



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

To: RCSA Leadership Advisory Committee

From: Colin S. Anderson, Regional Assistant Director

Subject: 2023 FFY Performance Planning Update (Agenda Item #8)

Date: April 19, 2023

Every year the RCSA is required to submit a Performance Management Plan (PMP) to the State of California Department of Child Support Services (State DCSS). This plan will guide the RCSA through its goals and strategies for obtaining these goals. As an agency we have traditionally done our PMP in two (2) year cycles. For 2023 we are coming up on a fresh two (2) year cycle, which is an exciting opportunity to frame the direction of this agency. Through an analysis of our performance the RCSA has identified the following strategic areas to work on as goals for the next two (2) federal fiscal years:

1. **Child Support Caseload** - Although we have seen measured success increasing our child support caseload, this remains an important goal for the Regional Agency. Educating the community on the free and low-cost options that are available to local co-parenting families remains a priority. This will be accomplished through new advertising approaches, local collaborations, and community events.
2. **Parentage** - States have the option to calculate paternity establishment in two ways. IV-D PEP is the ratio of the number of children in the caseload in the fiscal year, who were born to unmarried parents with paternity established or acknowledged, to the number of children in the caseload as of the end of the preceding fiscal year who were born to unmarried parents. Statewide PEP is the ratio of the number minor children in the state who were born to unmarried parents for whom paternity has been established or acknowledged in the fiscal year, to the number of children in the state born to unmarried parents during preceding fiscal year. California has chosen to move from IV-D PEP to Statewide PEP. This decision creates data clean-up work at the local level. The Regional Agency's goal is to work all clean up reports, improve parent locate outcomes, and simultaneously reduce the number of children in the caseload for whom parentage has not yet been established.
3. **Child Support Collections** - The Child Support Program is measured on total collections, collections of current support due, and collections on child support arrears. During the



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COVID Pandemic, there were several economic supports put in place. There was a positive correlation to child support collections during that time, that has subsequently waned as those economic supports were removed. The Regional Agency has a goal to increase child support collections for local families.

The RCSA has an exciting new tool that is being developed in conjunction with State DCSS and the San Luis Obispo Department of Child Support Services in the form of a Tableau dashboard. This dashboard provides metrics for our staff that can be used by our Supervisors and Management to monitor the productivity of our staff. In addition, our staff continue to utilize the excel application that we label the DECK. The DECK allows staff to analyze and manage their caseload through metrics that we have identified as being essential to improving performance and outcomes for our customers.

The RCSA continues to strive to enhance our organization through strategically thinking about our performance and how to make improvements to benefit all the communities that we serve.