# 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

**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 (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

## DEPARTMENT OF CHILD SUPPORT SERVICES
## PERFORMANCE MANAGEMENT PLAN
## FFY 2023 24 (10/01/23   09/30/24)

| LCSA: | [Title] | |
|---|---|---|
| Goal: | # | |
| Objective: | # | |

| MEASUREMENT | BASELINE | FFY 23/24 TARGET |
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| **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 |
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| Goal: | # | |
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