



Colusa, Sutter and Yolo Regional Child Support Agency Leadership Advisory Committee

To: RCSA Leadership Advisory Committee
From: Colin S. Anderson, Regional Assistant Director
Subject: Performance Management Plan (Agenda Item #9)
Date: September 1, 2021

Every year local child support agencies (LCSA) submit a Performance Management Plan (PMP) to the California Department of Child Support Services (DCSS) that outlines the LCSA's plan to improve performance. These plans are due in mid-September. Some of the goals that DCSS would like the LCSA's to work on are: Facilitate Consistent Support for Children; Strengthen Customer Engagement; Enhance Program Performance; Build Collaborative Partnerships to Benefit Families; Foster Innovation and Improve Service Delivery. These five areas are from the State's strategic plan. We will be submitting one PMP for the whole region. DCSS would like the RCSA concentrating on service delivery, enhancing partnerships with local agencies for outreach and engagement and increasing current support collections. The plan is not completed yet, but we have a good outline of what we will focus on in the upcoming Federal Fiscal Year (FFY).

The first area of focus will be Stipulations. A stipulation is an agreement between two or more parties. By executing a stipulation, the parties will get to decide their own child support order in the best interest of their own family. Sounds easy, it is not. We plan to expand/increase our initial engagement with our customers from the beginning. Get both parents engaged in the process from the start. This means our staff getting on the phone with both parents, email, or text or whatever way the parents prefer to communicate. Leadership will meet bi-weekly with Establishment Staff and their Supervisor to go over progress. Baseline data points will be established for the percentage of cases being stipulated. With a goal of increasing that percentage. As of April 2021, our region is stipulating 31% of our orders. To give some context to those numbers the Statewide average on this metric was 24%. Our goal over a two-year period is to get our stipulation rate up to 55%. However, in first year we are looking for a 10% increase in stipulations. Is this ambitious? Yes of course. Is it doable? Until we try, we will never know. Getting both parties to agree on an amount will make collecting much more likely. In other words, if I agree to an amount, I am much more likely to pay it. Rather than being told an amount with no input. In addition, this will take a tremendous amount of cases out of the court process. This work is aimed at improving our service delivery through early intervention in the case and ultimately increasing collections.

The second area of focus will be generating new cases for the RCSA. As was outlined in our last performance update the caseload for the RCSA is declining. (See attached chart) A major emphasis will



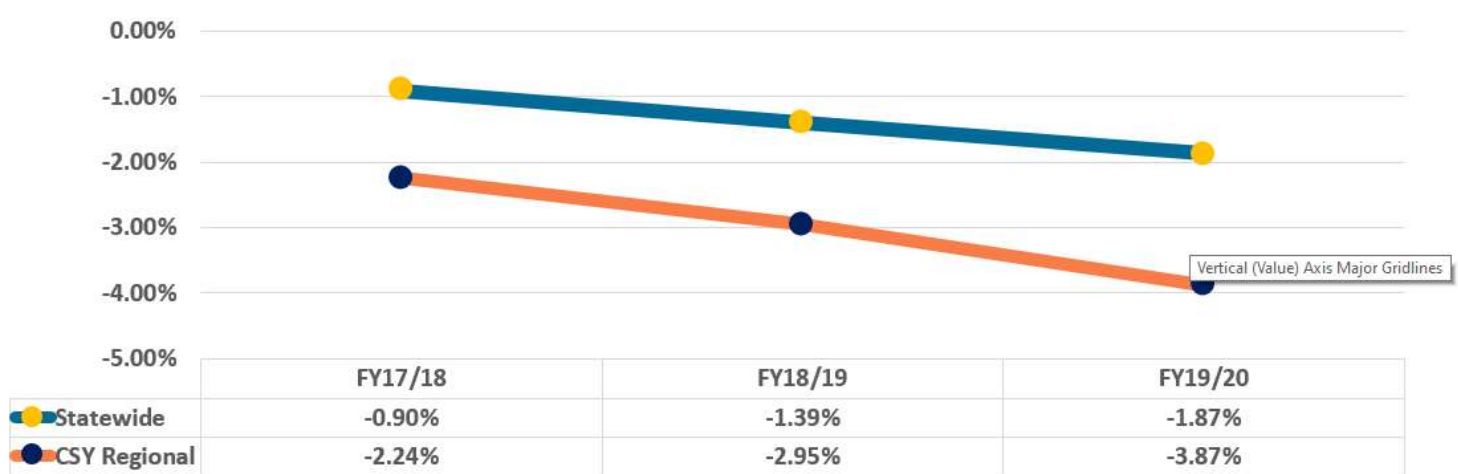
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be to obtain more cases. The key strategies being planned for the upcoming FFY are as follows: The first is to utilize our new social media platforms, website, and the Bold Chat feature on the website to reach out to more customers. To meet them where they are, on the internet. We are also implementing a Quick App across the region. This allows a customer to sign up for our services in seconds rather than a 30-45-minute application process. We now live in a world where you can order something from Amazon in seconds and have it at your doorstep on the same day. We are hoping with the Quick App to coming closer this business model.

The second strategy is to outreach with the community during local events and engage with other stakeholders in the region. For instance, engage with the Superior Courts, domestic violence shelters, community groups, childcare facilities, etc. Our goal is to increase new never assisted cases from a baseline of 394 to 414 new cases in the FFY. If accomplished, this would equate to a 15% increase. This is not meant to be an exhaustive list. The idea is to get the word out about our services. These two strategies speak directly to enhancing partnerships with local agencies for outreach and engagement. They will also improve service delivery by making the application simpler and more accessible and in turn increase collections by having more cases from which to collect from.

The PMP is an important tool for our agency to set benchmarks and work to improve our performance. The RCSA strives to have meaningful metrics and goals that will assist the RCSA in improving the delivery of all the varied services we provide to the public.

Statewide and Regional Caseload Decline



Number of Cases per Federal Fiscal Year				
	FFY1617	FFY1718	FFY1819	FFY1920
Statewide	1,446,118	1,433,156	1,413,198	1,386,807
CSY Regional	12,950	12,660	12,286	11,810