

# Child Support Services

Case Management & Collections

**Joni Maiden**  
Director

COUNTY OF SANTA BARBARA

**BUDGET HEARINGS**  
FY 2020-21

## Recommended Budget Summary

Operating Budget	\$ 9,483,200	
Use of One-Time for Ongoing Operations	\$ 26,100	0.28%
Capital Budget	\$ 0	
General Fund Contribution	\$ 0	
Full-Time Equivalents	68.05	
Service Level Reductions	\$ 0	
Remaining Expansion Requests	\$ 0	

## Highlighted Objectives

- Utilize self-service check-in kiosks to optimize front counter operations and make data-focused decisions
- Reorganize certain staff functions to deliver more efficient and effective customer service
- Streamline employee performance review process and develop objective performance measures for each job classification/functional team

## Updates

- The May Revise reverts funding levels for local child support agencies to 2018 levels, resulting in a Statewide cut of \$38.2 million in FY 20-21, “absent additional and sufficient federal funds that would trigger this reduction off”
- Additional cuts of \$8.3 million proposed for State Department of Child Support Services operations and contract costs
- Impact to Santa Barbara County pending approval of Governor’s budget is a reduction of \$528k (nearly 6% of its child support funding) in FY 20-21
- The Department has developed a strategy to address this reduction, should it become effective

## Service Level Reductions

**NONE**

# Expansion Requests

Deferred to Hearings

**NONE**