

EL DORADO COUNTY

Child Support Services

February 13, 2018

18-0104 D 1 of 25

OUR VALUES

Trust

Respect

Honesty

Integrity

Commitment

Understanding

OUR MISSION

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

OUR VISION

Every Child, Every Time

Child Support Services Provided

Location of non-custodial parents (NP)

Establish Paternity

Establish court orders for child and medical support

Enforce child support orders through a variety of legal and administrative remedies

Monitoring payment activities and account activities

How El Dorado CSS delivers these services



Intake/
Establishment

Intake

Case opening process

Interstate & Central Registry

Setting Appointments

Establishment

Interviews

Locate

Child support guideline calculation

Paternity

Orders for support

**Intake/
Establishment**

**Process Service/
CS Investigators**

Process Service/CS Investigators

Process Service Requests

Field Payments

Locate

A light red circle with a slight gradient and a shadow effect, containing the text "Intake/ Establishment".

**Intake/
Establishment**

A dark red circle with a slight gradient and a shadow effect, containing the text "Process Service/ CS Investigators".

**Process Service/
CS Investigators**

A darkest red circle with a slight gradient and a shadow effect, containing the text "Court Team".

Court Team

Court Team

Preparation of legal documents

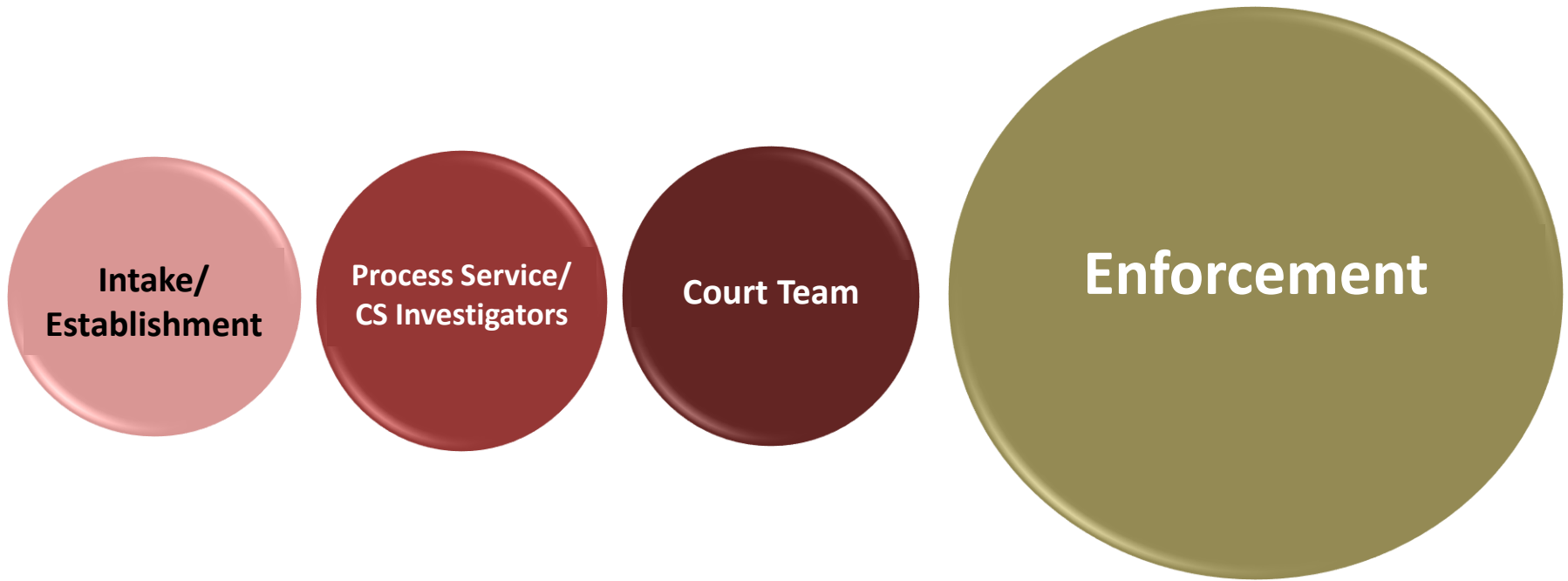
Calendaring court dates

Serving legal documents

Processing orders

Assisting attorneys

Attorneys



Enforcement

Court order enforcement

Modify court orders

Initiate legal actions as needed

- Work search
- Contempt
- Modifications

Enforcement (continued)

Automated and caseworker initiated enforcement actions

- Income withholding orders
- Bank levies
- License suspension/revocation
- Workers' Compensation liens
- Intercepts of UIB, SDI, lottery, tax refunds
- Collection calls
- Credit reporting

SPECIAL PROJECTS

**Intake/
Establishment**

**Process Service/
CS Investigators**

Court Team

Enforcement

Special Projects

Interstate cases

Spanish speaking cases

No money cases

Strategic case work

Training

Outreach

SPECIAL PROJECTS

**Intake/
Establishment**

**Process Service/
CS Investigators**

Court Team

Enforcement

ACCOUNTING

Accounting

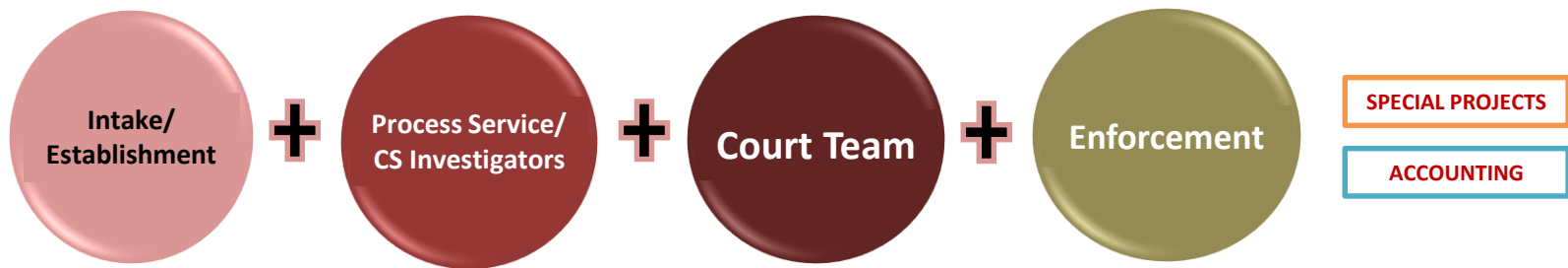
Child support financial instructions

Audits

Kiosk and local payments

FENIX – accounts payable and procurement

Fiscal reporting



Every Child, Every Time

Department Overview

46 employees

5,628 cases

Shingle Springs and SLT offices

100% State and Federal funded

Budget = \$5m

- \$4.7m administrative allocation
- \$296k electronic data processing (EDP) maintenance & operations allocation

Federal Performance Measures (2017)

	Statewide Average	El Dorado County
Paternity	101.4%	105.6%
Support Orders	91.2%	95.2%
Current Support	66.5%	73.3%
Cases with Arrears	66.4%	68.4%

EDC Total Distributed Collections

2017	\$13,763,812	+0.9%
2016	\$13,637,812	+2.5%
2015	\$13,299,260	+1.9%
2014	\$13,047,735	+2.4%
2013	\$12,716,861	-----

Recoupment FY16-17

\$323,249.04

Cost Effective Program (FFY16-17)

\$13,763,812 in Total Distributed Collections

\$4,608,451 spent

=

\$2.99 collected for every \$1.00 spent

Cost Effective Program

In 2003, the Office of Management and Budget recognized Child Support as one of the most effective programs in federal government.

Since then, the program has continued to be considered as one of the most effective government programs.