

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



August 8, 2022

CSSP LETTER: 22-02

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

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

SUBJECT: PERFORMANCE IMPROVEMENT PROCESS FOR
FEDERAL FISCAL YEAR 2022-23

The Department of Child Support Services' (DCSS) performance improvement process for federal fiscal year (FFY) 2022/2023 aligns with DCSS' 2022/2023 Strategic Plan to continue optimizing the services that DCSS offers to current and potential customers and by improving and simplifying internal processes, procedures and systems.

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 (PMPs)

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 through three below should be included in **every** FFY 2022/2023 PMP. Initiative four is only required for those Local child support agencies (LCSAs) that fall below the 90% Statewide Paternity Establishment threshold. LCSAs have discretion to develop their own tactics to address these initiatives.

There are four LCSA PMP key initiatives:

- 1. Improve the Customer Experience (by simplifying internal processes).**
- 2. Transition to IV-D PEP: all LCSAs should include an initiative to begin cleanup of IV-D paternity data, in preparation for the eventual transition to IV-D PEP.**
 - a. Instructions and lists will be provided by 10/01/2022
 - b. LCSAs should plan to complete 25% of their lists each quarter as their goal
- 3. Increase Performance on Federal Performance Measures (FPMs): include one or more; your initiatives may be measured by Practice Indicators that support improved FPM performance.**
 - a. FPM 2 – Support Order Establishment
 - b. FPM 3 – Current Support Collections
 - c. FPM 4 – Arrears Collections
 - d. FPM 5 – Cost Effectiveness
- 4. Paternity Establishment: all LCSAs below the 90% Statewide Paternity Establishment threshold will include a tactic to improve paternity establishment.**

FFY 2022/2023 PMPs will be living documents. You may also elect to include initiatives involving Debt Reduction, Uncollectible Debt, Parent Outreach and Education, Enhanced Locate Activities for Both Parents, Increasing the non IV-A Caseload, or other initiatives that align with DCSS' 2022/2023 Strategic Plan.

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

September 16, 2022	LCSA PMP Due
January 31, 2023	LCSA 1st Quarterly Update
May 1, 2023	LCSA 2nd Quarterly Update

July 31, 2023	LCSA 3rd Quarterly Update
October 31, 2023	LCSA Final Results

PMP TEMPLATE

LCSAs shall submit their PMPs by September 16, 2022 using the attached FFY 2022/2023 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 every LCSA to discuss each PMP in detail. The Regional Administrators will monitor LCSA implementation and completion of the tactics detailed within the PMPs. 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 2022/2023 (10/01/22 – 09/30/23)**

LCSA:	[Title]	
Goal:	#	
Objective:	#	

MEASUREMENT	BASELINE	FFY 2023 TARGET

Oct-Dec Quarterly Update: (due 01/31/23)	
Jan-Mar Quarterly Update: (due 05/01/23)	
Apr-Jun Quarterly Update: (due 07/31/23)	
Jul-Sep Quarterly Update: (due 10/31/23)	

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

Goal:	#	
Objective:	#	

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