

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



October 15, 2009

CSS LETTER: 09-12

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

SUBJECT: PERFORMANCE IMPROVEMENT PROCESS FOR FEDERAL  
 FISCAL YEAR 2010

Reason for this Transmittal

- State Law or Regulation Change
- Federal Law or Regulation Change
- Court Order or Settlement Change
- Clarification requested by One or More Counties
- Initiated by DCSS

This letter details the Department of Child Support Services (DCSS) performance improvement process for Federal Fiscal Year (FFY) 2010. It addresses the establishment of both statewide and Local Child Support Agency (LCSA) goals, the performance improvement planning process and the state's approach to oversight of performance throughout FFY 2010.

For FFY 2010, statewide performance goals will be set for five performance measures- Paternity Establishment, Cases with Support Orders Established, Collections on Current Support Due, Collections on Cases with Arrears, and Total Collections. In prior years, the statewide goals generally have been based on the Child Support Program's Strategic Plan. The DCSS is currently working with key stakeholders to develop a new Strategic Plan for FFY 2010 and subsequent years. The existing Strategic Plan will continue to be in effect until the new plan is implemented. Thus, the statewide goals generally will be kept at FFY 2009 levels, with minor adjustments.

The foundation of performance improvement efforts for FFY 2010 will be Early Intervention. The objective of the Early Intervention focus is to increase collections through increased customer contact, outreach, and education early in the life of a case. Our focus will be consistent with the National Child Support Enforcement Strategic Plan which promotes early intervention, and national and local models which have been proven to increase the collection of current support, and prevent and reduce arrears.

**Statewide Goals**

The following statewide goals have been established for FFY 2010:

- Ensure that the statewide percentage of child support cases with paternity established is 100 percent or more.

- Ensure that 80 percent or more of the state's child support cases have support orders.
- Increase to 56.2 percent or more, the statewide percentage of current child support distributed.
- Increase to 61.6 percent or more, the statewide percentage of cases with arrearage collections.
- Increase by 2.4 percent or more total collections received statewide.

### **LCSA Goals**

Statewide goals translate into FFY 2010 LCSA goals, as follows:

- **Paternity Establishment** – LCSAs that achieved 100 percent or more on the Statewide Paternity Establishment Percentage (PEP) measure in FFY 2008 are expected to maintain or improve their performance. All other LCSAs are expected to achieve 100 percent on this measure. The alternative paternity measure, IV-D PEP, will be used for those few LCSAs for which data is not available to determine performance on the Statewide PEP measure.
- **Cases with Support Orders Established** – LCSAs that achieved 80 percent or more on the federal measure for Cases with Support Orders Established in FFY 2008, are expected to maintain or improve their performance. All other LCSAs are expected to achieve 80 percent on this measure.
- **Collections on Current Support Due** – LCSAs are expected to achieve performance improvement of at least one percentage point over FFY 2008 actual performance on this measure, or one percentage point above May 2009 actual performance, whichever is higher.
- **Collections on Cases with Arrears** – LCSAs are expected to achieve at least a one percentage point improvement over FFY 2008 actual performance on this measure.
- **Total Collections** – LCSAs are expected to increase total collections received by at least 2.4 percent over FFY 2009 levels, which is the amount of increased collections expected to be generated as a result of Revenue Stabilization funding.

For the first time, DCSS has established a cost-effectiveness goal for the LCSAs in FFY 2010:

- **Cost-Effectiveness** – Each LCSA is expected to attain a cost-effectiveness ratio of at least \$2.00. Any LCSA with actual FFY 2008 performance below \$2.00 is required to develop strategies to meet or exceed this goal.

### **Performance Management and Performance Improvement Action Plans**

At this time, as the foundation of their performance improvement efforts, LCSAs are expected to continue operating under their current Performance Management Plans, and to focus on their recently implemented Early Intervention Plans. Later in the year, additional performance improvement planning instructions will be provided once the new Child Support Program Strategic Plan is completed.

For FFY 2010, the two LCSAs that remain in the Key County Initiative must continue to implement the strategies identified in their Performance Improvement Action Plans and Early Intervention Plans.

### **Monitoring**

LCSA performance improvement strategies will continue to be monitored by the Regional Administrators. LCSAs' progress in achieving FFY 2010 performance goals will be monitored through review of monthly Federal Performance Measure reports and ongoing communication and interaction with the LCSAs.

If you have any questions or concerns regarding this matter please contact your Regional Administrator. We look forward to a successful fiscal year!

Sincerely,

o/s

JAN STURLA  
Director