

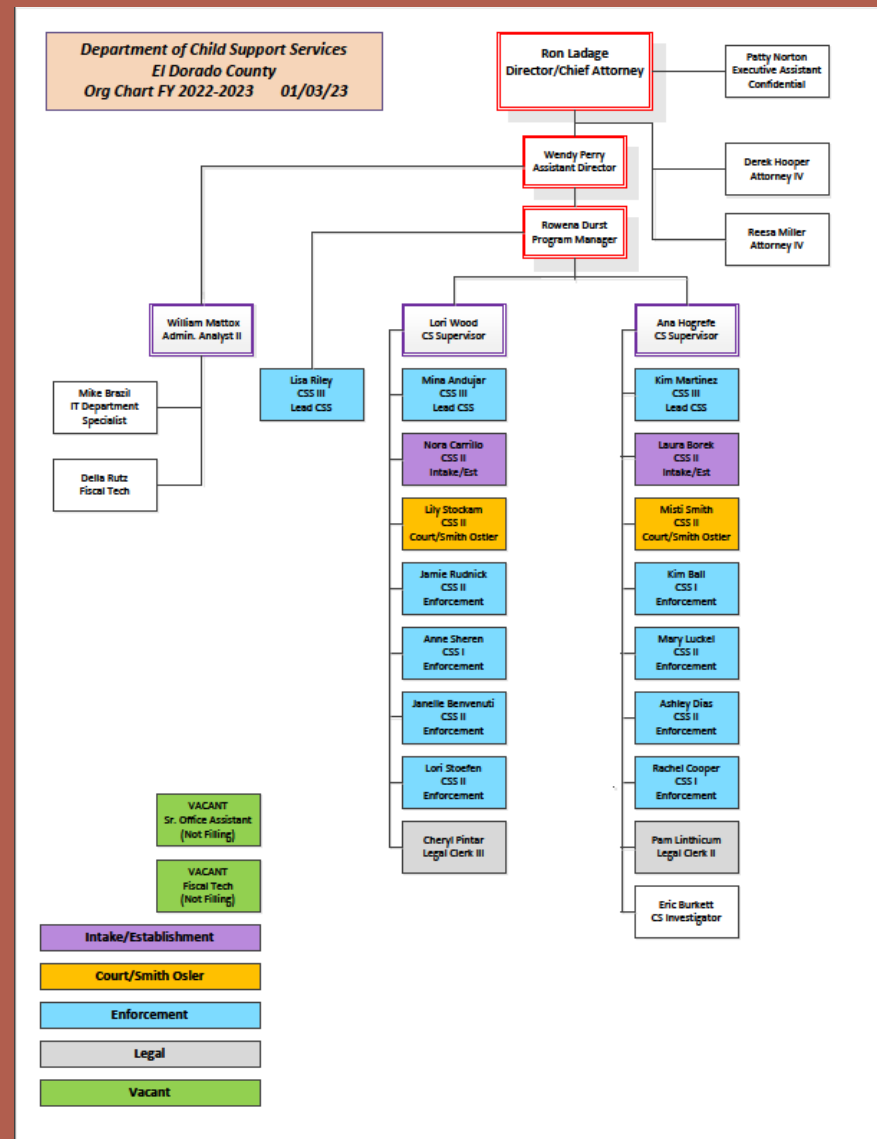
# Department Overview 2023

Presented to the Board of Supervisors on January 31, 2023

# Mission Statement

Making a difference in the lives of children by providing exceptional child support services to families.

# Organizational Chart



# What we do?



ESTABLISH PARENTAGE

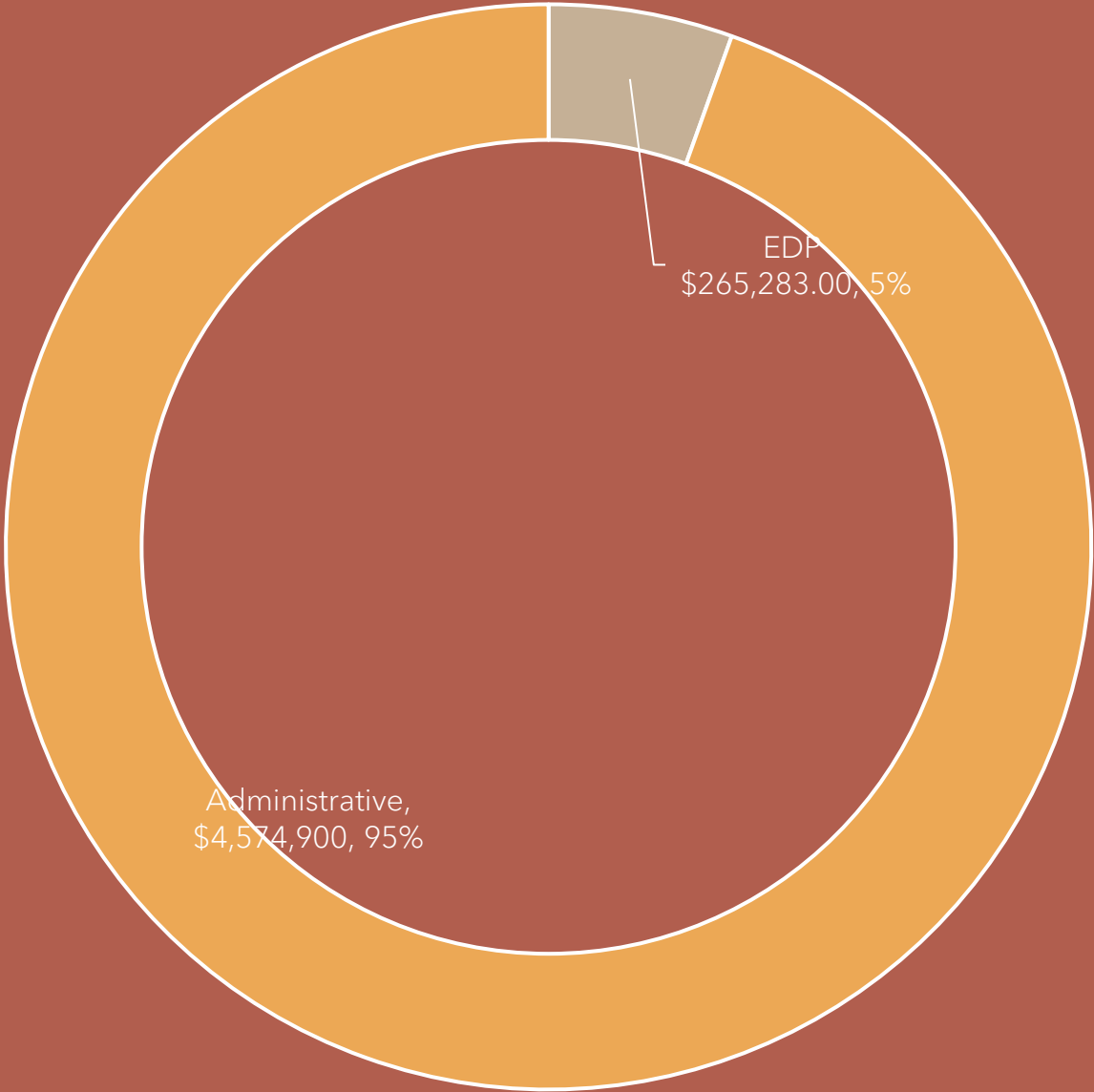


ESTABLISH COURT  
ORDERS FOR CHILD &  
MEDICAL SUPPORT

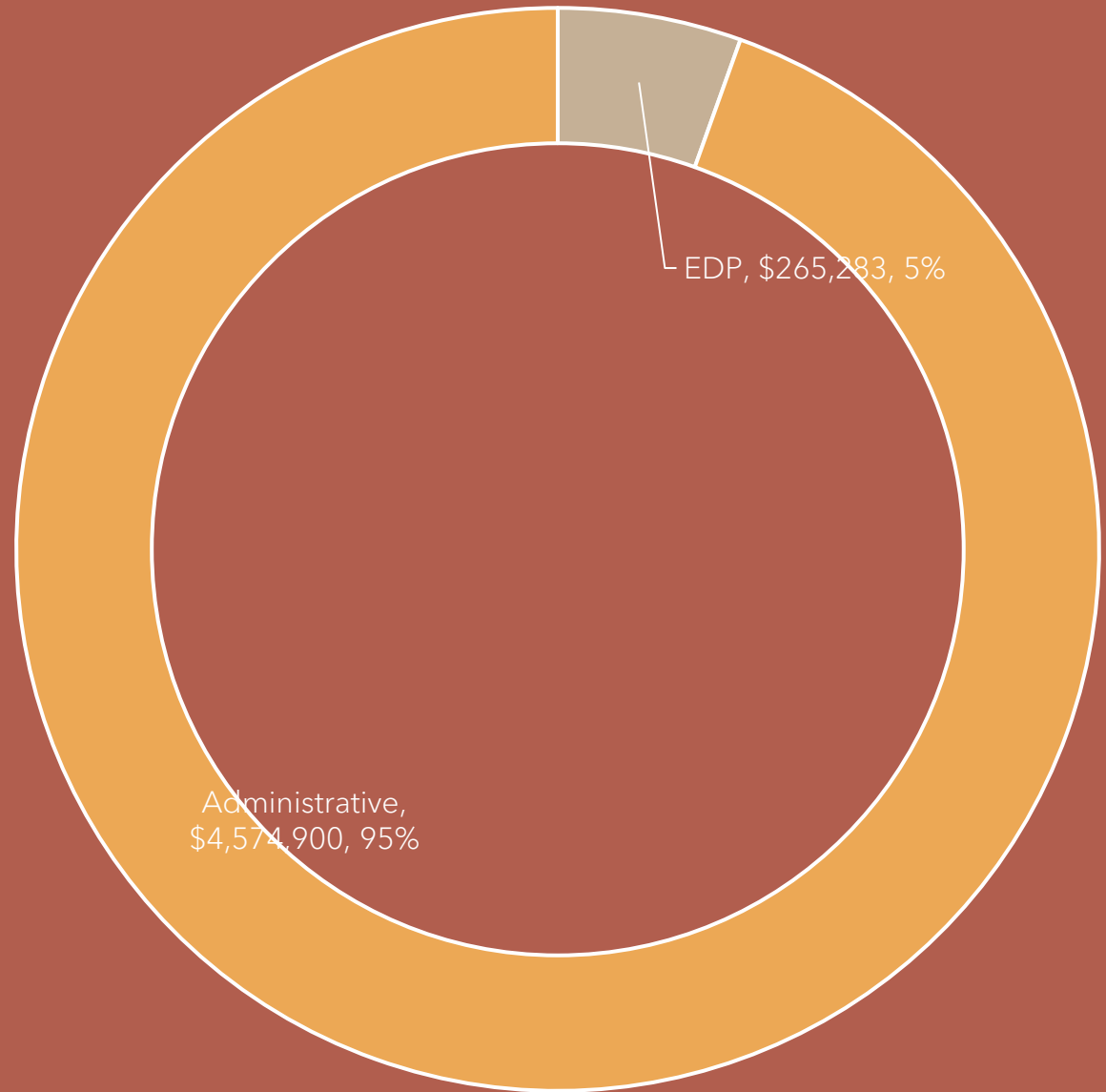


ENFORCE CHILD  
SUPPORT ORDERS

# Total Operating Appropriations

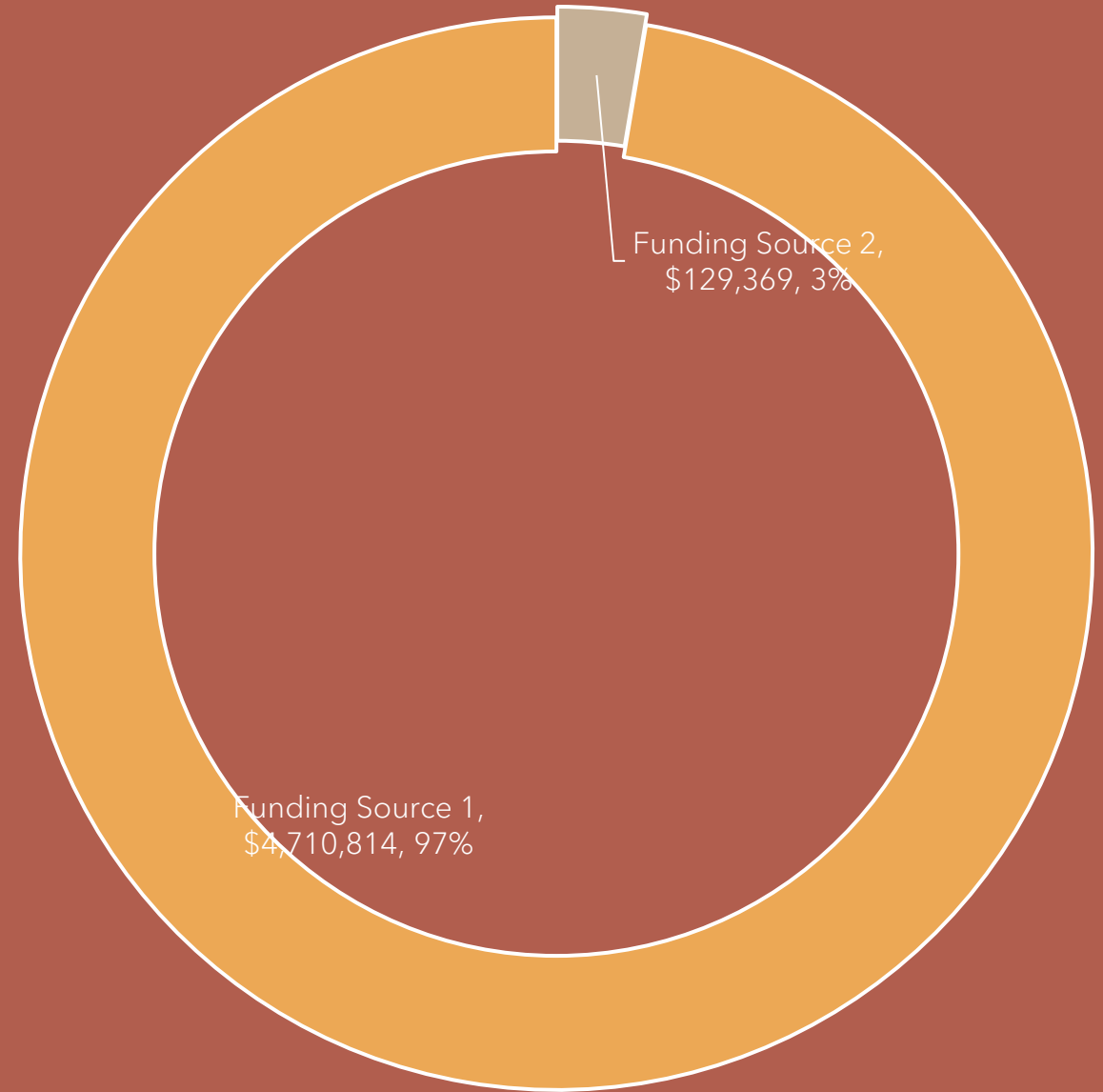


# Net County Cost of \$129,369



# Revenue Sources

- Funding Source 1
  - Federal & State
- Funding Source 2
  - General Fund (NCC)



# Federal Performance Measures (2022)

	<b>Statewide Average</b>	<b>El Dorado County</b>
Paternity	104.24%	103.35%
Support Orders	90.7%	96.51%
Current Support	63.1%	70.79%
Cases with Arrears	67.3%	68.72%
Cost Effectiveness (prior year)	\$2.68	\$3.30



# Role in the Strategic Plan

## Economic Development

- Teleworking:
  - The majority of our staff telework on an intermittent basis
  - ZOOM calls as an alternative to in-person interviews
- Improving workforce development
  - Tuition reimbursement to staff
  - Bi-weekly knowledge checkpoint lessons
  - Regularly scheduled training sessions.

# Role in the Strategic Plan (Cont.)

## Good Governance

- Data sharing with HHSA, Public Defender, and Probation
- Collaboration with HHSA on CalSAWS migration
- Staff involvement at all levels in the decision-making process for case assignment and case processes

## Healthy Communities

- Regular outreach to educate the community
- Refer customers to employment opportunities and job fairs
- Outreach and contact materials at the Libraries throughout the county

# Upcoming Policy and Programmatic Changes

Change 1: Flexibility, Efficiency, and Modernization (FEM) Final Rule

Change 2: Full pass through of state assigned money to families

Change 3: Updated enhancements to our child support computer system for both internal and external customers