

El Dorado County Child Support Services

**Federal Fiscal Year 2011/2012
Accomplishments & Statewide Recognition**

Performance Categories:

- Cases with paternity established
- Cases with court orders established
- Cases with collection of current support
- Cases where a payment on arrears is received
- Cost effectiveness

Recognition for our Performance

- For FFY 2011-2012, El Dorado County Department of Child Support Services ranked in the top percent of the State.
- Performance ranking is based on comparison to other California counties.

Paternity

- In cases where a child is born out of wedlock and paternity is in question, Child Support Services must establish paternity of the child by obtaining an order or obtaining a paternity declaration.
- El Dorado County ranked #6 statewide in this performance measure.

Cases with Court Orders

- Child Support Services is required to obtain a court order for paternity (if at issue), child support, and medical support.
- El Dorado County ranked #5 statewide in this performance measure.

Collections on Current Support

- When monthly support is ordered to be paid, our performance is based on the amount of current support collected when compared to the total amount due.
- El Dorado County ranked #13 statewide in this performance measure.

Collections on Arrears

- Receipt of a payment on past due child support causes the county to receive credit in this performance category.
- El Dorado County ranked #4 statewide in this measure.

Cost Effectiveness

- Counties are ranked for this measurement by comparing the amount collected to the cost of running the program.
- El Dorado County ranked #29 statewide in this performance measure

Highlighting Performance

- After combining ALL performance results, El Dorado County ranked #5 overall statewide.

Highlighting Performance

- El Dorado County also out-performed the other 50 counties/regions in improved distributed collections.
- El Dorado County improved 13.8% in collections over the prior year with collections of \$13,291,985.

Highlighting Performance

- Although cases do close due to payment in full or for other mandated reasons, at the same time new cases are opened daily.
- During the FFY, 1088 new cases were opened.

Highlighting Performance

- Customers may visit our office to obtain case information, provide information, or to make a payment.
- Interviews during the FFY:
 - South Lake Tahoe 2485
 - Placerville 6734

Highlighting Performance

- Payments in Office:

- South Lake Tahoe 1100 \$233,913.61
- Placerville 2093 \$486,422.82

- Payments in Court:

- South Lake Tahoe \$14,048.00
- Placerville \$41,869.54

Highlighting Performance

FFY Source Collections

IRS Intercept
\$964,222

FTB (State Tax
Intercept)
\$151,871

Unemployment
Intercept
\$635,222

Wage
Withholding
\$7,962,026

Bank Levies
\$232,557

Property Liens
\$47,051

Workers' Comp
\$73,920

Disability Ins.
Intercept
\$79,607

Direct Payments
(Other Sources)
\$1,928,696

Other States
\$918,076

Highlighting Performance

Enterprise Customer Service Solution (ECSS)

- This is our statewide call center system. Incoming telephone calls are directed to our in-house call center.
- Number of calls answered during the FFY - 23,147.

Highlighting Performance

- FFY Superior Court Hearings:
 - Placerville 2431
 - South Lake Tahoe 818

These court appearances are necessary to establish orders, enforce non-paying cases or to modify existing orders.

Highlighting Performance

- Medical Support

- Total cases with Medical ordered – 4251
- Total cases with Medical provided – 2572

- Health Insurance

- Total cases with Health Insurance ordered – 4246
- Total cases with Health Insurance provided – 1132

Highlighting Performance

- New orders obtained - FFY 11/12
 - By Stipulation 235
 - By Default 106
 - By Order to Show Cause 144

Highlighting Performance

- Modification Project - to decrease or increase the child support obligation
 - 242 cases modified by Order After Hearing
 - 160 cases modified by stipulation

Highlighting Performance

- One of our goals each year is to connect with our community and educate them on available services.
- Outreach activities are a significant component of the local child support program.

Highlighting Performance

OUTREACH

- Middle and High Schools
- County Fair, Day of the Young Child
- Kids Expo
- Jails, prisons
- Hospitals
- Juvenile Hall
- Job Court Program
- Department of Human Services
- WIC Program
- Community Health Services
- Head Start
- Hope House
- Progress House
- Veterans Services
- Family Law Facilitator Workshops
- Farmers' Market
- Pirate's Day
- Mother Teresa's Maternity Home

Why is El Dorado County Child Support Services so successful?

- Our staff works diligently to bring in the collections that families depend on. Child Support Services has some of the most dedicated employees we have ever known.
- The families of El Dorado County count on us and we are determined to deliver.