

Child Support Services

Tina Taylor – Director

| Child Support Svcs 107-2600 | FY 22/23 Adopted Budget | FY 23/24 CAO Recommended | Change |
|--------------------------------|-------------------------------|--------------------------------|-------------|
| EXPENDITURES | | | |
| Salaries and Benefits | \$2,409,251 | \$2,602,198 | \$192,947 |
| Services and Supplies | \$800,637 | \$607,690 | (\$192,947) |
| Other Charges | \$202,511 | \$202,511 | \$0 |
| 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 currently 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

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

YCDCSS provides services to approximately 3,600 families and distributes over \$6.8 million in support.

Accomplishments FY 2022-2023

The Yuba County Department of Child Support Services continues to focus on state Compliance timeframes and the federal Performance Measures. The department regularly implements organization and program efficiencies to enhance its services and to provide consistency of processes statewide.

The departmental outreach coordinator made contact with 18 other local agencies and service providers and requested assistance in providing information to their customers about our services and the benefits of opening a child support case. Each agency was provided with general information fliers.

We successfully increased our caseload from 3,501 at the beginning of the fiscal year to 3,670 at the end of the fiscal year.

The department implemented DocuSign to efficiently provide documents to customers for signature. This has improved turn-around time and made it easier for customers to sign forms. YCDCSS distributed \$6,816,306 in child support for federal fiscal year 2022.

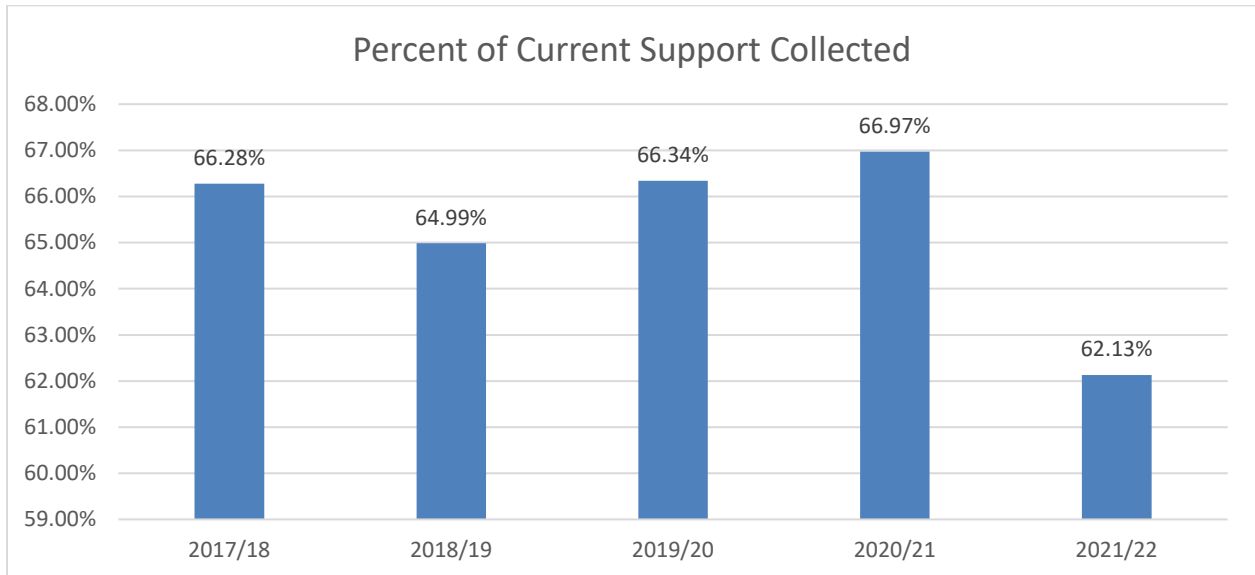
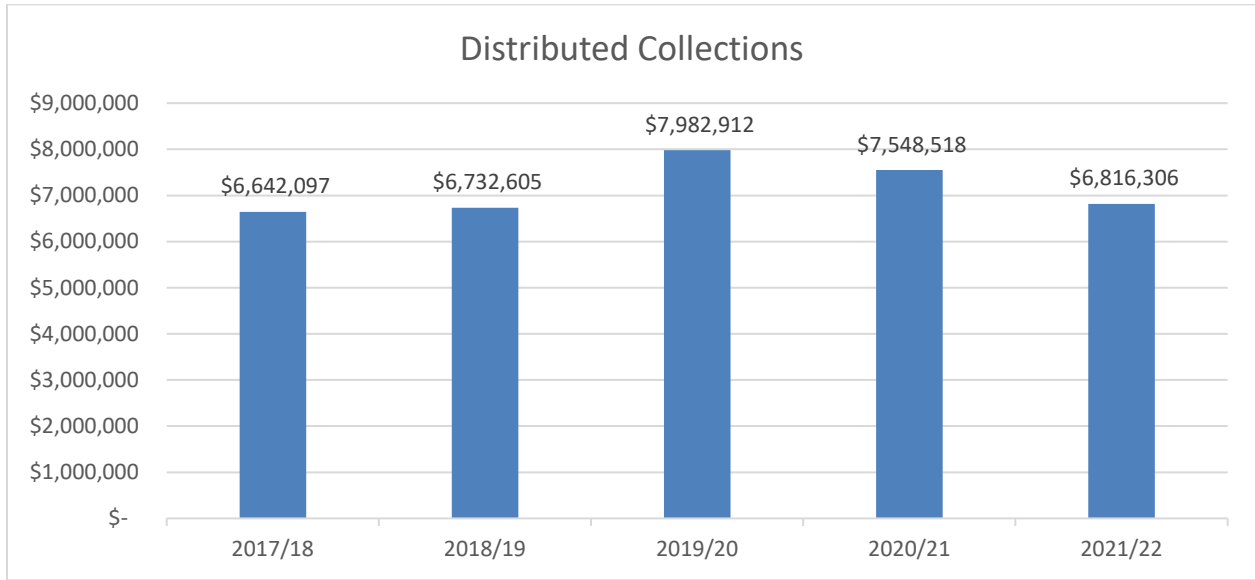
Performance Measures FY 2022-2023

| 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 |
|-------------|-------------------------|--------------------------------------|---|---|---|
| 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% |
| 2021/22 | \$ 6,816,306 | 62.13% | 66.64% | 112.36% | 87.52% |

Performance in FY 2021-22 remained good but represents fewer collections than the prior year. In calendar years 2020 & 2021, the Child Support Program was able to intercept some of the economic stimulus payments issued in response to the COVID pandemic as well as increased unemployment intercept. Stimulus payments have ceased and unemployment has gone back to pre-pandemic levels, lowering collections to a level aligned with the pre-pandemic collections. Collection trends match other California counties of similar demographics.

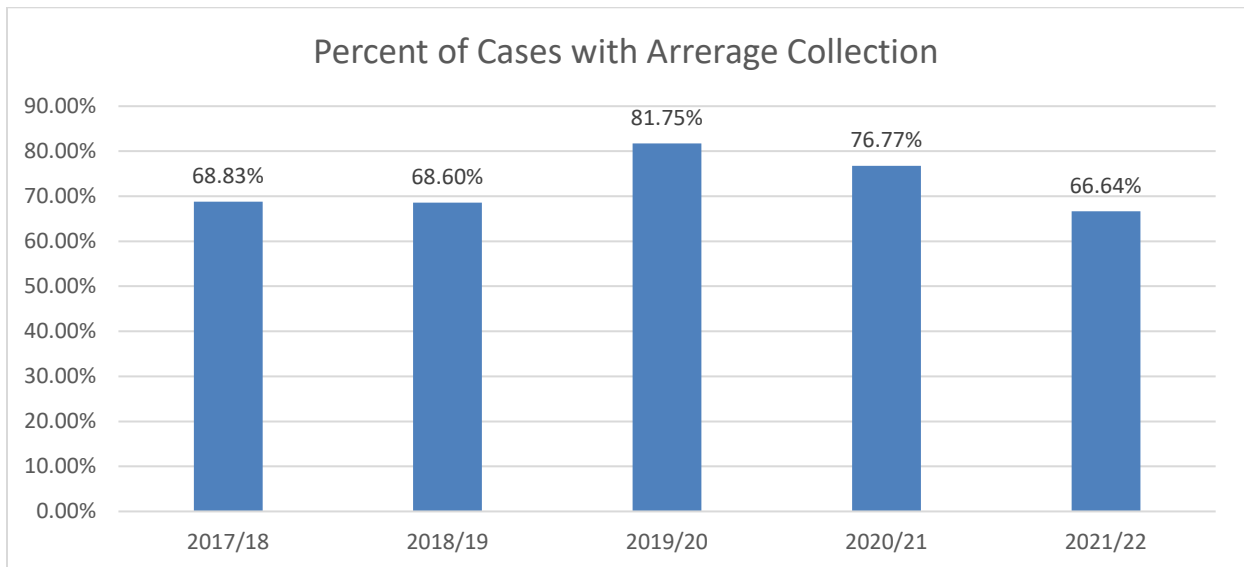
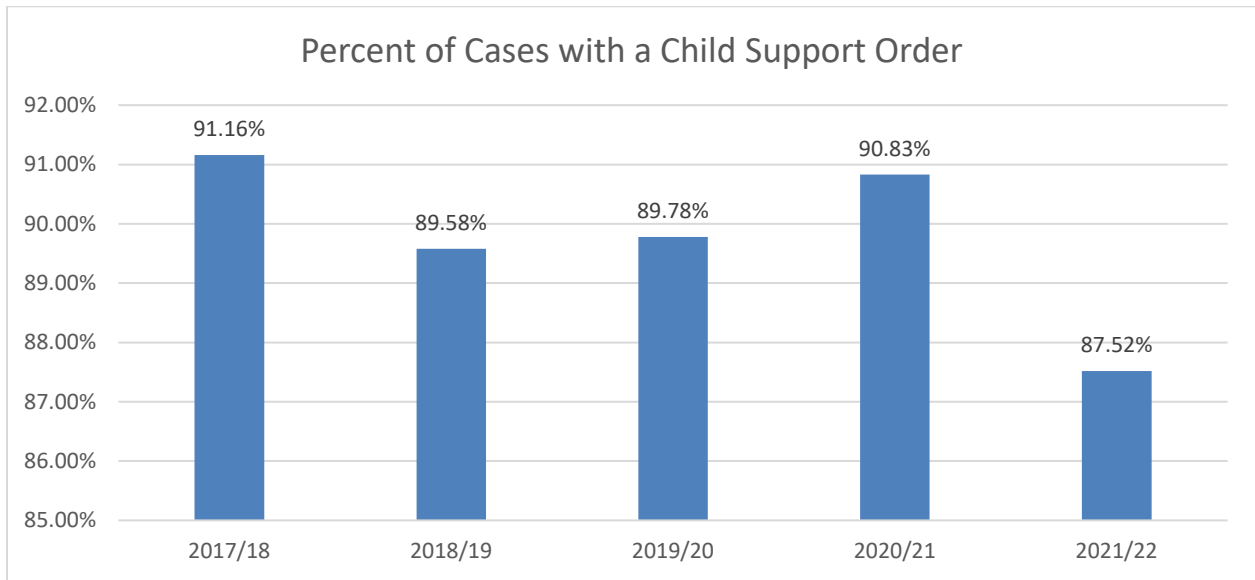
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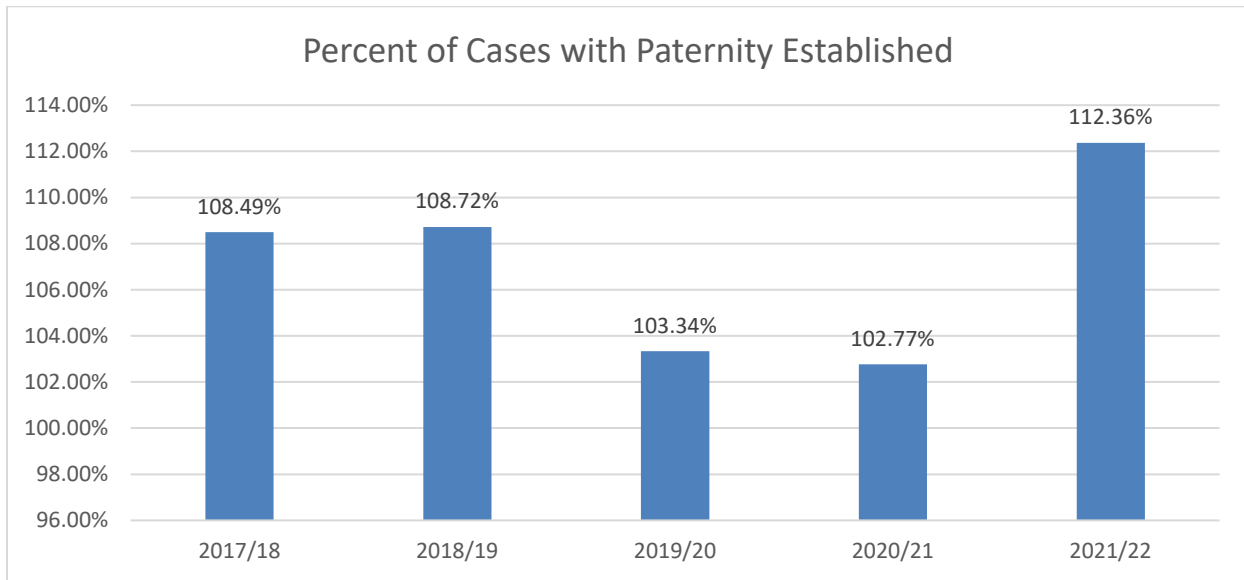
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Goals and Objectives FY 2023-2024

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.

The goals are to increase support and payment reliability, provide individualized services to customers and to reduce the complexity of the customer experience.

The department will continue to analyze the possibility of doing virtual interview room booths so that customers and case managers can meet no matter whether they are in the office or teleworking.

Implement customer contact options that include texting to increase the accessibility of our staff to our customers. The use of texting can improve communication and be a tool that is used for reminding customers of upcoming appointments, court hearings and payment reminders.

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Pending Issues/Policy Considerations FY 2023-2024

YCDCSS continues to experience retirements and is currently challenged with capturing institutional knowledge from our tenured staff before they retire. YCDCSS currently has 15 filled positions and 6 vacant positions. There are 3 open recruitments to fill 3 positions. Three other positions will be deleted/unfunded in order to present a balanced budget.

Child Support allocation has remained flat for many years, despite increasing operating costs. This has resulted in a significant decrease in staffing and resources and subsequently, the beginning of some negative impacts on performance.

This budget is based on the 2022/23 allocation. 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 potentially in the future. Flat funding and increased costs for the 2023/24 FY will result in the deletion of the 3 vacant positions.