



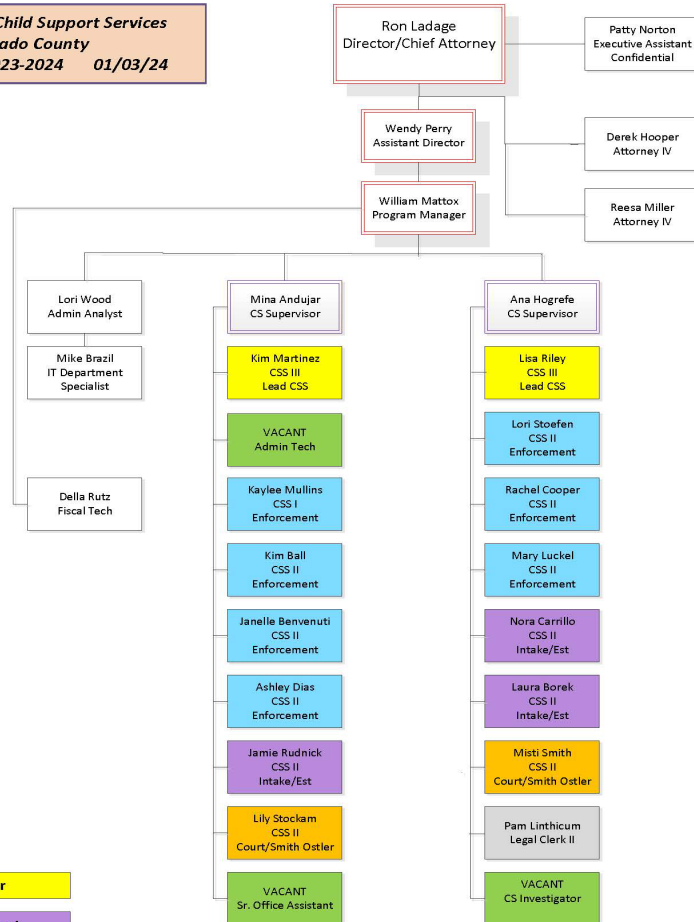
CHILD SUPPORT SERVICES Department Overview 2024

PRESENTED TO THE BOARD OF SUPERVISORS ON JANUARY 23, 2024

Mission Statement

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

Department of Child Support Services
El Dorado County
Org Chart FY 2023-2024 01/03/24



Organizational Chart

What we do?



ESTABLISH PARENTAGE

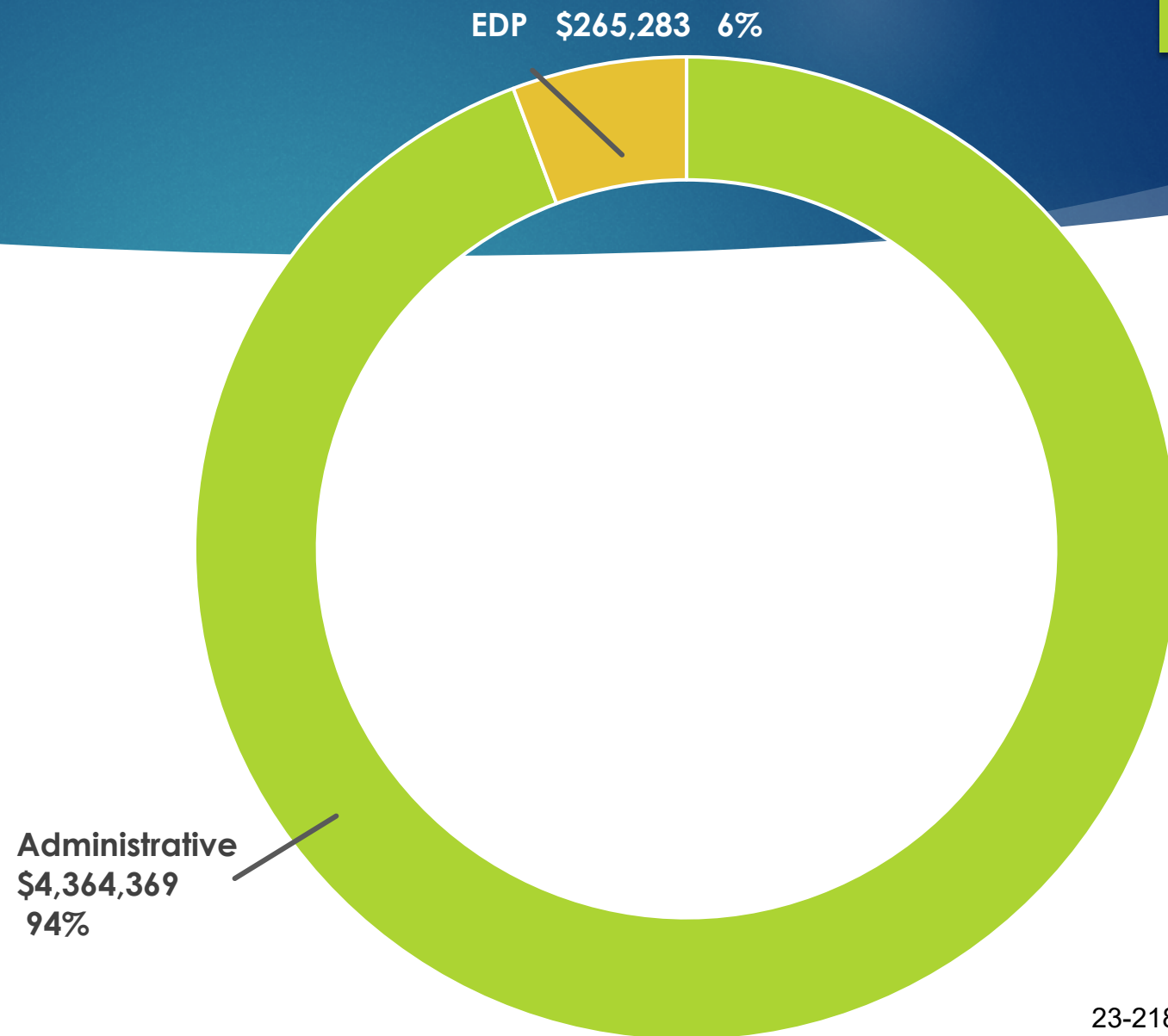


**ESTABLISH COURT ORDERS
FOR CHILD & MEDICAL
SUPPORT**

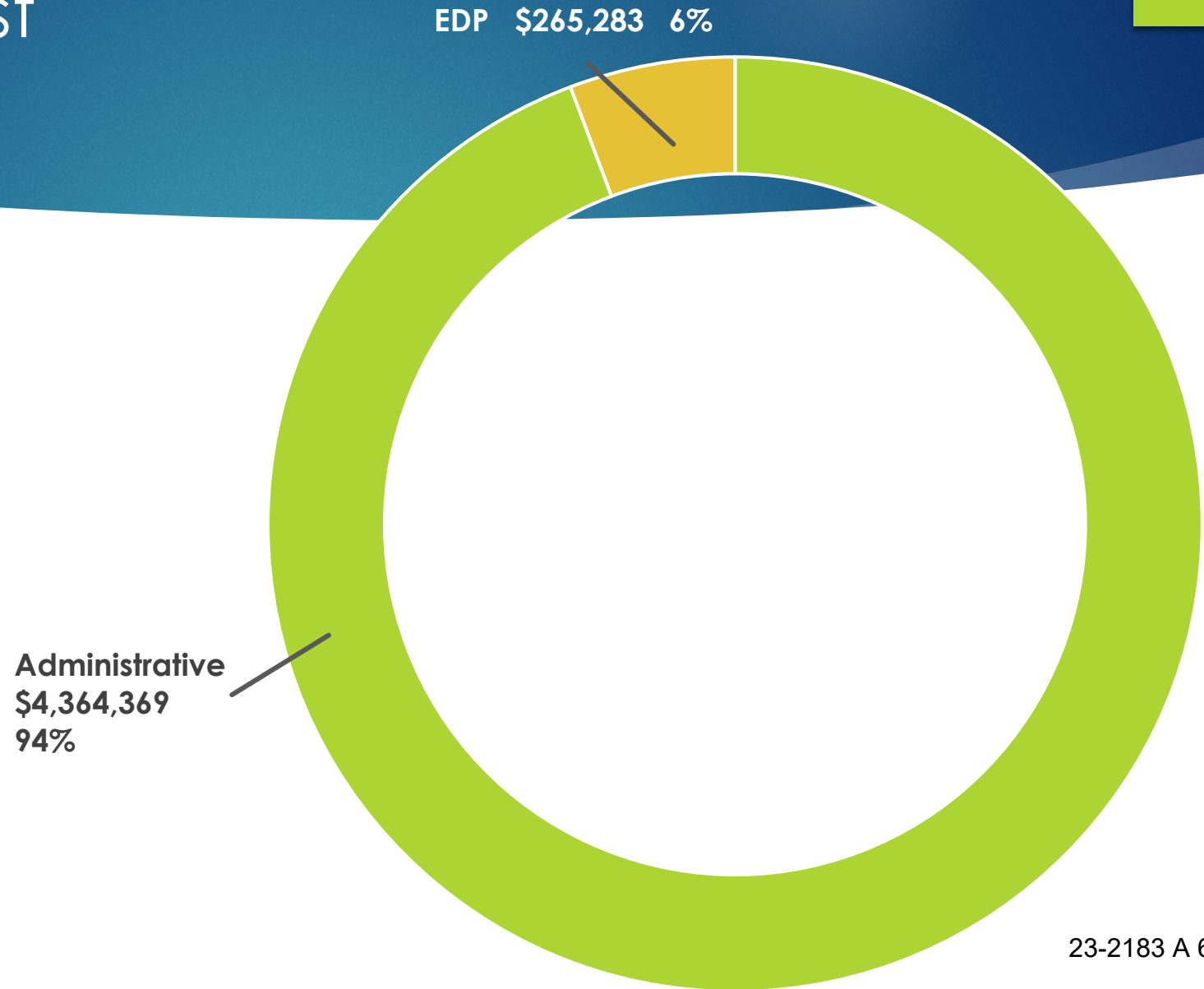


**ENFORCE CHILD
SUPPORT ORDERS**

Total Operating Appropriations



Net County Cost of \$5,000

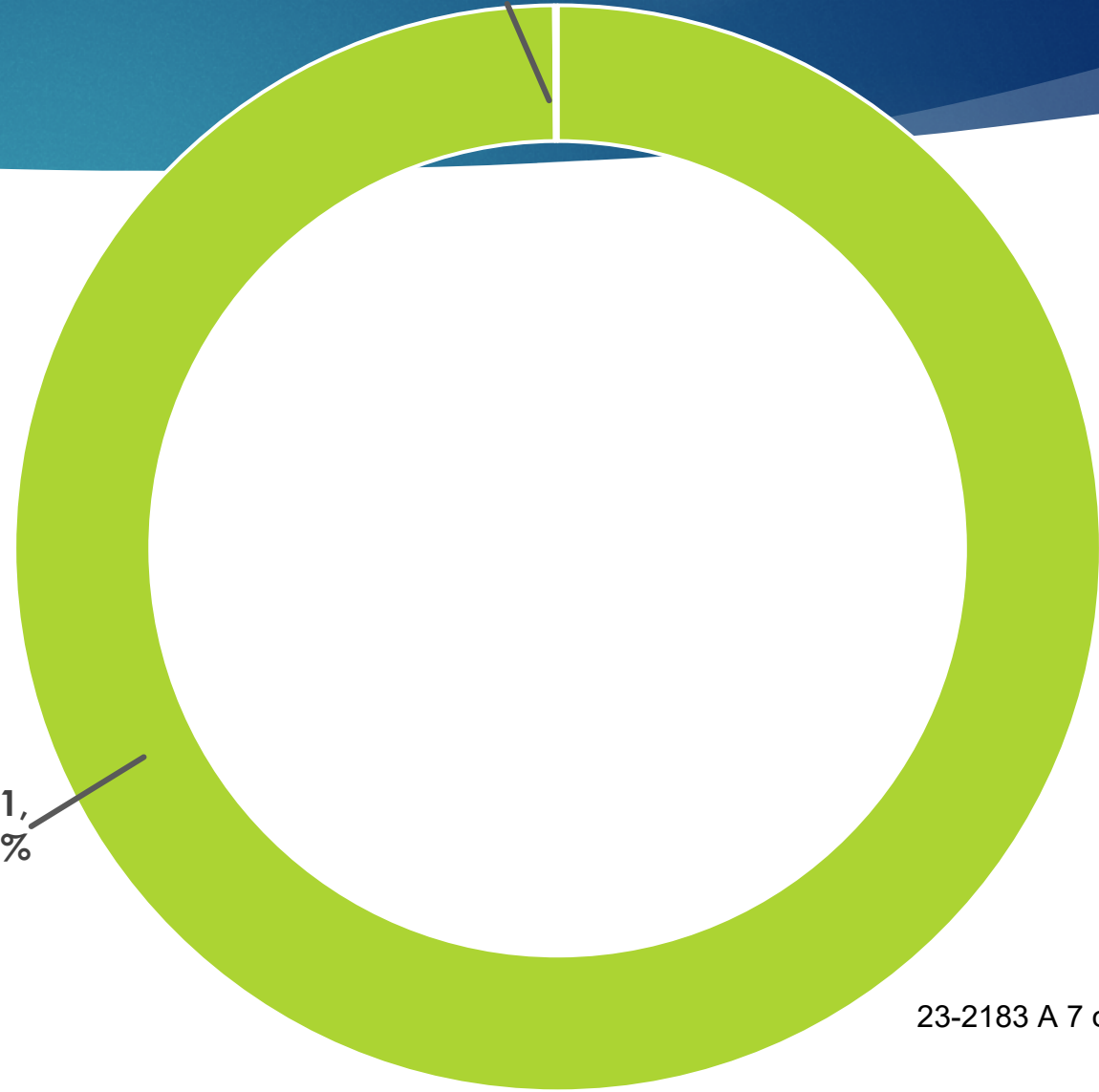


Revenue Sources

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

Funding Source 1,
\$4,624,652 , 99.9%

Funding Source 2,
\$5,000 , 0.1%





Federal Performance Measures (2023)

	Statewide Average	El Dorado County
Paternity	103.6%	102.9%
Support Orders	88%	96.4% (Ranked #1)
Current Support	63.1%	70.2%
Cases with Arrears	64.4%	65.3%
Cost Effectiveness	<i>not yet available</i>	\$2.92

Role in the Strategic Plan

WORKFORCE EXCELLENCE:

- ▶ CONTINUE UTILIZING THE COUNTY'S LEADERSHIP ACADEMY & CHILD SUPPORT TRAINING OPPORTUNITIES
- ▶ CONTINUE TO RECOGNIZE OUR STAFF WITH OUR EMPLOYEE RECOGNITION PROGRAM
- ▶ CONTINUE ASSISTING EMPLOYEES IN ACHIEVING A WORK/LIFE BALANCE WITH TELEWORKING & FLEXIBLE SCHEDULES

STRATEGIC INNOVATION:

- ▶ CONTINUE PROMOTING A CULTURE OF CREATIVITY BY INVOLVING STAFF IN DEVELOPING OUR PERFORMANCE IMPROVEMENT MEASURES & GOALS

DCSS STRATEGIC PLAN*: Upcoming Policy and Programmatic Changes

* [Strategic Plan - DCSS \(ca.gov\)](#)

Goal 1: Facilitate Consistent Support For Children

- * Increase child support collections & payment reliability
- * Recognize & provide individualized services to customers

Goal 2: Strengthen Customer Engagement

- * Reduce the complexity of the customer experience
- * Develop & implement new options for communicating with customers
- * Enhance program outreach to deliver a clear & accurate image of our program to the public
- * Expand efforts on recruitment, retention and development of child support professionals

Goal 3: Enhance Program Performance

- * Promote consistency of processes statewide
- * Expand the use & sharing of data

DCSS
STRATEGIC
PLAN*:
Upcoming
Policy and
Programmatic
Changes

* [Strategic Plan - DCSS \(ca.gov\)](#)

Goal 4: Build Collaborative Partnerships to Benefit Families

- * Establish new partnerships to help reduce poverty
- * Expand the use and sharing of data

Goal 5: Foster Innovation & Improve Service Delivery

- * Expand data analytics
 - * Modernize the development & delivery of documents
 - * Expand customer self-service capabilities
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