



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

To: RCSA Leadership Advisory Committee
From: Amanda Battles, Assistant Director
Subject: 2025 FFY Performance Update (Agenda Item #7)
Date: November 21, 2025

Federal Fiscal Year 2024-25 Performance Strategy

During our prior two Regional Child Support Agency (RCSA) Leadership Advisory Committee Meetings, we presented our FFY 2024-25 Performance Strategy. We identified that we needed to make some changes to improve outcomes for our families and better align the work of the RCSA. We selected the following Big Picture goals that support the 5 Federal Performance Measures.

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

In addition to these goals, the Performance Strategy calls out key work activities that link directly. Teams worked hard by re-prioritizing, increasing job knowledge, and staying connected to the goals. While our work continues and there are areas we will continue to focus on, we are pleased with the outcomes and hard work of our staff. What follows are details from FFY 2024-25 California Department of Child Support Services (DCSS) preliminary reports.

Time to Order, Parentage and New Case Processing

As it relates to case opening, we have chosen to focus our efforts on Time to Order (the amount of time from case application to the establishment of a child support order) and New Case Processing. Both of these goals support Federal Performance Measure 2 for Cases with Orders Established. We know that



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families count on child support to meet the demands of everyday life. The process to establish an order can be time consuming and should balance the financial needs of both parents. The statewide average on time to order as of September 30, 2025, was 139 days. Our goal in this area was 93 days. We came in at 115 days. While we are still below the statewide average, we have noticed that the average days internally are increasing slowly over time rather than decreasing. We were at 106 days the same time last year.

Stipulations can improve time to order and order establishment metrics. When parents can come to agreement on their order, signing a stipulation, the order is more likely to be successful long term and the whole process can potentially be expedited. While we don't have a specific goal for stipulations, we do continue to track our success in this area as it does impact the larger order process. Through August 2025 the RCSA had established 38.4% of all orders via stipulations as compared to the state average which is closer to 23%. We are holding steady year over year.

As it relates to new case processing, we were at 98% of compliance at the end of the FFY. We want to be at 100% compliance in order to meet our goal of zero cases opened at more than 20 days. Processing new applications within 2 business days is our goal in order work toward minimizing our time to order.

Finally, if we cannot establish parentage this can delay order establishment and impact time to order. Our Big Picture Goal measures a percentage of children in our caseload that need parentage established. We came in at 4.16% for FFY 2024-25. This is a slight decrease over the prior year where we had 4.21% of children needing parentage established but not enough to get us to our goal of 3%.

Despite having not achieved some of our targets related to parentage and time to order, we still slightly improved our Federal Performance Measure 2 - Cases with Orders Established year over year. In FFY 2023-24 we ended at 90.9% but for FFY 2024-25 we increased to 91.1%.

Timely Review and Adjustment

A review and adjustment of an existing court order can be completed when there is a significant enough change in circumstances for either parent. Similar to the establishment process, these reviews can take time, but we want to move them forward as quickly and accurately as possible. We saw significant improvement this year in meeting our compliance timeframes. In August we only had 2 cases that were out of compliance.

Collections on Current Support and Arrears

Consistent and on time monthly child support payments allow people to plan accordingly around their finances and the well-being of the children. We set Big Picture goals for Collections on Current (Federal Performance Measure 3) at 70% or higher, and for Collections on Arrears (Federal Performance Measure 4) at 61.5% or higher.



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The intentionality around the work activities connected to these goals can be seen in the results. Although we were slightly shy of our 70% goal for collections on current support, we ended the FFY at 69.1%, increasing by 1.9% year over year! For collections on child support arrears, we ended up at 62.3% for the FFY or 0.80% over goal. We are excited to see collection improvements compared to our performance last year.

While we do not have a goal specific to a total number of dollars collected, for the first time in several years, we increased our total collections year over year by almost \$400,000. This is especially meaningful considering our caseload continues to decline. Most child support collections come from employers via income withholding orders and regular payments by the person paying support.

New Never Assisted Cases

There are generally three types of families with open child support cases – families who currently receive public assistance (CalWORKs), families who formerly received public assistance, and families who have never received public assistance. Families who are receiving CalWORKs are automatically referred to us via an automated interface. Once those families discontinue aid, they become formerly assisted. Families who have never received public assistance are sometimes referred to as New Nevers. New Nevers can be referred to us from the court, when parents access court services for marital dissolution, child support or custody and visitation. Parents who have never been on public assistance can also come to us to request Child Support be established or enforced directly. If the court or Health and Human Services don't refer these families to us however, it is challenging to educate parents as to the services available to them. We know how important the consistent payment of child support is to children and want others to know it too. Child Support policy's positive effects have been well-documented, including reducing child poverty rates, better educational and behavioral outcomes for children, and benefits in child food security, health, and housing stability (Institute for Research on Poverty – Exploring the Long-Term Effects of Child Support, revised June 2022). Child Support works to ensure both parents contribute financially to their child's upbringing, regardless of their relationship status.

There are long lasting public perception impacts when a program has a history that is perceived as punitive. We are spending resources to outreach and educate the community, however we are not seeing the increases we would like in new applications. All of our staff participate in different outreach events and contribute to the work in this area. This year we started a project working closely with the Family Law Facilitators and the Courts to educate parents and caregivers about child support. We also rotate with a few other local child support agencies educating parents at the Mexican Consulates' resource fair. Additional events we attended during the last year include; the Colusa Family Fair, Dia de los Niños in Woodland, Sutter-Yuba Recovery Happens, and the Sacramento Stand Down. In March, we launched the Child Support Sentinel on our social media pages as an icon of strength and stability to inspire parents around building a bright future for their children. We created the "2026 My Sticker



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Calendar” with artwork from RCSA staff’s children as well as information about Child Support. We are still handing them out and they have been well received.

We remain committed to our digital outreach presence as well. We utilize ad campaigns with Google and Meta to engage people with Child Support resources. Between October 1, 2024, and September 30, 2025, our Google campaigns received a combined total of 1.32 million impressions. In addition to impressions, we look at how many impressions resulted in clicks for more information. Specifically, we wanted help people connect to our online Simplified Enrollment Process (SEP). 20% of people who clicked on the ad clicked on the SEP link. While all of these clicks did not result in new enrollments, it does speak to the interest.

Another challenge that the program faces as a whole is declining birth rates. According to Kidsdata.org in Colusa County the number of births per 1,000 women in 2021 was 66, down from 89 in 1995. In Sutter it was 64 in 2021, down from 74 in 1995. In Yolo County it was 36 in 2021, down from 54 in 1995. For some additional perspective California was at 76 in 1995 and down to 54 in 2021. That said, nationally child support serves 1 in 6 families whereas in California, we are only serving 1 in 9 – there remain many families that would benefit from child support services.

Federal Fiscal Year 2025-26 Performance Strategy

Agency Wide Big Picture Goals & Measurements

<i>Goals</i>	<i>Measurements</i>
Time to Order	93 days or fewer by end of FFY on the DECK.
Parentage	3% by end of FFY on the DECK.
New Case Processing	2 business days and zero cases at more than 20 days on Tableau Case Opening 20 Days on Compliance Tab and SEP Dashboard.
Timely R&A’s	Zero R&As past 180 days on Tableau Review and Adjustment 180 Days list on Compliance Tab. <ul style="list-style-type: none"> • CSS to finalize within 30 days of Reviewing status. • Legal to complete R&A process within 90 days of receipt of task.
Collection on Current	71.5% or higher on current on Tableau CSS Scorecard FPM 3 Tab.
Collection on Arrears	63% or higher on cases with arrears owed by FFY on Tableau CSS Scorecard FPM 4 Tab.
Uncollectable Debt – Sole Source	Tableau lists are reviewed monthly by Senior workers for new cases.
Outreach/New Nevers	10% increase over 24/25.



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We are at the start of a new Federal Fiscal Year and while we made some minor changes to our goals, we decided that keeping our areas of focus the same with some slight increases related to collections was important in staying the course.

Staff continue to learn from key work activities and understanding how their work makes a difference. Creating stability and consistency around the goals and the work seemed prudent. Opening new cases, Parentage and time to order are where we see the need to focus most. We are looking at aging establishment cases, focusing on our efforts around finding and serving people, starting e-filing with Colusa County and e-filing more documents with the Sutter and Yolo courts to kick off this new year. We will also continue to strive to increase the number of people that we are serving in our communities through a variety of outreach efforts. We are looking at how we can better serve fathers, in collaboration with other community resource partners in Yolo County. This Performance Strategy was also submitted to DCSS this year