

Child Support Services Revenue Recovery

Department Accomplishments and Updates

Laura Roth, Director

Collections FFY 2012-13

- ◎ Child Support
 - > \$12,628,076

- ◎ Revenue Recovery
 - > \$3.05 million (\$110,244 were County collections)

State Performance Ranking

El Dorado County Child Support Services ranked #8 in the state in meeting Federal Performance Measures for fiscal year 2012/13.

Accomplishments

- ◎ Child Support Services
- ◎ Revenue Recovery

Outreach

- ◎ BoldChat
- ◎ Outbound Calling
- ◎ Outreach to Community
- ◎ Job One/ Training Room

Call Center

Incoming Calls

Dec. 2013	1245
Jan. 2014	1522
Feb. 2014	1392

Transferred to Caseworker

326
405
346

Call Center Endorsement

“Ventura County call center staff continues to provide the highest level of customer service to participants. Please thank your staff for doing such a fantastic job!”

~Stephen Kennedy, Director Monterey County DCSS