

Child Support Services

Tina Taylor – Director

107-2600	FY 20/21 Adopted Budget	FY 21/22 CAO Recommended	Change
EXPENDITURES			
Salaries and Benefits	\$2,461,068	\$2,459,527	(\$1,541)
Services and Supplies	\$799,944	\$737,696	(\$62,248)
Other Charges	\$151,387	\$215,176	\$63,789
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	\$0	\$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 self-reliant and at times giving children greater access to the resources of both parents. This requires

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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 3,800 families and distributes over \$7 million in support.

Accomplishments FY 2020-2021

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

YCDCSS distributed \$7,982,912 in child support for Federal Fiscal Year 2020.

YCDCSS exceeded prior year overall collections and increased performance for the percentage of cases with current support collect, cases with arrearage collection and cases. Our percentage of support orders remained relatively flat.

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
2014/15	\$ 6,763,694	68.68%	65.00%	105.43%	90.96%
2015/16	\$ 6,533,939	69.58%	67.15%	107.18%	91.67%
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%

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

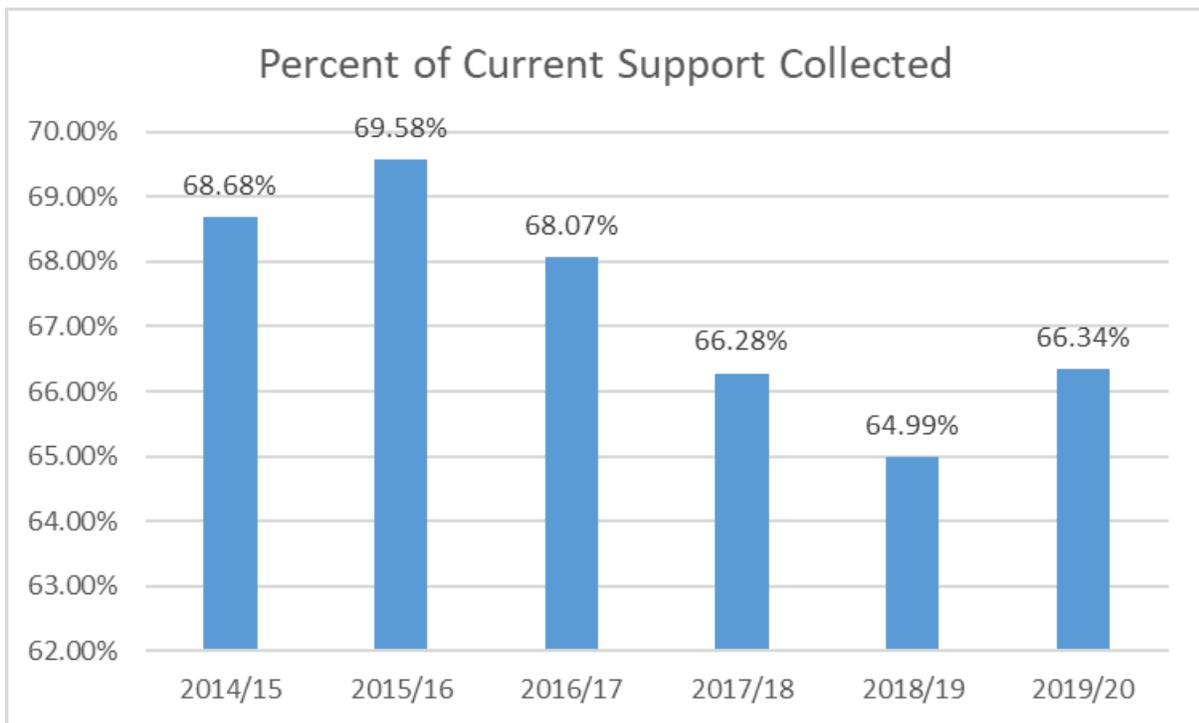
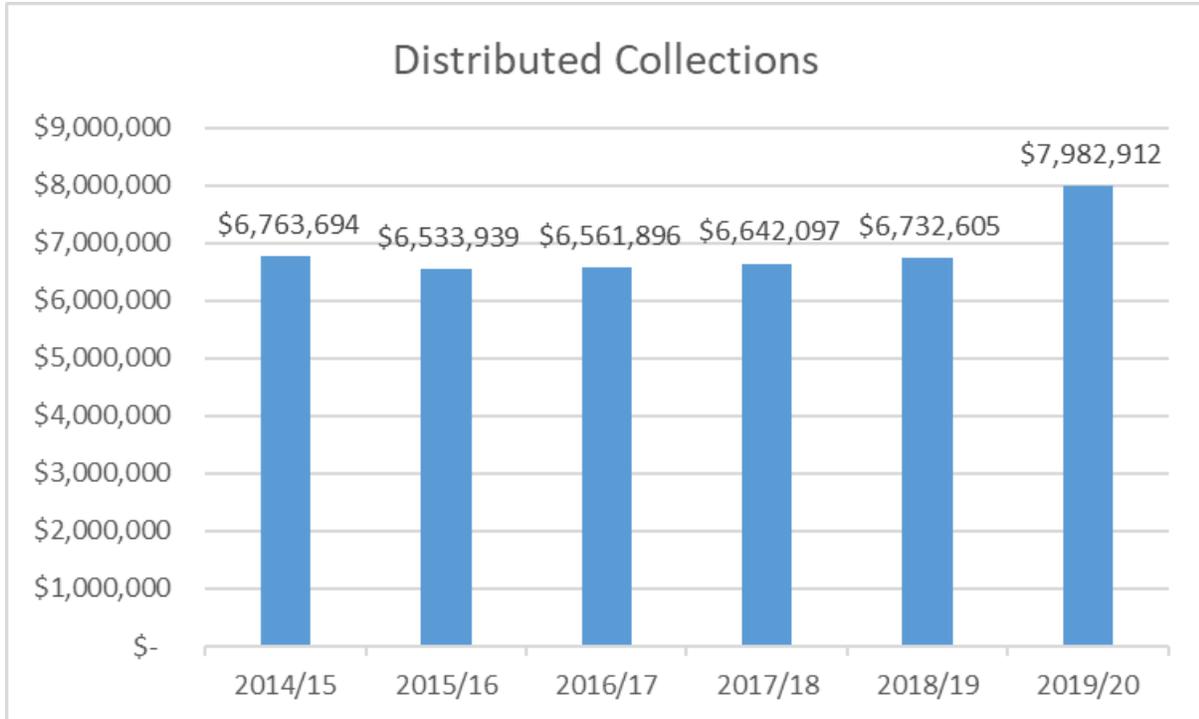
Historically outreach activities are important in order for YCDCSS to inform the public of the services we provide. Unfortunately, due to COVID restrictions YCDCSS has not attended many public events.

August is Child Support Awareness month. The banner across 5th and D Street can be seen each year throughout the month.

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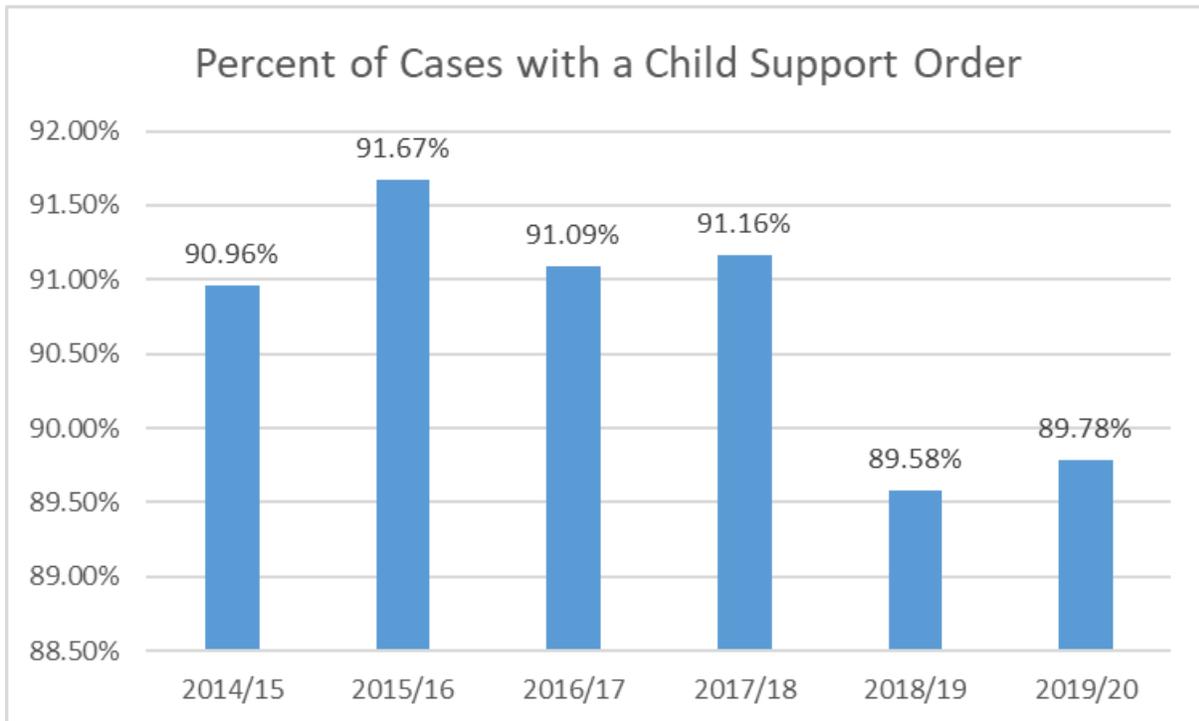
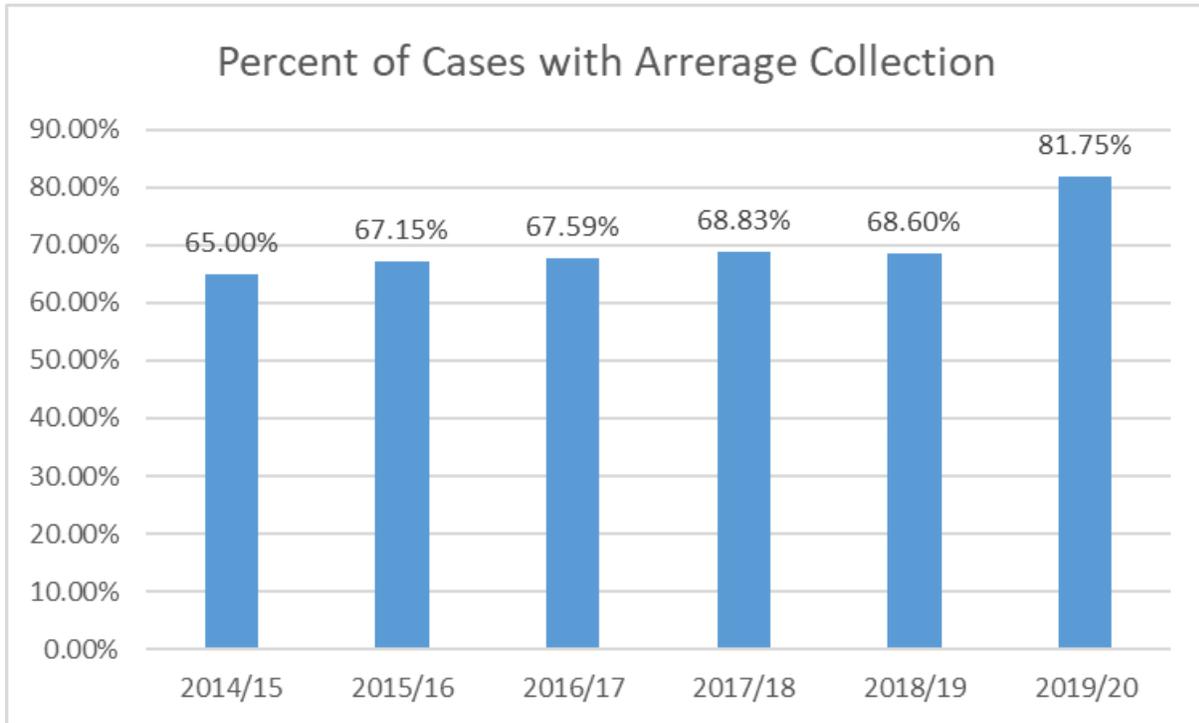
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Performance Measures FY 2020-2021



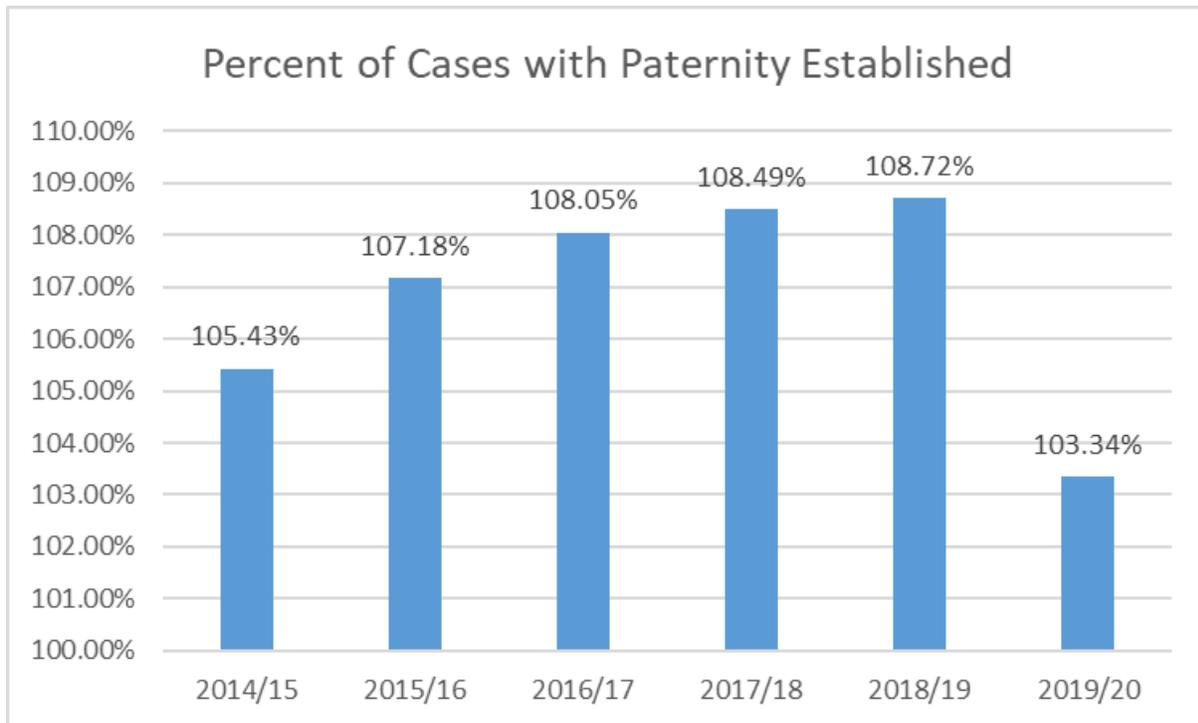
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Goals and Objectives FY 2021-2022

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 being analyzed and discussed to ensure we are operating in the most efficient manner. The department is preparing to institute Docusign to efficiently provide documents to customers for signature. E-filing with Yuba County Superior Court of all legal documents is streamlining processes. The department will also analyze the possibility of doing virtual interviews, so that customers do not have to come into the office. The Department would also like to implement a texting component to our communication methods with customers.

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.

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Pending Issues/Policy Considerations FY 2021-2022

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 23 filled positions and 2 vacant positions.

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 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. YCDCSS is anticipating further reduction to staffing and allocation in order to come in line with a new statewide budget methodology that is being established.

Fiscal Year 20/21 resulted in a 14% cut to the State & Federal allocation for YCDCSS. This budget is based on the 20/21 allocation, as 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 level we received last year, but further decreased allocations are in the future unless the department can increase the caseload. Flat funding this fiscal year will result in the deletion of the two vacant positions and require us to hold open future vacant positions due to retirements.