

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

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



October 29, 2018

CSSP LETTER: 18-08

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

SUBJECT: PERFORMANCE IMPROVEMENT PROCESS  
FOR FEDERAL FISCAL YEAR 2019

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
- Initiated by DCSS

The Department of Child Support Services' (DCSS) performance improvement process for federal fiscal year (FFY) 2019 will continue to focus on improvements that reflect the broader, more holistic approach first introduced in CSS Letter 14-12 dated December 11, 2014. During the final year of DCSS' 2015–2019 Strategic Plan, the Performance Management Plan focus will be on the two goals specified below. Local child support agencies (LCSAs) may choose additional goals, but the two specified below will be the only required elements for performance improvement.

The Child Support Program continues to emphasize the importance on continuous program improvements through a family-centered, customer-focused approach in serving customers. For the period covered to-date by DCSS' Strategic Plan, the California Child Support Program has experienced positive statewide gains in total distributed collections, as well as improvement in the reliability of child support collected every month on behalf of families. In addition, the statewide average for the number of days to establish a child support court order has been reduced. These measures, along with other key practice indicators, are critical in determining our progress in meeting the needs of families we serve and supports the vision that children can rely on their parents for the financial, emotional, and medical support they need to be healthy and successful.

**FFY 2019 Performance Management Plan (PMP)**

The following two goals from DCSS' Strategic Plan will be the focus for performance improvement:

**1. Goal 1: Increase Support for California Children**

LCSAs should continue to advance local efforts in assisting parents meet their financial responsibility for their children through improved communication and family engagement practices. Experience has demonstrated that effective engagement of

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both parties in the earliest stages of a case has significant bearing on long-term adherence to payment compliance and positive view of the Child Support Program.

LCSAs will identify tactics that leverage promising practices that research has shown lead to improved family and children outcomes, as well as identify practice indicator(s) that best inform them in measuring progress.

## **2. Goal 4: Develop and Strengthen Collaborative Partnership**

On June 11, 2018 DCSS was identified by the California Workforce Development Board as a value-added partner and included in their State Plan, which serves as a policy blueprint for local workforce development boards. Many LCSAs have already established strong working relationships with their local boards as a means of assisting unemployed non-custodial parents with finding and retaining employment.

LCSAs will include tactics that foster/strengthen a partnership between them their local board which leads to a mutually agreed-upon referral process that supports job training, placement, and retention for unemployed/underemployed non-custodial parents. For more information about local workforce development boards, please contact your Regional Administrator, if necessary.

## **FFY 2019 PMP Template**

Last year, LCSAs were invited to submit a one-year or a two-year PMP. LCSAs that submitted a two-year plan for FFYs 2018 and 2019 may need to amend their PMP to incorporate the required elements stated above. For LCSAs submitting new PMPs for FFY 2019, please include the two elements above, along with tactics and practice indicators for measuring performance. LCSAs may submit their PMPs in the format of a written narrative or, alternatively, use the online PMP template as used in previous years.

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 their PMP in detail. If you have any questions, please contact your Regional Administrator.

Sincerely,

o/s

DAVID KILGORE  
Director