

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



July 1, 2020

CSSP LETTER: 20-04

ALL IV-D DIRECTORS
 ALL COUNTY ADMINISTRATIVE OFFICERS
 ALL BOARDS OF SUPERVISORS

SUBJECT: PERFORMANCE IMPROVEMENT PROCESS FOR FEDERAL FISCAL
 YEAR 2020

<u>Reason for this Transmittal</u>
<input type="checkbox"/> State Law, Regulation and/or Change
<input type="checkbox"/> Federal Law, Regulation Change
<input type="checkbox"/> Court Order or Settlement Change
<input type="checkbox"/> Clarification requested by One or More Counties
<input checked="" type="checkbox"/> Initiated by DCSS

The Department of Child Support Services' (DCSS) performance improvement process for federal fiscal year (FFY) 2021 will continue to focus on key initiatives outlined in this letter. The Strategic Plan emphasizes the need for consistent child support for children through building collaborative partnerships, engaging customers, leveraging best practices, and innovating to create a consistent statewide program.

DCSS STRATEGIC PLAN GOALS AND OBJECTIVES

The Strategic Plan's goals and objectives are intended to support progress and positive results. They build on successes learned from past practices, pilot projects, and local innovation and were developed to enhance performance and the customer experience.

Goal 1 - Facilitate Consistent Support for Children

Objective 1: Increase child support collections and payment reliability

Objective 2: Recognize and provide individualized services to customers

Goal 2 - Strengthen Customer Engagement

Objective 1: Reduce the complexity of the customer experience

Objective 2: Develop and implement new options for communicating with customers

Objective 3: Enhance program outreach to deliver a clear and accurate image of our program to the public

Objective 4: Expand efforts on recruitment, retention, and development of child support professionals

Goal 3 - Enhance Program Performance

Objective 1: Promote consistency of processes statewide

Objective 2: Implement organization and program efficiencies

Goal 4 - Build Collaborative Partnerships to Benefit Families

Objective 1: Establish new partnerships to help reduce poverty

Objective 2: Expand the use and sharing of data

Goal 5 - Foster Innovation and Improve Service Delivery

Objective 1: Expand data analytics

Objective 2: Modernize the development and delivery of documents

Objective 3: Expand customer self-service capabilities

Performance Management Plans (PMPs)

DCSS believes California's program and families can best be served by a statewide concerted effort that focuses on the following initiatives. Initiatives one through four should be included in every FFY 2021 Performance Management Plan (PMP). Initiative five is only required for those LCSAs that fall below the 90% Paternity Establishment threshold. LCSAs have discretion to develop their own tactics to address these initiatives. DCSS recognizes that specific data will assist LCSAs to work these initiatives. In an effort to have uniform metrics amongst all LCSAs, targeted lists will be provided. LCSAs may add tactics addressing specific local needs; in addition to the key initiatives listed below.

There are five LCSA PMP key initiatives:

- 1) Review for Modification
 - a. Zero/Reserved Orders: Review for increase based on change of income
 - i. List to be provided by Research and Data Analytics (RADAR)
 - ii. Quarterly reporting from LCSAs
- 2) Increase Arrears Collections
 - a. Review for increased monthly arrears payments on arrears only cases
 - b. List to be provided by RADAR
 - c. Quarterly reporting from LCSAs on tactic metrics
 - d. Quarterly 1257 data from DCSS
- 3) Increase Newly Established/Opened Cases
 - a. Monthly Monitoring Report (MMR)
- 4) Increase Current Support Collections
 - a. Practice Indicator 6
- 5) Paternity Establishment
 - a. All LCSAs below the 90% threshold will include a tactic to improve paternity establishment and report quarterly on their progress
 - b. Concentrated efforts will be captured and monitored on the Comparative Data Report table 1.1 (CDR 1.1)

FFY 2021 PMPs will be living documents. Tactics can be added or removed, as appropriate, when introduced or completed. PMPs are due and should be updated

quarterly with progress toward the key initiatives as follows:

September 15, 2020	LCSA PMP due
January 31, 2021	LCSA 1st quarterly update
April 30, 2021	LCSA 2nd quarterly update
July 31, 2021	LCSA 3rd quarterly update
October 31, 2021	LCSA final results

PMP TEMPLATE

LCSAs shall submit their PMPs by September 15, 2020 using the attached FFY 2021 LCSA PMP template.

The Regional Administrators are available to assist with the development and review of PMPs to confirm they are consistent with the general concepts outlined in this letter. They will also schedule a conference call or a site visit with each LCSA to discuss each PMP in detail. The Regional Administrators will monitor LCSA implementation and completion of the tactics detailed within the PMPs

CONTACT: If you have any questions or concerns regarding this matter, please contact your Regional Administrator.

Sincerely,

o/s

DAVID KILGORE
Director
Department of Child Support Services

Attachment

**DEPARTMENT OF CHILD SUPPORT SERVICES
PERFORMANCE MANAGEMENT PLAN
FFY 2021 (10/01/20 – 9/30/21)**

LCSA:	[Title]	
Goal:	#	
Objective:	#	

MEASUREMENT	BASELINE	FFY 2020 TARGET

Oct-Dec Quarterly Update: (due 1/31)		
Jan-Mar Quarterly Update: (due 4/30)		
Apr-Jun Quarterly Update: (due 7/31)		
Jul-Sep Quarterly Update: (due 10/31)		

Initiative/Tactic(s)	Lead(s)	Description/Implementation Strategy

Goal:	#		
Objective:	#		
		MEASUREMENT	BASELINE
			FFY 2020 TARGET
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