

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



November 13, 2017

CSSP LETTER: 17-10

ALL IV-D DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL BOARDS OF SUPERVISORS

SUBJECT: PERFORMANCE IMPROVEMENT PROCESS
FOR FEDERAL FISCAL YEARS 2018 AND 2019

Reason for this Transmittal

- ☐ State Law, Regulation and/or Change
- ☐ Federal Law, Regulation Change
- ☐ Court Order or Settlement Change
- ☐ Clarification requested by One or More Counties
- ☒ Initiated by DCSS

The Department of Child Support Services' (DCSS) performance improvement process for Federal Fiscal Years (FFY) 2017 and 2018 continues to reinforce the broader, more holistic approach first introduced in CSS Letter 14-12 dated December 11, 2014, and reinforced in FFY 2015 and FFY 2016.

Working within the framework of the DCSS 2015–2019 Strategic Plan, this approach embraces a common vision that children can rely on their parents for the financial, emotional, and medical support they need to be healthy and successful. It also emphasizes the importance of delivering quality customer service to families in need of child support services and that each point of contact with customers is an opportunity to reinforce that experience. The California Child Support Program will continue to use Practice Indicators established in FFY 2015 and other inputs to measure the effectiveness of services to families.

As a primary poverty-prevention program, the Child Support Program strives to improve on child and family outcomes and to serve the public interest by applying a family-centered approach to serving customers. Research suggests that parents are more likely to engage with the Child Support Program when they perceive that proceedings are fair, they will be heard, and they will be treated respectfully.

FFY 2018 and FFY 2019 Performance Management Plans

Beginning in FFY 2018, local child support agency (LCSA) Directors must submit a one-year or two-year Performance Management Plans (PMPs) to their Regional Administrator by December 8, 2017. PMPs should continue to build on program improvement experiences gained during the past three years, with an eye toward achieving the targets identified in the 2015–2019 Strategic Plan. For example, a target Goal 1, Objective 2 in the Strategic Plan is to increase total collections by two percent each year. Attached is a list of the targets in the Strategic Plan for identifying the possible focus of some tactics in LCSA PMPs.

As in the previous three FFYs, LCSAs should address each goal in the 2015–2019 Strategic Plan and select one or more objectives and corresponding strategies that will most effectively lead to improved family outcomes. For example, engaging both parents early and frequently in their service delivery approach, as this has proven to lead to favorable customer service and family/child well-being outcomes. Attention should be paid to the eight key Practice Indicators previously identified by DCSS and other metrics to measure progress and assess the effectiveness of these tactics, and incorporate Practice Indicators in relation to the targets identified in the Strategic Plan.

PMP Template: An online application for LCSA PMPs was implemented in September 2016. Please use this application for your PMP for FFY 2018. Indicate in the Comments field of your first tactic if your plan will be for both FFY 2018 and FFY 2019.

Regional Administrators are available to assist with and review PMPs to confirm they are consistent with the general concepts outlined in this letter. They will also schedule a conference call or a site visit with each LCSA to discuss their plan and address any joint dependencies that may require the assistance of DCSS Executive Staff for the successful execution of the plan.

If you have any questions regarding your PMP, please contact your Regional Administrator.

Sincerely,

o/s

Alisha A. Griffin
Director

2015–2019 Strategic Plan Tactics
Crosswalk between LCSA PMPs and DCSS PMPs
(FFY 2014 baseline thru FFY 2016)

GOAL 1: INCREASE SUPPORT FOR CALIFORNIA CHILDREN		
OBJECTIVE 1: Ensure that families who need child support services receive them.		
Target	Description	Data Source
1.1.1	Increase the number of applications received for child support by 10% within five years.	• PI-1
OBJECTIVE 2: Increase the reliability of child support payments to families and decrease the amount of unpaid child support		
Target	Description	Data Source
1.2.1	Increase total collections by 2% each year.	• PI-4
1.2.2	Increase the percentage of families receiving full child support payments every month from 22% to 32% within five years.	• PI-7 (90%+ range)
1.2.3	Increase the percentage of families that receive at least 75% of the child support payment due each month from 48% to 58% within five years.	• PI-6 (75.01%+ range)
1.2.4	Decrease the percentage of families who are owed child support and do not receive a payment in the year from 26% to 20% within five years.	• PI-43
1.2.5	Increase the percentage of consent orders established from 24% to 40% within five years.	• PI-8
GOAL 3: ENHANCE PROGRAM PERFORMANCE AND SUSTAINABILITY		
OBJECTIVE 1: Improve on program outcomes and federal performance measures		
Target	Description	Data Source
3.1.1	Reduce the average number of days from case opening to establishing a support order from 195 days to 110 within five years.	• PI-22
3.1.2	Increase the percentage of new cases with an order that receive a child support payment within 60 days of case opening from 38% to 47%.	• PI-42
3.1.3	Increase the percentage of families who receive at least a partial payment every month from 40% to 48%.	• PI-7 (any payment made)
3.1.4	Increase the cost effectiveness of the program from \$2.43 to \$3.00 within five years.	• Comparative Data Report
OBJECTIVE 3: Partner with employers to meet the needs of families		
Target	Description	Comments
4.3.1	Increase collections from income withholding by 15% within five years.	• PI-27
4.3.2	Increase the percentage of collections that come from income withholding from 67% to 80% within five years.	• PI-28