



NEWS RELEASE

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California Awards Counties for Top Child Support Performance

RANCHO CORDOVA – The California Department of Child Support Services (DCSS) honored 13 counties for excellence and innovation.

“It is well known that children benefit greatly when they receive the child support they need,” said DCSS Director Alisha Griffin. “While all of our child support professionals are dedicated to making that happen, these awarded counties have achieved new heights. I am pleased to hold them up as great innovators and leaders.”

The Director’s Excellence Award was based on criteria directly tied to the department’s five-year Strategic Plan, published in June. The gold, silver, and bronze awards went to counties that achieved the greatest gains in federal fiscal year 2015 over the previous year in three key programmatic areas: total distributed collections, the amount of current support paid, and the percent of cases with support paid every month. The three criteria are aimed at increasing the reliability and amount of child support payments to families.

For achieving an averaged increase in all three areas by 5 percent or more, three counties received the Gold Award: Yolo (5.3%), San Mateo (5.2%), and Alameda (5%).

For achieving an averaged increase in all three areas by 4 percent or more, five counties received the Silver Award: Madera (4.9%), Lassen (4.6%), Shasta (4.6%), Riverside (4.2%), and Contra Costa (4%).

For achieving an averaged increase in all three areas by 3 percent or more, two counties received the Bronze award: Placer (3.9%) and San Bernardino (3.8%).

In addition to the Director’s Excellence Award, Director Griffin presented three counties with the Innovation Award for improvements in customer service and program performance. The Contra Costa County Department of Child Support Services was honored for developing a tool that automates case reassignment in a quick and efficient manner. This has saved staff members time and freed them up for other duties. The San Diego County Department of Child Support Services was honored for streamlining the methodology used to assess, monitor, and track the establishment of child support orders. This has reduced the time it takes to establish an order and distribute child support on behalf of families. The San Joaquin County Department of Child Support Services was honored for creating a specialized team that uniquely serves Spanish-speaking clients.

Parents who need help with child support are encouraged to visit [“How Can We Help?”](#) or call 866-901-3212 to speak with their [local child support agency](#).

DCSS and the 50 local child support agencies in counties throughout the state operate the second largest child support system in the nation. In FFY 2015, California’s child support program collected and distributed more than \$2.3 billion in child support payments. The department works collaboratively with the local agencies, the courts, county health and human services entities, employers, and various state and federal agencies to help parents provide for their children.

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