



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

To: RCSA Leadership Advisory Committee
From: Colin S. Anderson, Regional Assistant Director
Subject: 2021 FFY Performance Update (Agenda Item #8)
Date: August 31, 2022

This month is Child Support Awareness Month (CSAM). In preparation for CSAM our office sent out a press release in July 2022 titled “One Size Does NOT Fit All for Child Support Services.” As we as an agency continue to find new efficiencies, it is essential that we attempt to tailor this program to meet the individual needs of the various citizens of our region if practical and feasible. To this end, this fiscal year saw us launch a comprehensive program to get more of orders stipulated between the parties. In essence, to facilitate agreement between the parties. Overall, the RCSA continues to perform well. During this LAC meeting, we wanted to provide you context and share relative data from our statewide system on comparable local child support agencies.

Following this narrative explanation, are charts that visually display the performance of the region compared to Santa Barbara County, Kings County and Butte County as well as a showing the performance of the whole State of California. We chose these three counties because they are each considered medium sized, have similar caseloads, and have a strong agricultural influence.

Stipulations – Major aspect of the 2022 Performance Management Plan

Engagement with our customers at the early stages of the case is extremely important for multiple reasons. Early engagement allows us the opportunity to educate both parents about the program and how to successfully navigate it. We are intentional about incorporating elements of procedural justice in our local program. Procedural justice is fairness in processes that resolve disputes and result in decisions. Research has shown that if people perceive a process to be fair, they will be more likely to comply with the outcome of that process, whether or not the outcome was favorable to them. In the context of child support, if the obligor is part of the process in establishing the order, they are more likely to pay.

Stipulations are an important aspect of our engagement plan, giving our agency a chance to have the parties come to an agreement on Child Support rather than allowing the court to decide the issue. Cases where a stipulation occurs perform better than cases that default. (Where the obligor does not answer our complaint and the court automatically grants the Child Support asked for in the legal documents.) It makes sense that if the paying parent is involved, understands, and is engaged in the process, they are much more likely to pay. Stipulations are the cornerstone of our Performance Management Plan (PMP). Our agency is significantly improving since our focus in October. In the prior



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Federal Fiscal Year (FFY) we were at 29.95%. Overall, through June of 2022 we are at 38.68 % of all orders that we obtained have a stipulated agreement between the parties. (Please see the included charts that give context to this increase by comparing us to three other counties and the state.) The State average for all California Counties is 21.85%. To show how we are incrementally improving in April alone 55% of all orders were stipulated between the parties. So how did we do this? 1. Emphasized in trainings and meetings prior to the start of the fiscal year our goals for this project and importance to our agency and the customers that we serve. 2. Bi-weekly meetings between the Assistant Director and the Performance Program Manager with the three establishment teams, their support staff, and their Supervisors. Re-enforcement of the goals and strategies at the team level by the respective Supervisors. It really ties into what was mentioned at the beginning of the report. One size does not fit all. And creating agreement that fits that individual family proves this point.

Federal Performance Measure (FPM) – Paternity

IV-D Paternity Establishment Percentage or IV-D PEP as it is otherwise known, tracks the Region's performance in Paternity. This metric tracks the number of children in IV-D cases with Paternity established or acknowledged in the current fiscal year (2022) and compares it with children in IV-D cases open at the end of the prior FFY (FFY 2021) who were born out-of-wedlock. To come up with a percentage you divide the current number of cases where Paternity was established in the current fiscal year by out-of-wedlock births in your caseload from the previous year. For example: Our region in FFY 2021 had 7,007 paternities established or acknowledged this was divided by the 6,820 out-of-wedlock births from the prior year; hence a Paternity outcome of 102.7%. It is not unusual for performance on Paternity to be more than 100% since paternity can be determined years after the birth.

So far In FFY 2022 the RCSA's performance has been 99.50 % in this metric. This metric continues to build throughout the fiscal year. As you can see in the included chart that we are on track to match last year's performance. We continue to work on paternity to improve this metric.

Federal Performance Measure (FPM) – Orders

One of the key functions of a child support agency is the establishment of child and medical support orders as a prerequisite to enforce and ultimately collect child support. The FPM on orders is reflected as a percentage of the total number of cases open compared to the number of cases with an order. As new cases are opened, staff work to establish an order – so achievement of 100% is not possible. The higher the percentage, the more families we can work to distribute child support to.

In FFY 2022 the RCSA's performance on this metric is 93.00%. We are consistent in this metric and the attached chart provides context to the numbers. Our region has continued to work hard to increase our performance in is this area.



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Federal Performance Measure (FPM) – Current Support

The Current Support FPM tracks by percentage the amount of current child support that is paid as compared to what is owed. As an example, a child support obligor (Person Paying Support PPS): has a child support order to pay \$100 per month to support their child. For the month of January, they pay \$80. For that month, the PPS paid 80% of their obligation. Case level data is aggregated and measured monthly, expressing a percentage of current support collected. One of the goals of the California Child Support program is consistent and reliable support – this FPM is used to ascertain achievement towards this goal.

This metric is important. It is the amount of current support that is going directly to families in the region. The ability to raise this metric almost a full percentage point with the adversity and change faced by our agency is a testament to the hard work that our Regional Staff put in every day. So far in FFY 2022 our region is at 68.10% on current support.

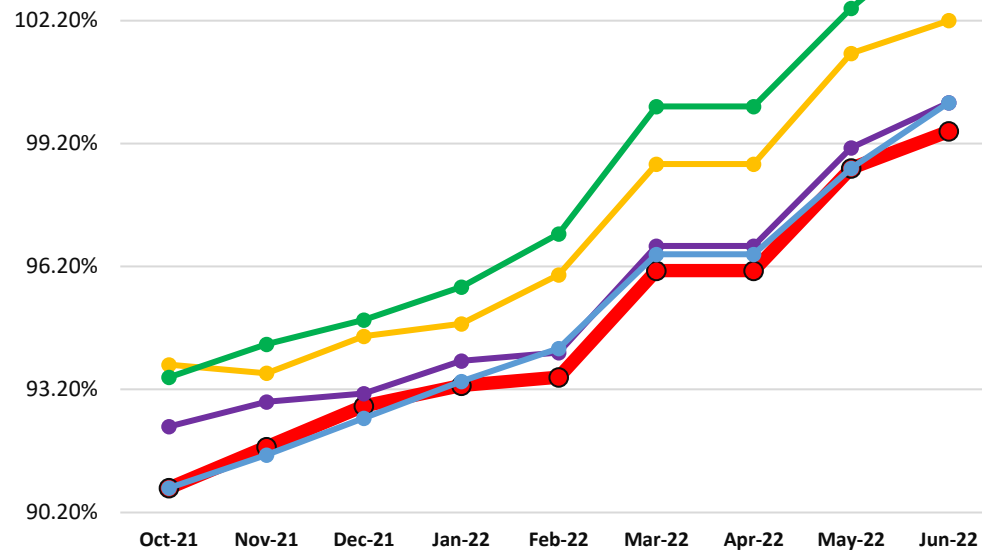
Federal Performance Measure (FPM) - Arrears

Another FPM pertains to arrears, child support owed in a previous month and not paid. This debt is calculated monthly and accrues interest at a rate of 10%. This FPM looks, by percentage, at the number of cases that owe arrears and a payment on arrears has been made during the FFY. During FFY 2022 our region has collected a payment for arrears on 65.10%. Please see the attached.

We as an agency will continue to strive to improve all aspects of the program. One size does not fit all, and we strive to meet the needs of the diverse and vibrant communities

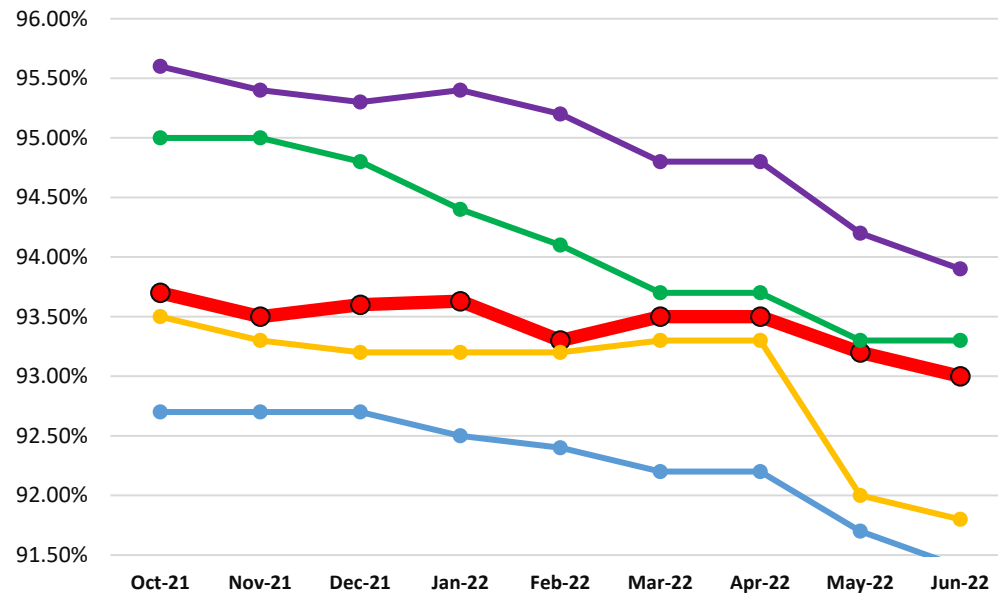
Item 8, Attachment A, 5 Pages

Paternity FPM 1



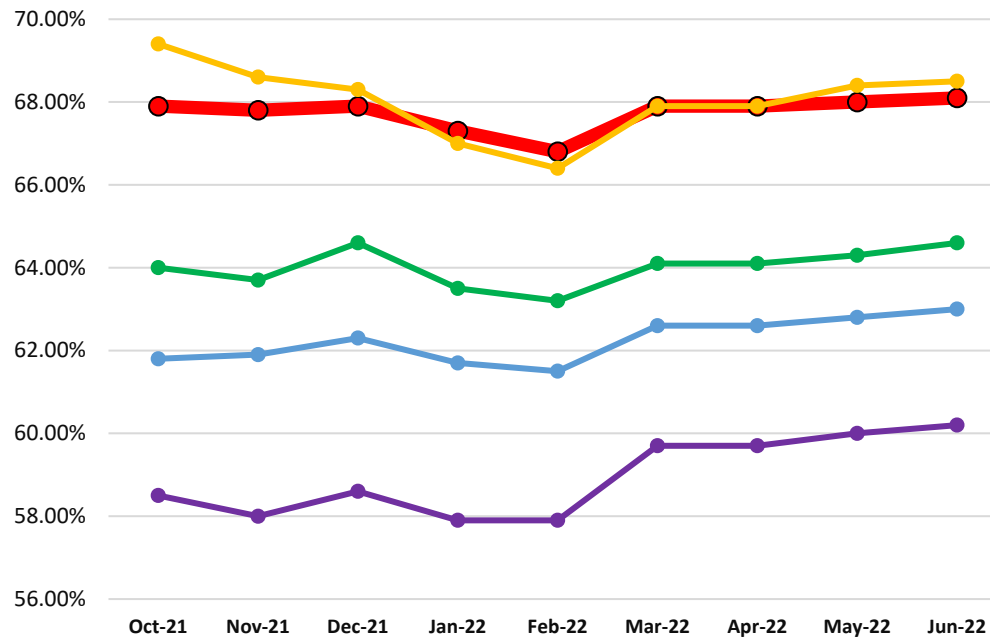
	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
CSY - 06/2022 Rank 38	90.80%	91.80%	92.80%	93.30%	93.50%	96.10%	96.10%	98.60%	99.50%
Butte - 06/2022 Rank 36	92.30%	92.90%	93.10%	93.90%	94.10%	96.70%	96.70%	99.10%	100.20%
Kings - 06/2022 Rank 21	93.80%	93.60%	94.50%	94.80%	96.00%	98.70%	98.70%	101.40%	102.20%
Santa Barbara - 06/2022 Rank 07	93.50%	94.30%	94.90%	95.70%	97.00%	100.10%	100.10%	102.50%	104.50%
State	90.80%	91.60%	92.50%	93.40%	94.20%	96.50%	96.50%	98.60%	100.20%

Support Order FPM 2



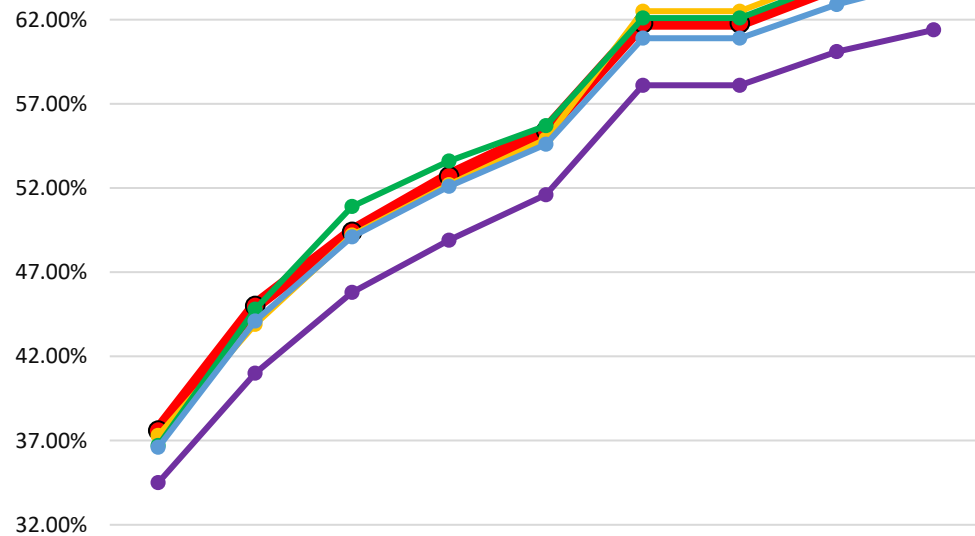
	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
CSY - 06-2022 Rank 27	93.70%	93.50%	93.60%	93.63%	93.30%	93.50%	93.50%	93.20%	93.00%
Butte - 06/2022 Rank 21	95.60%	95.40%	95.30%	95.40%	95.20%	94.80%	94.80%	94.20%	93.90%
Kings - 06/2022 Rank 36	93.50%	93.30%	93.20%	93.20%	93.20%	93.30%	93.30%	92.00%	91.80%
Santa Barbara - 06/2022 Rank 24	95.00%	95.00%	94.80%	94.40%	94.10%	93.70%	93.70%	93.30%	93.30%
State	92.70%	92.70%	92.70%	92.50%	92.40%	92.20%	92.20%	91.70%	91.40%

Current Support FPM 3



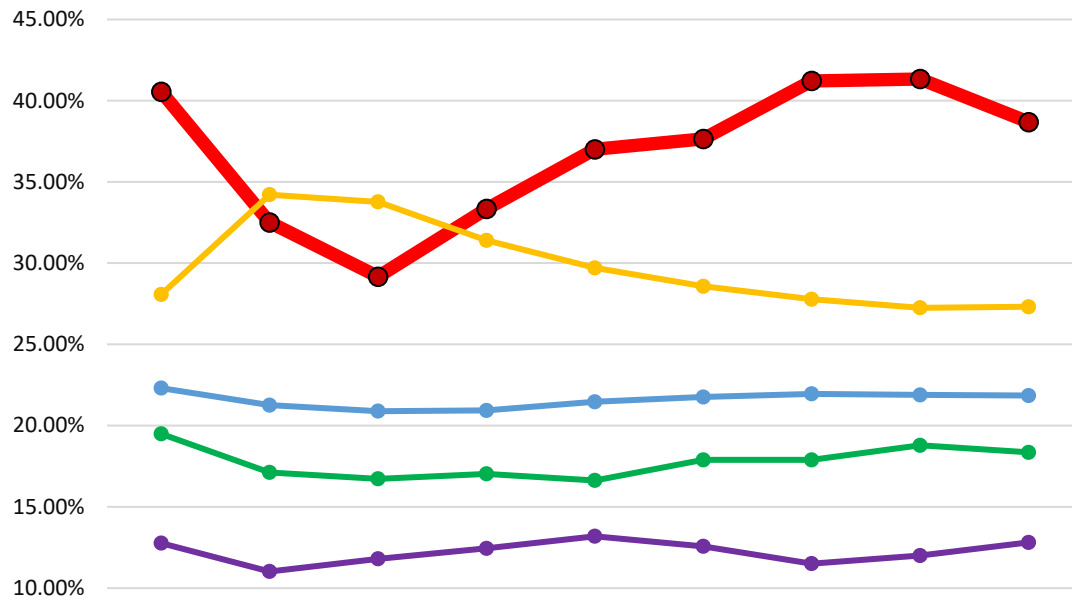
	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
● CSY - 06/2022 Rank 14	67.90%	67.80%	67.90%	67.30%	66.80%	67.90%	67.90%	68.00%	68.10%
● Butte - 06/2022 Rank 42	58.50%	58.00%	58.60%	57.90%	57.90%	59.70%	59.70%	60.00%	60.20%
● Kings - 06/2022 Rank 12	69.40%	68.60%	68.30%	67.00%	66.40%	67.90%	67.90%	68.40%	68.50%
● Santa Barbara - 06/2022 Rank 25	64.00%	63.70%	64.60%	63.50%	63.20%	64.10%	64.10%	64.30%	64.60%
● State	61.80%	61.90%	62.30%	61.70%	61.50%	62.60%	62.60%	62.80%	63.00%

Arrears FPM 4



	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
CSY - 05/2011 Rank 22	37.60%	45.00%	49.40%	52.70%	55.40%	61.80%	61.80%	64.00%	65.10%
Butte - 05/2011 Rank 42	34.50%	41.00%	45.80%	48.90%	51.60%	58.10%	58.10%	60.10%	61.40%
Kings - 05/2011 Rank 18	37.30%	43.90%	49.20%	52.20%	54.90%	62.50%	62.50%	64.70%	66.20%
Santa Barbara - 05/2011 Rank 20	36.70%	44.80%	50.90%	53.60%	55.70%	62.10%	62.10%	64.30%	65.70%
State	36.60%	44.10%	49.10%	52.10%	54.60%	60.90%	60.90%	62.90%	64.40%

PI 8 - Stips



	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
● CSY	40.54%	32.50%	29.17%	33.33%	37.00%	37.64%	41.21%	41.34%	38.68%
● Butte	12.77%	11.02%	11.80%	12.45%	13.19%	12.57%	11.50%	12.00%	12.81%
● Kings	28.07%	34.21%	33.77%	31.40%	29.71%	28.57%	27.78%	27.25%	27.31%
● Santa Barbara	19.49%	17.12%	16.72%	17.03%	16.63%	17.89%	17.89%	18.78%	18.35%
● State	22.31%	21.26%	20.89%	20.93%	21.46%	21.76%	21.95%	21.89%	21.85%