	\$0
Grant			\$0
Realignment			\$0
Fees/Misc			\$0
TOTAL REVENUE	\$3,412,399	\$3,412,399	\$0
FUND BALANCE			\$0
NET COUNTY COST	\$0	\$0	\$0

Program Description

Child Support Services – 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 expended 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 works collaboratively with the courts, employers, and Health and Human Services.

The emphasis is shifting from that of an enforcement program to that of a customer service oriented program helping both parents maneuver the child support arena by helping families become financially

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self-reliant and at times giving children greater access to the resources of both parents. This requires enhanced communication skills, providing mediation and negotiation training, increasing customer feedback, and continuing a culture of collaboration, engagement, and innovation for all staff.

YCDCSS provides services to approximately 3,500 families and distributes over \$7.5 million in support.

Accomplishments FY 2021-2022

The Yuba County Department of Child Support Services continued to focus on State Compliance timeframes and the Federal Performance Measures.

YCDCSS distributed \$7,548,518 in child support for Federal Fiscal Year 2021.

Fiscal Year	Distributed Collections	Percent of Current Support Collected	Percent of Cases with Arrearage Collections	Percent of Cases with Paternity Established	Percent of Cases with a Child Support Order
2016/17	\$ 6,561,896	68.07%	67.59%	108.05%	91.09%
2017/18	\$ 6,642,097	66.28%	68.83%	108.49%	91.16%
2018/19	\$ 6,732,605	64.99%	68.60%	108.72%	89.58%
2019/20	\$ 7,982,912	66.34%	81.75%	103.34%	89.78%
2020/21	\$ 7,548,518	66.97%	76.77%	102.77%	90.83%

We continued to implement strategies to improve performance, specifically child support collections. However, downward caseload trends and reduced staffing levels directly impacted our ability to improve performance.

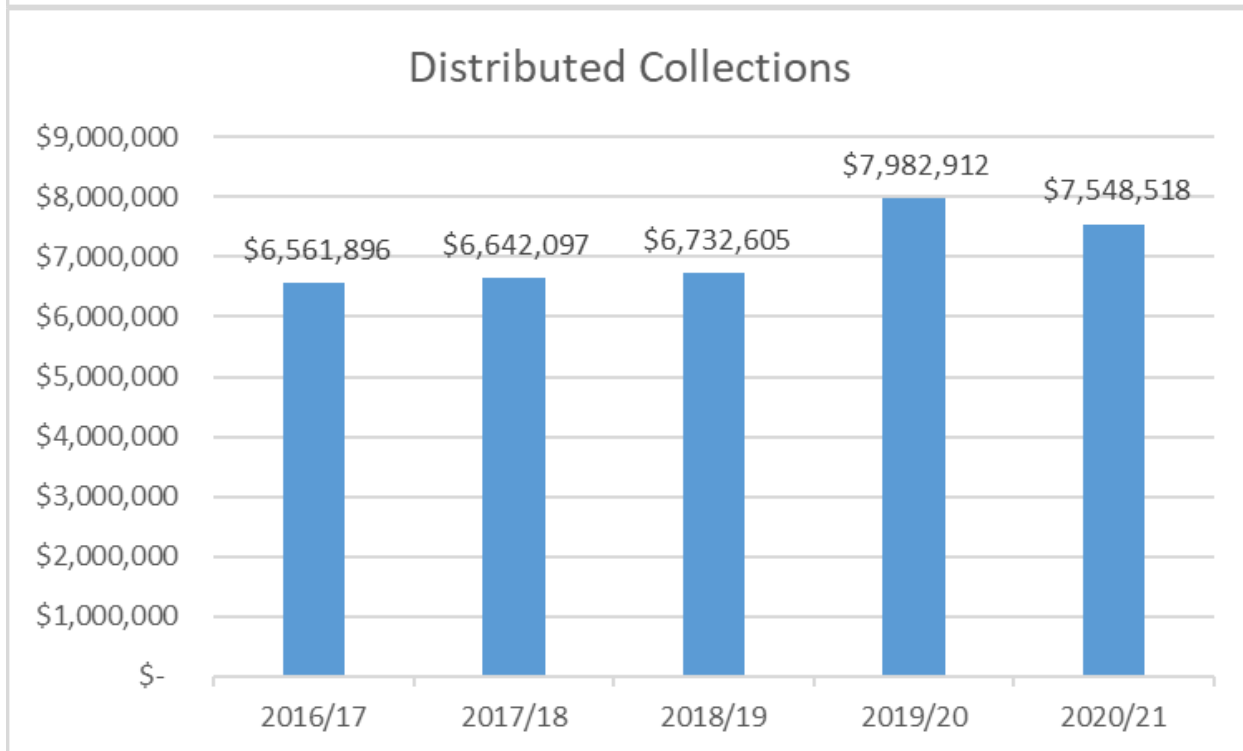
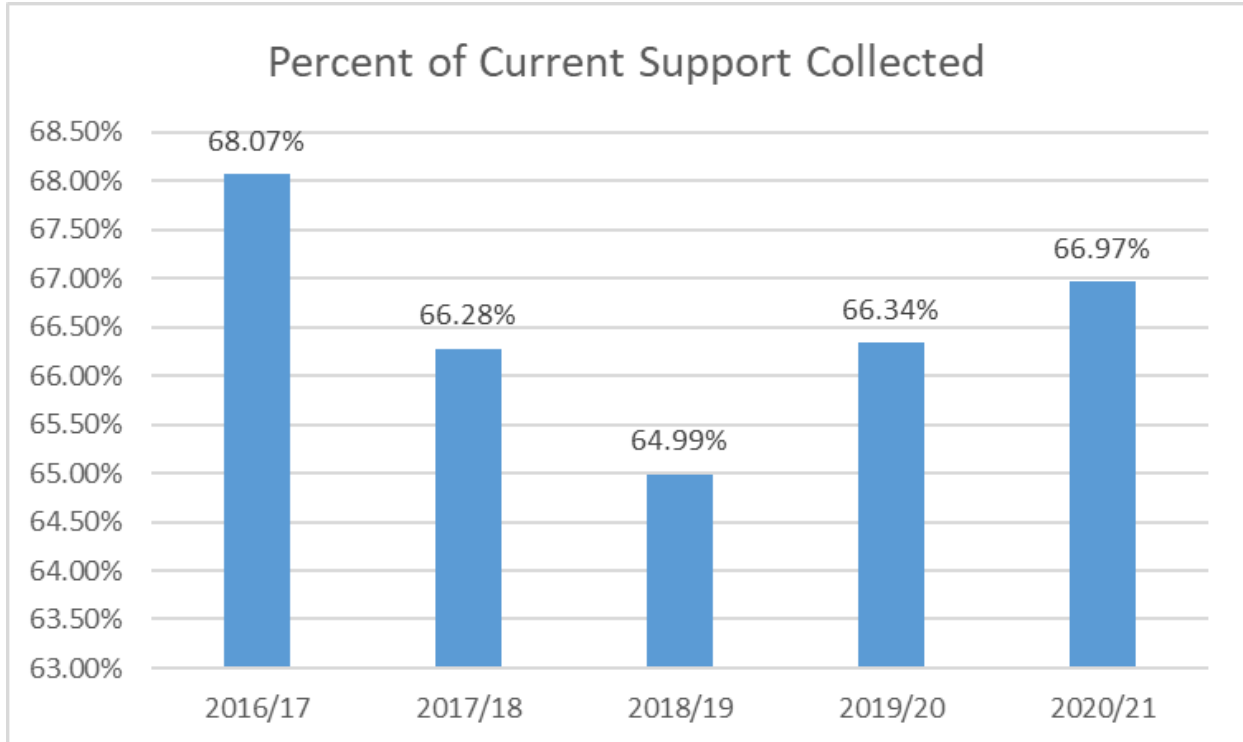
The department implemented DocuSign to efficiently provide documents to customers for signature. This improved turn-around time and made it easier for customers to sign forms.

E-filing with Yuba County Superior Court of all legal documents is streamlining processes.

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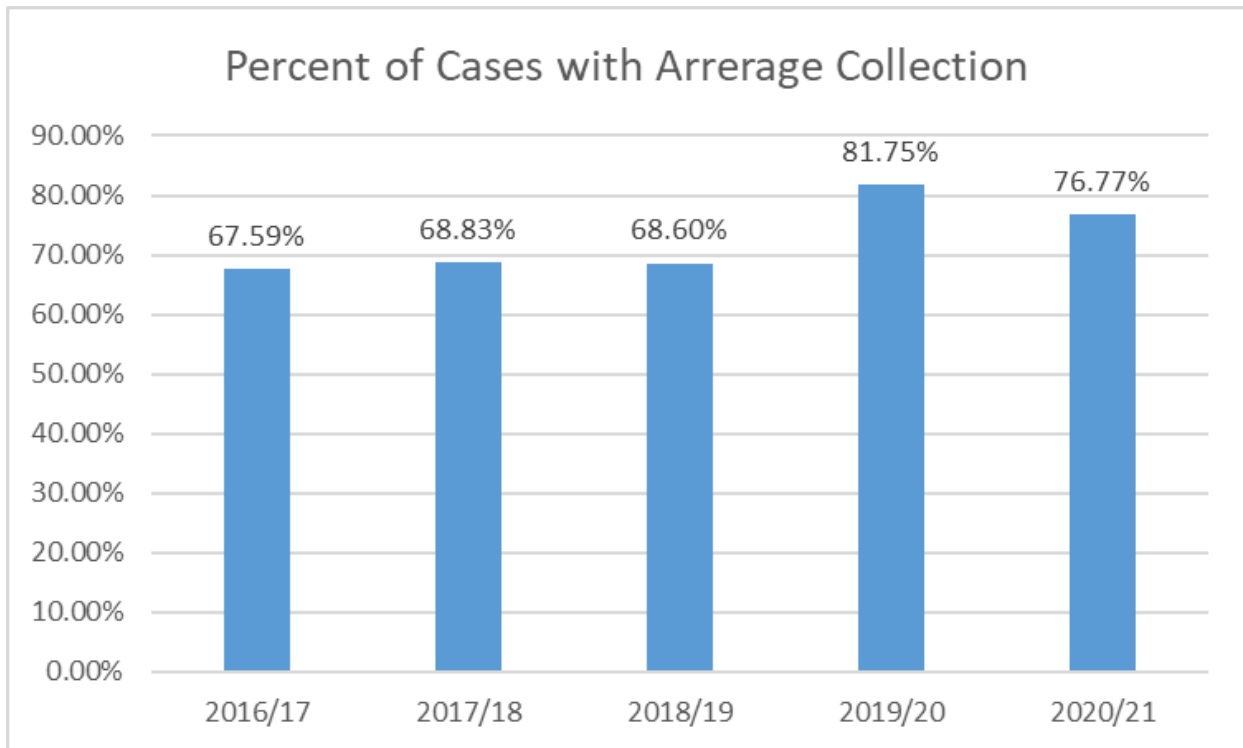
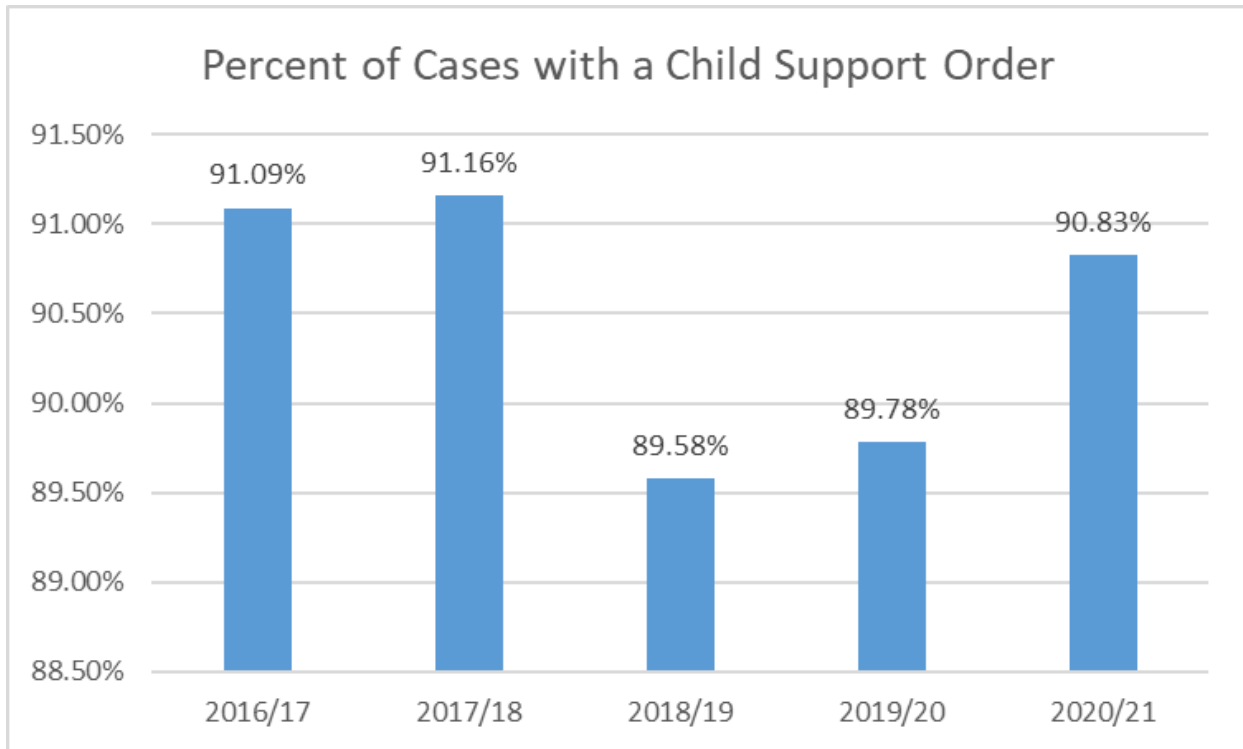
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Performance Measures FY 2021-2022



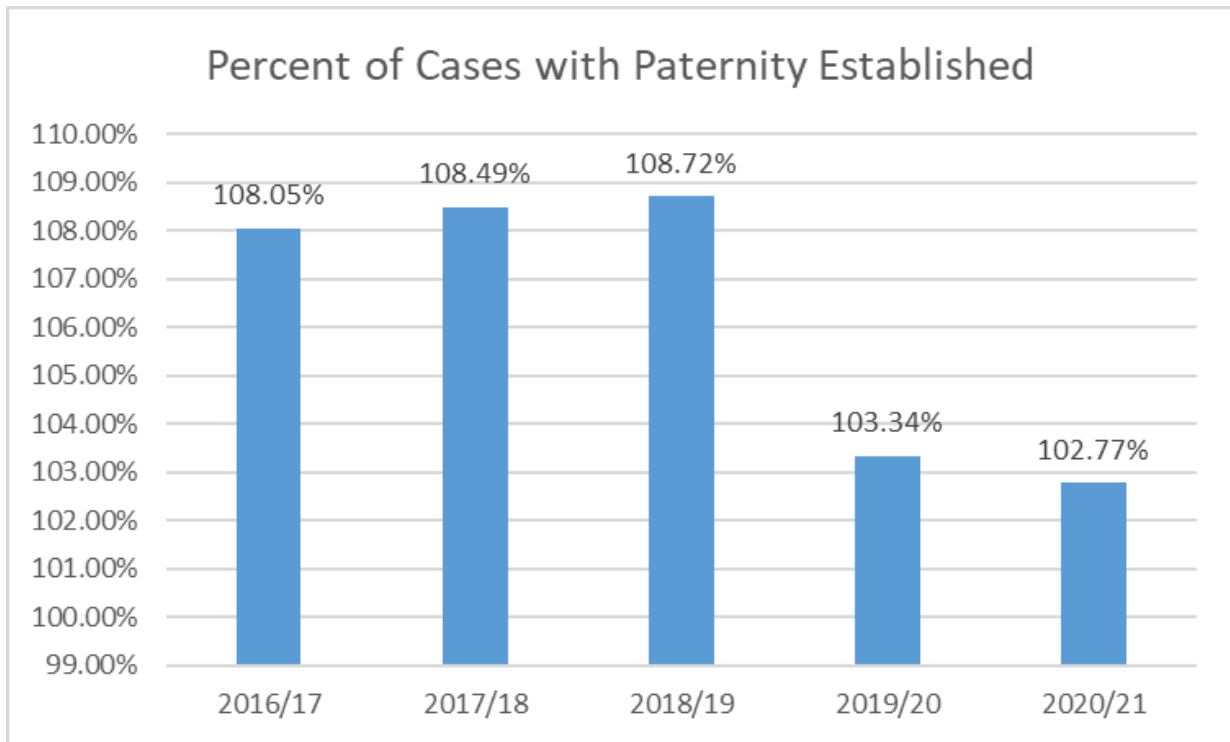
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Goals and Objectives FY 2022-2023

Continue meeting the various needs of customers to ensure that families served by the Yuba County Department of Child Support Services meet the financial and medical needs of their children and become self-sufficient.

Continue to improve the efficiency and effectiveness of program performance so that the children and families served by the department benefit. Workflow processes are always being analyzed and discussed to ensure we are operating in the most efficient manner.

The department will continue to analyze the possibility of doing virtual interview room booths so that customers and case managers can meet whether they are in the office or teleworking.

The Department would also like to implement a texting component to our communication methods with customers.

The foundation of performance improvement efforts continue to be Early Intervention. The objective of the Early Intervention focus is to increase collections through increased customer contact, outreach, and education in the early 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.

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Pending Issues/Policy Considerations FY 2022-2023

YCDCSS is expecting a great number of retirements in the next couple of years and is currently challenged with capturing institutional knowledge from our tenured staff before they retire. YCDCSS currently has 20 filled positions and 3 vacant positions that are being deleted to present a balanced budget.

YCDCSS has seen a decrease in the number of cases due to a change in State policy that excludes Medical Needy Only (MNO) cases and non-referable aid codes 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.

Child Support allocation has been flat for many years, despite increasing operating costs. This resulted in a significant decrease in staffing and resources and, subsequently, the beginning of some negative impacts on performance. YCDCSS is anticipating further reduction to staffing and allocation in order to come in line with a new statewide budget methodology.

This budget is based on the 2021/22 allocation, as the final state allocation letter will not be received until the Governor signs the State budget. YCDCSS expects to receive a level of funding similar to the level that we received last year, but further decreased allocations are in the future unless the department can increase the caseload. Flat funding and increased costs for the 2022/23 FY will result in the deletion of the 3 vacant positions.