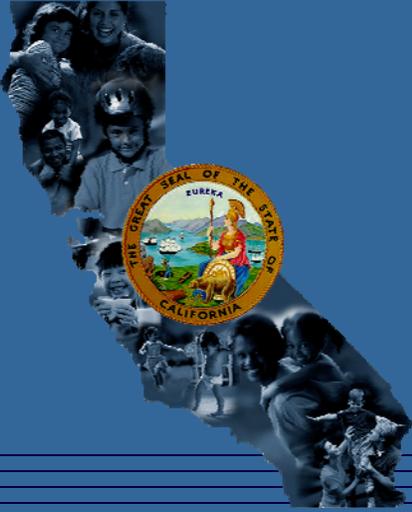


Department of Child Support Services



Big Picture

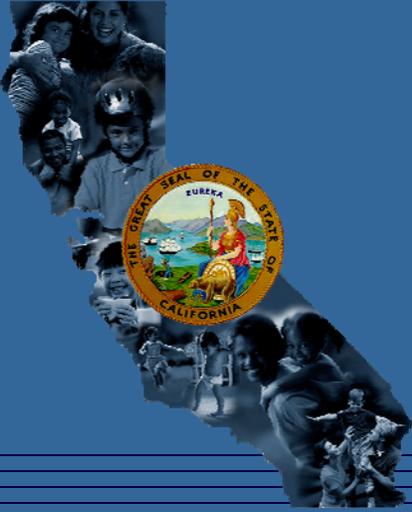
Child Support Program Orientation



History of the Child Support Program

GOAL

To explain the origins and evolution of the child support program, also known as the IV-D Program



Social Security Act of 1935

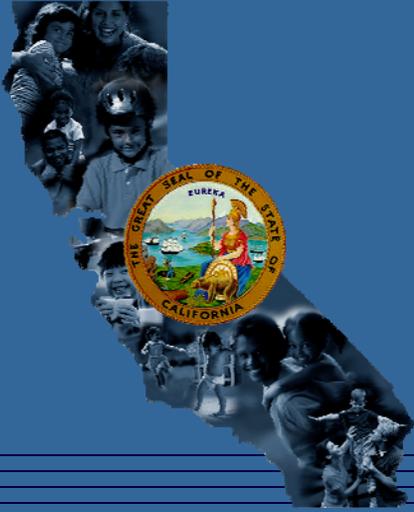
- **Title IV-A**
- **Title IV-D**
- **Title IV-E**

Child Support Program Orientation



Federal Legislation

- Child Support Enforcement Amendments of 1984
- Family Support Act of 1988
- Omnibus Reconciliation Act of 1993
- Personal Responsibility Work Opportunity Reconciliation Act of 1996 (PRWORA, also known as Welfare Reform)
- Child Support Performance and Incentive Act of 1998



State Legislation

Child Support Reform Act of 1999

Child Support Program Orientation

Organizational Structure

Federal Level

PRESIDENT OF
THE UNITED STATES

SECRETARY OF HEALTH AND
HUMAN SERVICES

ADMINISTRATION OF CHILDREN AND
FAMILIES

OFFICE OF CHILD
SUPPORT ENFORCEMENT

State Level

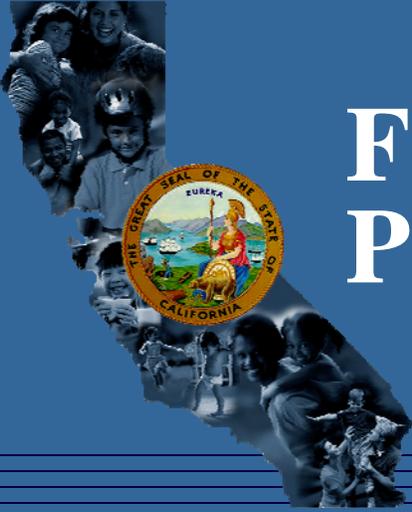
GOVERNOR

CALIFORNIA HEALTH AND HUMAN
SERVICES AGENCY

CALIFORNIA DEPARTMENT OF
CHILD SUPPORT SERVICES

Local Level

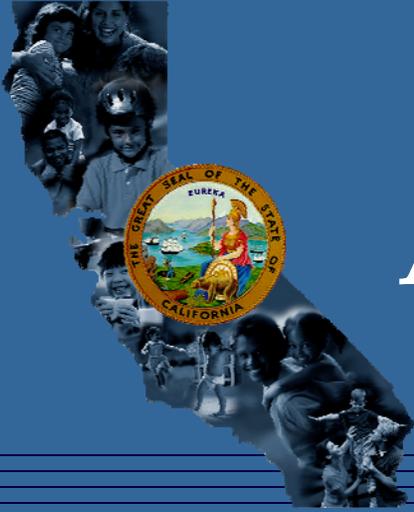
LOCAL CHILD SUPPORT AGENCY IN
EACH CALIFORNIA COUNTY



Federal and State Child Support Performance Measures

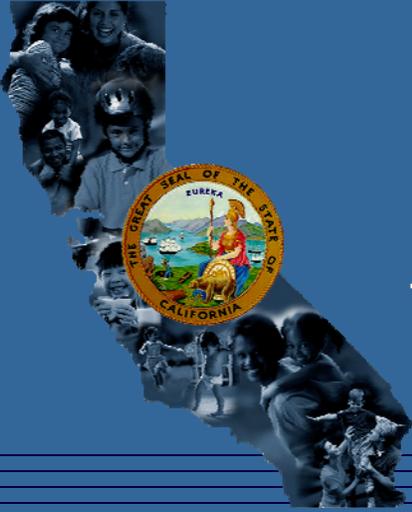
Purpose

To introduce the Federal and State Performance Measures for Child Support



At the Federal Level

- Personal Responsibility and Work Opportunity Reconciliation Act of 1996
- Child Support Performance and Incentive Act of 1998
- Office of Child Support Enforcement
Action Transmittal 01-01



At the State Level

- California Family Code §17602
- Nine Mandated Performance Standards
- Two Medical Support related measures
- CSS Letter 00-10
- Effective July 1, 2001



Federal Performance Measures

- Paternity Establishment Percentage
- Percent of Cases with a Child Support Order
- Percent of Current Support Due and Distributed
- Percent of Cases Owing and Paying Arrears
- Cost-Effectiveness Performance Level



State Performance Measures

- Percent of children for whom paternity has been established
- Percent of cases with a support order established during the report period
- Percent of cases with collections of current support
- Percent of cases with a child support order
- Percent of child support due and distributed
- Percent of cases owing and paying arrears



State Performance Measures

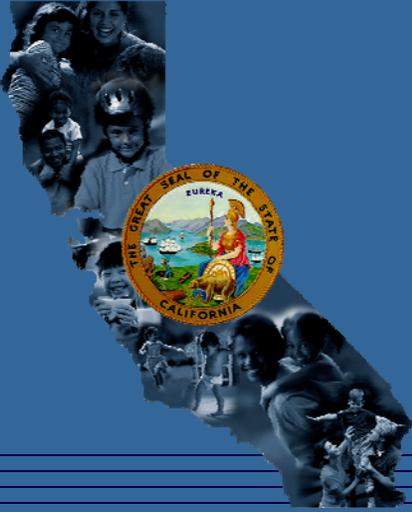
- Total child support dollars collected per \$1 of total expenditure
- Average amount collected per case with a collection
- Percent of cases requiring support order with alleged father and/or obligor successfully served with a Summons and Complaint
- Percent of cases with support orders with medical support
- Complaints per one thousand cases



Data Reliability Standards

Federal Requirement

Performance data must be accurate, complete and reliable to a minimum acceptable standard of 95%



Performance Improvement Tools

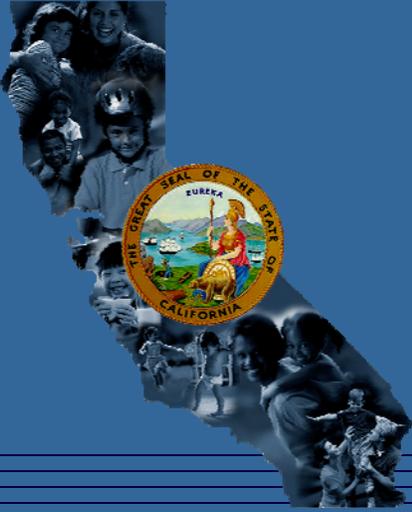
- DCSS Strategic Plan
- Quality Assurance and Performance Improvement (QAPI)
- Compliance

Child Support Program Orientation



DCSS Strategic Plan

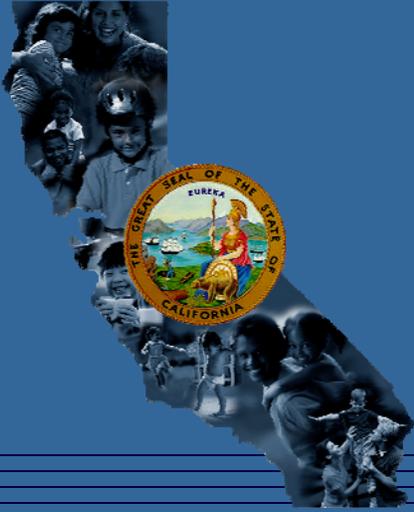
- Improve the performance of California child support services program
- Establish and implement a single, statewide automated child support system
- Promote statewide consistency and efficiency of child support practices among the program's governmental partners



Quality Assurance and Performance Improvement (QAPI)

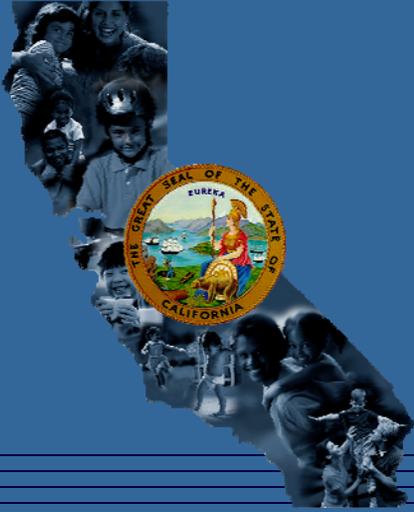
The purpose of QAPI is to

- improve performance statewide
- ensure program effectiveness
- improve customer service
- maximize program resources



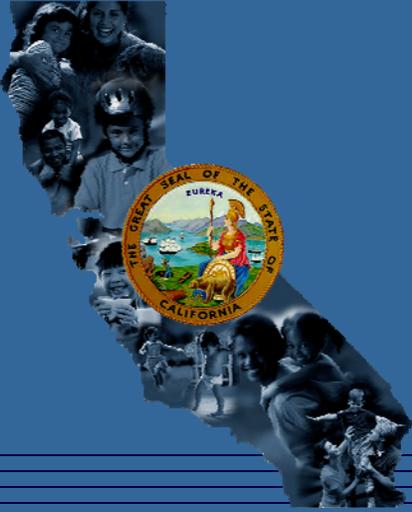
Compliance

- LCSAs meeting Federal and State mandated requirements
- Specific timeframes for actions LCSAs must take when managing child support cases



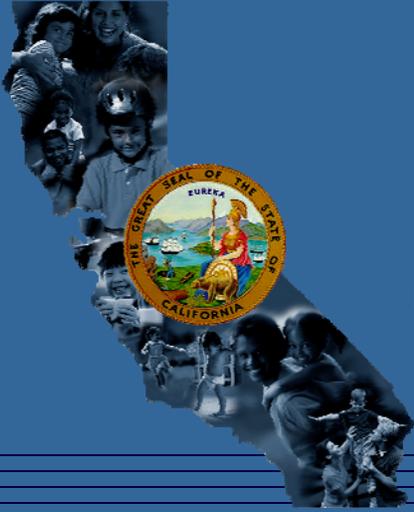
Civil Rights

- Personal rights are guaranteed and protected by the U.S. Constitution and by subsequent acts of Congress
- California's Non-Discrimination Policy
- More information available at www.hhs.gov/ocr



Child Abuse and Neglect Reporting Act

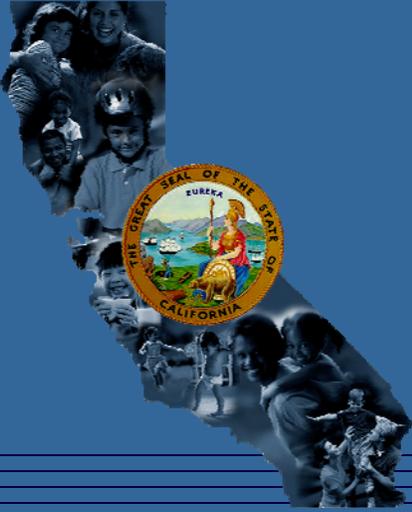
- Child Support Professionals are “Mandated Reporters”
- Responsibility to report any known or suspected abuse or neglect to local authority



California Child Support Automation System (CCSAS) Project

To create a single statewide system for child support that delivers effective and efficient services to all users and customers

Child Support Program Orientation



CCSAS Components

- **Child Support Enforcement (CSE)**
- **State Disbursement Unit (SDU)**
- **Statewide Uniformity**

Department of Child Support Services



Big Picture Questions

Child Support Program Orientation