



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

Meeting Agenda
Wednesday, November 9, 2023
10:30 – 12:00 PM

Participants, staff, and the public will participate in this meeting at any of the four in person locations listed below, via teleconference or otherwise electronically at their option as allowed by the Brown Act teleconferencing requirements [Gov. Code § 54953(b)].

Remote Audio and Video Meeting Participation

Please use this link to join the meeting from your computer or smartphone:

<https://yolocounty.zoom.us/j/81699777905?pwd=eTEyZnhnRU1YMWxTRXJDMlJ3WjZuZz09>

Webinar ID: 816 9977 7905

Passcode: 111971

Or Dial by your location:

- +1 408 638 0968 US (San Jose)
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Webinar ID: 816 9977 7905

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In Person Meeting Participation Options

Colusa Sutter Yolo Regional Child Support (Woodland office)

100 West Court Street
Woodland, CA 95695



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

Yolo County Administrative Office

625 Court Street, Room 204
Woodland, CA 95695

Sutter County Administrative Office/Board of Supervisors

1160 Civic Center Boulevard, Suite A
Yuba City, CA 95993

Colusa County Administrative Office

547 Market Street, Room 102
Colusa, CA 95932

General Agenda

1. Call to Order, Roll Call

2. Consider Approval of Agenda

3. Public Comment

- a. Submit written public comments to childsupport@csy.cse.ca.gov. E-mails are distributed to the Leadership Advisory Committee (LAC), and support staff. To ensure the LAC has the opportunity to review information prior to the meeting, please send e-mails by 10:00 AM on the meeting date.
- b. Live remote public comments:
 - i. Device with microphone: Press the "raise a hand" button.
 - ii. Phone: Press *9 to indicate a desire to make comment

Support staff will call you by your name or phone number when it is your turn to comment. Speakers will be limited to no more than three minutes and will be asked to state their name for the record.

Consent Items

4. Approve the minutes of the April 19, 2023, Leadership Advisory Committee Meeting



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

- 5. General Update – Natalie Dillon**
- 6. RCSA Financial Update – Amanda Battles**

Discussion Items

- 7. Child Support Program Changes and DEI – Natalie Dillon**
- 8. Performance Planning – Daniel Padilla**
- 9. Leadership Advisory Committee Comments and Discussion**
- 10. Adjourn**

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

Meeting Minutes

Wednesday, April 19, 2023

2:30 PM – 4:00 PM

This meeting occurred via teleconference compliant with the requirements of the Brown Act. The recording of this meeting can be viewed [here](#).

LAC Members	
Janice Bell	Colusa County Supervisor
Wendy G. Tyler	Colusa County Administrative Officer
Mike Ziegenmeyer	Sutter County Supervisor
Steven M. Smith	Sutter County Administrative Officer
Lucas Frerichs	Yolo County Supervisor
Gerardo Pinedo	Yolo County Administrative Officer

General Agenda

1. Call to Order, Roll Call

Meeting started 2:34pm.

Roll called, LAC members present were:

Colusa County Supervisor Janice Bell.

Colusa County Administrative Officer Wendy Tyler.

Sutter County Supervisor Mike Ziegenmeyer.

Sutter County Administrative Officer Steve Smith.

Yolo County Supervisor Lucas Frerichs.



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Yolo County Deputy County Administrator Mark Bryan *for*
Yolo County Administrative Officer Gerardo Pinedo.

Also present were:

Colusa, Sutter and Yolo Regional Child Support Agency
Director Natalie Dillon.
Assistant Director Colin Anderson.
Assistant Director Amanda Battles.

2. Consider Approval of Agenda

2:35pm, Director Dillon requested motion to approve the agenda. Administrator Tyler motioned to approve, Supervisor Frerichs seconded motion. Votes approved.

MOVED BY: Tyler / SECONDED BY: Frerichs

AYES: Tyler, Ziegenmeyer, Smith, Frerichs, Bryan.

NOES: None.

ABSTAIN: None.

ABSENT: Bell (*due to technical difficulties*)

3. Public Comment

2:36pm, No live public comment via callers / online chat. None received via other correspondence before meeting start.

Approval of Consent Agenda

2:37pm, Supervisor Ziegenmeyer motioned to approve consent agenda. Supervisor Frerichs seconded motion. Votes approved.

MOVED BY: Ziegenmeyer / SECONDED BY: Frerichs.

AYES: Tyler, Ziegenmeyer, Smith, Frerichs, Bryan.

NOES: None.



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ABSTAIN: None.

ABSENT: Bell (*due to technical difficulties*)

Consent Items

- 4. Remote Meetings**
- 5. Approve the minutes of the minutes of the August 31, 2022 LAC Meeting**
- 6. General Update**
- 7. Outreach and Training**
- 8. Performance Planning**
- 9. Long Range Planning Calendar**

Discussion Items

10. RCSA Financial Update – Natalie Dillon and Amanda Battles

2:37pm, Director Dillon provided an explanation of child support budget methodology. Dillon also explained that for the 23/24 fiscal year, the Governor's budget allotted an additional \$35.8 million additional funding for the child support program statewide; this resulted in a funding increase for the regional agency of \$7,000.00. The funding increase, although helpful, does not equitably fund all LCSAs the same per the most recent budget methodology. Director Dillon also noted that should the \$35.8 million provision be removed due to the May state budget revision, it is possible current funding for the regional agency could drop more than the \$7,000.00 it would have increased.

Supervisor Frerichs requested clarification on which agency or how the child support program advocates for budget and policy changes at the state level, Director Dillon explained the Child Support Directors Association (CSDA) advocates for these changes and improvements. Administrator Tyler, Frerichs, and Dillon discussed the nature of regionalization, ways in which Colusa Sutter Yolo differs from other regionalized programs in the State, as well as how the funding for shared full time equivalent (FTE) employees between agencies.



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2:51pm, Director Dillon introduced Assistant Director Amanda Battles. Battles discussed the regional agency budget for the current year 22/23. At present, it appears that the regional agency will finish the fiscal year under budget. Battles also explained that at the State level, the budgets have been consolidated from three separate budgets into one Regional Agency Budget with two allocations. We have been able to reduce the county budgets from three to two, with the goal to have a single county budget by 2026. Battles elaborated that because we are under budget, and the fiscal process is to return unspent allocation to the State, the regional agency is using this opportunity to purchase a vehicle and fund additional training for staff.

2:53pm, Assistant Director Battles then provided update to the LAC concerning the 23/24 budget. During the federal fiscal year (FFY) 22/23, the regional agency did not utilize the Federal Performance Incentive Funds (FPIF) last year which are still held at the state level. However, the regional agency is glad to report that we have budgeted for, and maintained, 66 total FTEs, the same number as the regional agency's previous year. County budgets have been submitted to Yolo and Sutter counties.

11. Leadership Advisory Committee Comments and Discussion

2:58pm, Director Dillon opened the discussion to all committee members for questions, comments, or input.

Administrator Smith advised that he feels the regional agency is doing great. Smith was able to tour the regional agency's new site at 1007 Live Oak Blvd and described features of the new space, like hotel-assigned work design. Additionally, Smith noted that employees appeared happier and looked like they really enjoyed the new space.

Administrator Tyler added that she also feels the regional agency is doing well and would like to arrange for Colusa County leadership to tour the new office at Sutter County. As well as thanking Director Dillon for her continued leadership



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and involvement amongst Colusa department heads, despite no longer having FTEs employed by Colusa County.

Supervisor Frerichs thanked the LAC and the regional agency for bringing a newer supervisor up to speed quickly. Frerichs also explained he has been impressed by, and appreciates the work done between 3 different agencies.

Deputy Administrator Bryan requested an update on how many FTEs remained not now-employed by Yolo County. Director Dillon explained five employees of Sutter County remain part of our agency. Dillon also explained the transition timeline as outlined in the Regional Agency Memorandum of Understanding (MOU).

12. Adjourn

3:11pm, Director Dillon requested a motion to adjourn the meeting. Supervisor Frerichs motioned to approve consent agenda. Supervisor Ziegenmeyer and Administrator Smith both seconded motion. Votes approved.

MOVED BY: Frerichs / SECONDED BY: Ziegenmeyer.

AYES: Tyler, Ziegenmeyer, Smith, Frerichs, Bryan.

NOES: None.

ABSTAIN: None.

ABSENT: Bell (*due to technical difficulties*).

Meeting adjourned 3:12pm

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Leadership Advisory Committee support staff as soon as possible and preferably at least 72 hours prior to the meeting. The Leadership Advisory Committee support staff may be reached at 530-661-2832, via email at childsupport@csy.cse.ca.gov or at the following address: Colusa, Sutter and Yolo Regional Child Support Agency, 100 W Court St, Woodland, CA 95695.



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

To: RCSA Leadership Advisory Committee
From: Natalie Dillon, Regional Director
Subject: General Update (Agenda Item #6)
Date: November 9, 2023

National (NCSEA) Program Awareness Award

The Colusa Sutter Yolo Regional Child Support Agency (RCSA) is excited to have been awarded the prestigious 2023 Program Awareness Award by the National Child Support Engagement Association (NCSEA). The award was presented during the 2023 Child Support Leadership Symposium, in recognition of the Child Support Agency's innovative and effective strategies to increase public awareness of the child support program and its profound support of children and families.

The NCSEA highlighted the Child Support Agency's exceptional efforts in creating a Regional Agency that embodies the unique culture, communities, and values of Colusa, Sutter, and Yolo Counties. One aspect of this deliberate approach included developing an Agency logo that incorporated colors from each county's seal, representing the unity and diversity of the region.

Underpinning this award is the Child Support Agency's comprehensive multi-pronged approach to raising awareness regionally about its services. This strategy included the launch of a new website, and engaging promotional videos aired on broadcast television and shared widely on social media platforms. As a result of this initiative, the Child Support Agency has achieved a remarkable 21% increase in stipulation rates, showcasing enhanced parental engagement in the child support process.

NCSEA produced a podcast as hosts interviewed me showcasing our comprehensive outreach and branding effort and associated results. The podcast can be heard here: [NCSEA On Location • A podcast on Spotify for Podcasters](#), and on Spotify.

August Child Support Awareness Month

Staff formulated a workgroup and devised a plan for Child Support Awareness Month that included a Did You Know Campaign on social media, an emphasis on excellent customer service, drawing activities for children who came to our offices, participation at the Colusa Concert at the Park, a driver license amnesty program and more.



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Organizational Development

Vision Statement: In 2021, after the inception of the RCSA, we created a mission statement. The mission statement is: The Colusa, Sutter and Yolo Regional Child Support Agency works with families to promote self-sufficiency and the well-being of children by establishing parentage and financial support. In 2023, after going through the Four Essential Roles Leadership Training by Franklin Covey, the leadership team developed and rolled out a new Vision Statement: Engaging parents in supporting their children.

Restructuring: Also, as an outcome of the Four Essential Roles Training, the Leadership team examined the structure of the agency and whether our structure was aligned with the goals of the agency. After a little more than two years as a regional agency, we determined some changes were necessary, which were implemented in October 2023. The goals of the changes were to:

- Flatten and balance the organizational structure
- Reduce the staff to supervisor ratio
- Allow new Child Support Specialists more time to have the support of staff development while they are acclimating to a caseload.
- Provide culturally and language appropriate services to our Spanish speaking customers
- Mitigate the impacts of vacant caseloads in performance teams
- Have a caseload distribution structure that allows the agency to work on local, state and federal performance goals simultaneously.

Staffing Update

Colin Anderson, Supervising Attorney and Assistant Director retired November 3rd. We have promoted Anne Glanzer to the Supervising Attorney position. Amanda Battles will be the sole Assistant Director.

Our Business Services Manager, Sandi Reyes, also retired this summer. We have decided to not fill this manager position, but instead to add a Business Services Supervisor. We were fortunate to hire someone with relevant Yolo County experience.

Yolo County has an MOU with Glenn County for a shared Child Support Attorney commencing January 24, 2022, through June 30, 2024. The attorney works 50% for the regional agency and 50% for Glenn County Department of Child Support Services. This arrangement has worked well for both agencies, and we plan to continue by entering into another two-year contract. We are working to convert our existing Limited Term position into a permanent position.



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Statewide and Regional Presentations

Upon request by the California Department of Child Support Services, Natalie Dillon gave a presentation in August at the DCSS Northern Regional Meeting regarding Colusa Sutter Yolo Regional Child Support best practices and success on Current Support, stipulations and our Domestic Violence collaborative with Empower Yolo.

She also made three separate presentations in September at the Western Intergovernmental Child Support Engagement Council (WICSEC represents all states west of the Mississippi) Conference on the Colusa Sutter Yolo Regional Child Support experience with business process reengineering, practices relative to navigating the current labor market, and California policy changes related to enforcement of Child Support for families in Foster Care.

Website Redesign

The Colusa Sutter Yolo Regional Child Support website is hosted on a Granicus platform through a contract piggy-backed off the Yolo County contract. We created a new website to coincide with the new agency. It has been two years already, and we felt the regional agency website needed refreshing and additional child support content added. Through our contract with our Grays Peak Strategies, their consultant and our staff embarked on a website redesign project. We added significantly more child support content. We are very proud of the results. Our website can be viewed here <https://www.colusasutteryolochildsupport.org/>.

Innovation and Technology

Information Security Audit

As noted during the April Leadership Advisory Committee General Update, the RCSA was selected by the CA DCSS for an Information Security Audit. The entrance interview was conducted on March 28th and the onsite audit was April 17. The Yolo portion of the audit included Yolo County IT, who was involved during the entrance interview and the onsite audit in Woodland. All three sites were visited. We are still pending the results of the audit.

Teams Calling

RCSA staff use a combination of equipment that is managed by California DCSS and Yolo County. As shared previously, we attempted to use MiCollab, the Yolo County VOIP telephony solution, however we experienced numerous technical issues – particularly for those staff on state/Option 1 computers. We have successfully implemented Microsoft Teams calling working with AT&T and DCSS to get a new block of phone numbers for all RCSA staff, including



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reception. The migration has gone smoothly, all staff have new phone numbers, including reception. Staff can access their phone lines from home or in the office.

Tech Refresh

The Regional Agency is working with DCSS on agency wide tech refresh for laptops and devices that are greater than 5 years old. Among other benefits, this update will allow us to standardize the docking stations in the three offices, mitigating some of the technological issues with hoteling. We expect to complete the roll out by the end of the month.



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

To: RCSA Leadership Advisory Committee

From: Amanda Battles, Assistant Director

Subject: RCSA Financial Update (Agenda Item #6)

Date: November 9, 2023

SFY 2022-23 Financial Closeout Report

In our previous Leadership Advisory Committee meeting, we shared the California Department of Child Support Services (DCSS) CSSI Letter 23-01 Administrative and Electronic Data Processing Initial Allocations for State Fiscal Year 2023-24. In June of 2023 DCSS shared CSSI Letter 23-07 Administrative and Electronic Data Processing Final Allocations for State Fiscal Year 2023-24 reflecting a total allocation for our agency of \$9,434,076 and no change in our total allocation from the initial planning letter.

We spent 99% of our regional allocation in FY 2022-23. We continue to work with DCSS to ensure money is moved between the Sutter and Yolo allocations to align with our expenditures, staying within the total allocation.

The Colusa child support fund was closed out in FY 2022-23 and the remaining \$261,678 of historic local child support funds were moved to Yolo, staying with the Child Support program.

As planned, we did not utilize any of the \$250,000 in Federal Performance Incentive Funds (FPIF) in FY 2022-23. We are currently at our cap for FPIF and do not anticipate the \$250,000 to increase.

There are four Sutter County employees assigned to the RCSA, the others are all Yolo County employees. The four Sutter County employees have until December 31, 2025, to resign, retire or transition to Yolo County employment.

Regional Funding Efforts

We previously shared (April 19, 2023, LAC Meeting) larger regional funding efforts underway to make consistent how the funding methodology is used for single county local child support agencies (LCSA) versus multi county or regional LCSAs. Unfortunately, the Child Support Directors Association (CSDA) is not moving this proposal forward to DCSS. There are concerns by other LCSAs since there is a fixed amount of Child Support funding statewide, if the approach



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to funding the regional agencies were to change, it could negatively impact other county allocations. Furthermore, there are concerns that requesting an increase to California Child Support program funding while caseloads and collections are declining that overall program cost effectiveness will also decrease.



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

To: RCSA Leadership Advisory Committee
From: Natalie Dillon, Regional Director
Subject: Program Changes and DEI (Agenda Item #7)
Date: November 9, 2023

The California Child Support program is evolving from an enforcement, cost recovery model to one that is centered on working with and engaging both parents, reducing poverty, and supporting children. In accordance with this shift, there have been numerous legislative and policy changes impacting how local child support agencies (LCSAs) deliver services.

Concurrently, the California Child Support program is incorporating a strong equity vision. The California Department of Child Support Services' (DCSS) newly created Office of Equity developed a roadmap that addresses building workforce capacity, disaggregating customer data, community engagement – specifically with disadvantaged customers, and programmatic and policy equity by design.

This RCSA report provides the Leadership Advisory Committee updates on three significant programmatic changes - Child Support and Foster Care, and Uncollectible Debt, Former Assistance Pass Through and their intersection with Diversity Equity and Inclusion (DEI).

Program

Foster Care

On August 11, 2023, DCSS released updated policy letter Child Support Services Information (CSSI) Letter 23-10 implementing AB 1686 Foster Care. This bill essentially ceases new Foster Care, ARC and KinGap referrals after 1/1/2023 to child support from child welfare unless the parent makes more than \$100,000 or 400% of the federal poverty level (FPL). This new law and policy change will reduce the number of child support cases by approximately 42,000 statewide and 652 cases for CSY and reduce statewide collections by approximately \$20 million and approximately \$260,000 reduction in collections for the RCSA.

On October 23, 2023, DCSS released CSSI Letter 23-11 regarding Foster Care Referrals Prior to January 1, 2023, as well as Child Support Services Program (CSSP) Letter 23-02 regarding Foster Care Arrears. These policies also apply to Foster Care, ARC and KinGap cases. ARC and KinGap programs serve children placed with relative caregivers. This policy directs LCSAs to close previously referred cases unless the parent makes more than \$100,000 or 400% of FPL and



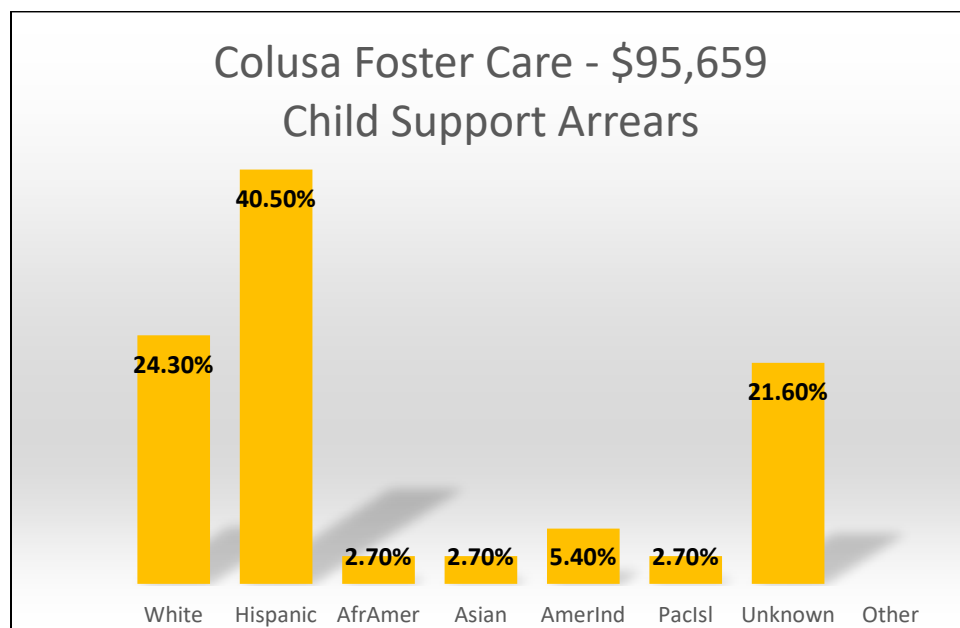
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eliminate all associated child support arrears as uncollectible. The work to close these cases is significant; cases that have current child support orders will require a court modification of the order, redistribution of any child support collections that occurred after January 2023, potential impacts to cross cases, changes to accounts, elimination of accrued child support debt and associated interest, etc. Although this policy change is positive for many of our communities most fragile families, there is an associated workload and negative impact to RCSA child support collections.

As of the end of last month, the Colusa Sutter Yolo RCSA has 652 impacted cases with over \$6,477,280 in child support arrears.

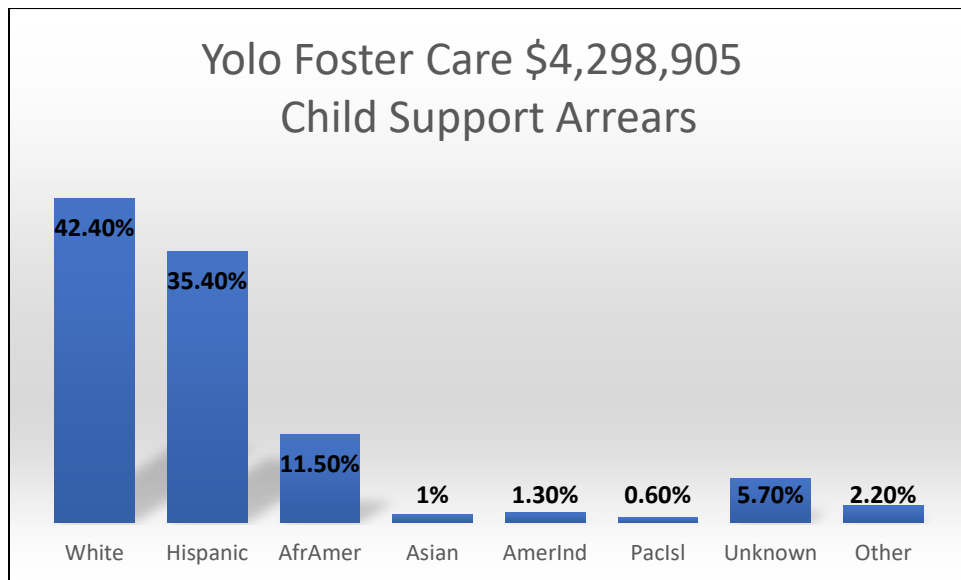
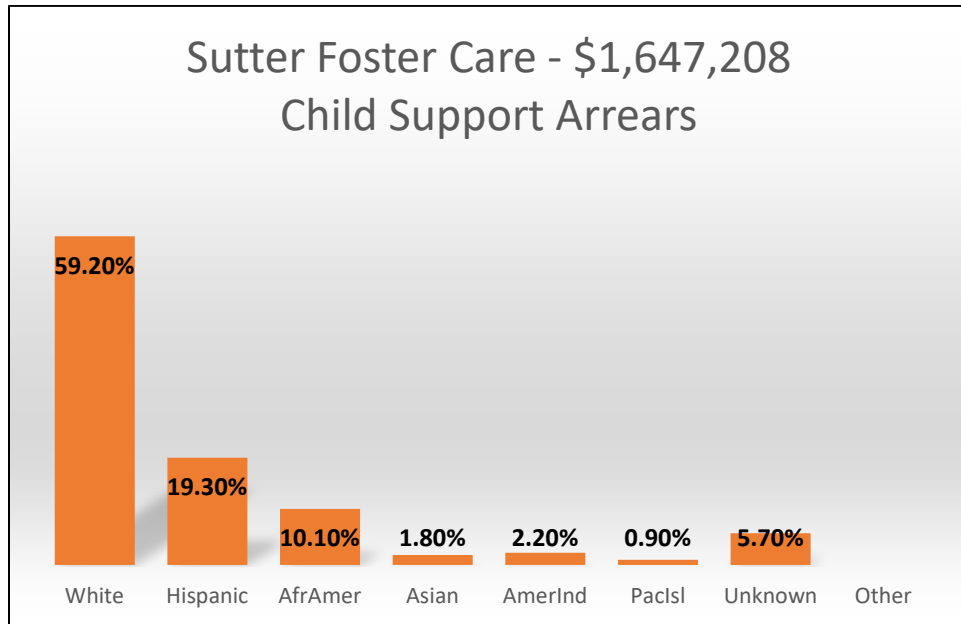
	Foster Care cases	ARC/KinGap cases	Associated Child Support Arrears
Colusa	37	6	\$121,721
Sutter	238	9	\$1,702,721
Yolo	314	48	\$4,652,838
RCSA	589	63	\$6,477,280

Here is a breakdown of Child Support cases associated to Foster Care (excludes KinGap and ARC) by county and race.





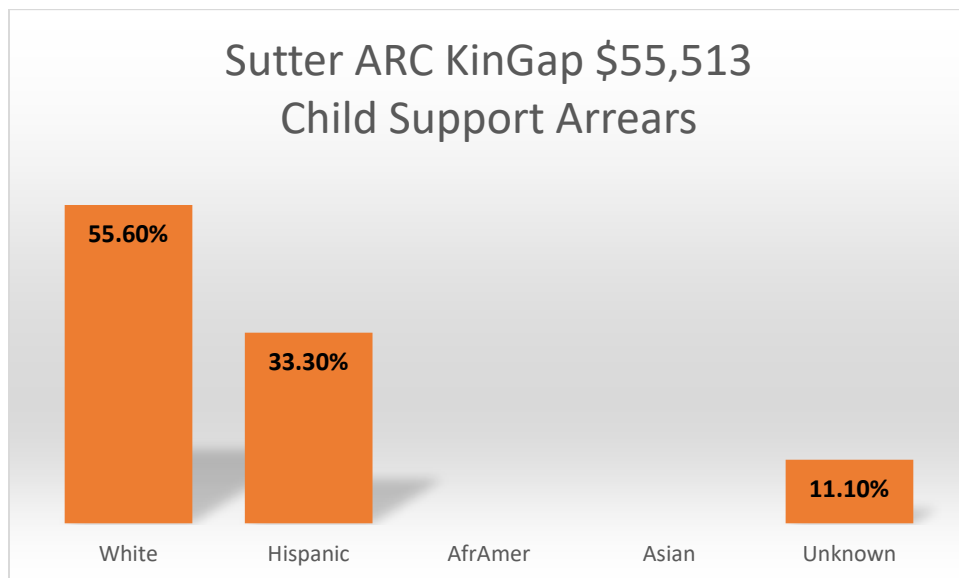
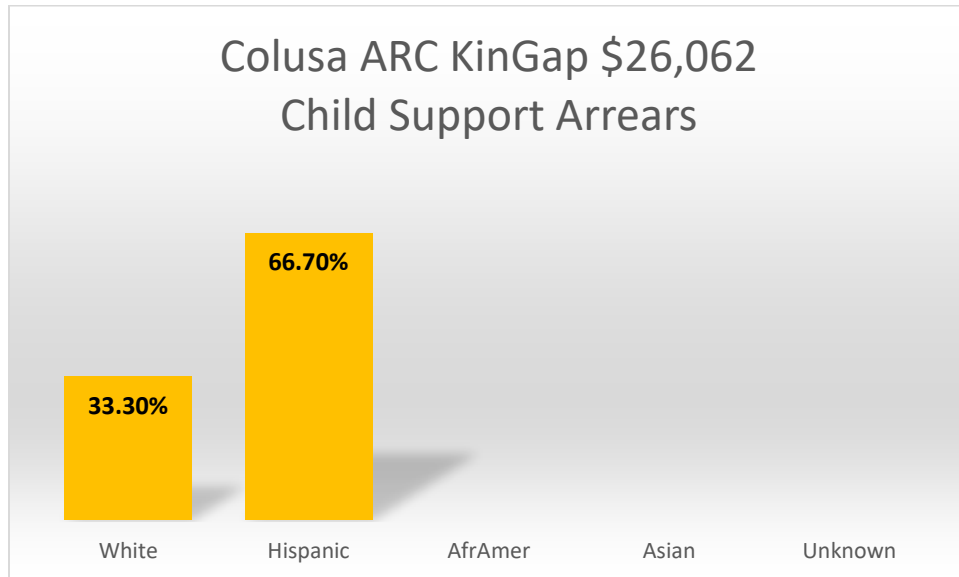
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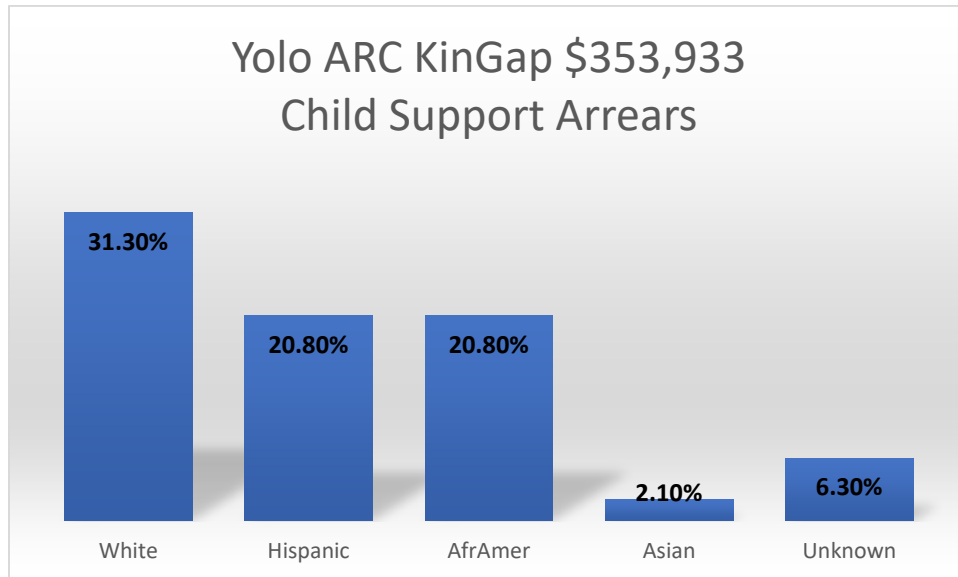
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Here is the data for ARC and KinGap cases, a much smaller segment of the caseload and arrears, by county, by race:





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It should be noted that race and demographic data in CSE, the Child Support system is not completely accurate, some of which is dependent on caseworkers at case opening, other data comes from various interfaces. However, does provide a perspective on those impacted by these policy changes.

Uncollectible Debt

On August 2, 2023, DCSS released updated policy and procedure implementing AB 135 – Uncollectible Debt. Phase 1 of Uncollectible Debt specifically addresses those obligors whose sole source of income is derived from one of the following:

- Supplemental Security Income/State Supplementary Program for the Aged, Blind, and Disabled (SSI/SSP) benefits.
- A combination of SSI/SSP benefits and Social Security Disability Insurance benefits.
- Cash Assistance Program for Aged, Blind, and Disabled Legal Immigrants (CAPI) benefits.
- Veterans Administration Disability Compensation Benefits in an amount equal to or less than the amount the noncustodial parent would receive in SSI/SSP benefits.

Although this program will have a significant impact on the child support obligors who are very low income and have these specific income types, the volume of cases impacted by Phase 1 is relatively small; an estimated 9,000 cases statewide. This policy change is anticipated to



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provide significant relief to these low-income obligors who owe money to the government. There are approximately 225 impacted cases in the RCSA, with a combined total of \$4,617,615 in child support arrears owed to the government. Although there are 225 cases reflected in this population, some of these obligors will continue to owe child support to the other parent and thus will not automatically result in case closure.

Phase 1 Uncollectible Debt	Child Support Arrears Owed to the Government
Colusa	\$24.25
Sutter	\$729,010.34
Yolo	\$3,888,580.63
RCSA	\$4,617,615.22

Phase 2 of Uncollectible Debt will be a much more expansive program whereby many low-income California parents who owe child support to reimburse public assistance costs to the state will be determined as no longer enforceable. DCSS contracted with the University of California at San Diego (UCSD) for a 2023 Collectibility Study. Along with the study, it is expected that UCSD will release an algorithm, that when applied to the California Child Support caseload, will identify those cases with specific characteristics that may be eligible for uncollectible debt. It is anticipated that Collectibility Study will be available in early 2024 and the policy for Phase 2 will be released in the latter part of 2024.

Former Assistance Pass Through

Beginning in May 2024, child support arrears collected on cases where the Parent Receiving Support (PRS) previously received public assistance will be “passed through” to the PRS in lieu of being recouped to recover public assistance costs. Although implementation is six months out, this policy change requires the local child support agency to do extensive PRS locate work. Since money historically did not distribute to these families, but was instead recouped, these parents generally did not keep their addresses current with the Child Support program, nor did they enroll in Direct Deposit or Electronic Payment Cards. This is creating a new workload for all California local child support agencies. If not done, when money starts being disbursed after



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May, if there is no locate, the money will suspend, not disburse, and require even more work – and more importantly, delay getting money to low-income parents.

This policy change will result in more money to historically low-income families. Approximately 60% of the RCSA caseload has been on public assistance at one time. Because this policy applies solely to cases who previously received CalWORKs, the children on many of these cases are emancipated. The average age of the parent who will receive money is approximately 54. Receipt of this passed through child support may impact some people's eligibility for needs-based programs, such as CalFresh, MediCal, Child Care, Housing, etc. There is currently a Legislatively mandated workgroup, which I participate on, analyzing these potential impacts.

The California Legislature has also expressed support for applying this same policy for those who currently receive CalWORKs – passing through child support to the family, in addition to concerns noted above regarding impact to eligibility for other programs, there are budgetary concerns as this would be a loss of State General Funds and would require California to pay the feds back for their portion of the TANF grant that has been passed through to the family.

Diversity Equity and Inclusion

In addition to making these program changes, the RCSA is also interested in growing workforce capacity as it pertains to DEI. Yolo County is also implementing a countywide DEI workgroup in which staff of the RCSA will participate. RCSA staff recently participated in a DEI survey developed by the Carter Development Group to gain staff's perspectives and experiences related to their work in child support. We are committed to providing the best possible environment for our entire workforce. Gaining employees perspective helps us understand their experiences as it relates to work and is an essential step in creating a truly diverse, equitable, and inclusive community. The survey responses are confidential and will not part of any medical, employment, or disciplinary record. No individually identifiable information will be reported. Disaggregated data broken down by detailed sub-categories will not result in any personally identifiable information.



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

To: RCSA Leadership Advisory Committee
From: Daniel Padilla, Regional Program Manager
Subject: 2022/2023 FFY Performance Update (Agenda Item #7)
Date: November 09, 2023

The 2022/2023 Federal Fiscal Year (FFY) saw the Colusa Sutter Yolo Regional Child Support Agency (RCSA) continue to improve on existing performance efficiencies for the citizens of the region. During the fiscal year, we carried on with the objective of increasing the number of stipulations between the parties. Stipulations tend to have a positive impact at the customer level and positively impact the Federal Performance Measures (FPM). This fiscal year (2023/2024), we want to build on that momentum. The current Performance Management Plan (PMP) picks up where we left off in the previous PMP, as we include the tactic of increasing stipulations by facilitating agreements between parties. We believe our efforts in filing a stipulation during the establishment phase will help in our PMP goal of increasing total collections. This current fiscal year will also see a major internal change as we reorganize our teams. We believe this change will help our staff better manage their workflow and increase their knowledge in their case management area, which will improve the customer experience. In addition, we have provided staff with a Case Segmentation tool that is used to strategically work their cases and yield improved results.

Stipulations – Performance cornerstone

As we move forward, one of the cornerstones of our performance philosophy is our purposeful dedication to initiate and engage our customers in the process from the early stages of the case. Early engagement allows for the opportunity to educate both parents about the program. Explain why the RCSA is involved and what to expect. In essence, we can explain the process in real time as we provide the customer with a direct contact for their case manager. In child support terms, if the obligor is part of the process of establishing the order, then they're more likely to pay.

Stipulations are the result of our customer engagement. When done effectively, engagement gives our agency the chance to have the parties come to an agreement on child support amounts rather than allowing the court to decide the issue. Cases where a stipulation is filed perform better than a case that defaults. In September 2022, we were at a stipulated percentage of 39%. Through August 2023, we are at 46.68% of all orders that we obtained with a stipulated agreement between the parties. The State average for all California Counties is 24.2%. We continue to work on improving the percentage of



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stipulated orders in the current fiscal year. We feel confident that we emphasized this goal and the importance of engagement with our customers.

We met biweekly with the supervisors, seniors, case managers, and child support assistants involved in this process during the prior fiscal year. We will continue to have monthly meetings for this current fiscal year to continue with his goal and create agreements that fit that individual family.

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 and compares it with children in IV-D cases open at the end of the prior FFY who were born out-of-wedlock. We ended FFY 2022/2023 with a 102.5%. To come up with a percentage, you divide the current number of paternitys established in the current fiscal by out-of-wedlock births in your caseload from the previous year. For example, our region in FY 2022/2023 had 6,500 paternitys established or acknowledged; this was divided by the 6,339 out-of-wedlock births from the prior year; hence, a paternity outcome of 102.5%. It is not unusual for performance on paternity to be more than 100% since paternity can be determined years after birth.

This metric continues to build throughout the fiscal year. 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 enforcing and ultimately collecting 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 an achievement of 100% is not possible. The higher the percentage, the more families we can work to distribute child support to.

We ended the FFY 2022–2023 performance metric with 91.9% as compared to 92.2% from the previous year. We are consistent in this metric year after year, but the RCSA is working on increasing our performance in this area.

Federal Performance Measure (FPM) – Current Support

The Current Support FPM tracks by percentage the amount of current child support that is paid in the month as compared to what is owed for that month. 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 paid \$50. For that month, the PPS paid 50% of their obligation. Case-level data is aggregated and measured monthly, expressing a percentage of current support collected. One of the



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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 as it is the amount of current support that is going directly to families in the region. We ended the 2022–2023 FFY with 68.3%. This percentage was exactly what the RCSA reached in the prior fiscal year. The state average in the prior fiscal year was 63.1%. We believe the work we did on the stipulations positively impacted this measure. In 2023-24, the Program Manager will hold biweekly meetings with the three teams, their enforcement staff, and their supervisors striving to reach the overall goal of total collections for the current fiscal year. This meeting will help staff strategize using the Case Segmentation Dashboard and discuss lessons learned. We anticipate that this meeting will have a ripple effect on FPM-Current Support and FPM-Arrears.

Federal Performance Measure (FPM) - Arrears

Another FPM pertains to arrears, or child support owed in a previous month but 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 that has been made during the FFY. Concluding the 2022/2023 FFY, the RCSA saw 63.1% of all cases owing arrears made at least one payment during the year as compared to 67.8% for the prior FFY. The percentage on this metric has decreased statewide. The state average in the prior fiscal year was 67.3% and as of August 2023 the state average is 63.2%. A decrease around 4% both within our agency and statewide.

Our 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 our diverse and vibrant communities.