2016-2018
BUDGET WORKSHOP

Child Support Services

Carrie Topliffe, CPA
Child Support Services Director
Case Management & Collections
Overarching Business Trends

- Increase in single family homes
- Santa Barbara County child poverty rate is increasing
- Child Support flat funded for 16 years
- Child Support Department hitting the limits of being able to do more with less
Summary

- Operating $9,436,747
- Capital $ -0-
- General Fund $ -0-
- FTE’s 73.3
- Use of One Time for On-going Operations $ 0
- Service Level Reductions $146K / 1.7 FTE’s
- Expansion Requests $49.7K
FY 16-17 Source of Funds

Intergovernmental
- State; $3,207,814; 34%

Intergovernmental
- Federal; $6,226,933; 66%
FY 16-17 Use of Operating Funds

Case Management & Collections, $9,436,747, 100%
Staffing Summary

- 75.0 FTE FY 15-16 Adopted
- 73.3 FTE FY 16-17 Recommended; FY 17-18 Proposed
Operating Revenue 5 Year Summary

- 12-13: $9.18
- 13-14: $9.44
- 14-15: $9.44
- 15-16: $9.43
- 16-17: $9.43

Intergovernmental Revenues
FY 2015-16 Anticipated Accomplishments

- Collected/distributed over $27.4 M in FFY 2015
- Returned $3.7M to Federal/State and $260K to Local Governments to reimburse for public assistance grants
- Provided interactive on-line application for customers to apply for services
- Installed high tech scanning system
- Implemented system to electronically transfer and file legal Court documents
FY 2015-16 Anticipated Accomplishments

• Trained staff in specialized techniques for collecting from trusts and retirement accounts
• Trained staff on new international standards for complex cases
•Introduced new cash payment options (MoneyGram and PayNearMe) responsible for collections of $113K in 7 mo.
• Partnered with various community agencies to provide training on child support program
• Expanded outreach activities in North and South County
FY 2016-18 Objectives

- Strengthen partnerships and build referral systems to community providers
- Educate staff about county programs to better assist child support customers
- Help other departments understand what Child Support Services can do for their customers
- Implement electronic lien processing system with Clerk-Recorder-Assessor
- Expand electronic court filing to include default judgments
FY 2016-18 Objectives

• Improve case opening processes using technology to screen out duplicative referrals from DSS
• Shorten timeline between case opening and receipt of child support
• Monitor and assess case management activities by utilizing State DCSS statistical data
• Analyze success of efforts to attract new customers to help focus future outreach activities
• Continue process improvement and technology enhancement strategies
## Performance Measures

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<tbody>
<tr>
<td>% cases with court-established orders</td>
<td>93.5%</td>
<td>92.3%</td>
<td>92.0%</td>
<td>92.0%</td>
<td>92.0%</td>
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<tr>
<td>Statewide average = 89.4%</td>
<td>11,771 / 12,583</td>
<td>11,387 / 12,336</td>
<td>11,353 / 12,340</td>
<td>11,353 / 12,340</td>
<td>11,353 / 12,340</td>
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<tr>
<td>% current court ordered payments collected and distributed. Statewide average = 66.5%</td>
<td>67.1%</td>
<td>68.2%</td>
<td>68.7%</td>
<td>68.7%</td>
<td>68.7%</td>
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<tr>
<td></td>
<td>$18.8M / $28M</td>
<td>$18.7M / $27.5M</td>
<td>$18.9M / $27.5M</td>
<td>$18.9M / $27.5M</td>
<td>$18.9M / $27.5M</td>
</tr>
<tr>
<td>% cases with arrears that have past due payment collected/distributed Statewide average = 66.2%</td>
<td>71.9%</td>
<td>72.5%</td>
<td>72.5%</td>
<td>72.5%</td>
<td>72.5%</td>
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<tr>
<td></td>
<td>6,891 / 9,584</td>
<td>6,745 / 9,304</td>
<td>6,742 / 9,300</td>
<td>6,742 / 9,300</td>
<td>6,742 / 9,300</td>
</tr>
<tr>
<td>% paternity established for children born out-of wedlock Statewide average = 102%</td>
<td>106.6%</td>
<td>108.7%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>9,840 / 9,231</td>
<td>9,557 / 8,791</td>
<td>8,643 / 8,643</td>
<td>8,643 / 8,643</td>
<td>8,643 / 8,643</td>
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## Performance Measures (Continued)

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<tbody>
<tr>
<td>Ratio of dollars expended compared to dollars in distributed collections</td>
<td>$2.90</td>
<td>$2.90</td>
<td>$3.00</td>
<td>$3.00</td>
<td>$3.00</td>
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<tr>
<td>Statewide average = $2.51</td>
<td></td>
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<tr>
<td>Dollars collected/distributed for Child Support Department Target = $27.4M</td>
<td>$27.3M</td>
<td>$27.4M</td>
<td>$27.2M</td>
<td>$27.2M</td>
<td>$27.2M</td>
</tr>
<tr>
<td>Dollars collected/distributed as reimbursement for public assistance grants</td>
<td>$4.3M</td>
<td>$4.0M</td>
<td>$3.7M</td>
<td>$3.7M</td>
<td>$3.7M</td>
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<tr>
<td>% Employee Performance Reviews completed by the due date</td>
<td>100% 72 / 72</td>
<td>100% 71 / 71</td>
<td>100% 70 / 70</td>
<td>100% 72 / 72</td>
<td>100% 72 / 72</td>
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FY 16-17 Efficiencies

- Increase stipulated orders from 28% to 30%, which saves time and resources for us and the court, and enhances collectability
- Migrate 25% of cash paying customers to faster payment options
- Employ scanning system that automatically interfaces documents with case management system, saving time on the approximately 17,000 documents scanned per month
- Electronically record about 300 liens per month
## FY 16-17 Service Level Reductions

<table>
<thead>
<tr>
<th>Program – Description of Reduction</th>
<th>FTEs</th>
<th>$ Amount</th>
</tr>
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<tbody>
<tr>
<td>Case Management and Collections – Child Support Officers - Retirements</td>
<td>1.7</td>
<td>$146,000</td>
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</table>

2. No Anticipated Layoffs

3. No Anticipated Layoffs

4. 

5. 

6. 
Key Challenges and Emerging Issues

• What are primary challenges facing the department next year?
  • Flat funding for 16 years and loss of staff impacting our ability to provide services
  • State working on financial solution, but will take years to meet needs of each county
  • It will be extremely difficult to recover from decline in customer service if we don’t act now

• What issues are on the horizon for the department?
  • Ongoing Information Security requirements from State, as well as local initiatives, to ensure privacy of data
  • Physical safety of employees through training, protocols, and safety equipment
  • Without new funding resources, State allocations may be redirected to larger counties
Budget Enhancement Requests

- Budget Enhancement Request: 2 FTE’s Child Support Officers; $49.7K; $100K Federal Fund match; ongoing
  - Steady decline of personnel due to retirements impacting orders and collections
  - Takes one year to train a CSO, need to begin now as more retirements are expected
  - $49.7K investment + $100K match should yield an additional $450,000 in child support collections to aid children in our community, many living in poverty
  - We need to work harder to collect from the increasing numbers of people in the cash economy without bank accounts
- Possible Funding Source: Child Support collects/contributes about $260K/year to Social Services in recoupment funds. Requesting part of $260K as source
Summary

- Steady decline of personnel due to budget constraints:
  - Affects our ability to serve the children and families who need our services the most and who depend upon us
  - Has resulted in decrease in collections

- Department has worked to enhance productivity through technology and process improvement initiatives but has reached the limits of using that strategy successfully