



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

To: RCSA Leadership Advisory Committee  
From: Daniel Padilla, Regional Program Manager  
Subject: 2024 FFY Performance Planning Update (Agenda Item #6)  
Date: May 01, 2024

As we complete the 2<sup>nd</sup> quarter of the 2024 Federal Fiscal Year (FFY) the RCSA is required to report to the State of California Department of Child Support Services (State DCSS) on performance and efforts made during the period to achieve the strategic goals listed on the 2024 Performance Management Plan (PMP). State DCSS has historically been a strong enforcement program but is now shifting to a program aiming to engage both parents by making parents aware of administrative and judicial resources available to them. Today, obligor parents who may have large government-owed debt have more opportunities to eliminate or significantly reduce child support debt.

This shift in policy has impacted our caseload and collections in particular; equally important, it has impacted the work of our staff. Policies and procedures are created or updated to reflect new programs or laws, which may also require staff to be trained and, at times, require them to complete their duties in new ways or learn new software systems.

### 1. Child Support Caseload

Statewide there has been a 6% decline in the child support caseload. For RCSA, our decline is closer to 15%. This decline is in large part due to changes in CalWORKs caseload, policies, and referable cases. The RCSA has been focused on educating our community on the services we provide and how we can help. We are starting to see an increase in applications of families who have never received public assistance – an 8% increase in one year. However, our case opening rate does not surpass our case closure rate as we no longer enforce foster care cases or cases who qualify under the program referred to as Uncollectable Debt.

### 2. Child Support Collections

The Child Support program is measured on total collections which includes the collection of current support due and the collections of child support arrears. The DCSS shift from a strong enforcement program to one more supportive to both parents also means making policy changes to support this shift. The shift has provided an opportunity for low-income obligors to reduce or eliminate their debt owed to the government. Programs such as Uncollectible Debt allow for government owed arrears to be eliminated for low-income obligors whose only income is SSI/SSP, SSDI, CAPI and VA Disability. For the RCSA, this affects over 225 cases and represents approximately \$4.6 million in child support arrears that will no longer be enforced. The Foster Care program has also been modified. The State of California has changed its policy since some of the families involved in the foster care system are parents, most often experiencing multiple



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barriers such as extreme poverty, substance abuse, mental health, family violence and more. Having an open child support case and making payments to repay foster care was often an added barrier to reunifying with the child. With this policy change the RCSA is closing 652 open cases and eliminating approximately \$6.5 million in debt that has been owed to repay foster care costs. These two examples are positive for our most fragile families in our community, but it should also be mentioned that these positive changes and the declining caseload will result in less money collected as compared to last year.

The RCSA has been working to ensure our orders are right sized, and that they are based on actual income, not presumed or imputed income unless appropriate, and do not put the paying parent into significant debt for an obligation they are unable to pay. Our focus has been on the consistency and reliability of payments. One of the data elements we track is the percentage of current monthly obligation paid, in other words - is the parent paying their full obligation monthly? By analyzing the various collections bands (percentage paid), we can determine if the payer is able to remain in compliance with the order and ensure an increased level of consistency for the receiving parent.

### **3. Parentage**

California is moving from IV-D PEP to Statewide PEP for calculating paternity established. Statewide PEP is the ratio of the number of 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. The RCSA has been working data clean up reports and paternity clean-up is an agenda topic with the establishment team when holding the bi-weekly meetings with the Program Manager. Discussion includes ways to improve parent locate outcomes and reducing the actual number of children in the caseload for whom parentage has not yet been established. The PMP goal is to reduce the number of children needing paternity to be established to 2.5% as compared to the total children in the caseload. The RCSA is currently at 4.44% through March 2024.

### **4. Former Assistance Arrears Pass Through**

In addition to foster care and uncollectable debt a new program called Former Assistance Arrears Pass Through will begin in May 2024. Child Support laws have changed, allowing Child Support Services to send more money to California families who previously received CalWORKs. Again, beginning in May 2024 past due child support payments will now be forwarded to the other parent rather than being recouped to the state. For Colusa Sutter and Yolo counties that will mean that approximately \$10 million more in child support will be distributed directly to families instead of recouping welfare costs. For those families that currently receive TANF funded public assistance, they are still only eligible to receive the disregard payment.



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State DCSS has been very good in creating and updating Tableau lists for LCSAs to track cases which may qualify for any of these new programs. RCSA continues to use two Tableau dashboards called CSS Scorecard and CSY Case Segmentation which were created by San Luis Obispo Department of Child Support Services and State DCSS. Both dashboards provide metrics for RCSA Supervisors and Managers to monitor agency productivity. 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.