



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

Meeting Agenda
Wednesday, May 26, 2021
1:00 – 3:00 PM

Participants, staff, and the public will participate in this meeting via teleconference or otherwise electronically. This meeting is compliant with the Governor's Executive Order N-29-20 which allows for a deviation of teleconference rules required by the Brown Act. In-person attendance will not be permitted.

Remote Audio and Video Meeting Participation

Please use this link to join the meeting from your computer or smartphone:

<https://yolocounty.zoom.us/j/91328172540?pwd=RTJzdHI4bVd0ZGJLOWV KY1U1Y01pUT09>

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Or Dial by your location:

- +1 408 638 0968 US (San Jose)
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General Agenda

1. Call to Order, Roll Call



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2. Consider Approval of Agenda

3. Public Comment

- a. Submit written public comments to child.support@yolocounty.org. E-mails are distributed to the Leadership Advisory Committee (LAC), and support staff. To ensure the LAC has the opportunity to review information prior to the meeting, please send e-mails by 10:00 AM on the meeting date.
- b. Live remote public comments:
 - i. Device with microphone: Press the "raise a hand" button.
 - ii. Phone: Press *9 to indicate a desire to make comment

Support staff will call you by your name or phone number when it is your turn to comment. Speakers will be limited to no more than three minutes and will be asked to state their name for the record.

Consent Items

[\(Link\)](#) **4. Approve the minutes of the February 24, 2021 Leadership Advisory Committee Meeting**

[\(Link\)](#) **5. General Update**

[\(Link\)](#) **6. Long Range Planning Calendar**

Discussion Items

[\(Link\)](#) **7. Yuba City Office Move Update**

[\(Link\)](#) **8. Regional Child Support Agency Performance Data**

9. Leadership Advisory Committee Comments and Discussion

10. Adjourn



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

Meeting Minutes

Wednesday, February 24, 2021

1:00 – 4:00 PM

This meeting occurred via teleconference compliant with the Governor's [Executive Order N-29-20](#) which allows for a deviation of teleconference rules required by the Brown Act. The recording of this meeting can be viewed [here](#).

LAC Members	
Kent Boes	Colusa County Supervisor
Wendy G. Tyler	Colusa County Administrative Officer
Mike Ziegenmeyer	Sutter County Supervisor
Steven M. Smith	Sutter County Administrative Officer
Don Saylor	Yolo County Supervisor
Daniel Kim	Yolo County Interim Administrative Officer

General Agenda

1. Call to Order, Roll Call and Introductions

Meeting started 1:02pm.

Roll called, LAC members present were:

Colusa County Supervisor Kent Boes.

Colusa County Administrative Officer Wendy Tyler.

Sutter County Supervisor Mike Ziegenmeyer.



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Sutter County Administrative Officer Steven Smith.
Yolo County Supervisor Don Saylor.
Yolo County Administrative Officer Daniel Kim.
Yolo County Supervisor Oscar Villegas (alternate).

Also present were:

Colusa, Sutter, and Yolo Regional Child Support Services
Director Natalie Dillon.
Assistant Director Colin Anderson.
Assistant Director Amanda Battles.

2. Designation of Chair for Day

1:12pm, Director Dillon requested motion to designate meeting chair for the day. Supervisor Saylor nominated Supervisor Villegas chair meeting, Administrator Tyler seconded motion. Votes approved.

MOVED BY: Saylor / SECONDED BY: Tyler
AYES: Boes, Tyler, Ziegenmeyer, Smith, Saylor, Kim.
NOES: None.
ABSTAIN: None.
ABSENT: None.

3. Approval of Consent Agenda

1:14pm, Supervisor Ziegenmeyer motioned to approve consent agenda. Supervisor Saylor seconded motion. Votes approved.

MOVED BY: Ziegenmeyer / SECONDED BY: Saylor
AYES: Boes, Tyler, Ziegenmeyer, Smith, Saylor, Kim.
NOES: None.
ABSTAIN: None.
ABSENT: None.



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4. Public Comment

1:16pm, No live public comment via callers / online chat. None received via other correspondence before meeting start.

Consent Items

5. Status of Regionalization

Approved via Consent Agenda, no questions or comments made.

Discussion Items

6. Draft Bylaws Review and Feedback

1:17pm, Director Dillon prepared draft bylaws that were shared with LAC members with request for any edits. No edits or additions requested by LAC members. Administrator Tyler motioned to adopt bylaws as prepared, Supervisor Saylor seconded motion. Votes approved.

MOVED BY: Tyler / SECONDED BY: Saylor

AYES: Boes, Tyler, Ziegenmeyer, Smith, Saylor, Kim.

NOES: None.

ABSTAIN: None.

ABSENT: None.

1:20pm, Director Dillon asked LAC if they would like to establish meeting chair from LAC membership or allow for meetings to be chaired by Regional Agency Director by default per adopted bylaws. After discussion by LAC members, decision made not to elect chair/vice chair; future meetings to be chaired/facilitated by Regional Agency Director; subject to change at LAC discretion via future vote.



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7. 2021 Meeting frequency and location

1:24pm, Director Dillon offered that the LAC Memorandum of Understanding (MOU) requires one meeting annually but recommended two meetings be held. A first meeting of a year around February / March prior to budget submission and to discuss performance from previous federal fiscal year; a second meeting to occur around August/September to discuss performance planning and priorities for the upcoming federal fiscal year. Supervisor Boes requested to meet quarterly for the first year then adjust frequency later; to cancel meetings as needed.

Director Dillon recommended virtual meetings continue through 2021 and the LAC consider future location / meeting arrangements in 2022.

Supervisor Ziegenmeyer motioned to adopt quarterly virtual meetings through 2021, Supervisor Saylor seconded motion. Votes approved.

MOVED BY: Ziegenmeyer / SECONDED BY: Saylor
AYES: Boes, Tyler, Ziegenmeyer, Smith, Saylor, Kim.
NOES: None.
ABSTAIN: None.
ABSENT: None.

8. Yuba City Office Move

1:30pm, Director Dillon described packet materials and four options available to the regional agency. Option 1, continue current month to month arrangement; Option 2, negotiate with landlord for improvements and new lease; Option 3, work with Sutter County to secure space at 850 Gray; and Option 4, explore new leased space by Yolo County but within Yuba City. Staff recommendation to explore Options 3 and 4 where viable. Administrator Smith discussed support for option 3 or 4, Supervisor Ziegenmeyer agreed.



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Several factors concerning the Yuba City office move were discussed by the LAC. Supervisor Saylor motioned to pursue options 3 and 4 in parallel and for the LAC to receive update at next meeting, Administrator Smith seconded motion. Votes approved.

MOVED BY: Saylor / SECONDED BY: Smith

AYES: Boes, Tyler, Ziegenmeyer, Smith, Saylor, Kim.

NOES: None.

ABSTAIN: None.

ABSENT: None.

9. Budget and Allocation Update

1:44pm, Assistant Director Battles provided Budget and Allocation update. LAC members and regional staff discussed budget methodology.

10. FFY 2020 Program Performance (10/1/2019-9/30/2020)

1:59pm, Assistant Director Anderson provided performance update for federal fiscal year 2020. LAC members and regional staff discussed federal performance measures and state-level performance measurements. Supervisor Saylor requested regional program metrics, such as caseload size and children served, be shared at next meeting.

11. Leadership Advisory Committee Comments

2:23pm, Director Dillon requested report and meeting content feedback. Administrator Smith reported appreciation of staff reports and presentation detail, Supervisor Saylor agreed and requested performance measures / practice indicators be a standing meeting subject. Administrator Tyler agreed with Administrator Smith and Supervisor Saylor.



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Future meetings will be planned in two-hour blocks pending any large items that may be time consuming.

No other comments.

12. Adjourn

Meeting adjourned 2:28pm.

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

To: RCSA Leadership Advisory Committee
From: Natalie Dillon, Regional Director
Subject: General Update (Agenda Item #5)
Date: May 26, 2021

Budget

As you may recall from the February LAC Budget Update, in FY 2019-20, a new budget methodology for the child support program was established and funding was increased for the program by \$56.5 million. The intent was to add \$56 million new money each year for three years to fully fund California's Child Support program, starting with the most underfunded local child support agencies (LCSAs). However as a result of the economic impacts of Covid-19, California implemented a number of budget cuts including reducing the Child Support allocation by \$56 million in the current fiscal year.

In the Governor's Budget, there was an additional \$25 million for California Child Support to partially address the current year budget reductions. In the Spring, the Administration released a Spring Finance Letter requesting an additional \$31 million to support LCSAs – together equaling \$56 million. The money will be allocated to the LCSAs based on the budget methodology, not based on current year cuts. DCSS recently issued a revised initial planning allocation letter indicating that Yolo will receive an additional \$114,599 and Sutter will receive \$42,380. Colusa is not eligible to receive additional funds based on the budget methodology and is considered "over funded".

The Courts AB 1058 program has also experienced cuts which directly affect the efficiency of the Child Support Program. The AB 1058 program funds the Child Support Commissioner (judicial officer) and Family Law Facilitator Program to provide an expedited way for people to navigate the child support system. DCSS submitted a Budget Change Proposal (BCP) requesting \$12 million in ongoing funding for the AB 1058 program for critical program staffing and information technology needs. As a result of prior reductions in funding to the court, the Yolo Superior Court reduced its calendar time available to Child Support litigants. The Yolo Court CEO, contingent upon receipt of additional funding, has indicated he intends to increase the AB 1058 calendar.

E-Filing with Yolo Court & DocuSign

AB 976 signed into law September 18, 2018 authorizes all trial courts statewide, by local rule, to require electronic filing and service of all court documents. Signature under penalty of perjury may be replaced with signature via "computer or other technology" if e-filed. Counties are eligible to use this



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functionality if the courts website has the ability to accept e-filed documents from the LCSA on DCSS cases or if their court allows paper filing of documents with “original” electronic signatures, via local rule of court. The Yolo Superior Court updated their court case management system (CMS) to the Tyler Odyssey solution, allowing the court to implement this requirement and enhanced functionality. The Yolo County local child support agency previously expressed interest to DCSS to be added to the queue to modify CSE (the California Child Support case management system) to facilitate local e-filing between the child support agency and the court. DCSS informed us that they can make the necessary changes in the release scheduled for November 2021. In the interim, RCSA staff, court personnel, DCSS and Tyler consultants will work on technical coding, testing and implementation.

As noted above, the implementation of AB 976 also allowed for electronic submission of documents signed under penalty of perjury. Once we have implemented e-filing, we will be able to implement DocuSign for those forms, as well as myriad others. This will increase our ability to work with customers virtually, not requiring their presence in our offices. It will also significantly expedite the return of documents, which now can sometimes take weeks, into hours.

The Sutter Superior Court also uses the Tyler Odyssey solution. Earlier this month, we received approval from the Sutter Court to get in queue for the necessary programming. We have learned from DCSS that could take up to a year.

We are not aware of the Colusa Superior Court moving to a CMS that would allow for e-filing.

Conflict of Interest Policy

The Political Reform Act (Act) prohibits a public official from using his or her official position to influence a governmental decision in which he or she has a financial interest. Every state and local agency must adopt a conflict of interest code that identifies all officials and employees within the agency who make governmental decisions based on the positions they hold. As a new local agency, it was required that the Colusa, Sutter and Yolo Regional Child Support Agency create and file a Conflict of Interest Policy with the FPPC. Staff have been working with the Yolo County Counsel’s office to develop such a draft which is currently under review by the FPPC. Once approved by the FPPC, it will go before the Yolo County Board of Supervisors for their approval. The individuals in the designated positions must disclose their financial interests as specified in the agency’s conflict of interest code.

To help identify potential conflicts of interest, the law requires public officials and employees in designated positions in a conflict of interest code to report their financial interests on the [Form 700](#).

As the RCSA Leadership Advisory Committee is advisory in nature, the members of the LAC are not required to complete the Form 700 as it relates to their involvement with the Regional Child Support Agency, the requirement will be limited to the following designated RCSA staff:



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- Director
- Assistant Director
- Supervising Attorney
- Business Services Manager
- Business Services Supervisor

Organizational Structure

As noted during the February LAC meeting, the RCSA has created a regional organizational chart and has been working to implement the structure by filling vacancies including making a number of promotions. In anticipation of the integrated workload starting next federal fiscal year, we surveyed Child Support Assistants, Specialists, Seniors, as well as Supervisors to ascertain interest in functional assignment. Based on the individual preferences expressed in the survey, the regional leadership team worked to make assignments based on staff's preferences while taking into consideration business needs. Staff were notified of their assignments earlier this month.

Common IT Platform

CA DCSS provides the IT infrastructure for Colusa and Yuba City child support offices, whereas Yolo County IT supports the Woodland office. Being on different IT platforms creates problems for the regional agency as we do not share a common network or Microsoft Office tenant. The RCSA has been working with CA DCSS Technology Services Division and Yolo County IT to migrate the Woodland RCSA staff to the State's Office 365 tenant. Once this occurs, all staff of the RCSA will be able to access the same Teams platform, SharePoint site, and have common email addresses. We anticipate starting the migration of Woodland staff to the state tenant in June. Shortly thereafter, the Colusa and Yuba City staff will join the Regional platform and we will be able to communicate and share files more seamlessly.

Vehicle User Agreement

The RCSA is in the process of transferring the two (2) Sutter County Child Support Ford Fusions (2013 and 2016) cars to Yolo County. The RCSA has initiated the process to purchase a new car to be located at the Colusa office, replacing an old vehicle that needs to be surplus. Yolo County Counsel is working on an agreement between the three counties that will address the issues of one county's employees driving another counties vehicles.

Teambuilding Offsite

A committee comprised of staff from the three offices is working on planning a team building and employee engagement summer event in July. This will be a great opportunity for staff to meet their new team mates, supervisors as well as team build with regional coworkers. We intend to close the offices for a partial day on the day of the event.



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RCSA Website Update

The RCSA contracted with Granicus to build a regional agency website. The website is still under construction, and will be available this summer. Below is a screen shot reflecting the general design and navigation. Once the regional website is fully functional, it will replace the three individual LCSA websites. We will plan to showcase the entire site when available.



Training

The RCSA is working to streamline business practices and integrate our caseloads come October 1, 2021. Staff have been participating in workgroups to identify differences in work practices and processes are being determined to establish the regional way of doing business. In February staff were selected for our training team. The team has drafted a plan for training all staff on regional processes for their function, but is also responsible for things like new hire training and other ongoing training as needed. Between now and October staff will be participating in training on a variety of topics from leadership, regional practices, customer service, teambuilding and more.



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Debt Reduction Program

The RCSA updated its Debt Reduction Program effective May 2021 which was previously known as COAP (Compromise of Arrears Program). COAP was very complex and difficult for many to qualify for, particularly those with low income and large arrears balances. The new program will now be plainly referred to as the Debt Reduction Program. The program is statewide and the new eligibility rules are more generous, allowing parents who owe child support debt to the government to write off large amounts of debt including interest in exchange for a small payment, and potentially close their child support case. This will likely result in an increased rate of case closure, which is a recognized issue for the LCSA and the state as a whole. This is applicable to parents who owe money to the government because the other parent was on CalWORKs or the child was in Foster Care, this does not eliminate child support debt owed to the other parent.

The Child Support Debt Reduction Program aligns eligibility and repayment options with a Parent Paying Support's (PPS) ability to pay, in consideration of gross income, family size and cost-of-living for the county, state or territory of residence. Cost-of-living is calculated using collection financial standards (allowable living expenses) as published annually by the IRS. By aligning repayment with the PPS' ability to pay will allow the Child Support Debt Reduction Program to expand eligibility, increase overall collections and most importantly resolve uncollectable debt. Child support debt can be a barrier for some folks to successful reentry, getting out of homelessness, poverty, etc.



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

To: RCSA Leadership Advisory Committee
From: Natalie Dillon, Regional Director
Subject: Long Range Planning Calendar (Agenda Item #6)
Date: May 26, 2021

Long Range Planning Calendar

During the February 2021 Leadership Advisory Committee (LAC) meeting, a member requested the development of a Long Range Planning Calendar. Included in the packet is a proposed Long Range Planning Calendar that can be used by the LAC.



Long Range Planning Calendar

The tri county Leadership Advisory Committee (LAC) that provides guidance to the Colusa, Sutter, and Yolo Regional Child Support Agency (RCSA) meets at least annually. For calendar year 2021, the LAC agreed to meet quarterly and requested a Long Range Planning Calendar.

2021 Long Range Planning Calendar	Presenter	
February 2021		
FFY 2020 County Performance Update	Colin Anderson	
FY 21/22 Regional Budget Update	Amanda Battles	
May 2021		
FFY 2020 Regional Performance Update	Colin Anderson	
September 2021		
FFY 2022 Performance Management Plan	Colin Anderson	
December 2021		
FFY 2021 Preliminary Performance Report	Colin Anderson	





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

To: RCSA Leadership Advisory Committee
From: Colin S. Anderson, Regional Assistant Director
Subject: Yuba City Office Move (Agenda Item #7)
Date: May 26, 2021

The Yuba City location of the Regional Child Support Agency (RCSA) is located at 543 Garden Hwy # A, Yuba City, CA, also known as Holly Oak Square. The Child Support program has been at this location since 1990 and currently occupies 5,500 square feet. There is a subset of Health and Human Service Department (HHSD) functions located in this same strip center, adjacent to Child Support. The Child Support lease at Holly Oak Square expired on October 1, 2018, making it a month to month arrangement. During the term of the lease, the cost was adjusted annually based on the Consumer Price Index (CPI). In 2020, the landlord increased the monthly cost per square foot at \$1.36. The current location of Child Support is not proximate to other County Services or the Sutter Superior Court (a partner with whom Child Support works closely). At our last meeting, the LAC renewed its commitment to continue to have physical locations within each of the three county jurisdictions, staff identified four options for the LAC's consideration. As such the LAC directed staff to pursue option 3 and Option 4 which are outlined below:

Option 3 - Work with Sutter County to reserve space at 850 Gray Street for Child Support. With the pandemic and changes to employee work patterns, locations and space needs, there may be an opportunity to reconsider moving Child Support to 850 Gray. If this is the chosen option, negotiation with the existing landlord will be necessary for the next several years until the build out is complete.

Option 4 - Work with a broker to secure and lease new space in Yuba City, using Yolo County contracting, etc. Now that we are a Regional Child Support Agency, and we will be transitioning the allocation and contracts to Yolo County, we could use this opportunity to enter a new lease negotiated by Yolo, located in Yuba City for Child Support Services.

RCSA staff have worked on both options since the last meeting. Here are the results of those efforts:

Option 3 – Has been determined to not be a viable option by Sutter County.

Option 4 – RCSA staff spent significant time and energy pursuing what we perceived to be a viable property to lease at 669 Plumas St in downtown Yuba City. This property offered 3,448 square feet of

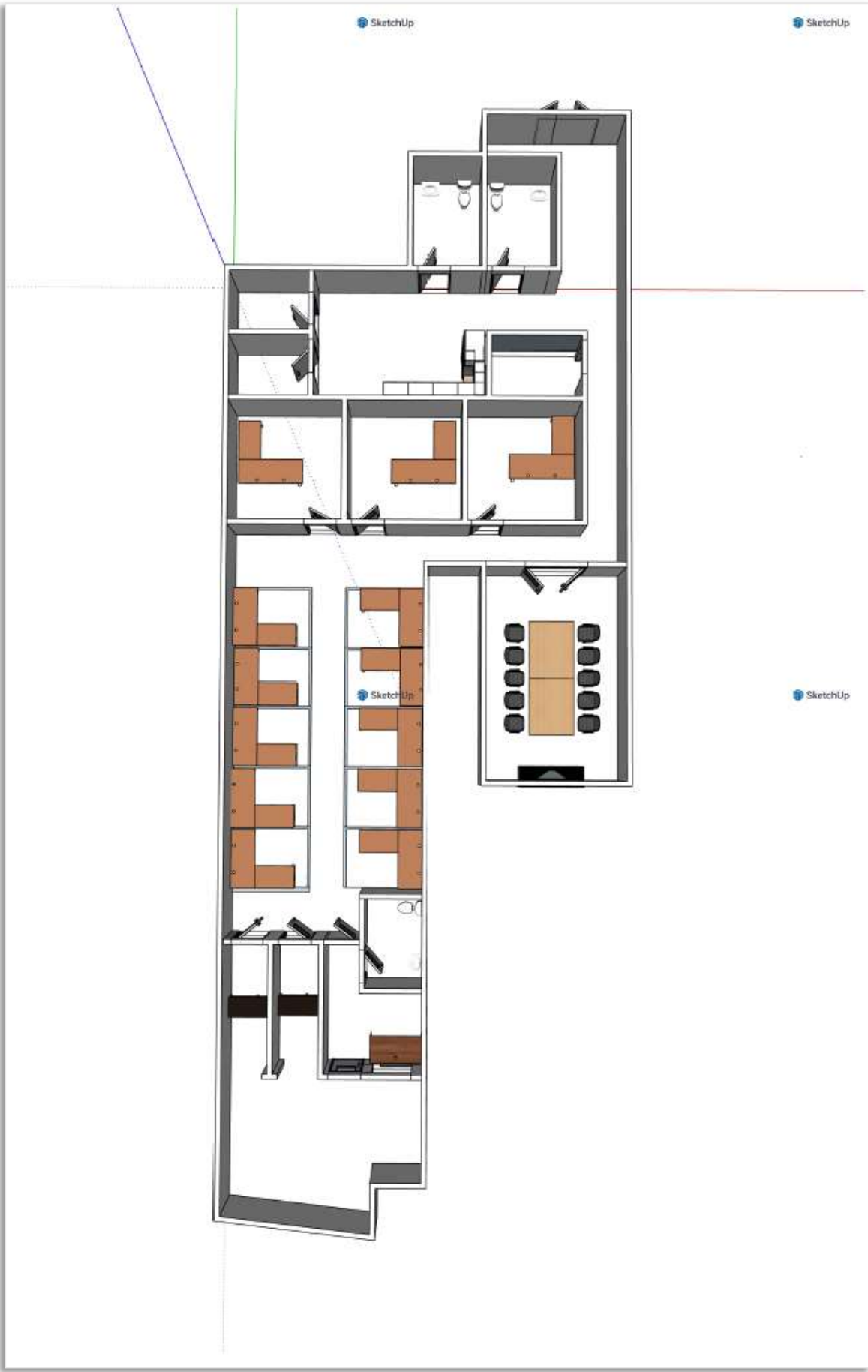


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formerly retail space. (This smaller footprint is in line with our thinking that we could reduce the square footage needed at this location. See smaller footprint section below for details.) The broker representing the owner was contacted and we viewed the property. Kevin Yarris, Director of Yolo County General Services was contacted and brought along Frank Babcock Yolo County Project Manager. Project Manager Babcock was able to take measurements and produce a space plan to accommodate the space needs of the Yuba City staff. (See Attachment # 1 below) While the location and space seemed ideal, the broker eventually explained to us that he did not think a government office was the appropriate use for the space despite the City's acknowledgement that there were no zoning or planning restrictions that would prevent us from occupying the space. Two other properties were pursued but were determined to not meet our needs.

After consulting with Sutter County General Services Director, the RCSA used the existing contract to hire Turton Commercial Real Estate to assist us in the real estate search. Turton's has found some interesting options for us to explore. An appointment has been made for Monday May 24, 2021 to view some of these opportunities. We will have more to report out as we explore these options.

Smaller footprint – The COVID 19 pandemic has brought many changes and challenges to all our lives. It has also forced us to think differently on how we do business. After talking with and surveying staff, we found that most staff enjoy working from home on a full and/or part-time basis. Furthermore, our analysis of productivity and job function while teleworking demonstrates this as a viable option. There are a small number of staff who prefer to work in the office for a variety of reasons including job function, circumstances at home, or quality of internet. In our survey, we asked: Would you prefer to work in the office full-time? Would you prefer a mix of in-office and teleworking? Would you prefer all teleworking? The results of the survey are as follows: All in office = 4; Mix of office and telework = 28; All teleworking = 24. Six staff did not respond to the survey. As you can see from the results most of the staff are interested in teleworking beyond the pandemic which supports the direction to reduce our office square footage. We are estimating approximately 3,500 square feet for the Yuba City office which could accommodate 10 – 11 staff and 3 Managers/Supervisors/Attorneys on any one day.





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

To: RCSA Leadership Advisory Committee
From: Colin S. Anderson, Assistant Director
Subject: Performance (Agenda Item #8)
Date: May 26, 2021

During the February Leadership Advisory Committee (LAC) meeting performance presentation, our goal was to provide you with county specific performance data for the prior federal fiscal year, as we had not yet regionalized. Going forward, it is our intent to provide you with regionalized data that shows the performance of our RCSA. With regularity, the RCSA will present to the LAC data metrics that will allow for analysis and understanding of regional performance over time.

In summary when reviewing our performance collectively last year (as compared to the prior year), RCSA child support staff collected more money for families, collected a greater percentage of money in the month in which was due, had more collections on cases with arrears owing and had a greater percentage of cases with orders established. Areas for opportunity include establishing parentage and total case count.

Child Support caseloads are declining locally, in California and nationally, with few exceptions. For perspective, in our three counties we collectively had 12,950 cases in FFY 2017 and by FFY 2020 we decreased by almost 9% to 11,810 cases. California had 1,446,118 cases in FFY 2017 and by FFY 2020 the state was at 1,386,807 cases a 4% decrease. There are a variety of reasons and theories for the declining caseloads which include:

- Declining birth rates - According to kidsdata.org, California birth rates are declining. Yolo County has the lowest birth rate per 100,000 women in the state; Millennial women are delaying having children (average age is up from 21 to 26 years old [Forbes]) and the rate of childless women in California is increasing Public Policy Institute of California (PPIC).
- Change in immigration patterns – After decades of growth, the total number of immigrants entering California is leveling off. From 2010-2019 the number of undocumented immigrants in California declined from 2.9 million to 2.3 million according to the PPIC. The decline in international immigration has contributed to the slowdown of California's overall population growth. Child Support is an international program, serving individuals regardless of US citizenship status.
- Decreasing welfare caseloads and referrals – excluding the period of time associated with the COVID pandemic, according to the Center on Budget and Policy Priorities, TANF caseloads have declined by 68% between 1996 and 2019. Furthermore, California policy makers have excluded



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some participants/families from TANF funded programs preferring state only funded programs. These policies result in fewer mandatory referrals to Child Support.

- A one size fits all program – the Child Support program includes a variety of enforcement remedies, which can be successful in obtaining payment from individuals disinclined to pay. However, for parents who have even a moderately effective co-parenting relationship, the programs enforcement strategies can be a disincentive to apply for services. The California DCSS recognizes this issue and is working to change policy and regulation accordingly. Potential legislation will likely be necessary as well.
- The program has a reputation which is often shared generationally, as being historically ineffective and a heavy handed enforcement program causing some to think we only serve the very hard to serve or families receiving public assistance.

Declining caseloads is an important local, state and national issue and needs unique, and ongoing focus.

As it pertains to the performance of our existing caseload, the RCSA wants to continue to emphasize is how well staff have done in the middle of a global pandemic, pivoting to telework, using technology, remaining focused on regionalization, and collecting more child support for families. As viewable in the included PowerPoint, collections rose to almost \$29 million in FFY 2020.

Families need to be able to depend on consistent, reliable child support payments. One indicator of consistent payments is by measuring the percentage of child support paid, in the month in which it was due – referred to as Current Support Collections (this is a subset of total collections and excludes arrears or past due child support). This is money intended for the general care of the child(ren) including housing, clothing, shoes, food, sports programs and hobbies, field trips, etc. The data shows an 8% increase in current support over the past five years from \$15,558,112.06 to \$16,783,974.76. The direct impact to families can be seen in the average current support collected monthly per case paying monthly support improving from \$405.50 in FFY 2017 to \$441.36 in FFY 2020. The region is not outpacing the State in this particular collection effort. One nuance that is valuable to understand as it pertains to the average collection per case, is the difference in average order size in counties across the state. For example, the income and cost of living in a county such as San Mateo is higher than for example Sutter. This will result in a lower average child support order for families in lower income areas as the amount of the order is largely dependent on parental income and custody/visitation. As a result it is difficult to make county to county comparisons, or comparisons to the state average on average collections per case.

At our last meeting, we referenced the five (5) Federal Performance Measures (FPM) by county and have included a regional display as compared to state performance in this months' packet. The data shows that we exceed the performance of the State in every category. A few nuances to be aware of:

- Child Support Orders: A child support agency will never be 100% as there are always new applications for services, and work being done to obtain an order. If there is a large influx of



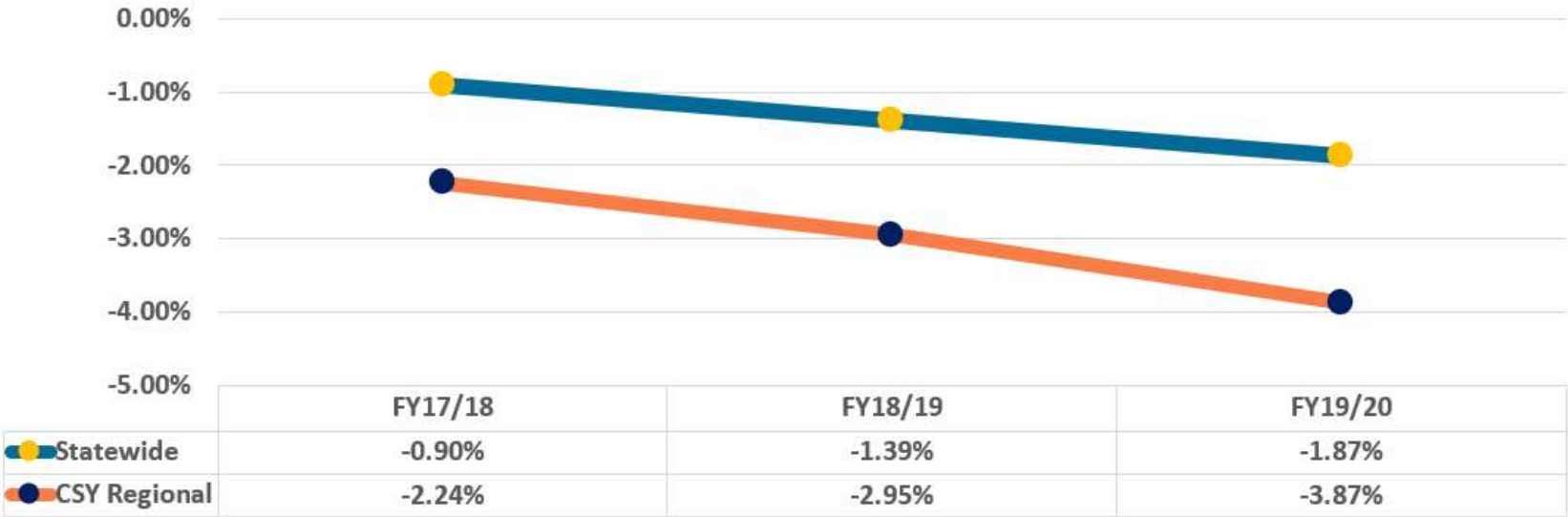
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new cases, or if a backlog develops, this percentage will decline. This is an important measure for without a court order, we cannot collect child support and distribute to families.

- **Paternity:** The Statewide Paternity Establishment Percentage measures the total number of children born out-of-wedlock for whom paternity was acknowledged or established in the fiscal year compared to the total number of children in the state born out-of-wedlock during the preceding fiscal year, expressed as a percentage. Because this is measured year over year, if a county has declining birth rate, the percentage can exceed 100%. It is difficult to influence outcomes in this measure beyond establishing parentage as quickly and efficiently as possible on cases that are open in our office.
- **Current Support:** This performance standard measures the amount of current support collected as compared to the total amount of current support owed, expressed as a percentage. As noted earlier, this is a good indication of whether families are receiving child support in the month in which it is due, and while the child is still a minor. Current Support is a subset of total collections. We as a region are far outperforming the State average. The state on this FPM has stayed consistent at around 66% for the last four years. The RCSA has shot up to 71.3% of current support collected. Thus, for every dollar ordered by the court we as region in FFY 2020 collected 71.3 cents of that dollar. Compare that to the State who on average collects 66.5 cents for every dollar in the same fiscal year.
- **Child Support Arrears:** This measures the number of cases with child support arrearage collections as compared with the number of cases owing arrearages during the federal fiscal year, expressed as a percentage. This is not an ideal measure, and one that the Federal Office of Child Support Enforcement recognizes needs updating. In the context of this measure, a collection can be as low as \$1 and still count as a collection on arrears. Nonetheless, our RCSA increased significantly on this measure this last year, in large part due to the intercept of the first stimulus payment (not the subsequent two), enhanced unemployment benefits and Pandemic Unemployment Assistance (PUA) which was particularly helpful for those who lost income during the pandemic and were self-employed or part of the gig economy.
- **Cost Effectiveness:** This measure compares the total amount of distributed collections to the total amount of expenditures for the fiscal year, expressed as distributed collections per dollar of expenditure. This is a good measure of efficiency and effectiveness. We do anticipate that our cost effectiveness will decline in the current year despite regionalization. We held a number of positions vacant while exploring regionalization and have been working diligently to fill them. It is also likely that child support collections will decline as COVID related payment stop being issued.

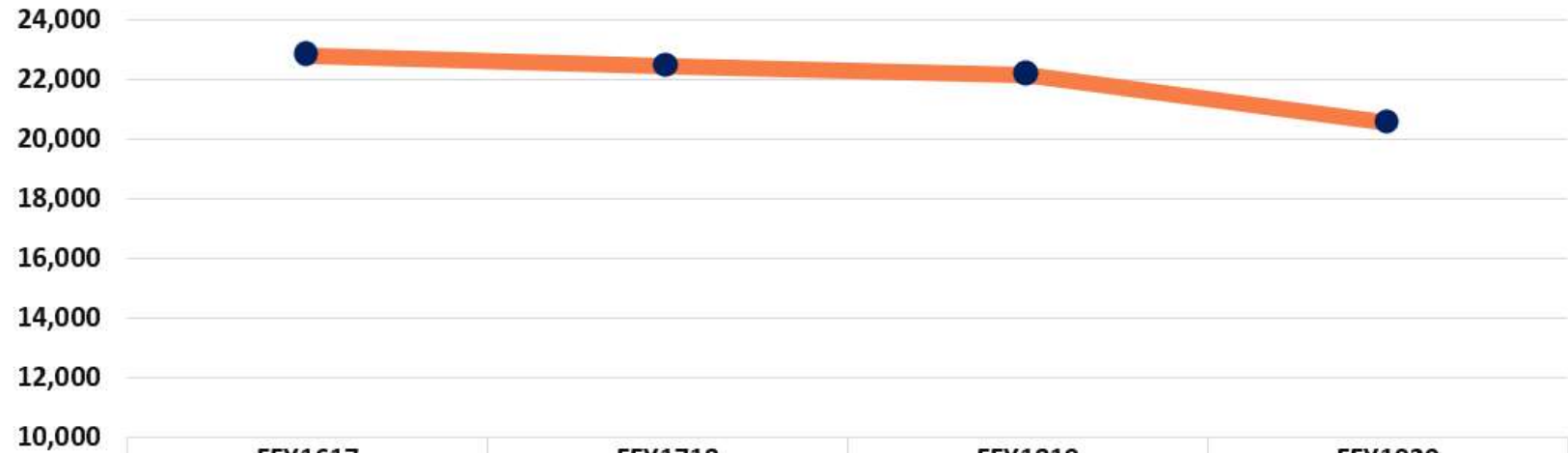
In summary, all this improvement was done in the shadow of a declining caseload and doing business during a global pandemic. It is our hope that this presentation allows you a glimpse into the good work we doing as a Region and as individual child support professionals.

Statewide and Regional Caseload Decline



Number of Cases per Federal Fiscal Year				
	FFY1617	FFY1718	FFY1819	FFY1920
Statewide	1,446,118	1,433,156	1,413,198	1,386,807
CSY Regional	12,950	12,660	12,286	11,810

Number of Children Served

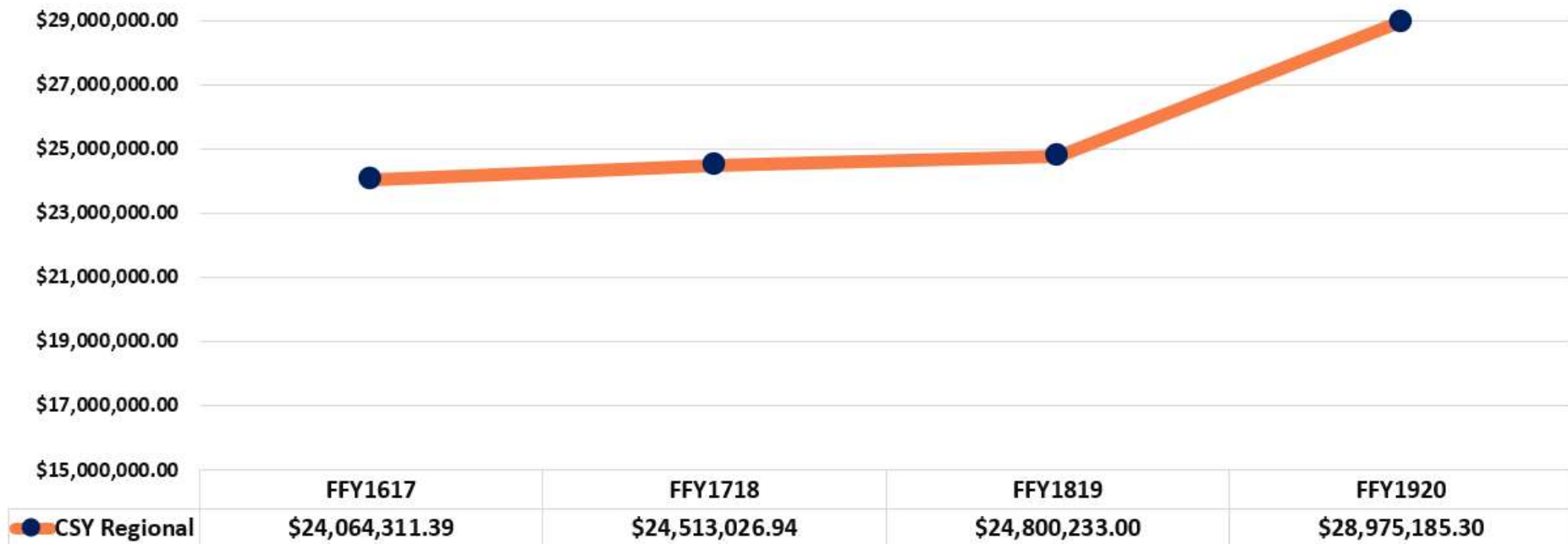


	FFY1617	FFY1718	FFY1819	FFY1920
CSY Regional	22,822	22,457	22,138	20,558

Total Count of Children on Cases Open During Federal Fiscal Year

	FFY1617	FFY1718	FFY1819	FFY1920
Statewide	2,455,488	2,444,483	2,418,762	2,327,621
CSY Regional	22,822	22,457	22,138	20,558

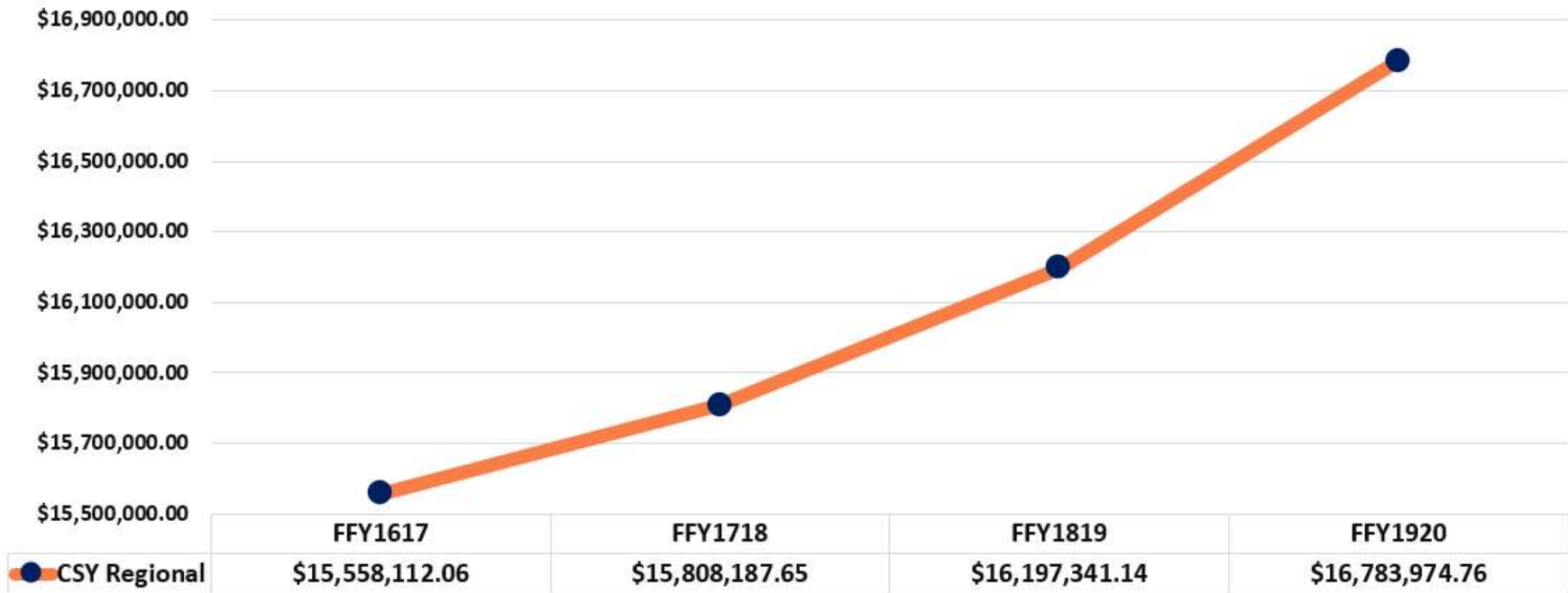
Total Child Support Collections



Total Collections Received during Federal Fiscal Year - State to CSY Regional

Location	FFY1617	FFY1718	FFY1819	FFY1920
Statewide	\$2,426,084,160.23	\$2,459,601,218.27	\$2,500,633,091.84	\$2,817,121,947.49
CSY Regional	\$24,064,311.39	\$24,513,026.94	\$24,800,233.00	\$28,975,185.30

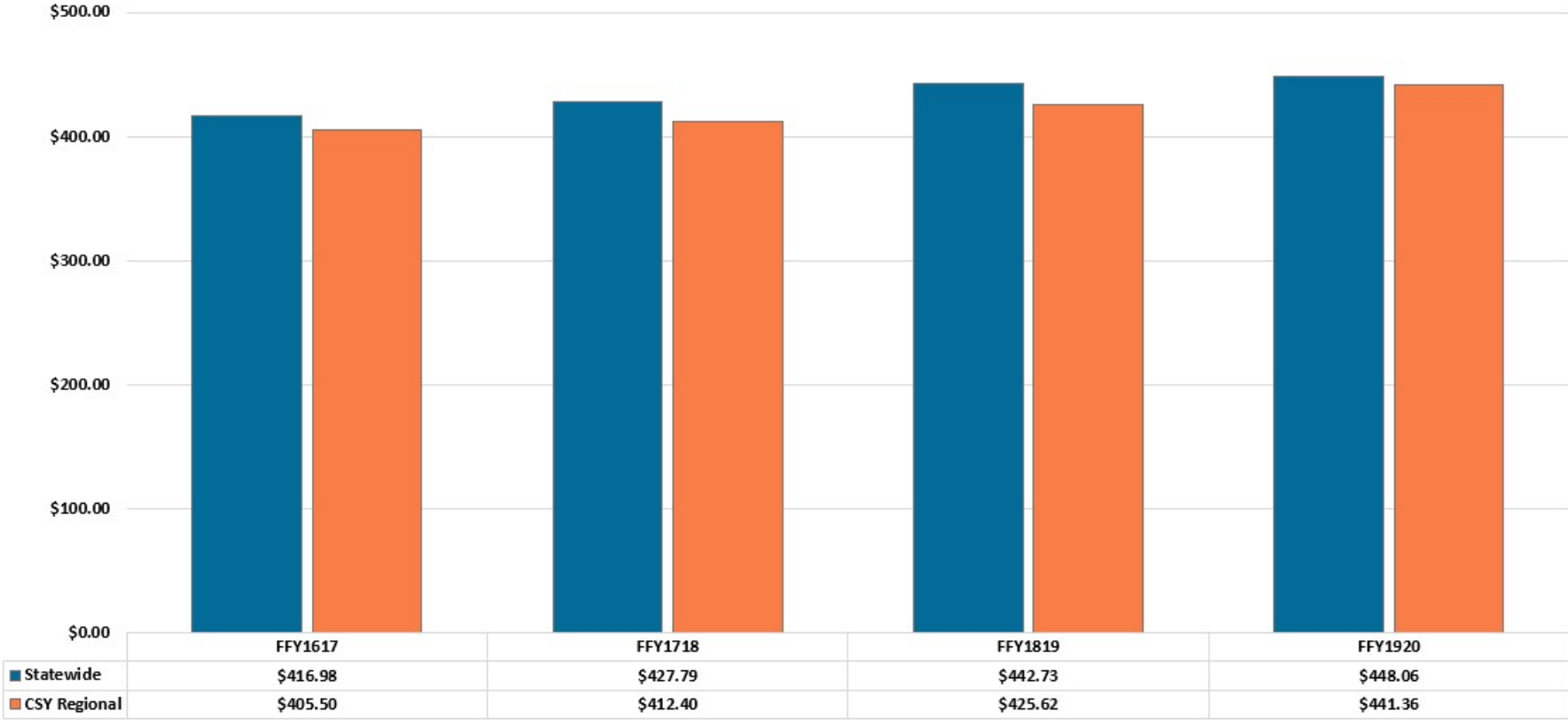
Current Monthly Support Collected



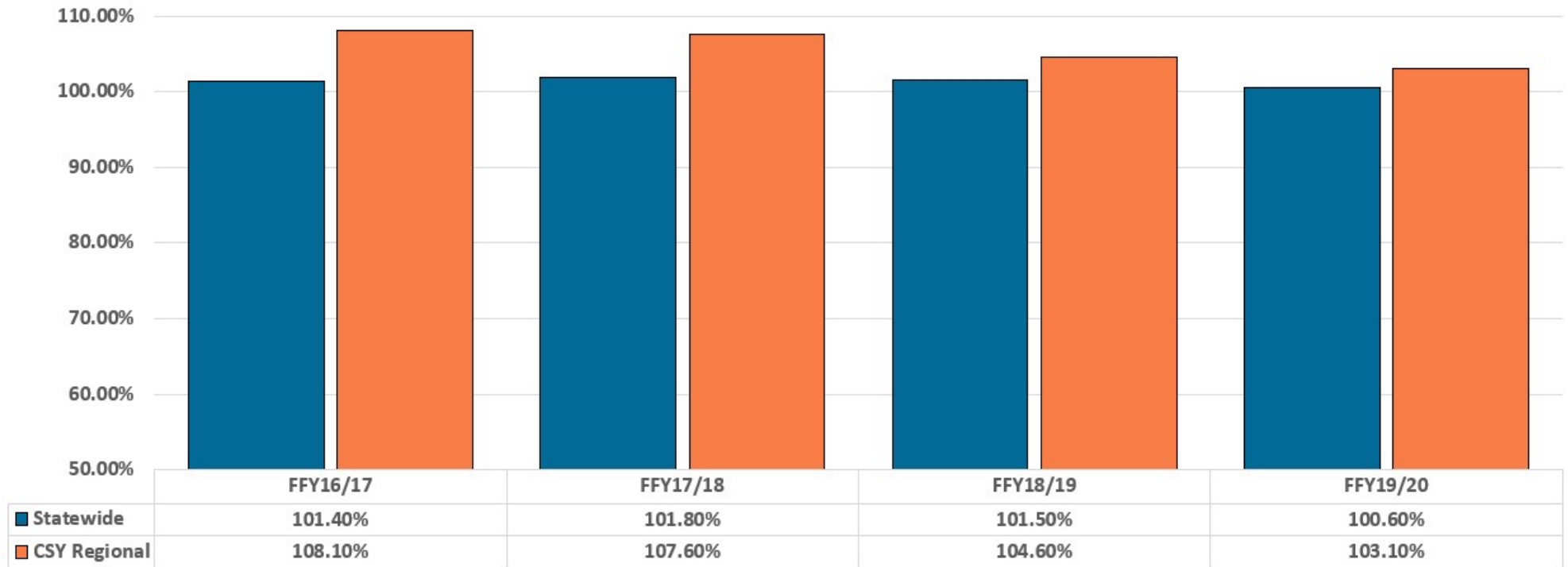
Current Support Collections Received during Federal Fiscal Year - State to CSY Regional

Location	FFY1617	FFY1718	FFY1819	FFY1920
Statewide	\$1,576,514,368.41	\$1,602,855,482.27	\$1,647,400,987.96	\$1,671,593,648.23
CSY Regional	\$15,558,112.06	\$15,808,187.65	\$16,197,341.14	\$16,783,974.76

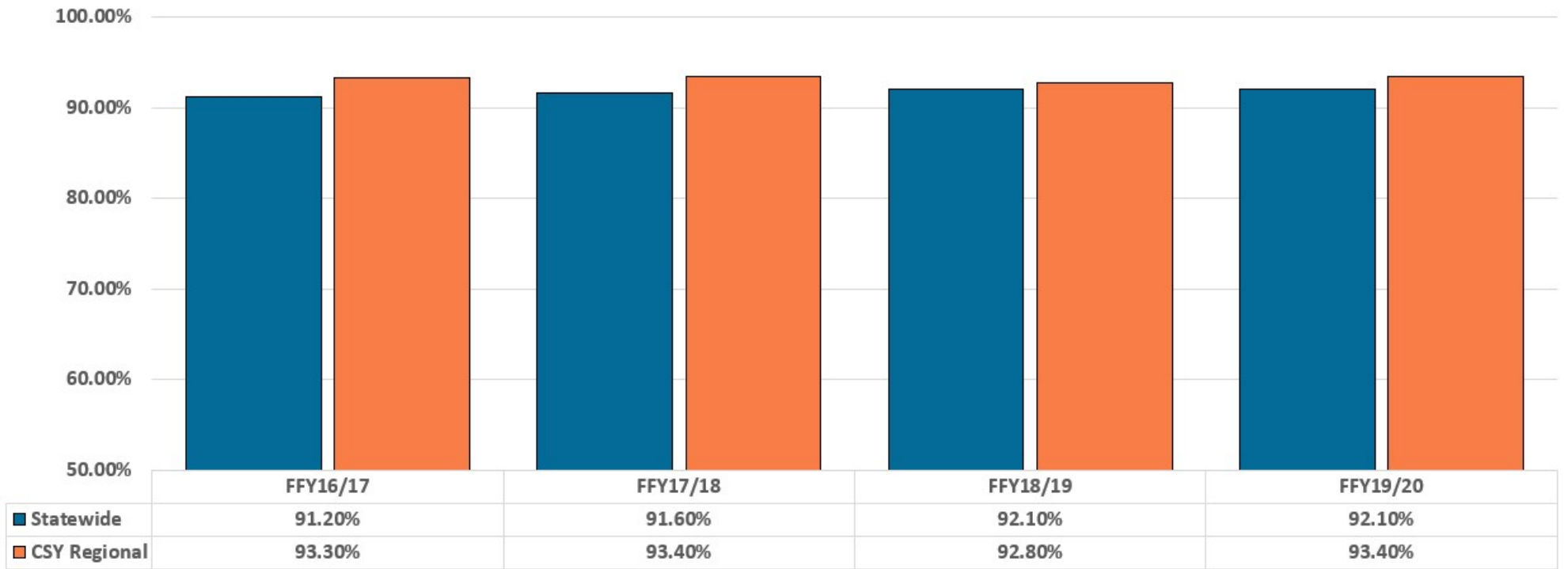
Average Current Support Distributed Per Case (for cases receiving collections)



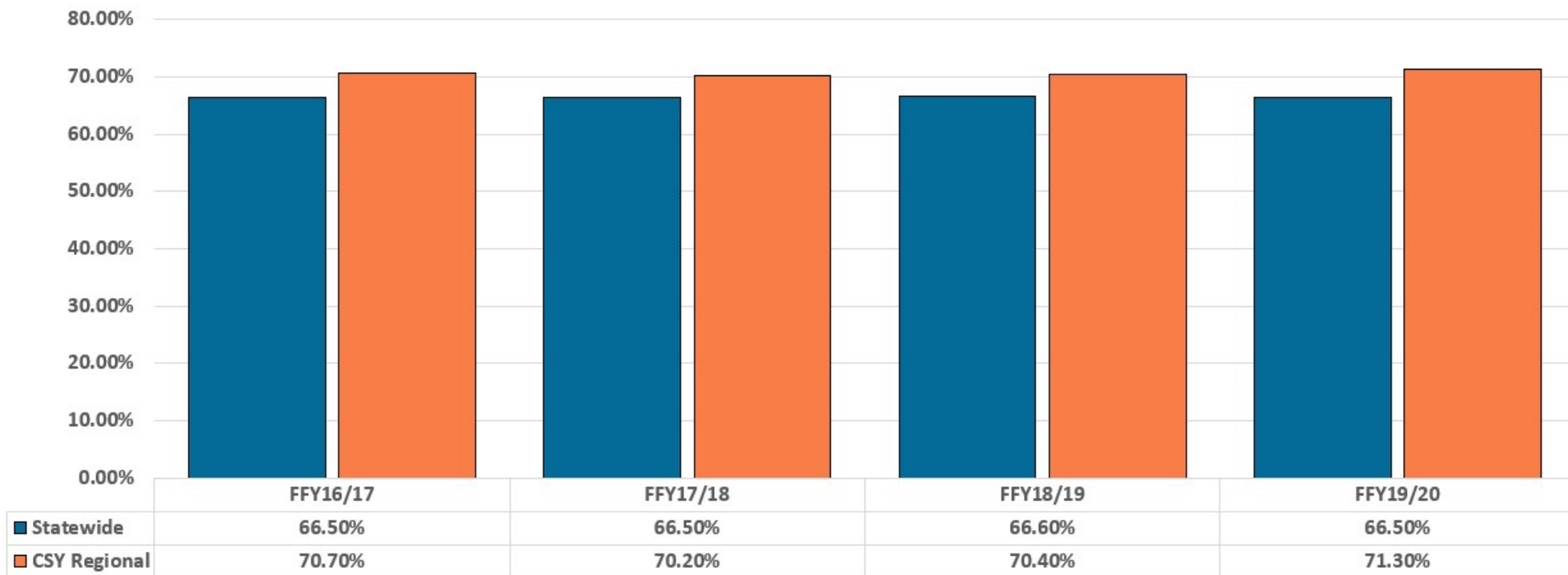
Federal Performance Measure: Paternity Establishment



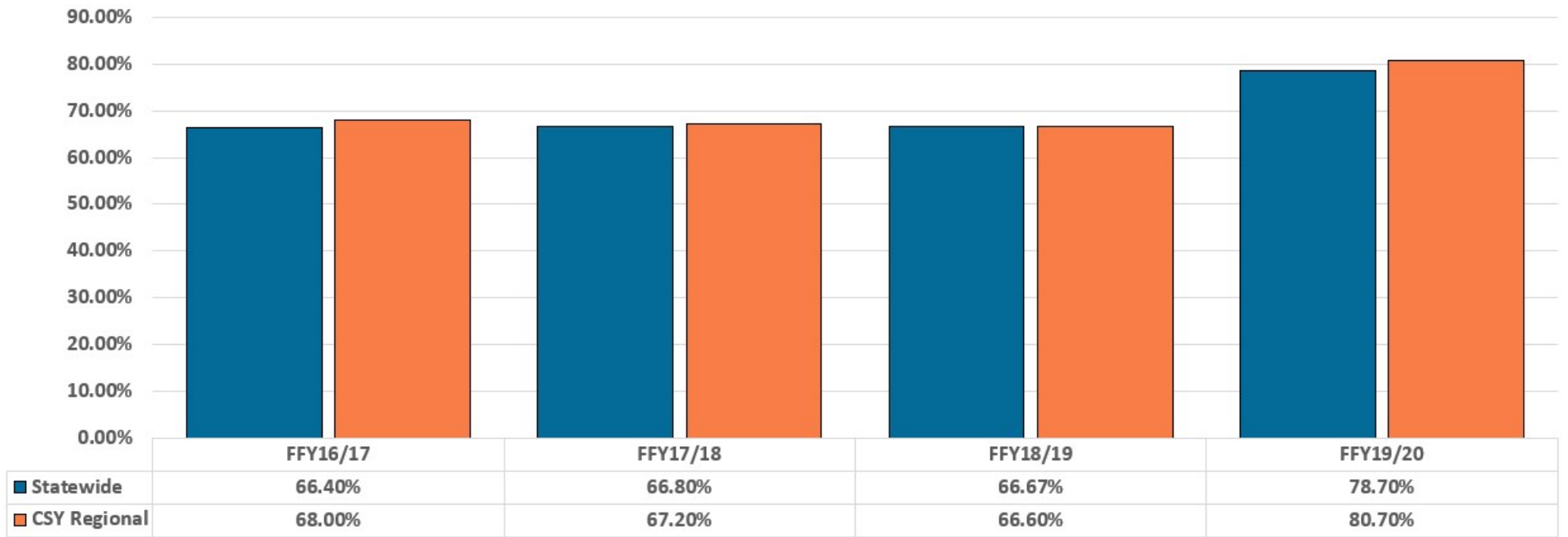
Federal Performance Measure: Cases with Orders



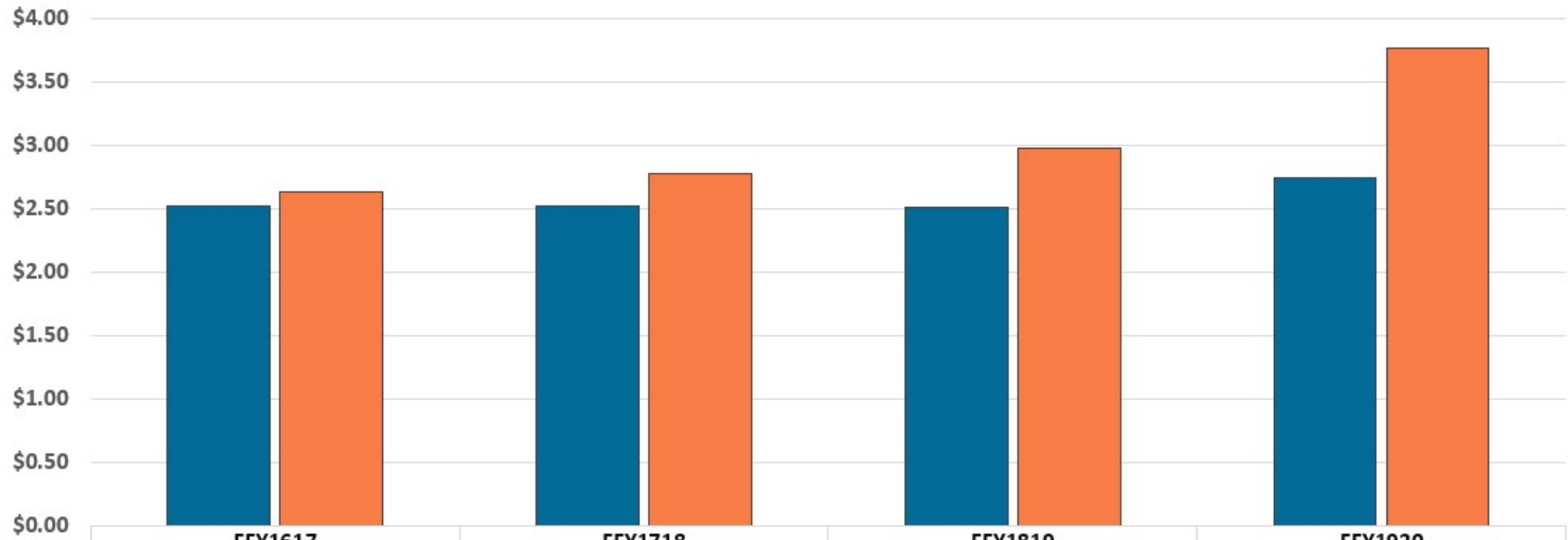
Federal Performance Measure: Current Collections



Federal Performance Measure: Arrears (Past Due) Collections



Federal Performance Measure: Cost-Effectiveness



	FFY1617	FFY1718	FFY1819	FFY1920
Statewide	\$2.52	\$2.52	\$2.51	\$2.74
C S Y Regional	\$2.63	\$2.78	\$2.98	\$3.76