

North Coast Regional Department of Child Support Services



Core Purpose, Mission and BHAG



- Core Purpose

Strengthening Communities by working with families to support their children.

- Mission

Provide Child Support Services to meet each families unique needs.

- BHAG

Champions for every family in flux.

Quick Facts



- Approximately **6,100** cases in the region
- **\$9.5 million** in collections:
 - Current Support \$5 million
 - Arrears \$4 million
 - Collections are paid directly to families or recouped to offset County State and federal TANF expenditures

How we are accomplishing our goals

- Streamlined Case Opening
 - Prior Process – Non-Aided Applicants received an “Opening Packet” containing 34 pages of forms that must be completed and returned.

Form Set List		
Form Set Name: APPLICATION FOR SUPPORT SERVICES PACKET		
Generate Form Set		
Form Number ▾	Description	Preview
DCSS-0057	Application for Support Services (Cover)	PDF
DCSS-0064	Notice of Child Support Services Program	PDF
DCSS-0642	Complaint Resolution - State Hearing Information	PDF
DCSS-0373	Simplified Application for Child Support Services	PDF
DCSS-0055	Request for Support Services	PDF
DCSS-0049	Family Violence Questionnaire Cover	PDF
DCSS-0048	Family Violence Questionnaire	PDF
DCSS-0069	Child Care Verification	PDF
DCSS-0053	Visitation Verification	PDF
DCSS-0054	Health Insurance Information	PDF
FL-150	Income And Expense Declaration	PDF
DCSS-0569	Declaration of Support Payment History	PDF

How we are accomplishing our goals



- Streamlined Case Opening
 - Current Process –
 - ✦ Online
 - VIOLA (Virtual Interactive OnLine Application)
 - ✦ Walk in to either office
 - ✦ Or call our Case Opening Phone Line (707-441-3232) to talk to a worker who will open their case over the phone.

Since offering **Walk-In** and **Phone In** options in 08/2017 **41 new** and **19 Re-opened** Non-Aided cases have been processed this way.

How we are accomplishing our goals



- **Family Meetings and Stipulations**
 - The Family Meeting allows the parents to come together with a caseworker to try to negotiate support without going to court.
 - If an agreement is reached a Stipulation is signed that becomes the support order and support payments can begin immediately. Stipulations can also be signed by parents who opt not to participate in a Family Meeting.
 - ✦ Between 07/2017 and 01/2018 **111 Stipulations** were signed.
 - ✦ Ten Family Meetings were offered, and 7 were conducted.
 - Five Stipulations were filed out of the Family Meetings with two Guideline and three below guideline agreements.

How we are accomplishing our goals



- Payment Options for the Parent Paying Support
 - **Prior Process** – All collections were required to happen by Income Withholding Order or Intercept. The only parents who could pay their support on their own were self-employed or did not have known employer.
 - ✦ **Treats parents as untrustworthy from the beginning**
 - ✦ **Sends the message that support only needs to be paid when the employer withholds the payment.**

How we are accomplishing our goals



- Payment Options for the Parent Paying Support
 - **NEW OPTION: Parents and case managers agree on a payment option**
 - ✦ If a parent pays by Income Withholding Order, they agree to cooperate with their employer in getting the garnishment in place and notify DCSS within 5 days of a job change
 - ✦ If paying by EFT, Credit/Debit or any other electronic transaction, the parent chooses the date that support will be paid by each month
 - ✦ If any other method (Cash, Check, Money Order) a parent chooses the payment date and method, either in the office or mailing a check to the State Disbursement Unit.

How we are accomplishing our goals



- Parents choosing to pay support direct **MUST** make their payments on time each month for the agreement to stay in place. Two late payments in 12 months voids the agreement.
- Currently **135** parents that would have an Income Withholding Order have reached an agreement to pay support by other methods and are keeping up on their agreement

But, are these working?



- **Practice Indicator 6 – Percent of Current Support Distributed by Percentage Band**

Shows how well we do in getting the current support paid in the month it is due. PI 6 gives the percentage of cases that are paying the child support obligation when it's needed, during the months the children are minors.

Example: a case that pays the full current support ever month of the FFY reports in the 90%+ band.

A case that pays full current 6 of 12 months reports in the 25.01-50% band.

A case that pays full current 1 of 12 months report in .01-25% band.

PI6 Comparison



- FFY 15-16

	0.00%	.01-25%	25.01-50%	50.01-75%	75.01-90%	90%+
NCR	16	9.65	10.14	12.26	9.81	42.14
Statewide	18.98	11.02	8.81	11.22	10.61	39.35

- FFY 16-17

	0.00%	.01-25%	25.01-50%	50.01-75%	75.01-90%	90%+
NCR	17.81	9.98	8.21	11.83	11.28	40.88
Statewide	19.52	10.92	8.7	11.06	10.53	39.27

- FFY 17-18 (thru 03/2018)

	0.00%	.01-25%	25.01-50%	50.01-75%	75.01-90%	90%+
NCR	21.8	7.38	7.7	8.26	11.4	43.5
Statewide	27.7	10.2	7.91	11.3	7.91	35

The Bottom Line!!!



- Streamlined Case Openings – cases that opened with an order between 10/2017 – 02/2018 by phone call or interview.

0%	.01-25%	25.01-50%	50.01-75%	75.01-90%	90%+
13.33	0.00	0.00	13.33	13.33	60.00

- Payment Options –

0%	.01-25%	25.01-50%	50.01-75%	75.01-90%	90%+
0.00	0.00	0.00	10.37	15.56	58.52

The Bottom Line!!!



- Stipulations – consistency of payments compared to orders obtained by other methods.

	0%	.01-25%	25.01-50%	50.01-75%	75.01-90%	90%+
Stipulation	2.53	0	6.33	10.13	15.19	54.43
Judgment OAH Temp OAH	17.62	6.74	7.77	12.95	8.81	23.83
Default	35.42	6.25	8.33	10.42	4.17	12.50

- Days from Opening to Order to 1st Payment (PI22)
 - Open to Order = 37 days less in 16-17 than in 15-16
 - Order to Payment = 3 days less in 16-17 than in 15-16.

How does it all fit together



- Mission - Provide Child Support Services to meet each families unique needs.
 - Opening their support case
 - Reaching an agreement on a monthly support amount that works for whole family
 - Preparing the legal documents to finalize the agreement
 - Helping the paying parent make their first payment and helping the receiving parent set up Direct Deposit or obtain an Electronic Pay Card.
 - Receiving referrals to community resources to meet other family needs

One stop, one visit, one conversation

What comes next?



- Making the rest of our BHAG a reality –
 - Ongoing collaboration with the Superior Court Family Law Facilitators office to provide a one stop service where families who already have an idea about shared parenting time and child support can meet with the FLF and the LCSA to create legal agreements for both in one appointment.
 - Ongoing collaboration with community partners to make connections for shared referrals for services.
 - NEW!!! Financial Coaching where both those paying and receiving support can work with a trained CSS on getting control over their personal budget.

Thank you!



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Child Support Services**

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