



Colusa, Sutter and Yolo Regional Child Support Agency Leadership Advisory Committee

To: RCSA Leadership Advisory Committee
 From: Daniel Padilla, Regional Program Manager
 Subject: 2025 FFY Performance Planning Update (Agenda Item #8)
 Date: June 05, 2025

FFY 24/25 Performance Strategy

At our December 2024 meeting, we presented that State DCSS took a different approach in performance planning, moving away from the Performance Management Plan (PMP), and introduced the Annual Performance Strategies (APS). The APS called out 3 key specific initiatives for all local child support agencies to work on. Those include 1. Uncollectible Debt: Phase 1 case review; 2. Final Rule: FEM guideline changes; 3. Transition of IV-D PEP data cleanup. The Regional Child Support Agency (RCSA) has implemented the FEM guideline changes and educated staff via workshops to ensure understanding. Cases on both the Uncollectible Debt and IV-D PEP clean up list are monitored monthly. Although attention is required on the APS, it did allow for an opportunity for our agency to plan on a strategic path forward and make purposeful efforts to get everyone rowing in the same direction. As a result, we created the FFY24/25 Performance Strategy document which is tailored to the RCSA.

Agency Wide Big Picture Goals & Measurements

<i>Goals</i>	<i>Measurements</i>
Time to Order	93 days or fewer by end of FFY
Parentage	3% by end of FFY
New Case Processing	2 business days and zero cases at more than 20 days
Timely R&A's	Zero R&A's past 180 days
Collection on Current	70% or higher on current
Collection on Arrears	61.5% or higher on cases with arrears owed by FFY and 39% on monthly DECK stat
Uncollectable Debt – Sole Source	No cases on Tableau list over 60 days by FFY
Outreach/New Nevers	10% increase over 23/24

The FFY 24/25 Performance Strategy provides clarity on how all classifications are aligned to the goals we call Big Picture Goals. By understanding the alignment, we feel staff are more cognizant of how their work impacts the goals. The Big Picture Goals also align with the Federal Performance Measures (FPM) which all local child support agencies are rated against. This document has clarified expectations for



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staff and has served as a consistent guide across the organization. Supervisors have also found that they have gained a better understanding of the coaching areas or support needs each team member may require. The 24/25 Performance Strategy reemphasizes the core job duties which benefits both experienced and newer staff. By emphasizing the core job duties, it has helped supervisors have common, predictable conversations with staff. Supervisors have data available to support our message of rowing in the same direction and use data to connect staff classifications to each of the goals which fosters a sense of understanding and purpose among staff. As we enter the 3rd quarter of the 2025 Federal Fiscal Year (FFY) good strides have been made around strategy implementation direction, but as expected work and adjustments continue to be made in effort to reach the FFY goals.

Federal Performance Measures (FPM) – Paternity and Orders

The FFY 24/25 Performance Strategy Big Picture goal of *Time to Order – 93 days or fewer by end of FFY* aligns to both FPM 1 (IV-D Paternity Establishment Percentage (PEP)) and FPM 2 (Cases with Support Orders Established) as they are establishment function efforts. The core job duties in this goal directly impact our customers in the timely manner they receive their child support orders.

Through March 2025, the Regional Agency averaged 77 days for the 2025 FFY. This is a measurement of all cases opened in the current FFY from the date we open a case to the day we file an order. The state average is 86 days during the same period. This goal impacts both FPM 1 and FPM 2 as establishment of an order can adjudicate paternity for a child and increase the cases with a support order established in our caseload. Although our 77-day average is good, this average will increase as we establish orders that are currently pending, so we strive to keep the average as low as possible and are hopeful we can be successful in reaching our goal of less than 93 days at the end of the FFY. A direct consequence of having cases without orders is the number of children in our caseload needing parentage established. In March 2025, 4.04% of all our children in our caseload required parentage established. That is 374 out of our 8508 children. Our goal is to reduce this to 3%. This effort will positively impact both FPM 1 and FPM 2.

As in previous years, stipulations continue to be an important strategy and are a key aspect of this goal. Stipulations reduce the time it takes to file an order as engagement with customers can speed up the due diligence process and avoid court hearings. Through February 2025 of the current FFY, the RCSA has established 35.9% of all orders via stipulations as compared to the state average of 22.4%.

The Regional Agency FPM 1 – Paternity percentage through March 2025 recorded at 92.8% which is under the state average of 93.0% while the Regional Agency FPM 2 of cases with support orders established ended March 2025 at 91.1% above the state average of 87.4%. The good news is that both FPMs continue to build throughout the fiscal year and, therefore, allow us the opportunity to focus and aim to improve in the second half of the fiscal year.



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Federal Performance Measures (FPM) – Collection on Current Support and Arrears

Federal Performance Measures 3 - Collections on Current Support - and 4 - Cases with Collections on Arrears are directly affected by 24/25 Performance Strategy goals of *Collection on Current – 70% or higher* - and *Collection on Arrears – 61.5% or higher on cases with arrears*.

Enforcement supervisors have focused on collections as a whole and have used the FFY 24/25 Performance Strategy as a way to focus staff discussion during their monthly one-on-one meetings while using data tools available to them, like the Tableau Scorecard and the DECK, which allows for staff to look at performance stats at an individual, team, and agency level ensuring we move in the same direction. Both FPMs are cumulative stats which will increase as months go on. At this pace, the RCSA will be successful in accomplishing the goal of collecting 70% of current support and the cases with collections on arrears of 61.5%. Through March 2025 the percentage of current support is 68.3%, which is significantly above the state percentage of 61.7%. Furthermore, the 68.3% is ranked 11th in the state in this FPM.

The RCSA ended with 54.0% of cases with collections on arrears. As noted earlier, this is on pace to exceed the RCSA goal of 61.5% and is above the state percentage of 53.8%, but it only gives us a state ranking of 30th in this FPM.

Enforcement supervisors have also taken note and are working with staff in this area by using case segmentation tools to extract lists of cases which have not made a payment in the FFY. It should be noted that Senate Bill 1055 is now in effect. Beginning January 1, 2025, SB 1055 prohibits child support agencies from reporting persons ordered to pay child support to the DMV if their annual income is at or below 70% of the Annual Median Income (AMI) in their county of residence. Although SB 1055 serves a very important purpose, it has impacted an enforcement and collection tool, but staff continue to reach out to customers and use other debt reduction programs as a possible way to engage customers.

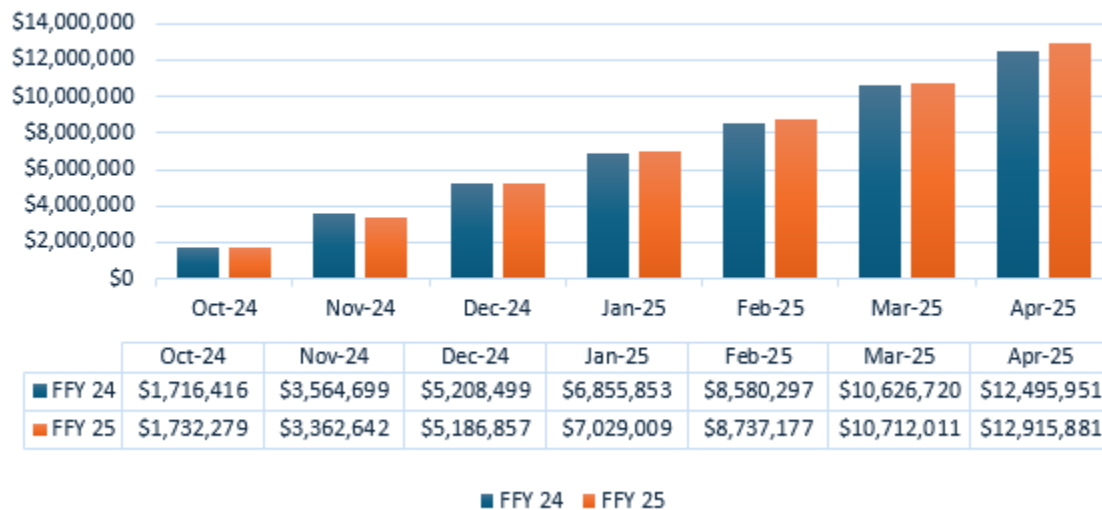


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Total Collections

Through all these efforts the RCSA has collected more money through April 2025 as compared to April 2024 and is on pace to surpass the total collection for FFY 2024 of \$21,419,613.

Total Collection Comparison



Other Efforts

The RCSA’s strategic approach to this FFY has contributed to clearer team expectations and enhanced staff’s ownership of their responsibilities within the organization which has helped to build their performance foundation and understanding of their job duties which will help to further improve FPM rankings within the state. There are many efforts taking place beyond which is encompassed in this report which contribute to the FPMs, Performance Strategy goals, and total collections. For instance, the establishment team remains responsible for case opening, parentage and establishment of child support orders. The RCSA continues to work on increasing the total caseload by attending outreach events in our communities, advertising, and educating the community in the services we provide. In April 2025, we implemented a court referral process at each of the county courts. A child support representative is available to family law court attendees to educate them on their responsibility for registering their family law order with the state or the option of opening a case with our agency. For the enforcement teams they focus on collections and disbursement of payments and, if needed, the modification of child support orders.

The RCSA continues to invest into improving its internal processes guided by the FFY 24/25 Performance Strategy and is confident customers will soon feel the effects of these efforts.