CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES P.O. Box 419064, Rancho Cordova, CA 95741-9064



August 1, 2023

CSSP LETTER: 23-01

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

SUBJECT: PERFORMANCE IMPROVEMENT PROCESS FOR FEDERAL FISCAL YEAR 2023-24

The Department of Child Support Services' (DCSS) performance improvement process for federal fiscal year (FFY) 2023-24 aligns with DCSS' Strategic Plan to improve service delivery, improve outcomes for children and families, and streamline internal processes.

DCSS STRATEGIC PLAN GOALS AND OBJECTIVES

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

- Reason for this Transmittal
- [] State Law, Regulation and/or Change
- [] Federal Law, Regulation Change
- [] Court Order or Settlement Change
- [] Clarification requested by One or More Counties
- [X] Initiated by DCSS

Goal 5 - Foster Innovation and Improve Service Delivery

Objective 1:Expand data analyticsObjective 2:Modernize the development and delivery of documentsObjective 3:Expand customer self-service capabilities

PERFORMANCE MANAGEMENT PLANS (PMP)

DCSS believes California's program and families can best be served by a statewide concerted effort that focuses on the following customer service initiatives. Key initiatives one and two below should be included in **every** FFY 2023-24 PMP. Initiative three is only required for those local child support agencies (LCSAs) that fall below the 90 percent statewide paternity establishment federal minimum threshold. Initiative four is only required for those LCSAs that fall below the \$2.00 Cost Effectiveness federal minimum threshold. LCSAs have discretion to develop their own tactics to address these initiatives.

There are four LCSA PMP key initiatives:

- **1.** Simplify processes to improve the customer experience.
- **2.** Implement strategies to increase performance in Federal Performance Measure 3: Current Collections Performance.
- **3.** Paternity Establishment: All LCSAs below the 90 percent Statewide Paternity Establishment federal minimum threshold will include a tactic to improve paternity establishment.
- **4.** Cost Effectiveness: All LCSAs below the \$2.00 Cost Effectiveness federal minimum threshold will include a tactic to improve cost effectiveness.

The FFY 2023-24 PMP will be living documents. You may also elect to include initiatives involving the federal performance measures, practice indicators, debt reduction, uncollectable debt, parent outreach and education or other initiatives that align with DCSS' 2023-24 Strategic Plan.

Tactics can be added or removed, as appropriate, when introduced or completed. The PMP should be updated quarterly with progress toward the key initiatives and are due as follows:

September 15, 2023	LCSA PMP Due
January 31, 2024	LCSA 1st Quarterly Update
May 1, 2024	LCSA 2nd Quarterly Update
July 31, 2024	LCSA 3rd Quarterly Update
October 31, 2024	LCSA Final Results

LCSAs shall submit their PMP by September 15, 2023 using the attached FFY 2023-24 LCSA PMP template.

The Regional Administrators are available to assist with the development and review of the PMP 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 every LCSA to discuss each PMP in detail. The Regional Administrators will monitor LCSA implementation and completion of the tactics detailed within the PMP. If you have any questions, please contact your Regional Administrator.

Sincerely,

o/s

DAVID KILGORE Director

Attachment

Attachment

DEPARTMENT OF CHILD SUPPORT SERVICES PERFORMANCE MANAGEMENT PLAN FFY 2023-24 (10/01/23 – 09/30/24)								
LCSA:	[Ti	tle]						
Goal:	#							
Objective:	#							
		MEASUREMENT	BASELINE	FFY 23/24 TARGET				

MEASUREMENT	BASELINE	FFY 23/24 TARGET

Oct-Dec Quarterly Update: (due 01/31/24)	
Jan-Mar Quarterly Update:	
(due 05/01/24)	
Apr-Jun Quarterly Update: (due 07/31/24)	
Jul-Sep Quarterly Update: (due 10/31/24)	

Initiative/Tactic(s)	Lead(s)	Strategy

Goal:	#				
Objective:	#				
		MEASUREMENT		BASELINE	FFY 23/24 TARGET
Oct-Dec Qua (due 01/31/24	a rter l 4)	y Update:			
Jan-Mar Qua (due 05/01/24		ly Update:			
Apr-Jun Qua (due 07/31/24		y Update:			
Jul-Sep Qua (due 10/31/24	rterly 4)	y Update:			
	Initia	ative/Tactic(s)	Lead(s)		Strategy

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