

## Child Support Services

### DESCRIPTION OF MAJOR SERVICES

The Department of Child Support Services (DCSS) promotes family self-sufficiency by helping parents meet their mutual obligation to provide financial and medical support for their children. These services are offered throughout San Bernardino County with offices located in the high desert, the west end, and the greater San Bernardino area.

Budget at a Glance	
Requirements Less Reimbursements*	\$40,039,593
Sources/Reimbursements	\$40,039,593
Net County Cost	\$0
Total Staff	430
Funded by Net County Cost	0%
<small>*Includes Contingencies</small>	

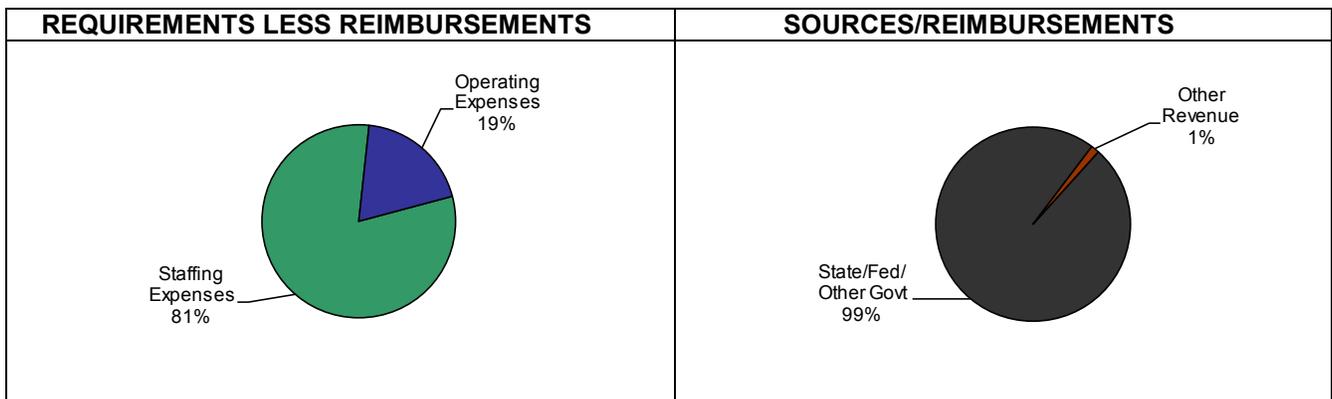
DCSS is dedicated to administering the program in a manner that puts the needs of the children first and foremost. The belief that working collaboratively with parents in understanding and meeting their obligations is a fundamental element in the success of the program.

The services provided by DCSS include the following:

- Locating parents to establish court orders for paternity, child and medical support.
- Enforcing court orders for child, family, spousal and medical support.
- Securing child support payments.
- Maintaining records of payments made and balances due.
- Modifying court orders when appropriate.

Additionally, DCSS offers services to assist customers with concerns that may arise in the progress of their case. The Ombudsman program administers the Complaint Resolution process, in which customers have the opportunity to raise concerns with the processing of their case, pursue resolution, and obtain information about the child support program and their rights and responsibilities.

### 2014-15 RECOMMENDED BUDGET



**BUDGETED STAFFING**

STAFFING ANALYSIS					5-YEAR STAFFING TREND				
Authorized Positions	2012-13 Final	2013-14 Adopted	2013-14 Modified	2014-15 Recommended					
Regular	434	434	434	430					
Limited Term	1	0	0	0					
Total	435	434	434	430					
Staffing Expenses	\$32,073,284	\$32,833,296	\$32,801,846	\$32,304,309					

**ANALYSIS OF 2014-15 RECOMMENDED BUDGET**

GROUP: Human Services  
 DEPARTMENT: Child Support Services  
 FUND: General

BUDGET UNIT: AAA DCS  
 FUNCTION: Public Protection  
 ACTIVITY: Judicial

	2010-11 Actual	2011-12 Actual	2012-13 Actual	2013-14 Estimate	2013-14 Modified Budget	2014-15 Recommended Budget	Change From 2013-14 Modified Budget
<b>Requirements</b>							
Staffing Expenses	30,602,092	30,878,412	31,210,827	31,877,191	32,801,846	32,304,309	(497,537)
Operating Expenses	8,908,877	7,951,067	7,587,812	7,321,972	7,515,665	7,645,284	129,619
Capital Expenditures	310,853	232,668	100,033	193,925	210,962	90,000	(120,962)
Contingencies	0	0	0	0	0	0	0
Total Exp Authority	39,821,822	39,062,147	38,898,672	39,393,088	40,528,473	40,039,593	(488,880)
Reimbursements	(125,694)	(128,181)	(130,098)	(69,972)	(32,661)	0	32,661
Total Appropriation	39,696,128	38,933,966	38,768,574	39,323,116	40,495,812	40,039,593	(456,219)
Operating Transfers Out	0	0	0	0	0	0	0
Total Requirements	39,696,128	38,933,966	38,768,574	39,323,116	40,495,812	40,039,593	(456,219)
<b>Sources</b>							
Taxes	0	0	0	0	0	0	0
Realignment	0	0	0	0	0	0	0
State, Fed or Gov't Aid	39,268,735	38,864,818	38,726,391	38,872,270	39,487,080	39,487,792	712
Fee/Rate	0	0	0	0	0	0	0
Other Revenue	427,392	67,376	41,963	450,846	1,008,732	551,801	(456,931)
Total Revenue	39,696,127	38,932,194	38,768,354	39,323,116	40,495,812	40,039,593	(456,219)
Operating Transfers In	0	0	0	0	0	0	0
Total Financing Sources	39,696,127	38,932,194	38,768,354	39,323,116	40,495,812	40,039,593	(456,219)
Net County Cost	1	1,772	220	0	0	0	0
Budgeted Staffing					434	430	(4)

**MAJOR EXPENDITURES AND REVENUE IN 2014-15 RECOMMENDED BUDGET**

Major requirements and sources include the following:

- Staffing expenses of \$32.3 million fund 430 budgeted positions.
- Operating expenses of \$7.6 million include COWCAP, professional services contracts, telephone services, mail services, leases, and other operating costs.

Sources of \$40.0 million primarily represent the federal and state allocation to fund child support operations. DCSS has no Net County Cost.



**BUDGET CHANGES AND OPERATIONAL IMPACT**

Requirements are decreasing by \$456,219, primarily due to the deletion of 4 positions. In 2013-14, the department received a one-time adjustment in other revenue. No adjustment is anticipated for 2014-15; therefore, sources are expected to decrease by approximately \$456,219. In 2014-15, federal and state funding allocations are anticipated to remain at the level adopted in 2013-14.

**STAFFING CHANGES AND OPERATIONAL IMPACT**

Staffing expenses of \$32.3 million fund 430 budgeted regular positions. The budget includes a reduction of 4 positions: 1 Attorney, 1 Program Specialist, and 2 Child Support Officers. The deletion of these positions is necessitated by the anticipated increases in expenditures, primarily in COWCAP and retirement costs. This staffing reduction will require redistribution of workload among existing staff.

**2014-15 POSITION SUMMARY**

Division	Regular	Limited Term	Total	Filled	Vacant	New	Total
Director and Ombudsman	7	0	7	16	0	0	16
Asst Director, Technical & Prog Sup	23	0	23	25	2	0	27
Administrative Services	50	0	50	34	3	0	37
Child Support Enforcement	152	0	152	145	7	0	152
Child Support Establishment	131	0	131	121	10	0	131
Legal Services and Special Enforcement	67	0	67	64	3	0	67
<b>Total</b>	<b>430</b>	<b>0</b>	<b>430</b>	<b>405</b>	<b>25</b>	<b>0</b>	<b>430</b>

Director and Ombudsman	Asst Director, Technical & Prog. Support	Administrative Services
<u>Classification</u>	<u>Classification</u>	<u>Classification</u>
1 Director of Child Support	1 Assistant Director of Child Support	1 Deputy Director, Child Support
1 Executive Secretary II	1 Automated Systems Analyst I	1 Accountant II
4 Child Support Officer II	3 Automated Systems Technician	1 Accountant III
1 Supervising Child Support Officer	1 Business Applications Manager	3 Accounting Technician
7 Total	1 Business Systems Analyst II	1 Administrative Supervisor II
	1 Business Systems Analyst III	1 Child Support Accounting Supervisor
	1 Department Systems Engineer	1 Child Support Assistant
	1 IT Technical Assistant	21 Child Support Officer I / Child Support Trainee
	1 Secretary II	4 Child Support Officer II
	1 Statistical Analyst	3 Supervising Child Support Officer
	1 Supervising Auto Systems Analyst II	1 Child Support Operations Manager
	1 Program Specialist II	4 Fiscal Assistant
	1 Media Specialist	2 Payroll Specialist
	1 Training & Development Supervisor	3 Staff Analyst II
	3 Staff Training Instructor	2 Storekeeper
	4 Program Specialist I	1 Secretary I
	23 Total	50 Total
<b>Child Support Enforcement</b>	<b>Child Support Establishment</b>	<b>Legal Services &amp; Special Enforcement</b>
<u>Classification</u>	<u>Classification</u>	<u>Classification</u>
1 Deputy Director, Child Support	1 Deputy Director, Child Support	1 Child Support Chief Attorney
16 Child Support Assistant	19 Child Support Assistant	9 Child Support Assistant
3 Child Support Assistant Ops Mgr	70 Child Support Officer I / Trainee	14 Child Support Attorney III
4 Child Support Operations Manager	10 Child Support Officer II	27 Child Support Officer I
85 Child Support Officer I / Trainee	3 Child Support Operations Manager	5 Child Support Officer II
16 Child Support Officer II	17 Office Assistant II	2 Child Support Operations Manager
9 Office Assistant II	9 Supervising Child Support Officer	2 Office Assistant III
3 Office Assistant III	2 Supervising Office Assisat	1 Secretary I
14 Supervising Child Support Officer	131 Total	2 Supervising Child Support Attorney
1 Secretary I		4 Supervising Child Support Officer
152 Total		67 Total

