

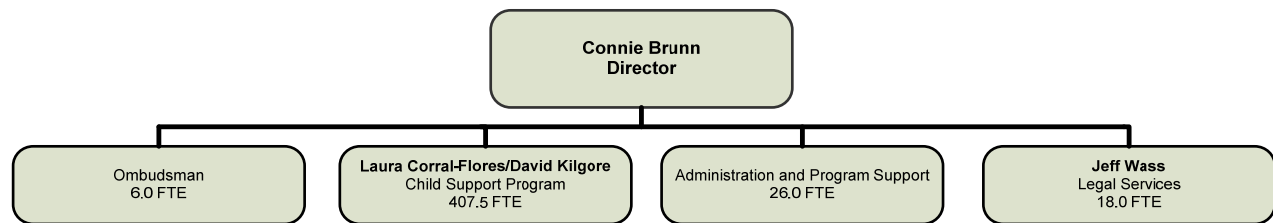
# CHILD SUPPORT SERVICES

## Connie Brunn

### I. MISSION STATEMENT

The County of San Bernardino Department of Child Support Services (DCSS) determines paternity, establishes and enforces child support orders and secures payments to assist families in meeting the financial and medical needs of their children. We provide timely and effective service in a professional manner.

### II. ORGANIZATIONAL CHART



### III. DESCRIPTION OF MAJOR SERVICES

DCSS provides assistance to families in meeting their mutual obligation to provide financial and medical support for their children. These services are offered throughout San Bernardino County with offices strategically located in the high desert, the west end and the greater San Bernardino area.

DCSS is dedicated to executing 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 this program.

The services provided by DCSS include the following:

- Locating parents to establish court orders for paternity, child and medical support
- Locating parents and assets to enforce court orders
- Enforcing court orders for child, family, spousal and medical support
- Collecting child support payments
- Maintaining records of payments paid 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 Complaint Resolution process affords customers the opportunity to raise concerns with the processing of their case and a means to resolving these issues. The Ombuds program offers parents a liaison between the department and themselves. In 2006-07 the department successfully transitioned the disbursement of child support payments to the State Disbursement Unit. Customers may get information regarding their payments by accessing the payment website at <https://www.casespaymentweb.com/cpw/Welcome.do>.

### IV. 2005-06 ACCOMPLISHMENTS

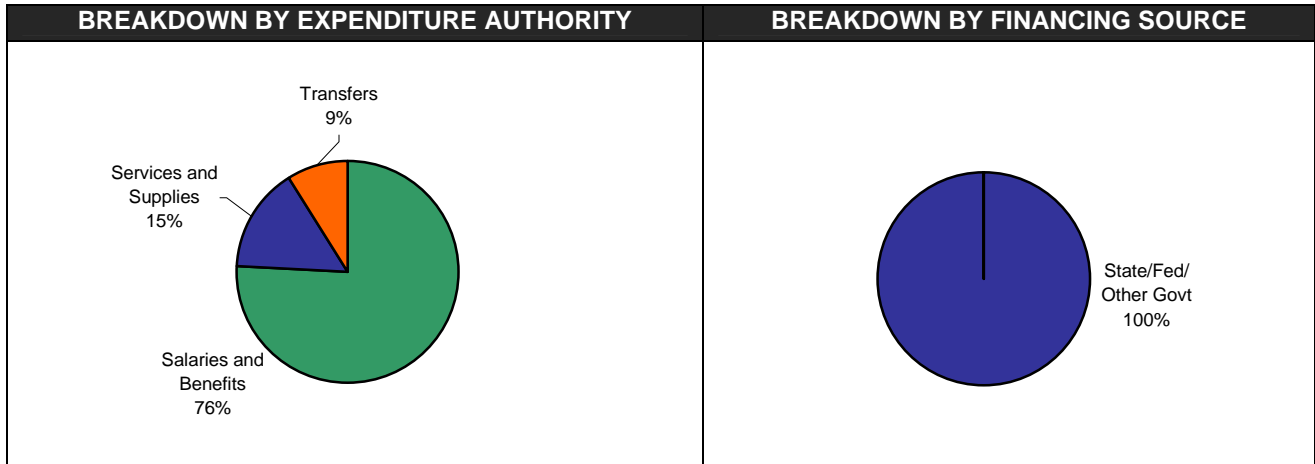
- Customer Service - DCSS has continued to make quality customer service a priority. On October 31, 2005, a new call center was implemented. During the period of October 2005 through September 2006, 168,422 calls were received with a first call resolution rate of 95%. For our customers, all DCSS offices provide a PC in the lobby with direct access to the DCSS website and "direct line" phones for easy access to payment status. Additionally, staff conducted interviews with 33,987 customers.
- Outreach – DCSS provided child support services in the outlying areas of Morongo Valley and the High Desert. Case Managers travel once a month to the cities of Twenty Nine Palms, Yucca Valley, and Needles. Customers are seen twice a month in Barstow.



**V. 2006-07 SUMMARY OF BUDGET UNITS**

	2006-07			
	Appropriation	Revenue	Local Cost	Staffing
Child Support Services	39,797,347	39,797,347	-	461.5

**VI. 2006-07 BUDGET**



**VII. GOALS, OBJECTIVES, AND PERFORMANCE MEASURES**

**GOAL 1: IMPROVE ORGANIZATIONAL PERFORMANCE**

*Objective A: Improve performance by implementing new processes and modifying existing processes.*

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
1A. Percentage of collections on current support orders.	44%	50%	46%	50%
1B. Percentage of cases with child support orders.	69%	75%	82%	85%

**Status**

The new objective (1A) was selected to advance the mission of the department. Trying to provide for basic living needs such as food and clothing is a financial challenge for many families. Child support helps by ensuring that both parents share the financial responsibility for their children. The impact to the department will be an increase in the number of child support orders obtained.

DCSS has partnered with employers and other county departments to increase opportunities for parents to acknowledge paternity and establish reasonable child support orders. Through this network building, DCSS will be able to increase paternity establishment to 80% from 71%; increase collections on current support to 46% from 44%; and increase cases with a support order to 82% from 69%.

DCSS partnered with child support agencies in other counties to identify cases in which more than one agency had a case management strategy. A total of 4,647 cases were reviewed and consolidated if appropriate.

Percentage of collection on current support measures the total amount of current support due as a percentage of the total amount of current support actually collected during the same federal fiscal year. This is a key measure as it is critical to promote family self-sufficiency. Percentage for federal fiscal year 2005 was 44%. The projected percentage for 2006 is 46%.



Percentage of cases with a child support order measures cases with support orders already established as a proportion of total cases requiring support orders to be established. In order to collect child support, court orders for support must be established. DCSS will strive to establish fair and appropriate orders, based on actual income, partnering with both parents whenever possible.

**GOAL 2: IMPROVE SERVICE DELIVERY**

*Objective A: Increase DCSS staff awareness of compliance mandates by providing training and tools necessary to meet timeframes.*

*Objective B: Direct resources to the most productive and efficient activities.*

	<b>2005-06 (Actual)</b>	<b>2006-07 (Projected)</b>	<b>2006-07 (Estimated)</b>	<b>2007-08 (Projected)</b>
<b>MEASUREMENT</b>				
2A. Meet key case processing timeframes necessary for compliance	95%	90%	90%	90%
2B. Completion of the staff alignment process	NEW	NEW	NEW	90%

**Status**

Compliance is measured in the functional areas of Establishment/Modification, Enforcement, Review & Adjustment, Interstate, Medical, Collections and Distribution and Closure. Quarterly data reliability and compliance audits of sample cases are conducted throughout the year. Improving compliance is integral to improving the performance of the department. In 2005-06, DCSS increased the effectiveness of the compliance review process by increasing the number of staff conducting reviews, and ensuring staff participated in training. DCSS attained a 95% rating for 2005-06. Managers and supervisors provide statistical reports and participate in weekly meetings with the director and executive team members.

In December, 2006, the staff alignment process will begin in the Loma Linda Office.

The new Objective (2B.) was selected to strategically place staff in key business functions that will focus on meeting compliance mandates. The impact to the department will be continued improvement in the delivery of services.

**VIII. 2006-07 APPROVED ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)**

The department did not have any approved policy items for 2006-07.

**IX. 2007-08 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)**

The department is not requesting any additional general fund financing for 2007-08.

**X. 2007-08 PROPOSED FEE ADJUSTMENTS**

The department is not requesting any proposed fee adjustments for 2007-08.

If there are questions about this business plan, please contact Connie Brunn, Director, at (909) 478-6949.

