



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.