

**CALIFORNIA**  
**CHILD SUPPORT SERVICES**

**SEMI-ANNUAL REPORT  
TO THE LEGISLATURE**

**CHILD SUPPORT PERFORMANCE  
AND STATISTICS**

**OCTOBER 2020 THROUGH MARCH 2021**

**Prepared by the Data Performance Analysis Branch**

*Issued December 2021*

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## EXECUTIVE SUMMARY

This report is submitted to meet the provisions of Family Code (FC) sections 17600(c) and 17600(g), requiring annual and semi-annual reporting by the Department of Child Support Services (DCSS) to the Legislature on the status of the Child Support Program and the performance of local child support agencies (LCSAs). This semi-annual report covers the performance results for the first two quarters of Federal Fiscal Year (FFY) 2021, beginning October 1, 2020, and ending March 31, 2021. The report provides detailed state and local level information on performance measures except for data on program costs, program administration and cost effectiveness as these are only available on an annual basis.

DCSS established Child Support Program performance standards effective January 1, 2001, consisting of the federal and state measures to uniformly assess performance at national, state, and local levels.

### Federal Performance Measures

- ✓ Paternity Establishment
- ✓ Child Support Order Establishment
- ✓ Collections on Current Support
- ✓ Collections on Arrears
- ✓ Cost Effectiveness (*collections compared to the cost of collections, available on an annual basis only*)

### State Performance Measures

- ✓ Percent of Cases with Collections of Current Support
- ✓ Average Amount Distributed per Case with a Collection
- ✓ Percent of Cases with a Support Order Established During Report Period
- ✓ Percent of Cases Requiring a Support Order with Alleged Fathers or Obligors Served with a Summons and Complaint
- ✓ Percent of Cases with Support Orders Established with Medical Support Ordered and Provided
- ✓ Comparison of Received Complaints to Cases (*customer service*)
- ✓ Total Direct Cost of Administering the LCSAs, including share of costs, and the incentive funding received by each county (*available on an annual basis only*)

- ✓ Total Indirect Cost of Administering the LCSAs, including share of costs, and the incentive funding received by each county (*available on an annual basis only*)

For the semi-annual period ending March 31, 2021, California exceeded the minimum threshold on these federal performance measures: Paternity Establishment; Child Support Order Establishment; Collections on Current Support; and Collections on Arrears.

FC section 17600(c)(4)(A) requires DCSS to report annually on the *direct* costs of the program, broken down further by total employee salaries and benefits, and a list of the number of the employees, broken down by job classification.

FC section 17600(c)(4)(B) mandates that DCSS report semi-annually on the *indirect* program costs, showing all overhead charges; however, the data required is only available to the Department on an annual basis and therefore cannot be included in this report. The absence of this information also makes it impossible to calculate the cost effectiveness measure at the mid-year point.

## CHILD SUPPORT PERFORMANCE OVERVIEW

### Statutory Requirements

This report satisfies the requirement of FC sections 17600(c) and 17600(g) requiring a semi-annual report of data compiled on California's Child Support Program.

### Performance Measures

Some data is only available annually; therefore, this report does not include data for all the State and Federal Performance Measures. The semi-annual report addresses the following performance measures:

#### Federal Performance Measures

- ✓ Paternity Establishment Percentage (PEP)
  - Statewide PEP
  - IV-D PEP
- ✓ Percent of Cases with a Support Order Established
- ✓ Percent of Collections on Current Support
- ✓ Percent of Cases with Collections on Arrears

See Table A on page 6 for a summary of the Federal Performance Measures comparing the semi-annual periods of March 2020 and March 2021.

#### State Performance Measures

- ✓ Percent of Cases with Collections of Current Support
- ✓ Average Amount Distributed per Case with a Collection
- ✓ Percent of Cases with a Support Order Established During Report Period
- ✓ Percent of Cases Requiring a Support Order with Alleged Fathers or Obligors Served with a Summons and Complaint
- ✓ Percent of Cases with Support Orders Established with Medical Support Ordered and Provided
- ✓ Comparison of Received Complaints to Cases

See Table B on page 7 for a summary of the State Performance Measures comparing the semi-annual periods of March 2020 and March 2021.

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) implemented an incentive funding system based on Federal Performance Measures. The intent of the incentive funding system is to use specific performance measures to gauge the program's success in achieving federally set goals and objectives and to reward states for achieving these goals.

States must meet a minimum threshold for each performance measure to earn incentive payments. Failure to meet a threshold not only disqualifies a state from earning incentive payments on that measure but may also subject the state to penalties on its Temporary Assistance to Needy Families (TANF) block grant.

The State Performance Measures were established by California to monitor aspects of the Child Support Program not covered by the Federal Performance Measures, giving DCSS additional insight and indicators to measure program accomplishments.

Overall, both federal and state performance measures are a means to effectively and continuously, monitor, evaluate, and improve the performance of the Child Support Program.

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY  
CHILD SUPPORT PROGRAM STATISTICS

DEPARTMENT OF CHILD SUPPORT SERVICES  
OCTOBER 2020 - MARCH 2021

**TABLE A**  
**COMPARISON OF FEDERAL PERFORMANCE MEASURES - PREVIOUS YEAR**  
**SEMI-ANNUAL FFY 2020 and FFY 2021**

	Statewide Paternity Establishment Percentage (PEP)		IV-D Paternity Establishment Percentage (PEP)		Cases with Support Orders Established		Collections on Current Support		Cases with Collections on Arrears	
	Mar 20	Mar 21	Mar 20	Mar 21	Mar 20	Mar 21	Mar 20	Mar 21	Mar 20	Mar 21
<b>STATEWIDE</b>	<b>87.2%</b>	<b>91.8%</b>	<b>95.4%</b>	<b>94.5%</b>	<b>92.0%</b>	<b>92.4%</b>	<b>65.7%</b>	<b>66.4%</b>	<b>59.1%</b>	<b>65.6%</b>
Alameda	92.2	88.4	95.4	95.3	92.9	93.2	68.6	67.9	67.9	69.7
Alpine	*	*	115.4	80.0	97.1	97.3	53.9	37.4	71.4	48.4
Amador	104.1	113.4	104.5	99.0	96.2	97.1	77.7	74.8	68.3	69.7
Butte	77.6	90.1	94.1	96.6	95.7	95.3	62.2	64.4	55.4	66.2
Calaveras	*	*	100.0	99.0	95.8	95.9	71.3	70.4	60.1	68.6
Colusa	*	*	104.5	107.3	91.9	90.6	67.8	68.2	62.6	67.9
Contra Costa	98.7	98.4	102.2	96.1	95.5	95.2	71.7	72.7	63.5	68.4
Del Norte	76.6	98.6	97.3	91.7	93.5	93.8	57.8	61.5	48.7	61.4
El Dorado	84.0	101.2	99.8	95.4	96.1	97.4	70.8	72.3	59.8	68.4
Fresno	87.8	87.7	99.4	96.1	94.2	94.2	57.8	61.2	54.0	64.3
Glenn	*	*	101.3	97.4	96.0	96.5	63.5	62.8	55.1	64.0
Humboldt	98.1	103.3	99.1	98.4	94.6	93.8	67.7	68.5	60.3	69.9
Imperial	78.8	73.2	97.2	92.5	90.8	90.4	68.9	70.4	58.2	63.8
Inyo	75.0	113.2	103.1	96.1	97.6	98.0	66.7	65.8	55.1	60.6
Kern	89.9	93.4	98.0	94.6	89.8	90.6	59.9	61.0	50.7	61.5
Kings	99.2	96.1	100.5	98.0	93.5	93.8	71.5	73.3	58.5	69.8
Lake	89.7	108.3	106.5	96.6	91.6	93.4	61.3	61.7	59.5	66.4
Lassen	122.8	98.2	105.1	96.1	92.3	93.0	63.6	65.9	53.0	61.3
Los Angeles	81.2	88.2	91.2	93.8	91.4	90.7	62.6	63.0	57.2	62.5
Madera	111.6	107.6	105.3	100.9	93.0	94.4	64.6	65.5	60.0	67.3
Marin	93.4	163.5	98.2	96.9	97.0	96.1	78.7	78.7	52.2	61.9
Mariposa	*	*	93.4	100.3	94.0	91.7	70.0	70.0	61.1	66.4
Mendocino	92.4	104.4	95.1	93.7	93.7	93.7	67.9	68.9	59.0	66.4
Merced	97.4	97.6	102.2	97.9	93.4	91.9	64.1	65.6	55.4	64.8
Modoc	*	*	108.8	99.4	89.0	87.9	67.1	65.9	47.7	61.0
Mono	58.8	106.7	99.4	100.0	95.7	94.0	74.9	69.7	64.9	62.9
Monterey	94.7	90.5	98.2	95.6	94.4	95.6	65.9	65.8	58.2	63.8
Napa	112.1	86.0	101.1	96.4	94.4	96.7	71.5	71.1	64.1	68.4
Nevada	84.0	83.1	105.8	99.9	96.6	96.2	75.3	75.6	65.9	73.1
Orange	85.2	89.6	96.2	93.0	93.9	94.3	68.1	67.5	60.1	64.3
Placer	97.3	91.3	97.1	97.8	96.1	95.9	76.1	76.5	67.6	72.0
Plumas	95.2	192.3	102.4	101.1	97.1	97.2	75.0	72.1	62.8	70.4
Riverside	84.2	92.4	90.4	95.6	89.6	91.5	59.3	61.7	55.6	63.6
Sacramento	99.1	94.7	95.7	93.0	92.6	93.6	66.1	67.5	58.3	67.8
San Benito	73.1	58.1	100.3	97.5	92.9	93.7	73.2	71.3	65.8	68.1
San Bernardino	91.1	94.8	96.2	93.6	89.1	90.2	64.2	65.6	58.7	65.9
San Diego	81.3	84.9	95.1	91.7	87.2	87.3	70.4	69.9	66.2	67.8
San Francisco	85.7	74.8	94.6	94.2	93.0	92.8	74.1	73.3	67.5	69.9
San Joaquin	91.6	99.4	97.2	94.8	91.7	92.3	66.2	66.9	58.6	65.9
San Luis Obispo	86.4	98.8	107.1	105.3	95.8	95.1	72.5	72.1	68.0	70.4
San Mateo	114.5	133.1	96.4	94.3	94.5	95.6	72.3	71.2	64.6	67.6
Santa Barbara	104.7	106.8	100.4	94.9	94.5	94.7	67.3	67.5	62.7	66.5
Santa Clara	74.1	86.7	95.5	93.4	93.8	94.7	69.0	68.2	65.8	70.6
Santa Cruz	96.0	90.7	97.6	89.9	89.9	91.3	66.5	66.9	61.0	67.9
Shasta	89.9	111.2	97.7	93.6	93.1	94.3	71.1	72.6	59.9	70.4
Sierra	*	*	121.9	105.3	92.8	93.3	84.4	74.8	73.0	74.2
Siskiyou	118.7	130.8	99.7	94.8	94.9	94.9	66.3	69.1	57.5	67.0
Solano	87.7	111.2	99.3	94.1	93.7	95.4	67.6	68.0	62.9	69.1
Sonoma	87.8	103.8	87.7	99.3	95.5	96.4	72.7	72.0	63.3	69.8
Stanislaus	93.7	94.4	98.7	95.1	94.8	96.3	65.3	66.4	58.0	66.9
Sutter	*	*	99.6	94.3	91.3	91.8	69.3	69.2	58.0	68.5
Tehama	118.5	97.2	103.5	94.0	92.6	93.7	65.3	66.5	55.8	68.9
Trinity	*	*	91.9	95.2	96.2	95.1	62.6	67.4	58.8	67.5
Tulare	108.3	105.2	100.3	96.6	95.8	96.0	74.0	74.5	60.2	68.6
Tuolumne	133.7	78.0	102.6	93.2	96.5	96.8	76.5	74.7	61.7	71.5
Ventura	83.6	99.0	99.0	96.2	94.9	95.4	67.7	68.8	63.2	67.5
Yolo	112.7	88.7	95.9	93.1	94.1	94.8	71.3	73.5	60.1	69.6
Yuba	85.8	96.0	100.0	94.1	89.7	90.1	65.6	66.7	59.8	67.7
<b>Regionalized Local Child Support Agencies</b>										
Ama/Alp/Cala/Tuol	*	*	102.3	96.3	96.2	96.6	75.3	73.3	62.8	70.0
Humboldt/Trinity	*	*	98.3	98.1	94.8	94.0	67.2	68.4	60.0	69.5
Inyo/Mono	70.5	111.3	102.2	97.0	97.2	97.3	68.9	66.8	56.8	61.0
Merced/Mariposa	*	*	101.9	98.0	93.5	91.9	64.4	65.8	55.6	64.9
Santa Cruz/San Benito	92.6	85.0	98.4	92.1	90.7	92.0	68.4	68.2	62.3	67.9
Sierra/Nevada	*	*	106.1	100.0	96.5	96.1	75.5	75.5	66.2	73.2
Siskiyou/Modoc	*	*	100.6	95.3	94.3	94.1	66.4	68.7	56.6	66.5

SOURCE: CS 1257 Lines 1, 2, 5a, 6, 9, 24, 25, 28, 29; and 8a (Vital Records (VR) Data)

\* No activity reported by VR or no birthing hospital for the LCSA or an individual county in a regionalized LCSA; therefore, PEP cannot be calculated.

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY  
CHILD SUPPORT PROGRAM STATISTICS

DEPARTMENT OF CHILD SUPPORT SERVICES  
OCTOBER 2020 - MARCH 2021

**TABLE B**  
**COMPARISON OF STATE PERFORMANCE MEASURES - PREVIOUS YEAR**  
**SEMI-ANNUAL FFY 2020 and FFY 2021**

	Percent of Cases with Collections of Current Support		Average Amount Distributed per Case with a Collection		Percent of Cases with a Support Order Established During Report Period		Percent of Cases Requiring a Support Order with Alleged Fathers or Obligor Served with a Summons and Complaint		Percent of Cases with Support Orders Established with Medical Support Ordered and Provided		Complaints per Ten Thousand Cases	
	Mar 20	Mar 21	Mar 20	Mar 21	Mar 20	Mar 21	Mar 20	Mar 21	Mar 20	Mar 21	Mar 20	Mar 21
<b>STATEWIDE</b>	<b>78.3%</b>	<b>83.6%</b>	<b>\$2,038</b>	<b>\$2,025</b>	<b>19.0%</b>	<b>18.5%</b>	<b>18.5%</b>	<b>17.9%</b>	<b>38.5%</b>	<b>37.4%</b>		
Alameda	81.7	84.6	2,303	2,335	24.9	20.1	24.0	20.4	42.7	42.5	1.641	0.337
Alpine	87.5	72.7	792	1,108	50.0	0.0	50.0	100.0	46.7	37.5	0.000	0.000
Amador	89.3	92.5	2,246	2,091	43.9	46.7	32.9	33.3	45.0	42.1	0.000	0.000
Butte	72.1	83.6	1,554	1,517	25.1	17.3	20.6	15.1	42.1	39.7	2.055	2.157
Calaveras	83.5	87.1	1,938	1,895	34.2	28.0	32.5	29.0	44.3	39.0	0.000	7.128
Colusa	83.3	86.1	2,067	2,074	18.1	24.0	9.6	26.0	32.1	27.9	0.000	0.000
Contra Costa	81.0	85.7	2,343	2,373	23.9	27.5	17.3	18.9	48.2	44.8	1.515	2.766
Del Norte	68.5	79.8	1,148	1,200	23.9	16.1	26.1	22.3	45.5	42.1	0.000	9.470
El Dorado	80.6	88.8	1,998	1,978	30.9	33.5	30.2	22.3	42.1	39.3	0.000	3.890
Fresno	72.4	81.5	1,645	1,611	23.7	22.2	23.9	24.3	42.2	39.8	1.342	1.047
Glenn	72.2	81.2	1,835	1,683	37.5	40.3	41.0	36.4	37.8	36.5	0.000	0.000
Humboldt	78.2	84.6	1,549	1,532	26.7	19.3	18.3	16.3	42.7	40.8	0.000	7.986
Imperial	79.5	84.9	2,165	2,096	20.4	15.3	20.4	20.7	40.6	40.0	4.027	1.042
Inyo	76.7	79.9	1,721	1,586	42.9	46.2	26.5	41.0	31.3	33.1	0.000	0.000
Kern	70.9	80.0	1,829	1,731	15.0	18.2	16.6	18.4	36.7	37.6	2.305	1.385
Kings	82.6	89.4	1,657	1,660	30.3	23.1	31.5	22.7	47.5	46.8	2.258	1.168
Lake	77.1	83.3	1,632	1,693	21.4	24.7	22.8	21.0	39.3	36.6	7.449	0.000
Lassen	74.5	80.9	1,545	1,670	32.7	29.3	26.2	28.0	42.6	42.8	0.000	0.000
Los Angeles	75.3	79.8	2,082	2,112	16.4	14.8	15.7	15.6	30.2	30.3	4.834	5.026
Madera	78.3	85.5	1,615	1,566	30.7	31.8	24.0	27.2	42.0	40.0	3.055	1.554
Marin	89.2	88.2	2,719	2,749	22.0	20.8	18.3	19.3	43.9	44.2	0.000	0.000
Mariposa	87.0	88.6	1,666	1,685	25.5	9.2	25.5	6.2	38.5	32.7	0.000	0.000
Mendocino	80.6	85.2	1,521	1,589	22.8	20.2	17.2	16.6	34.8	32.1	0.000	0.000
Merced	76.3	83.0	1,612	1,600	26.2	15.5	23.6	22.6	31.3	30.5	1.997	0.000
Modoc	68.5	77.2	1,530	1,582	25.5	13.3	12.8	6.7	49.2	42.8	0.000	0.000
Mono	85.4	86.4	2,402	2,117	28.6	17.6	28.6	35.3	33.5	30.4	0.000	0.000
Monterey	77.5	82.9	2,343	2,264	28.8	34.0	21.8	19.0	38.7	37.8	0.000	2.210
Napa	84.1	88.2	2,273	2,242	35.6	45.3	24.1	24.1	45.8	45.9	3.106	0.000
Nevada	86.2	87.5	1,845	1,886	43.7	27.6	43.1	29.0	40.4	39.3	0.000	3.978
Orange	79.9	83.1	2,370	2,375	23.6	22.6	19.6	19.1	38.3	38.0	1.440	2.391
Placer	86.8	90.2	2,794	2,801	28.2	20.3	32.9	25.2	46.4	45.2	0.000	0.000
Plumas	85.1	89.6	1,944	1,859	50.9	43.9	41.5	39.0	36.6	37.6	0.000	0.000
Riverside	74.1	82.0	2,044	2,008	15.3	15.6	15.3	17.8	38.4	34.7	3.769	1.975
Sacramento	77.9	85.3	1,797	1,812	18.7	19.0	17.6	18.1	30.0	28.1	2.099	1.904
San Benito	84.0	88.2	2,230	2,285	23.9	26.9	21.4	21.1	41.3	41.8	0.000	5.556
San Bernardino	78.7	85.1	1,909	1,912	15.8	17.0	19.2	17.0	42.7	40.4	1.594	3.171
San Diego	84.1	86.5	2,254	2,281	13.5	13.4	13.3	11.1	57.8	58.9	2.110	2.700
San Francisco	86.4	87.4	2,022	2,030	24.9	22.4	24.2	14.3	44.2	44.4	0.000	0.000
San Joaquin	79.8	84.8	1,953	1,928	19.5	20.2	21.2	19.7	41.3	36.5	1.185	2.449
San Luis Obispo	86.4	90.1	2,601	2,523	41.0	28.2	36.8	22.1	46.9	46.6	2.631	2.645
San Mateo	84.6	85.8	2,672	2,661	25.0	28.1	23.9	29.4	39.6	38.8	0.000	0.000
Santa Barbara	82.3	85.9	2,068	2,041	30.1	21.0	23.4	18.4	37.7	37.6	1.693	2.692
Santa Clara	82.0	85.4	2,247	2,240	19.3	23.2	19.8	21.1	43.8	43.8	0.335	0.000
Santa Cruz	79.4	83.7	2,150	2,126	12.9	14.0	8.3	10.8	36.6	36.8	3.913	2.078
Shasta	81.3	87.6	1,546	1,517	15.5	22.2	12.1	16.4	35.0	32.8	4.823	3.062
Sierra	93.5	96.6	1,300	1,396	11.1	36.4	33.3	27.3	36.5	46.0	0.000	0.000
Siskiyou	74.9	84.1	1,277	1,362	32.1	22.5	27.2	17.4	37.1	35.2	0.000	0.000
Solano	81.2	86.9	2,062	2,041	27.0	33.2	27.1	29.6	43.3	42.4	2.619	4.925
Sonoma	83.1	87.3	2,188	2,142	34.1	40.9	26.9	35.5	44.6	43.5	1.881	1.966
Stanislaus	78.5	85.1	1,949	1,990	21.3	26.7	20.0	21.9	33.6	33.4	2.661	0.809
Sutter	80.3	86.2	1,795	1,733	19.3	15.4	16.6	16.8	41.2	38.7	0.000	0.000
Tehama	75.6	84.5	1,629	1,524	22.1	22.8	21.3	19.8	40.1	40.8	0.000	0.000
Trinity	74.9	81.6	1,665	1,455	35.2	32.8	11.1	18.0	33.5	33.2	0.000	0.000
Tulare	84.7	89.6	1,743	1,658	33.5	29.2	28.8	21.9	35.1	34.7	3.149	2.332
Tuolumne	83.7	88.2	1,813	1,716	34.7	22.0	26.7	22.0	47.0	41.0	4.214	4.596
Ventura	82.1	85.9	2,167	2,174	26.8	26.2	24.1	24.8	39.4	38.6	3.103	6.012
Yolo	81.5	87.8	1,836	1,894	24.1	21.8	28.5	23.0	37.8	38.2	4.308	10.854
Yuba	77.2	85.6	1,672	1,644	12.1	12.1	11.9	12.1	41.7	42.1	2.599	5.601
<b>Regionalized Local Child Support Agencies</b>												
Ama/Alp/Cala/Tuol	85.0	88.9	1,944	1,852	36.8	29.7	30.2	27.4	45.7	40.7	1.973	4.256
Humboldt/Trinity	77.8	84.3	1,567	1,521	27.6	21.0	17.5	16.5	41.7	40.1	0.000	6.918
Inyo/Mono	78.8	81.4	1,864	1,691	39.7	37.5	27.0	39.3	31.8	32.5	0.000	0.000
Merced/Mariposa	76.7	83.2	1,614	1,603	26.2	15.3	23.7	22.0	31.6	30.6	1.915	0.000
Santa Cruz/San Benito	80.7	85.0	2,173	2,171	15.5	17.2	11.4	13.4	38.0	38.3	2.867	3.025
Sierra/Nevada	86.4	87.7	1,825	1,870	42.0	28.2	42.6	28.8	40.3	39.5	0.000	3.840
Siskiyou/Modoc	74.3	83.4	1,298	1,382	31.0	20.6	24.7	15.2	38.3	36.0	0.000	0.000

SOURCE: CS 1257 Lines 1, 2, 2e, 12, 17, 18, 21a, 25, 27, 43, 44, 45; and CRTS Complaint Activity Report



## FEDERAL PERFORMANCE MEASURES

### STATEWIDE PATERNITY ESTABLISHMENT PERCENTAGE

The Federal Performance Measure for the Statewide Paternity Establishment Percentage (PEP) measures the ratio of the total number of children for whom paternity has been established or acknowledged during the current FFY, to the total number of children born out-of-wedlock in the state during the prior calendar year, expressed as a percentage.<sup>1</sup> This calculation uses the number of children, not the number of cases. A paternity can only be counted once, either when a voluntary acknowledgment is filed or at the time a court order determining paternity is established. For incentive calculation purposes, states can choose whether to have their PEP evaluated using one of two measures: IV-D PEP or Statewide PEP. DCSS elects to use the Statewide PEP measure. The IV-D PEP measure is also included in this report on pages 10 and 11.

For this mid-year report, the Statewide Paternity Establishment is 91.8 percent, an increase of 4.6 percentage points compared to 87.2 percent in the first half of FFY 2020. See Table C on page 9.

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<sup>1</sup> This percent is calculated from data reported on the CS 1257 Report, line 9 (Children in the State With Paternity Established or Acknowledged During the FFY) divided by line 8a (Children in the State Born Out-of-Wedlock During the Prior Year) Vital Records (VR) Data. For this calculation, the denominator represents data from a prior period; therefore, it is possible for Paternity Establishment Percentage (PEP) to be greater than 100 percent. The minimum federal performance threshold is 50 percent.

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**TABLE C**  
**STATEWIDE PATERNITY ESTABLISHMENT PERCENTAGE**  
**SEMI-ANNUAL FFY 2021**

	Births to Unwed Parents (March 2020)	Total Paternities Established During the Year	Statewide Paternity Establishment Percentage (PEP)
<b>STATEWIDE</b>	<b>82,611</b>	<b>75,802</b>	<b>91.8%</b>
Alameda	2,604	2,303	88.4
Alpine	0	1	*
Amador	67	76	113.4
Butte	537	484	90.1
Calaveras	2	15	*
Colusa	0	6	*
Contra Costa	1,448	1,425	98.4
Del Norte	72	71	98.6
El Dorado	164	166	101.2
Fresno	3,947	3,463	87.7
Glenn	0	11	*
Humboldt	335	346	103.3
Imperial	642	470	73.2
Inyo	38	43	113.2
Kern	3,245	3,032	93.4
Kings	563	541	96.1
Lake	133	144	108.3
Lassen	56	55	98.2
Los Angeles	23,303	20,555	88.2
Madera	237	255	107.6
Marin	170	278	163.5
Mariposa	0	3	*
Mendocino	229	239	104.4
Merced	759	741	97.6
Modoc	0	2	*
Mono	15	16	106.7
Monterey	1,257	1,138	90.5
Napa	179	154	86.0
Nevada	160	133	83.1
Orange	4,934	4,423	89.6
Placer	1,078	984	91.3
Plumas	13	25	192.3
Riverside	5,038	4,657	92.4
Sacramento	3,088	2,924	94.7
San Benito	105	61	58.1
San Bernardino	6,059	5,742	94.8
San Diego	5,753	4,884	84.9
San Francisco	1,234	923	74.8
San Joaquin	1,879	1,868	99.4
San Luis Obispo	340	336	98.8
San Mateo	290	386	133.1
Santa Barbara	1,272	1,359	106.8
Santa Clara	2,688	2,330	86.7
Santa Cruz	496	450	90.7
Shasta	367	408	111.2
Sierra	1	0	*
Siskiyou	78	102	130.8
Solano	856	952	111.2
Sonoma	793	823	103.8
Stanislaus	2,065	1,949	94.4
Sutter	0	41	*
Tehama	141	137	97.2
Trinity	1	8	*
Tulare	1,528	1,608	105.2
Tuolumne	132	103	78.0
Ventura	1,541	1,526	99.0
Yolo	275	244	88.7
Yuba	404	388	96.0
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	201	195	*
Humboldt/Trinity	336	354	*
Inyo/Mono	53	59	111.3
Merced/Mariposa	759	744	*
Santa Cruz/San Benito	601	511	85.0
Sierra/Nevada	161	133	*
Siskiyou/Modoc	78	104	*

SOURCE: CS 1257 Line 9 (Children in the State with Paternity Established or Acknowledged During the Federal Fiscal Year and Line 8a (Children in the State Born Out-of-Wedlock During the Prior Year) - Vital Records (VR) Data  
For this calculation, the denominator represents data from a prior period; therefore, it is possible for Paternity Establishment Percentage (PEP) to be greater than 100 percent.

Due to adjustments made to the CS 1257, line 9 statewide total count was reduced by 5. Therefore, the sum of the individual LCSA data for line 9 will not equal the statewide total.

\* No activity reported by VR or no birthing hospital for the LCSA or an individual county in a regionalized LCSA; therefore, PEP cannot be calculated.

## IV-D PATERNITY ESTABLISHMENT PERCENTAGE

The Federal Performance Measure for IV-D Paternity Establishment Percentage (IV-D PEP) measures the ratio of the total number of children in the IV-D caseload at the end of the current month for whom paternity has been established or acknowledged, to the total number of children in the IV-D caseload at the end of the month (prior year) who were born out-of-wedlock, expressed as a percentage.<sup>2</sup>

Though California opts to use Statewide PEP as its Federal Performance Measure, IV-D PEP is provided to LCSAs in comparative data reports to monitor additional elements of paternity establishment performance at the local level.

At mid-year FFY 2021, the IV-D Paternity Establishment was 94.5 percent which is a decrease of 0.9 percentage points compared to 95.4 percent in the first half of FFY 2020. See Table D on page 11.

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<sup>2</sup> This percent is calculated from data reported on the CS 1257 Report, line 6 (Children in IV-D Cases Open During or at the End of the Month With Paternity Established or Acknowledged) divided by line 5a (Children in IV-D Cases Open at the End of the Month (Prior Year) Who Were Born Out-of-Wedlock). For this calculation, the denominator represents data from a prior period; therefore, it is possible for Paternity Establishment Percentage (PEP) to be greater than 100 percent. The minimum federal performance threshold is 50 percent.

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**TABLE D**  
**IV-D PATERNITY ESTABLISHMENT PERCENTAGE**  
**SEMI-ANNUAL FFY 2021**

	Children in IV-D Cases Open at End of Report Period Who Were Born Out- of-Wedlock (March 2020)	Children in IV-D Cases with Paternity Established or Acknowledged (March 2021)	IV-D Paternity Establishment Percentage (PEP)
<b>STATEWIDE</b>	<b>796,847</b>	<b>752,633</b>	<b>94.5%</b>
Alameda	20,374	19,408	95.3
Alpine	15	12	80.0
Amador	681	674	99.0
Butte	5,209	5,034	96.6
Calaveras	861	852	99.0
Colusa	422	453	107.3
Contra Costa	18,243	17,524	96.1
Del Norte	1,205	1,105	91.7
El Dorado	2,718	2,593	95.4
Fresno	44,209	42,488	96.1
Glenn	1,071	1,043	97.4
Humboldt	2,938	2,892	98.4
Imperial	7,659	7,084	92.5
Inyo	513	493	96.1
Kern	40,382	38,218	94.6
Kings	6,277	6,150	98.0
Lake	1,784	1,723	96.6
Lassen	862	828	96.1
Los Angeles	184,204	172,814	93.8
Madera	5,139	5,185	100.9
Marin	1,409	1,366	96.9
Mariposa	352	353	100.3
Mendocino	2,136	2,001	93.7
Merced	10,982	10,754	97.9
Modoc	177	176	99.4
Mono	155	155	100.0
Monterey	10,317	9,866	95.6
Napa	1,848	1,781	96.4
Nevada	1,423	1,421	99.9
Orange	41,453	38,540	93.0
Placer	3,765	3,682	97.8
Plumas	444	449	101.1
Riverside	57,152	54,663	95.6
Sacramento	49,491	46,005	93.0
San Benito	1,332	1,299	97.5
San Bernardino	78,040	73,036	93.6
San Diego	43,040	39,477	91.7
San Francisco	6,152	5,795	94.2
San Joaquin	26,240	24,874	94.8
San Luis Obispo	2,476	2,608	105.3
San Mateo	5,274	4,973	94.3
Santa Barbara	8,117	7,702	94.9
Santa Clara	17,611	16,446	93.4
Santa Cruz	3,298	2,965	89.9
Shasta	5,592	5,233	93.6
Sierra	38	40	105.3
Siskiyou	1,455	1,379	94.8
Solano	9,785	9,205	94.1
Sonoma	6,075	6,035	99.3
Stanislaus	17,180	16,334	95.1
Sutter	2,706	2,551	94.3
Tehama	2,083	1,959	94.0
Trinity	310	295	95.2
Tulare	15,927	15,393	96.6
Tuolumne	1,270	1,184	93.2
Ventura	12,866	12,373	96.2
Yolo	3,923	3,652	93.1
Yuba	2,514	2,365	94.1
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	2,827	2,722	96.3
Humboldt/Trinity	3,248	3,187	98.1
Inyo/Mono	668	648	97.0
Merced/Mariposa	11,334	11,107	98.0
Santa Cruz/San Benito	4,630	4,264	92.1
Sierra/Nevada	1,461	1,461	100.0
Siskiyou/Modoc	1,632	1,555	95.3

SOURCE: CS 1257 Lines 5a (Children in IV-D Cases Open at the End of the Month (Prior Year) Who Were Born Out-of-Wedlock) and 6 (Children in IV-D Cases Open During or at the End of the Month With Paternity Established or Acknowledged)  
For this calculation, the denominator represents data from a prior period; therefore, it is possible for Paternity Establishment Percentage (PEP) to be greater than 100 percent.  
Due to adjustments made to the CS 1257, lines 5a and 6 statewide total counts were reduced by 2,327 and 2,325, respectively. Therefore, the sum of the individual LCSA data for lines 5a and 6 will not equal the statewide total.

## PERCENT OF CASES WITH SUPPORT ORDERS ESTABLISHED

This Federal Performance Measure determines the percent of child support cases in which a child support order has been established.<sup>3</sup> Support orders are defined as legally established enforceable orders, including orders for medical support. Establishing a support order is required to legally enforce collections.

Midway through FFY 2021, the number of cases statewide was nearly 1.1 million. Approximately 1 million or 92.4 percent of those cases had support orders established. This was an increase of 0.4 percentage points compared to 92.0 percent in the first half of FFY 2020. See Table E on page 13.

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<sup>3</sup> This percent is calculated from data reported on CS 1257 Report, line 2 (Cases Open at the End of the Month with Support Orders Established) divided by line 1 (Cases Open at the End of the Month). The minimum federal performance threshold is 50 percent.

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**TABLE E**  
**PERCENT OF CASES WITH SUPPORT ORDERS ESTABLISHED**  
**SEMI-ANNUAL FFY 2021**

	Cases	Cases with Support Orders Established	Percent of Cases with Support Orders Established
<b>STATEWIDE</b>	<b>1,068,664</b>	<b>987,626</b>	<b>92.4%</b>
Alameda	29,630	27,602	93.2
Alpine	37	36	97.3
Amador	1,083	1,052	97.1
Butte	9,270	8,835	95.3
Calaveras	1,403	1,345	95.9
Colusa	726	658	90.6
Contra Costa	25,304	24,085	95.2
Del Norte	2,112	1,981	93.8
El Dorado	5,142	5,006	97.4
Fresno	57,300	53,979	94.2
Glenn	1,578	1,523	96.5
Humboldt	5,009	4,700	93.8
Imperial	9,599	8,675	90.4
Inyo	862	845	98.0
Kern	50,532	45,803	90.6
Kings	8,559	8,028	93.8
Lake	2,542	2,373	93.4
Lassen	1,446	1,345	93.0
Los Angeles	222,823	202,092	90.7
Madera	6,436	6,077	94.4
Marin	3,815	3,666	96.1
Mariposa	639	586	91.7
Mendocino	3,126	2,928	93.7
Merced	14,801	13,607	91.9
Modoc	281	247	87.9
Mono	201	189	94.0
Monterey	13,577	12,979	95.6
Napa	2,989	2,891	96.7
Nevada	2,514	2,418	96.2
Orange	58,545	55,235	94.3
Placer	6,562	6,293	95.9
Plumas	761	740	97.2
Riverside	75,947	69,488	91.5
Sacramento	68,269	63,869	93.6
San Benito	1,800	1,687	93.7
San Bernardino	94,608	85,330	90.2
San Diego	59,257	51,750	87.3
San Francisco	9,525	8,839	92.8
San Joaquin	32,661	30,138	92.3
San Luis Obispo	3,781	3,596	95.1
San Mateo	8,222	7,864	95.6
Santa Barbara	11,145	10,549	94.7
Santa Clara	28,117	26,634	94.7
Santa Cruz	4,812	4,394	91.3
Shasta	9,799	9,245	94.3
Sierra	90	84	93.3
Siskiyou	2,328	2,209	94.9
Solano	14,214	13,566	95.4
Sonoma	10,174	9,811	96.4
Stanislaus	24,717	23,798	96.3
Sutter	3,929	3,605	91.8
Tehama	3,356	3,143	93.7
Trinity	773	735	95.1
Tulare	21,443	20,579	96.0
Tuolumne	2,176	2,107	96.8
Ventura	18,297	17,457	95.4
Yolo	6,449	6,114	94.8
Yuba	3,571	3,216	90.1
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	4,699	4,540	96.6
Humboldt/Trinity	5,782	5,435	94.0
Inyo/Mono	1,063	1,034	97.3
Merced/Mariposa	15,440	14,193	91.9
Santa Cruz/San Benito	6,612	6,081	92.0
Sierra/Nevada	2,604	2,502	96.1
Siskiyou/Modoc	2,609	2,456	94.1

SOURCE: CS 1257 Lines 1 (Cases Open at the End of the Month) and 2 (Cases Open at the End of the Month with Support Orders Established)

## PERCENT OF COLLECTIONS ON CURRENT SUPPORT

Collections on current support measures the percentage of current support collected and distributed compared to the total amount of current support owed.<sup>4</sup>

Current Assistance, Former Assistance, and Never Assistance cases, cases with cash medical support payments, and cases closed during the report period that had current support due are included in this measure.

For mid-year FFY 2021, this measure was 66.4 percent, an increase of 0.7 percentage points compared to the mid-year FFY 2020 of 65.7 percent. See Table F on page 15.

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<sup>4</sup>This percent is calculated from data reported on the CS 1257 Report, line 25 (Total Amount of Support Distributed as Current Support During the FFY) divided by line 24 (Total Amount of Current Support Due for the FFY). The minimum federal performance threshold is 40 percent.

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**TABLE F**  
**PERCENT OF COLLECTIONS ON CURRENT SUPPORT**  
**SEMI-ANNUAL FFY 2021**

	Current Support Due	Current Support Distributed	Percent of Collections on Current Support
<b>STATEWIDE</b>	<b>\$1,252,764,458</b>	<b>\$831,667,273</b>	<b>66.4%</b>
Alameda	40,196,340	27,278,696	67.9
Alpine	19,718	7,382	37.4
Amador	1,509,912	1,129,458	74.8
Butte	8,193,159	5,274,092	64.4
Calaveras	1,665,856	1,172,008	70.4
Colusa	962,110	656,547	68.2
Contra Costa	35,728,200	25,988,277	72.7
Del Norte	1,434,318	882,594	61.5
El Dorado	6,258,401	4,526,185	72.3
Fresno	49,982,613	30,612,719	61.2
Glenn	1,787,111	1,122,190	62.8
Humboldt	4,267,003	2,923,625	68.5
Imperial	12,574,462	8,851,443	70.4
Inyo	870,662	572,990	65.8
Kern	48,084,783	29,336,786	61.0
Kings	7,262,086	5,320,043	73.3
Lake	2,460,851	1,518,173	61.7
Lassen	1,346,848	888,019	65.9
Los Angeles	249,198,858	156,882,761	63.0
Madera	6,274,206	4,107,375	65.5
Marin	5,150,731	4,051,686	78.7
Mariposa	572,008	400,139	70.0
Mendocino	2,718,552	1,874,295	68.9
Merced	14,061,491	9,223,508	65.6
Modoc	217,933	143,550	65.9
Mono	307,204	214,007	69.7
Monterey	22,003,627	14,487,666	65.8
Napa	5,309,088	3,774,131	71.1
Nevada	2,758,701	2,084,260	75.6
Orange	91,567,708	61,802,329	67.5
Placer	12,804,400	9,797,533	76.5
Plumas	968,038	698,122	72.1
Riverside	95,169,119	58,727,619	61.7
Sacramento	60,275,175	40,695,826	67.5
San Benito	2,868,327	2,045,154	71.3
San Bernardino	100,827,129	66,123,078	65.6
San Diego	86,896,585	60,729,169	69.9
San Francisco	11,338,847	8,312,084	73.3
San Joaquin	32,788,161	21,928,849	66.9
San Luis Obispo	7,608,952	5,485,010	72.1
San Mateo	14,997,433	10,674,081	71.2
Santa Barbara	15,148,756	10,225,669	67.5
Santa Clara	41,093,036	28,006,863	68.2
Santa Cruz	6,703,599	4,487,584	66.9
Shasta	8,129,377	5,900,164	72.6
Sierra	59,911	44,829	74.8
Siskiyou	1,654,720	1,143,686	69.1
Solano	20,079,953	13,656,992	68.0
Sonoma	15,131,646	10,902,183	72.0
Stanislaus	28,535,993	18,958,576	66.4
Sutter	3,823,724	2,647,794	69.2
Tehama	3,166,408	2,104,873	66.5
Trinity	513,401	346,113	67.4
Tulare	18,012,120	13,419,138	74.5
Tuolumne	2,235,581	1,669,936	74.7
Ventura	27,024,557	18,580,837	68.8
Yolo	6,877,783	5,055,202	73.5
Yuba	3,287,188	2,193,372	66.7
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	5,431,066	3,978,785	73.3
Humboldt/Trinity	4,780,404	3,269,738	68.4
Inyo/Mono	1,177,866	786,997	66.8
Merced/Mariposa	14,633,499	9,623,647	65.8
Santa Cruz/San Benito	9,571,926	6,532,739	68.2
Sierra/Nevada	2,818,612	2,129,089	75.5
Siskiyou/Modoc	1,872,652	1,287,236	68.7

SOURCE: CS 1257 Lines 24 (Total Amount of Current Support Due for the Federal Fiscal Year) and 25 (Total Amount of Support Distributed as Current Support During the Federal Fiscal Year)



## PERCENT OF CASES WITH COLLECTIONS ON ARREARS

This Federal Performance Measure captures the percent of child support cases that owe past due child support in which at least one payment was made toward that arrearage during the report period.<sup>5</sup> An arrearage is reported any time a current support payment is missed. The measure includes Current Assistance, Former Assistance, and Never Assistance cases, as well as cases closed during the report period.

The statewide percent of cases with collections on arrears for FFY 2021 semi-annual report period was 65.6 percent, an increase of 6.5 percentage points compared to 59.1 percent for the FFY 2020 semi-annual period. See Table G on page 17.

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<sup>5</sup> This percent is calculated from data reported on the CS 1257 Report, line 29 (Cases Paying Toward Arrears During the FFY) divided by line 28 (Cases With Arrears Due During the FFY). The minimum federal performance threshold is 40 percent.

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**TABLE G**  
**PERCENT OF CASES WITH COLLECTIONS ON ARREARS**  
**SEMI-ANNUAL FFY 2021**

	Cases with Arrears Due	Cases Paying Toward Arrears	Percent of Cases with Collections on Arrears
<b>STATEWIDE</b>	<b>752,827</b>	<b>494,018</b>	<b>65.6%</b>
Alameda	19,630	13,674	69.7
Alpine	31	15	48.4
Amador	765	533	69.7
Butte	7,610	5,040	66.2
Calaveras	1,013	695	68.6
Colusa	502	341	67.9
Contra Costa	17,532	11,991	68.4
Del Norte	1,808	1,110	61.4
El Dorado	4,100	2,805	68.4
Fresno	38,636	24,834	64.3
Glenn	1,310	838	64.0
Humboldt	3,444	2,406	69.9
Imperial	7,170	4,578	63.8
Inyo	658	399	60.6
Kern	34,045	20,932	61.5
Kings	5,597	3,909	69.8
Lake	1,929	1,280	66.4
Lassen	1,144	701	61.3
Los Angeles	152,628	95,454	62.5
Madera	4,233	2,850	67.3
Marin	3,261	2,017	61.9
Mariposa	402	267	66.4
Mendocino	2,307	1,533	66.4
Merced	10,837	7,022	64.8
Modoc	187	114	61.0
Mono	143	90	62.9
Monterey	11,488	7,331	63.8
Napa	2,431	1,663	68.4
Nevada	1,812	1,325	73.1
Orange	44,447	28,584	64.3
Placer	4,956	3,567	72.0
Plumas	587	413	70.4
Riverside	55,272	35,154	63.6
Sacramento	44,109	29,917	67.8
San Benito	1,421	967	68.1
San Bernardino	62,085	40,890	65.9
San Diego	41,321	27,998	67.8
San Francisco	6,696	4,683	69.9
San Joaquin	19,906	13,124	65.9
San Luis Obispo	2,666	1,877	70.4
San Mateo	6,477	4,378	67.6
Santa Barbara	8,153	5,423	66.5
Santa Clara	23,016	16,246	70.6
Santa Cruz	3,683	2,499	67.9
Shasta	7,569	5,328	70.4
Sierra	66	49	74.2
Siskiyou	1,802	1,208	67.0
Solano	11,377	7,860	69.1
Sonoma	8,142	5,682	69.8
Stanislaus	18,002	12,039	66.9
Sutter	2,876	1,971	68.5
Tehama	2,762	1,902	68.9
Trinity	650	439	67.5
Tulare	14,345	9,835	68.6
Tuolumne	1,629	1,165	71.5
Ventura	14,522	9,808	67.5
Yolo	5,092	3,542	69.6
Yuba	2,545	1,723	67.7
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	3,438	2,408	70.0
Humboldt/Trinity	4,094	2,845	69.5
Inyo/Mono	801	489	61.0
Merced/Mariposa	11,239	7,289	64.9
Santa Cruz/San Benito	5,104	3,466	67.9
Sierra/Nevada	1,878	1,374	73.2
Siskiyou/Modoc	1,989	1,322	66.5

SOURCE: CS 1257 Lines 28 (Cases With Arrears Due During the Federal Fiscal Year) and 29 (Cases Paying Toward Arrears During the Federal Fiscal Year)

## STATE PERFORMANCE MEASURES

### PERCENT OF CASES WITH COLLECTIONS OF CURRENT SUPPORT

This State Performance Measure determines the percent of cases in the IV-D caseload receiving payments for current support compared to the total number of cases with current support due.<sup>6</sup> Unlike the Federal Performance Measure of collections on current support, this measure evaluates the number of cases owing and receiving current support, not the total dollar amounts owed and received.

The percent of cases with collections of current support for the first half of FFY 2021 was 83.6 percent, an increase of 5.3 percentage points compared to 78.3 percent at mid-year FFY 2020. See Table H on page 19.

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<sup>6</sup> This percent is calculated from data reported on the CS 1257 Report, line 45 (Cases Paying Toward Current Support During the FFY) divided by line 44 (Cases with Current Support Due During the FFY).

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**TABLE H**  
**PERCENT OF CASES WITH COLLECTIONS OF CURRENT SUPPORT**  
**SEMI-ANNUAL FFY 2021**

	Cases with Current Support Due	Cases Paying Toward Current Support	Percent of Cases with Collections of Current Support
<b>STATEWIDE</b>	<b>468,399</b>	<b>391,781</b>	<b>83.6%</b>
Alameda	12,827	10,846	84.6
Alpine	11	8	72.7
Amador	517	478	92.5
Butte	3,801	3,179	83.6
Calaveras	614	535	87.1
Colusa	373	321	86.1
Contra Costa	12,291	10,531	85.7
Del Norte	841	671	79.8
El Dorado	2,170	1,927	88.8
Fresno	22,397	18,258	81.5
Glenn	764	620	81.2
Humboldt	1,995	1,688	84.6
Imperial	4,906	4,166	84.9
Inyo	364	291	79.9
Kern	20,958	16,771	80.0
Kings	3,304	2,954	89.4
Lake	1,156	963	83.3
Lassen	655	530	80.9
Los Angeles	92,002	73,390	79.8
Madera	3,176	2,715	85.5
Marin	1,284	1,133	88.2
Mariposa	246	218	88.6
Mendocino	1,248	1,063	85.2
Merced	6,918	5,740	83.0
Modoc	114	88	77.2
Mono	110	95	86.4
Monterey	7,847	6,505	82.9
Napa	1,706	1,505	88.2
Nevada	1,079	944	87.5
Orange	30,630	25,443	83.1
Placer	3,750	3,383	90.2
Plumas	366	328	89.6
Riverside	36,423	29,850	82.0
Sacramento	23,345	19,902	85.3
San Benito	978	863	88.2
San Bernardino	40,223	34,228	85.1
San Diego	30,281	26,192	86.5
San Francisco	3,980	3,478	87.4
San Joaquin	12,518	10,617	84.8
San Luis Obispo	2,489	2,242	90.1
San Mateo	4,334	3,718	85.8
Santa Barbara	5,616	4,826	85.9
Santa Clara	12,912	11,021	85.4
Santa Cruz	2,453	2,052	83.7
Shasta	3,822	3,349	87.6
Sierra	29	28	96.6
Siskiyou	956	804	84.1
Solano	7,246	6,299	86.9
Sonoma	5,547	4,841	87.3
Stanislaus	10,645	9,055	85.1
Sutter	1,611	1,389	86.2
Tehama	1,471	1,243	84.5
Trinity	239	195	81.6
Tulare	8,542	7,653	89.6
Tuolumne	913	805	88.2
Ventura	9,497	8,155	85.9
Yolo	2,588	2,271	87.8
Yuba	1,405	1,202	85.6
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	2,055	1,826	88.9
Humboldt/Trinity	2,234	1,883	84.3
Inyo/Mono	474	386	81.4
Merced/Mariposa	7,164	5,958	83.2
Santa Cruz/San Benito	3,431	2,915	85.0
Sierra/Nevada	1,108	972	87.7
Siskiyou/Modoc	1,070	892	83.4

SOURCE: CS 1257 Lines 44 (Cases With Current Support Due During the Federal Fiscal Year) and 45 (Cases Paying Toward Current Support During the Federal Fiscal Year)  
Due to adjustments made to the CS 1257, lines 44 and 45 statewide total counts were reduced by 2,084 and 1,784, respectively. Therefore, the sum of the individual LCSA data for lines 44 and 45 will not equal the statewide total.

## AVERAGE AMOUNT DISTRIBUTED PER CASE WITH A COLLECTION

This State Performance Measure determines the average amount distributed per case for all cases with a collection. The measure represents the unduplicated count of child support cases with at least one collection of support during the report period compared to the total amount of distributed collections (current support and arrears) during the report period.<sup>7</sup>

At mid-year FFY 2021, California collected and distributed \$1.3 billion in child support. When applying the 645,837 cases with a collection, the statewide average amount distributed per case with a collection was \$2,025. The average collection decreased by \$13 per case compared to \$2,038 at mid-year FFY 2020. See Table I on page 21.

Additionally, FC section 17600(b)(6), requires this report to contain information as to the total child support distributed during a federal fiscal year, broken down by Current Assistance, Former Assistance, and Never Assistance cases. See Table J on page 22.

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<sup>7</sup> This measure is calculated from data reported on the CS 1257 Report, sum of line 25 (Total Amount of Support Distributed as Current Support During the FFY) and line 27 (Total Amount of Support Distributed as Arrears and Interest During the FFY) divided by line 18 (Cases With Collections During the FFY).

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**TABLE I**  
**AVERAGE AMOUNT DISTRIBUTED PER CASE WITH A COLLECTION**  
**SEMI-ANNUAL FFY 2021**

	Support Distributed	Cases with Collections	Average Amount Distributed per Case with a Collection
<b>STATEWIDE</b>	<b>\$1,307,989,861</b>	<b>645,837</b>	<b>\$2,025</b>
Alameda	41,929,095	17,953	2,335
Alpine	22,168	20	1,108
Amador	1,543,346	738	2,091
Butte	9,224,054	6,080	1,517
Calaveras	1,732,462	914	1,895
Colusa	943,836	455	2,074
Contra Costa	38,605,553	16,269	2,373
Del Norte	1,638,739	1,366	1,200
El Dorado	6,964,082	3,520	1,978
Fresno	51,676,176	32,069	1,611
Glenn	1,774,354	1,054	1,683
Humboldt	4,649,432	3,035	1,532
Imperial	12,812,155	6,113	2,096
Inyo	848,720	535	1,586
Kern	47,010,378	27,154	1,731
Kings	8,310,817	5,007	1,660
Lake	2,685,492	1,586	1,693
Lassen	1,483,233	888	1,670
Los Angeles	261,463,971	123,809	2,112
Madera	6,063,895	3,871	1,566
Marin	6,818,570	2,480	2,749
Mariposa	586,222	348	1,685
Mendocino	3,076,052	1,936	1,589
Merced	14,638,921	9,152	1,600
Modoc	227,863	144	1,582
Mono	277,382	131	2,117
Monterey	22,159,863	9,786	2,264
Napa	5,246,861	2,340	2,242
Nevada	3,261,564	1,729	1,886
Orange	92,328,358	38,876	2,375
Placer	13,712,060	4,896	2,801
Plumas	1,009,490	543	1,859
Riverside	93,065,595	46,343	2,008
Sacramento	67,486,900	37,251	1,812
San Benito	2,970,435	1,300	2,285
San Bernardino	103,009,432	53,873	1,912
San Diego	88,584,949	38,838	2,281
San Francisco	12,520,007	6,167	2,030
San Joaquin	32,910,035	17,066	1,928
San Luis Obispo	7,124,558	2,824	2,523
San Mateo	15,547,595	5,843	2,661
Santa Barbara	14,779,808	7,240	2,041
Santa Clara	45,693,644	20,400	2,240
Santa Cruz	7,026,908	3,306	2,126
Shasta	10,060,380	6,631	1,517
Sierra	82,335	59	1,396
Siskiyou	2,015,950	1,480	1,362
Solano	20,792,359	10,187	2,041
Sonoma	16,259,080	7,589	2,142
Stanislaus	30,827,322	15,488	1,990
Sutter	4,259,703	2,458	1,733
Tehama	3,536,334	2,320	1,524
Trinity	730,359	502	1,455
Tulare	21,170,217	12,772	1,658
Tuolumne	2,548,583	1,485	1,716
Ventura	28,366,580	13,051	2,174
Yolo	8,320,270	4,392	1,894
Yuba	3,575,354	2,175	1,644
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	5,846,560	3,157	1,852
Humboldt/Trinity	5,379,791	3,537	1,521
Inyo/Mono	1,126,102	666	1,691
Merced/Mariposa	15,225,143	9,500	1,603
Santa Cruz/San Benito	9,997,344	4,606	2,171
Sierra/Nevada	3,343,900	1,788	1,870
Siskiyou/Modoc	2,243,813	1,624	1,382

SOURCE: CS 1257 Lines 18 (Cases With Collections During the Federal Fiscal Year), 25 (Total Amount of Support Distributed as Current Support During the Federal Fiscal Year), and 27 (Total Amount of Support Distributed as Arrears and Interest During the Federal Fiscal Year)

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**TABLE J**  
**TOTAL CHILD SUPPORT DISTRIBUTED**  
**SEMI-ANNUAL FFY 2021**

	Support Distributed	Support Distributed Current Assistance	Support Distributed Former Assistance	Support Distributed Never Assistance
<b>STATEWIDE</b>	<b>\$1,307,989,861</b>	<b>\$101,818,446</b>	<b>\$673,824,995</b>	<b>\$532,346,419</b>
Alameda	41,929,095	2,619,723	19,434,839	19,874,533
Alpine	22,168	0	13,448	8,721
Amador	1,543,346	102,431	722,466	718,449
Butte	9,224,054	868,289	5,947,880	2,407,885
Calaveras	1,732,462	103,167	945,881	683,414
Colusa	943,836	30,579	419,564	493,694
Contra Costa	38,605,553	1,992,786	16,005,331	20,607,436
Del Norte	1,638,739	200,064	1,105,528	333,148
El Dorado	6,964,082	491,650	3,136,764	3,335,668
Fresno	51,676,176	5,964,392	33,213,258	12,498,526
Glenn	1,774,354	181,131	1,047,741	545,482
Humboldt	4,649,432	448,079	2,220,343	1,981,011
Imperial	12,812,155	904,742	7,083,526	4,823,888
Inyo	848,720	36,483	412,213	400,024
Kern	47,010,378	5,283,310	27,090,456	14,636,611
Kings	8,310,817	753,770	4,698,068	2,858,979
Lake	2,685,492	294,799	1,599,429	791,264
Lassen	1,483,233	181,117	847,068	455,048
Los Angeles	261,463,971	24,936,953	137,867,199	98,659,818
Madera	6,063,895	908,377	3,493,220	1,662,298
Marin	6,818,570	248,937	2,171,223	4,398,410
Mariposa	586,222	33,307	294,998	257,917
Mendocino	3,076,052	234,540	1,833,468	1,008,044
Merced	14,638,921	1,721,081	9,183,038	3,734,801
Modoc	227,863	17,052	133,911	76,900
Mono	277,382	7,112	68,454	201,816
Monterey	22,159,863	1,373,301	11,308,187	9,478,374
Napa	5,246,861	235,318	1,897,471	3,114,072
Nevada	3,261,564	236,738	1,489,369	1,535,457
Orange	92,328,358	4,709,853	36,298,310	51,320,195
Placer	13,712,060	551,458	4,830,583	8,330,019
Plumas	1,009,490	68,347	491,026	450,118
Riverside	93,065,595	7,128,727	51,393,100	34,543,767
Sacramento	67,486,900	5,284,738	39,660,008	22,542,154
San Benito	2,970,435	164,099	1,607,396	1,198,941
San Bernardino	103,009,432	9,676,135	61,889,051	31,444,246
San Diego	88,584,949	4,054,380	35,831,236	48,699,333
San Francisco	12,520,007	786,574	5,289,862	6,443,572
San Joaquin	32,910,035	2,472,456	19,235,117	11,202,462
San Luis Obispo	7,124,558	395,038	3,063,746	3,665,774
San Mateo	15,547,595	406,327	4,585,510	10,555,758
Santa Barbara	14,779,808	1,205,882	7,311,363	6,262,563
Santa Clara	45,693,644	2,260,137	22,640,785	20,792,721
Santa Cruz	7,026,908	469,523	3,257,627	3,299,758
Shasta	10,060,380	968,188	5,967,947	3,124,245
Sierra	82,335	2,868	58,411	21,057
Siskiyou	2,015,950	151,931	1,275,623	588,396
Solano	20,792,359	1,456,141	10,505,960	8,830,258
Sonoma	16,259,080	686,891	6,244,869	9,327,320
Stanislaus	30,827,322	2,877,285	18,905,583	9,044,454
Sutter	4,259,703	393,864	2,377,862	1,487,977
Tehama	3,536,334	427,414	2,091,342	1,017,578
Trinity	730,359	51,461	469,618	209,281
Tulare	21,170,217	1,948,675	12,950,799	6,270,743
Tuolumne	2,548,583	138,265	1,375,066	1,035,253
Ventura	28,366,580	1,837,052	12,313,529	14,215,998
Yolo	8,320,270	406,966	4,213,081	3,700,222
Yuba	3,575,354	428,543	2,006,242	1,140,568
<b>Regionalized Local Child Support Agencies</b>				
Ama/Alp/Cala/Tuol	5,846,560	343,863	3,056,860	2,445,837
Humboldt/Trinity	5,379,791	499,540	2,689,960	2,190,291
Inyo/Mono	1,126,102	43,595	480,667	601,840
Merced/Mariposa	15,225,143	1,754,389	9,478,036	3,992,718
Santa Cruz/San Benito	9,997,344	633,621	4,865,023	4,498,699
Sierra/Nevada	3,343,900	239,606	1,547,780	1,556,514
Siskiyou/Modoc	2,243,813	168,983	1,409,535	665,295

SOURCE: CS 1257 Lines 25 (Total Amount of Support Distributed as Current Support During the Federal Fiscal Year) and 27 (Total Amount of Support Distributed as Arrears and Interest During the Federal Fiscal Year)

## PERCENT OF CASES WITH A SUPPORT ORDER ESTABLISHED DURING REPORT PERIOD

This State Performance Measure determines the number of cases that had a child support order established during the report period, compared to the number of cases open at the end of the period requiring the establishment of a support order, expressed as a percentage.<sup>8</sup>

In the first half of FFY 2021, 23,849 cases or 18.5 percent of cases requiring a child support order had a support order established during the report period. This is a decrease of 0.5 percentage points compared to 19.0 percent in the first half of FFY 2020. See Table K on page 24.

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<sup>8</sup> This percent is calculated from data reported on the CS 1257 Report, line 17 (Cases With Support Orders Established During the FFY) divided by the sum of line 17 and line 12 (Cases Open at the End of the Month Requiring Services to Establish an Order).



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**TABLE K**  
**PERCENT OF CASES WITH A SUPPORT ORDER ESTABLISHED DURING REPORT PERIOD**  
**SEMI-ANNUAL FFY 2021**

	Cases Requiring a Support Order	Cases with Support Orders Established During Report Period	Cases Requiring Services to Establish a Support Order	Percent of Cases with a Support Order Established During Report Period
<b>STATEWIDE</b>	<b>129,144</b>	<b>23,849</b>	<b>105,295</b>	<b>18.5%</b>
Alameda	3,101	623	2,478	20.1
Alpine	1	0	1	0.0
Amador	60	28	32	46.7
Butte	682	118	564	17.3
Calaveras	93	26	67	28.0
Colusa	104	25	79	24.0
Contra Costa	1,985	545	1,440	27.5
Del Norte	193	31	162	16.1
El Dorado	269	90	179	33.5
Fresno	6,055	1,346	4,709	22.2
Glenn	129	52	77	40.3
Humboldt	435	84	351	19.3
Imperial	1,283	196	1,087	15.3
Inyo	39	18	21	46.2
Kern	8,923	1,623	7,300	18.2
Kings	863	199	664	23.1
Lake	267	66	201	24.7
Lassen	164	48	116	29.3
Los Angeles	32,906	4,861	28,045	14.8
Madera	694	221	473	31.8
Marin	207	43	164	20.8
Mariposa	65	6	59	9.2
Mendocino	277	56	221	20.2
Merced	1,750	272	1,478	15.5
Modoc	45	6	39	13.3
Mono	17	3	14	17.6
Monterey	1,090	371	719	34.0
Napa	212	96	116	45.3
Nevada	145	40	105	27.6
Orange	5,185	1,172	4,013	22.6
Placer	389	79	310	20.3
Plumas	41	18	23	43.9
Riverside	10,246	1,600	8,646	15.6
Sacramento	7,532	1,428	6,104	19.0
San Benito	175	47	128	26.9
San Bernardino	14,435	2,453	11,982	17.0
San Diego	9,759	1,312	8,447	13.4
San Francisco	986	221	765	22.4
San Joaquin	3,982	804	3,178	20.2
San Luis Obispo	298	84	214	28.2
San Mateo	581	163	418	28.1
Santa Barbara	1,018	214	804	21.0
Santa Clara	2,415	560	1,855	23.2
Santa Cruz	536	75	461	14.0
Shasta	918	204	714	22.2
Sierra	11	4	7	36.4
Siskiyou	178	40	138	22.5
Solano	1,151	382	769	33.2
Sonoma	668	273	395	40.9
Stanislaus	1,669	446	1,223	26.7
Sutter	488	75	413	15.4
Tehama	333	76	257	22.8
Trinity	61	20	41	32.8
Tulare	1,588	464	1,124	29.2
Tuolumne	109	24	85	22.0
Ventura	1,321	346	975	26.2
Yolo	505	110	395	21.8
Yuba	512	62	450	12.1
<b>Regionalized Local Child Support Agencies</b>				
Ama/Alp/Cala/Tuol	263	78	185	29.7
Humboldt/Trinity	496	104	392	21.0
Inyo/Mono	56	21	35	37.5
Merced/Mariposa	1,815	278	1,537	15.3
Santa Cruz/San Benito	711	122	589	17.2
Sierra/Nevada	156	44	112	28.2
Siskiyou/Modoc	223	46	177	20.6

SOURCE: CS 1257 Lines 12 (Cases Open at the End of the Month Requiring Services to Establish an Order) and 17 (Cases With Support Orders Established During the Federal Fiscal Year)

## PERCENT OF CASES REQUIRING A SUPPORT ORDER WITH ALLEGED FATHERS OR OBLIGORS SERVED WITH A SUMMONS AND COMPLAINT

The purpose of this State Performance Measure is to determine the percent of cases requiring a support order with alleged fathers or obligors served with a summons and complaint to establish a paternity or a support order.<sup>9</sup> The court process requires that the alleged father or obligor must be served with a summons and complaint (either in person or by certified mail) to legally establish paternity or to establish an order for child support.

During the first half of FFY 2021, a total of 23,149 cases with alleged fathers or obligors were successfully served with a summons and complaint, in comparison to 129,144 cases requiring a support order, which amounts to 17.9 percent of the cases. This is a decrease of 0.6 percentage points from mid-year FFY 2020 of 18.5 percent. See Table L on page 26.

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<sup>9</sup> This percent is calculated from data reported on the CS 1257 Report, line 43 (Number of Cases With Alleged Fathers or Obligors Successfully Served With a Summons and Complaint During the FFY) divided by the sum of line 17 (Cases With Support Orders Established During the FFY) and line 12 (Cases Open at the End of the Month Requiring Services to Establish an Order).

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TABLE L  
SERVICE OF SUMMONS AND COMPLAINT  
SEMI-ANNUAL FFY 2021

	Cases Requiring a Support Order	Cases with Alleged Fathers or Obligor Successfully Served with a Summons and Complaint	Percent of Cases Requiring a Support Order with Alleged Fathers or Obligor Served with a Summons and Complaint
<b>STATEWIDE</b>	<b>129,144</b>	<b>23,149</b>	<b>17.9%</b>
Alameda	3,101	634	20.4
Alpine	1	1	100.0
Amador	60	20	33.3
Butte	682	103	15.1
Calaveras	93	27	29.0
Colusa	104	27	26.0
Contra Costa	1,985	376	18.9
Del Norte	193	43	22.3
El Dorado	269	60	22.3
Fresno	6,055	1,474	24.3
Glenn	129	47	36.4
Humboldt	435	71	16.3
Imperial	1,283	266	20.7
Inyo	39	16	41.0
Kern	8,923	1,640	18.4
Kings	863	196	22.7
Lake	267	56	21.0
Lassen	164	46	28.0
Los Angeles	32,906	5,118	15.6
Madera	694	189	27.2
Marin	207	40	19.3
Mariposa	65	4	6.2
Mendocino	277	46	16.6
Merced	1,750	396	22.6
Modoc	45	3	6.7
Mono	17	6	35.3
Monterey	1,090	207	19.0
Napa	212	51	24.1
Nevada	145	42	29.0
Orange	5,185	991	19.1
Placer	389	98	25.2
Plumas	41	16	39.0
Riverside	10,246	1,825	17.8
Sacramento	7,532	1,364	18.1
San Benito	175	37	21.1
San Bernardino	14,435	2,453	17.0
San Diego	9,759	1,079	11.1
San Francisco	986	141	14.3
San Joaquin	3,982	783	19.7
San Luis Obispo	298	66	22.1
San Mateo	581	171	29.4
Santa Barbara	1,018	187	18.4
Santa Clara	2,415	510	21.1
Santa Cruz	536	58	10.8
Shasta	918	151	16.4
Sierra	11	3	27.3
Siskiyou	178	31	17.4
Solano	1,151	341	29.6
Sonoma	668	237	35.5
Stanislaus	1,669	366	21.9
Sutter	488	82	16.8
Tehama	333	66	19.8
Trinity	61	11	18.0
Tulare	1,588	348	21.9
Tuolumne	109	24	22.0
Ventura	1,321	327	24.8
Yolo	505	116	23.0
Yuba	512	62	12.1
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	263	72	27.4
Humboldt/Trinity	496	82	16.5
Inyo/Mono	56	22	39.3
Merced/Mariposa	1,815	400	22.0
Santa Cruz/San Benito	711	95	13.4
Sierra/Nevada	156	45	28.8
Siskiyou/Modoc	223	34	15.2

SOURCE: CS 1257 Lines 12 (Cases Open at the End of the Month Requiring Services to Establish an Order), 17 (Cases With Support Orders Established During the Federal Fiscal Year), and 43 (Number of Cases with Alleged Fathers or Obligor Successfully Served With a Summons and Complaint During the Federal Fiscal Year)

## PERCENT OF CASES WITH SUPPORT ORDERS ESTABLISHED WITH MEDICAL SUPPORT ORDERED AND PROVIDED

The State Performance Measure for cases with a medical support order determines the percent of cases with support orders established with medical support ordered and provided. Current Assistance, Former Assistance, Never Assistance, as well as cases closed during the report period, are included in this measure.<sup>10</sup>

In the first half of FFY 2021, 37.4 percent of the cases with child support orders established also had medical support ordered and provided. This is a decrease of 1.1 percentage points compared to 38.5 percent in the first half of FFY 2020. See Table M on page 28.

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<sup>10</sup> This percent is calculated from data reported on CS 1257 Report, line 21a (Cases Open at the End of the Month in Which Medical Support is Ordered and Provided) divided by line 2 (Cases Open at the End of the Month With Support Orders Established) minus line 2e (Arrears-Only IV-D Cases With Orders Established Open at the End of the Month).

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY  
CHILD SUPPORT PROGRAM STATISTICS

DEPARTMENT OF CHILD SUPPORT SERVICES  
OCTOBER 2020 - MARCH 2021

**TABLE M**  
**PERCENT OF CASES WITH SUPPORT ORDERS ESTABLISHED**  
**WITH MEDICAL SUPPORT ORDERED AND PROVIDED**  
**SEMI-ANNUAL FFY 2021**

	Cases with Support Orders Established (minus Arrears-Only)	Cases in Which Medical Support is Ordered and Provided	Percent of Cases with Support Orders Established with Medical Support Ordered and Provided
<b>STATEWIDE</b>	<b>731,114</b>	<b>273,735</b>	<b>37.4%</b>
Alameda	20,543	8,726	42.5
Alpine	16	6	37.5
Amador	798	336	42.1
Butte	5,675	2,255	39.7
Calaveras	967	377	39.0
Colusa	541	151	27.9
Contra Costa	17,785	7,975	44.8
Del Norte	1,303	549	42.1
El Dorado	3,726	1,465	39.3
Fresno	40,453	16,087	39.8
Glenn	1,155	422	36.5
Humboldt	3,397	1,387	40.8
Imperial	6,547	2,620	40.0
Inyo	556	184	33.1
Kern	36,496	13,723	37.6
Kings	5,801	2,716	46.8
Lake	1,716	628	36.6
Lassen	960	411	42.8
Los Angeles	150,461	45,662	30.3
Madera	5,270	2,106	40.0
Marin	1,626	718	44.2
Mariposa	471	154	32.7
Mendocino	1,989	639	32.1
Merced	9,730	2,970	30.5
Modoc	180	77	42.8
Mono	148	45	30.4
Monterey	9,531	3,605	37.8
Napa	2,073	951	45.9
Nevada	1,599	629	39.3
Orange	40,051	15,215	38.0
Placer	4,887	2,209	45.2
Plumas	529	199	37.6
Riverside	53,182	18,437	34.7
Sacramento	48,358	13,595	28.1
San Benito	1,310	547	41.8
San Bernardino	66,135	26,744	40.4
San Diego	39,208	23,102	58.9
San Francisco	5,701	2,530	44.4
San Joaquin	24,028	8,780	36.5
San Luis Obispo	3,029	1,410	46.6
San Mateo	5,436	2,111	38.8
Santa Barbara	8,084	3,036	37.6
Santa Clara	16,670	7,298	43.8
Santa Cruz	3,040	1,120	36.8
Shasta	6,120	2,007	32.8
Sierra	50	23	46.0
Siskiyou	1,433	504	35.2
Solano	9,108	3,860	42.4
Sonoma	6,607	2,872	43.5
Stanislaus	16,404	5,478	33.4
Sutter	2,761	1,068	38.7
Tehama	2,222	907	40.8
Trinity	382	127	33.2
Tulare	14,999	5,204	34.7
Tuolumne	1,450	595	41.0
Ventura	12,272	4,740	38.6
Yolo	3,722	1,422	38.2
Yuba	2,423	1,021	42.1
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	3,231	1,314	40.7
Humboldt/Trinity	3,779	1,514	40.1
Inyo/Mono	704	229	32.5
Merced/Mariposa	10,201	3,124	30.6
Santa Cruz/San Benito	4,350	1,667	38.3
Sierra/Nevada	1,649	652	39.5
Siskiyou/Modoc	1,613	581	36.0

SOURCE: CS 1257 Lines 2 (Cases Open at the End of the Month With Support Orders Established), 2e (Arrears-Only IV-D Cases With Orders Established Open at the End of the Month), and 21a (Cases Open at the End of the Month in Which Medical Support is Ordered and Provided)

## COMPARISON OF RECEIVED COMPLAINTS TO CASES

This State Performance Measure shows a comparison of the number of opened complaints to the total caseload for each LCSA. The purpose of this information is to assess the effectiveness of case management for each county's Child Support Program. The comparison utilizes county caseload to compute the number of complaints per 10,000 cases.<sup>11</sup>

Family Code section 17800 requires the maintenance of a uniform complaint resolution process within the LCSAs. DCSS developed the Complaint Resolution Tracking System (CRTS) to ensure uniform complaint resolution data tracking and reporting. All LCSAs are required to use CRTS to enter complaint data.

The semi-annual report is a cumulative count of opened complaints in the CRTS for the first half of the federal fiscal year. Monthly comparative data reports use the CRTS count based on the number of complaints for the month.

During the first half of FFY 2021, CRTS reported 293 complaints opened compared to 286 during the first half of FFY 2020, this represents an increase of 2.4 percent or an increase of 7 complaints. See Table N on page 30.

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<sup>11</sup> Complaint information is based on the Number of Opened Complaints in the Complaint Resolution Tracking System (CRTS), Complaint Activity Report, and caseload data reported on the CS 1257 Report, line 1 (Cases Open at the End of the Month).

STATE OF CALIFORNIA - HEALTH AND HUMAN SERVICES AGENCY  
CHILD SUPPORT PROGRAM STATISTICS

DEPARTMENT OF CHILD SUPPORT SERVICES  
OCTOBER 2020 - MARCH 2021

**TABLE N  
COMPARISON OF RECEIVED COMPLAINTS TO CASES  
SEMI-ANNUAL FFY 2021**

	Cases	Number of Open Complaints	Complaints per Ten Thousand Cases
<b>STATEWIDE</b>	<b>1,068,664</b>	<b>293</b>	
Alameda	29,630	1	0.337
Alpine	37	0	0.000
Amador	1,083	0	0.000
Butte	9,270	2	2.157
Calaveras	1,403	1	7.128
Colusa	726	0	0.000
Contra Costa	25,304	7	2.766
Del Norte	2,112	2	9.470
El Dorado	5,142	2	3.890
Fresno	57,300	6	1.047
Glenn	1,578	0	0.000
Humboldt	5,009	4	7.986
Imperial	9,599	1	1.042
Inyo	862	0	0.000
Kern	50,532	7	1.385
Kings	8,559	1	1.168
Lake	2,542	0	0.000
Lassen	1,446	0	0.000
Los Angeles	222,823	112	5.026
Madera	6,436	1	1.554
Marin	3,815	0	0.000
Mariposa	639	0	0.000
Mendocino	3,126	0	0.000
Merced	14,801	0	0.000
Modoc	281	0	0.000
Mono	201	0	0.000
Monterey	13,577	3	2.210
Napa	2,989	0	0.000
Nevada	2,514	1	3.978
Orange	58,545	14	2.391
Placer	6,562	0	0.000
Plumas	761	0	0.000
Riverside	75,947	15	1.975
Sacramento	68,269	13	1.904
San Benito	1,800	1	5.556
San Bernardino	94,608	30	3.171
San Diego	59,257	16	2.700
San Francisco	9,525	0	0.000
San Joaquin	32,661	8	2.449
San Luis Obispo	3,781	1	2.645
San Mateo	8,222	0	0.000
Santa Barbara	11,145	3	2.692
Santa Clara	28,117	0	0.000
Santa Cruz	4,812	1	2.078
Shasta	9,799	3	3.062
Sierra	90	0	0.000
Siskiyou	2,328	0	0.000
Solano	14,214	7	4.925
Sonoma	10,174	2	1.966
Stanislaus	24,717	2	0.809
Sutter	3,929	0	0.000
Tehama	3,356	0	0.000
Trinity	773	0	0.000
Tulare	21,443	5	2.332
Tuolumne	2,176	1	4.596
Ventura	18,297	11	6.012
Yolo	6,449	7	10.854
Yuba	3,571	2	5.601
<b>Regionalized Local Child Support Agencies</b>			
Ama/Alp/Cala/Tuol	4,699	2	4.256
Humboldt/Trinity	5,782	4	6.918
Inyo/Mono	1,063	0	0.000
Merced/Mariposa	15,440	0	0.000
Santa Cruz/San Benito	6,612	2	3.025
Sierra/Nevada	2,604	1	3.840
Siskiyou/Modoc	2,609	0	0.000

SOURCE: CS 1257 Line 1 (Cases Open at the End of the Federal Fiscal Year); and Complaint Resolution Tracking System (CRTS) Complaint Activity Report

## DEFINITIONS

California's Child Support Program operates within a complex federal and state statutory and regulatory construct. There are many terms used within the program that have a specific meaning and are reflected in the federal and state performance measures. Terms commonly used in the performance measures are:

- **IV-D Program** - The state child support enforcement program, enacted under Title IV-D of the federal Social Security Act, locates noncustodial parents or putative fathers; establishes paternity; establishes, modifies, and enforces child support and medical support orders; and collects and distributes child support payments.
- **IV-D Case** - A case in which a state provides child support services as directed by the state or tribal Child Support Program that is authorized by Title IV-D of the Social Security Act. A IV-D case is comprised of:
  - A dependent child or children
  - A custodial party who may be a parent, caretaker relative or other custodian, including an entity such as a foster care agency; and
  - A noncustodial parent or parents, a mother, a father, or a putative father whose paternity has not been legally established.
- **Current Assistance Case** - A case where the children are: (1) recipients of Temporary Assistance for Needy Families (TANF) under Title IV-A of the Social Security Act, or (2) entitled to Foster Care maintenance payments under Title IV-E of the Social Security Act. In addition, the children's support rights have been assigned by a caretaker relative to a state or tribe, and a referral to the state or tribal child support agency has been made. Also, a TANF IV-D case or Foster Care IV-D case.
- **Former Assistance Case** - A case where the children formerly received Title IV-A (AFDC or TANF) or Title IV-E foster care services.
- **Never Assistance Case** - A Title IV-D case that is not currently and has never in the past received aid under AFDC, CalWorks (which includes legal immigrant program), or foster care.



- **Medical Support** - Medical coverage provided for a child or children pursuant to an order. This includes: (1) private health insurance, (2) publicly-funded health coverage if a parent is ordered by a court or administrative process to provide cash medical support payments to help pay the cost of Medicaid or Children's Health Insurance Program (CHIP), (3) cash medical support, including payment of health insurance premiums, and (4) payment of medical bills (including dental or eye care). Indian Health Service and Tricare are acceptable forms of medical support. Medical support may be provided by the custodial parent, noncustodial parent or another person, such as a stepparent.
- **Support Order** - A judgment or order of support, including medical support, whether temporary, final, or subject to modification, termination, or remission, regardless of the kind of action or proceeding in which it is entered.
- **Paternity** - The legal establishment of fatherhood for a child, either by court determination, administrative process, tribal custom or voluntary acknowledgment. A paternity acknowledgment involves the legal establishment of fatherhood for a child through a voluntary acknowledgment signed by both parents as part of an in-hospital or other acknowledgment service.