



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

Meeting Agenda
Friday, November 21, 2025
10:00 – 11:30 PM

Participants, staff, and the public will participate in this meeting at any of the four in person locations listed below, via teleconference or otherwise electronically at their option as allowed by the Brown Act teleconferencing requirements [Gov. Code § 54953(b)].

Remote Audio and Video Meeting Participation

Please use this link to join the meeting from your computer or smartphone:

<https://yolocounty.zoom.us/j/84667589610?pwd=f6vT9U9NnHufTx7ba2dzWBUQI8CDuE.1>

Passcode:259605

Phone one-tap:

+14086380968,,84667589610# US (San Jose)

+16694449171,,84667589610# US

Join via audio:

+1 408 638 0968 US (San Jose)

+1 669 900 6833 US (San Jose)

+1 346 248 7799 US (Houston)

+1 253 215 8782 US (Tacoma)

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

+1 301 715 8592 US (Washington DC)

In Person Meeting Participation Options

Colusa Sutter Yolo Regional Child Support (Woodland office)

100 West Court Street

Woodland, CA 95695



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

Yolo County Administrative Office

625 Court Street, Room 204
Woodland, CA 95695

Sutter County Administrative Office/Board of Supervisors

1160 Civic Center Boulevard, Suite A
Yuba City, CA 95993

Colusa County Administrative Office

547 Market Street, Room 102
Colusa, CA 95932

General Agenda

1. Call to Order, Roll Call

2. Consider Approval of Agenda

3. Public Comment

- a. Submit written public comments to childsupport@csy.cse.ca.gov. E-mails are distributed to the Leadership Advisory Committee (LAC), and support staff. To ensure the LAC has the opportunity to review information prior to the meeting, please send e-mails by 10:00 AM on the meeting date. You can find a link to our Public Comment Policy here:

<https://www.colusasutteryolochildsupport.gov/home/showpublisheddocument/85092/638877349099430000>

- b. Live remote public comments:
 - i. Device with microphone: Press the "raise a hand" button.
 - ii. Phone: Press *9 to indicate a desire to make comment

Support staff will call you by your name or phone number when it is your turn to comment. Speakers will be limited to no more than three minutes and will be asked to state their name for the record.



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

Consent Items

- 4. Approve the minutes of the June 5, 2025, Leadership Advisory Committee Meeting**
- 5. General Update – Natalie Dillon**
- 6. RCSA Financial Update – Amanda Battles**

Discussion Items

- 7. Performance Planning – Amanda Battles**
- 8. Leadership Advisory Committee Comments and Discussion**
- 9. Adjourn**

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

Meeting Minutes

Thursday, June 05, 2025

02:00 PM– 03:30 PM

This meeting occurred via teleconference compliant with the requirements of the Brown Act. The recording of this meeting can be viewed [here](#).

LAC Members	
Janice Bell	Colusa County Supervisor
Wendy G. Tyler	Colusa County Administrative Officer
Mike Ziegenmeyer	Sutter County Supervisor
Steven M. Smith	Sutter County Administrative Officer
Lucas Frerichs	Yolo County Supervisor
Michael Webb	Yolo County Administrative Officer

General Agenda

1. Call to Order, Roll Call

Meeting started 02:04 pm.

Roll called at 02:05 pm. LAC members present were:

Colusa County Supervisor Janice Bell.

Colusa County Administrative Officer Wendy Tyler.

Sutter County Administrative Officer Steve Smith.

Yolo County Supervisor Lucas Frerichs.

Yolo County Administrative Officer Michael Webb (arrived after roll, 2:21pm)



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Sutter County Supervisor Ziegenmeyer was Absent.

Also present were:

Colusa, Sutter and Yolo Regional Child Support Agency

Director Natalie Dillon.

Assistant Director Amanda Battles.

Program Manager Daniel Padilla.

2. Consider Approval of Agenda

02:05 pm, Director Dillon requested motion to approve the agenda.

MOVED BY: Frerichs/SECONDED: Smith.

AYES: Bell, Tyler, Smith, Frerichs.

NOES: None.

ABSTAIN: None.

ABSENT: Ziegenmeyer and Webb.

3. Public Comment

02:06 pm, No live public comment via callers / online chat. No comment received via other correspondence before meeting start.

Approval of Consent Agenda

02:06 pm, Director Dillon requested motion to approve Consent Agenda.

MOVED BY: Tyler / SECONDED: Frerichs.

AYES: Bell, Tyler, Smith, Frerichs.

NOES: None.

ABSTAIN: None.

ABSENT: Ziegenmeyer and Webb.



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

Consent Items

- 4. Approve the minutes of the December 5, 2024, Leadership Advisory Committee Meeting**
- 5. General Update – Natalie Dillon**

Discussion Items

6. LAC Public Comment Policy and Procedure – Natalie Dillon

No questions, comments or edits on policy as proposed.

02:08 pm. Director Dillon requested motion to adopt Policy.

MOVED BY: Smith / SECONDED: Frerichs.

AYES: Bell, Tyler, Smith, Frerichs.

NOES: None.

ABSTAIN: None.

ABSENT: Ziegenmeyer and Webb

7. RCSA Financial Update – Amanda Battles

The current state fiscal year (SFY) is ending. We had a \$233,000 decrease to our overall allocation. We will still be under budget for the SFY 2024-25. We have continued to not spend our Federal Performance Incentive Funds (FPIF) which will allow us to budget these funds in the next fiscal year, if needed. Sutter County moved to a new financial system. There was not much of an impact to the RCSA, other than time reporting for some of our employees who have not transitioned over to Yolo County at this time. We have been able to get more people cross-trained and changed some of our processes. We also replaced a vehicle that was in an accident with a new one. We have done additional community outreach efforts and some facilities improvements.



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Our allocation for SFY 2025-26 was kept flat, which included the decrease from SFY 2024-25. We do have an increase of \$163,000 in FPIF available to us this year. This was a tight budget year. We will need to make changes before the adopted budget in particular to what has been recommended to the Yolo County budget. We are hopeful those available FPIF dollars will offset any increases. Sutter budget was \$150,000 total. We still have three remaining Sutter employees who still have until December of 2025 to make their final decision as it pertains to regionalization. Each of those employees have been budgeted for half a year in each county (1/2 an FTE for each). We are asking for some of our vacant positions to be removed this year. There are still a number of unknowns. There has been no indication of cuts to federal funding of the Child Support Program.

Director Dillon noted in looking at the California budget for SFY 2025-26, there is a small reduction, but the cuts are targeted specifically to the state operations. Local operations were not reduced.

Supervisor Frerichs had a question regarding FPIF funding. Amanda: Depending on statewide spending, savings in the previous year can result in an increase for the next years FPIF. Incentive funds can carry over to the following year.

CAO Mike Webb joined at 2:22 PM. Quick introductions with the rest of the board.

8. RCSA Performance Planning – Daniel Padilla

Program Manager Daniel Padilla provided an overview of the RCSA Performance Planning referencing the materials referenced as Agenda Item #8 in the Leadership Advisory Committee (LAC) packet.

He mentioned that during December 2024 meeting he introduced the Regional Child Support Agency's Performance Plan which was created for this fiscal year and tailored to our organization. We wanted to make sure we had staff moving in the same direction with goals that are aligned with the federal performance



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measures. This clarifies expectations for staff and supervisors and used as a guide across the organization to evaluate staff.

Daniel Padilla went over four of the five Federal Performance Measures, noting that cost effectiveness is calculated after the end of the FFY.

- Parentage, the RCSA is reporting at 92.8% which is just under the state average of 93%. We still have half the year to improve.
- Child Support Orders, we are currently at 91.1% which is higher than the state average that is 87.4%. 35.9% of all our orders were stipulations and were agreed upon, versus the states average of 22.4%.
- Collections on Current Child Support, the RCSA is performing at 68.3% through March, above the statewide average of 61.7%, and is ranked 11th in the state.
- Arrears Federal Performance Measure Number - the RCSA is at 54% with the statewide average at 53.8% as of March 2025.

Director Dillon asked if there were any questions on performance:

- CAO Tyler complimented the organization noting that the number of stipulations shows you are building good working relationships. Kudos. Natalie: It has been a big push across the organization. It is all about connections and reaching out to the communities.
- CAO Webb observed that tracking and metrics are meaningful especially when the statewide performance is used to benchmark. He appreciates all the work in doing so.

9. Leadership Advisory Committee Comments and Discussion

02:42 pm, Director Dillon opened the discussion to all committee members for questions, comments, or input.

- CAO Smith asked about the final rollout for remaining Sutter employees. Do they have until the end of the year to transition over? Is their choice to



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either move over or retire? Is there a choice for them to stay on a Sutter employee?

Director Dillon: It is not an option to remain a Sutter County Employee and remain assigned to the Regional Child Support Agency. However, if the employee wanted to stay with Sutter County, they could reach out to Sutter HR to see if there are other opportunities within Sutter County. They had five years to do so, and we did have one employee who chose this option. The three remaining employees have indicated interest in remaining assigned to the Regional Agency.

Amanda: Thank you to all the board for all the assistance and support within the last five years.

10. Adjourn

02:47 pm, Director Dillon requested a motion to adjourn the meeting. CAO Smith motioned to adjourn. Supervisor Frerichs seconded motion. Votes approved.

MOVED BY: Smith / SECONDED BY: Frerichs.

AYES: Bell, Tyler, Smith, Frerichs, Webb.

NOES: None.

ABSTAIN: Ziegenmeyer

Meeting adjourned 02:48 pm.

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

To: RCSA Leadership Advisory Committee
From: Natalie Dillon, Regional Director
Subject: General Update (Agenda Item #5)
Date: November 21, 2025

Final Employee Transition

As defined in the Regional Child Support Agency (RCSA) MOU, all remaining Colusa and Sutter County Child Support employees must transition to Yolo employment by December 31, 2025. There are three remaining Sutter employees, and no Colusa employees currently assigned to the RCSA. All three employees have received communication from both Sutter and Yolo counties and are prepared to transition. Their last day on the Sutter payroll will be December 26, 2025, and their first day on Yolo payroll will be December 28th. There will be no break in service and leave balances will transfer.

Hiring

In July, Program Manager, Daniel Padilla left our agency to accept a promotion to Deputy Director for another local child support agency. We were sad to see him go, but happy for his promotion and that he is still in the program. We are also excited to share that we have hired Marin Vogan, who comes to us from the California Department of Child Support Services (DCSS). She started earlier this month, and we are thrilled to have her as part of our team.

Federal Administration

The California Child Support program is funded with state (1/3) and federal (2/3) funds. The federal shutdown had the potential to impact our local program. For the months of October and November, DCSS was able to draw down federal funds remaining from the prior federal fiscal year. There is no transparency on the remaining balance from the prior year federal fiscal year. California intended to continue to draw down these funds until exhausted. California was prepared to spend their 1/3 state share absent any federal funds, which would have kept the program going for approximately 2-3 months. On Wednesday, November 12, 2025, President Trump signed a bill passed by Congress ending the longest government shutdown in U.S. history.



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My Sticker Calendar

The Colusa Sutter Yolo Regional Child Support Agency has released its inaugural My Sticker Calendar, a new resource designed to support positive outcomes for children and strengthen co-parenting relationships for parents and guardians in Colusa Sutter and Yolo Counties.

The My Sticker Calendar provides children with a fun, hands-on way to manage shared parenting time while allowing parents to learn about child support at the same time. By helping children visualize when they will be spending time with each parent, the calendar promotes consistency, communication and collaboration within families. Featuring artwork created by local children with colorful stickers, the calendar offers an interactive and positive tool for families to plan and look forward to time spent across households.

Parents and guardians are encouraged to pick up a free calendar at any of the agency offices, at the Family Law Facilitator offices at the Superior Court in each of the three counties, as well as myriad community-based organizations throughout the community. Press releases were issued by each of the three counties to help promote this new resource. While they are moving fast, we do still have a few that can be shared with additional community partners upon request.

Fatherhood Collaboration

The RCSA is collaborating with other local service providers in Yolo County with a focus on fatherhood. Partners include Yolo First Five, Empower Yolo, Communicare+OLE, RISE, Yolo Crisis Nursery and others. After conducting a survey of participating agencies, we agreed our first focus will be on engaging fathers through a survey and potentially a series of focus groups to hear directly from them as to their needs and service delivery questions. Though there is not specific funding for this larger collaborative, we are optimistic about the coordination and programming that could be developed.

Miscellaneous

Colusa e-filing with the Court

Testing e-filing functionality with the Colusa Superior Court has gone well. We expect to be live in December 2025. We are fortunate that all three of our courts use the Tyler Odyssey Court Case Management System so the training on our end is minimal. This will create new efficiencies and less paper going between the court and our office. While we are already e-filing



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with the Sutter and Yolo courts, we have plans to increase the number of documents that we are e-filing.

Ended contract with Yolo IT for support

The RCSA predominantly functions on the DCSS Microsoft Office 365 tenant. However, the hardware deployed in the Colusa and Yuba City offices are supported by DCSS and the hardware in the Woodland office is supported by Yolo County. In Fiscal Year 2024-25 the RCSA has had a contract with Yolo County Information Technology Services (ITS) for a dedicated employee to work in our office for a half day (our office is literally downstairs from ITS, so very convenient). However, due to increasing costs and limited allocation, the RCSA has terminated this contract. Our own staff supported by our Administrative Analyst and the Yolo ITS Helpdesk will provide ongoing support.

Shifted Process Server Model

The RCSA has utilized dedicated extra help process servers to serve legal documents. Although this model generally worked well, we are shifting to a contract process with Rubio's Attorney Services. The goal is to improve timeliness, and overall efficiency of the service of process function.

New Tableau Tools

Through a partnership with the Santa Clara County local child support agency, an additional Tableau dashboard containing child support program data was created for our office. This tool is helpful for staff and leadership to ensure we are focusing on the cases that need our attention.

Additionally, our Administrative Analyst, Carol Lawrence, has created an additional dashboard primarily focused on Child Support order establishment and parentage measures. This will be a helpful tool as we really target improving metrics in this area.

State staff no longer work out of our Colusa office

A few years ago, after Governor Newsom required state employees to work limited hours in the office. DCSS asked if they could have select staff work out of our offices as they had downsized their headquarters and had hired people during the pandemic that lived outside of the 50 miles telework boundary. The RCSA agreed, negotiated a no-cost MOU, and made available one office in the Colusa location for state staff to rotate through. Recently, we received contact from DCSS that this arrangement was no longer needed and so the MOU was cancelled.



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Training & Mentorship Program

RCSA Mentor program

As noted in the general comments of the June LAC report, the RCSA commenced a second cohort of our mentoring program which includes members of the Leadership team mentoring Senior Child Support Specialists. The program includes an assigned mentor/mentee relationship with individually set goals, mock interviews, training and support groups. Feedback continues to be very positive, and we look forward to rolling this out more broadly.

NCSEA, WICSEC and AB 1058 Conference

The last few months have provided me with the opportunity to speak at several state, regional and national conferences – sharing some of the work of the Colusa Sutter Yolo Regional Child Support Agency. I co presented at the 2025 National Child Support Engagement Association (NCSEA) Leadership Symposium in a course about employee engagement entitled Culture in Action: Practical Approaches to Empowering Your Workforce.

I also presented at the 2025 Western Intergovernmental Engagement Council (WICSEC) Training Conference in two sessions: Women in Leadership and Parental Voice – Catalyzing Change in Child Support Practices and Policies. Both courses were well received.

I was asked to co-present with the DCSS Chief Counsel at the 29th Annual Judicial Council of CA AB 1058 Conference regarding local implementation of the FEM Final Rule (Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs Phase II Implementation. Conference attendees were Child Support Commissioners, Family Law Facilitators, Child Support Attorneys and more. It was an exciting opportunity for the program to inform the judiciary on local implementation preparation and practices for important new laws.

FEM Final Rule – Earning Capacity

California will be implementing Phase 2 of FEM (Flexibility, Efficiency and Modernization) Federal Final Rule January 2026, which will require that local child support agencies (LCSA) to consider the following 14 factors when using earning capacity to establish a child support order: assets, residence, employment/earnings history, job skills, educational attainment, literacy, age, health, criminal record and employment barriers, record of seeking work, local job market, availability of employers, prevailing earning levels and other factors as determined. The goal of FEM is to improve child support by setting accurate obligations, increase on-time payments to families, improve collection rates, reduce arrearages. Historically, income has been one of the



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key factors when determining child support. The key change here is related to earning capacity. Earning capacity is when we aim to estimate someone's ability to earn income when we do not have adequate information about their actual income in order to determine Child Support. Most of these other factors will significantly change how we engage with customers, interview, fact gather as well as alter the amount of information presented to the court. These changes will require system changes, training for staff, and to some degree – a customer service philosophy change. We have started some of the training and changes to how we conduct case interviews and document information. This will be ongoing and significant change to the program. We have begun conversations with each of our courts during the AB 1058 Court Roundtable meetings, as there will be impacts to the court and the potential increased need for court calendar time.



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

To: RCSA Leadership Advisory Committee

From: Amanda Battles, Assistant Director

Subject: RCSA Financial Update (Agenda Item #6)

Date: November 21, 2025

SFY 2025-24 Financial Closeout Report

We spent 96% of our regional allocation in SFY 2024-25. 86% of our allocation was budgeted and expended on salaries and benefits, 14% on operating expenses. FY 2024-25 is the last year that we expect to have a budget for the full year in both Yolo and Sutter counties. We have budgeted for half a year for three employees in each of Sutter and Yolo counties for FY 2025-26.

We budgeted \$250,000 in Federal Performance Incentive Funds (FPIF) in FY 2024-25 but did not use these funds. We ultimately budgeted \$232,158 of our FPIF with FY 2025-26 adopted budget. However, we currently have \$463,302 in FPIF funds available to us. We did not budget to our full FPIF. We remain conscientious of our cost effectiveness, and this allows us some flexibility in uncertain financial times.

We continue to be mindful about increasing our cost effectiveness, comparing how much we are collecting to how much we are spending. Cost effectiveness is a Federal Performance Measure, one for which there is a penalty if the state drops below \$2.00. For Federal Fiscal Year (FFY) 2024, Statewide Cost Effectiveness was \$2.28 and we were at \$2.39. An increase for us year over year, and a decrease for the state. For FFY 2025 we are estimating that our cost effectiveness will again be higher than last year. This year due to not spending our full allocation and an increase in collections over the prior year. The chart below provides some additional data over time. Final numbers are not yet in for FFY 2025.

SFY 2025-26 Funding Outlook

In SFY 2024-25 the department allocation was reduced by \$233,229. Final allocation letters for SFY 2025-26 remained flat, the lost funding was not restored. It is anticipated that statewide funding will be restored in SFY 2026-27, however it is unclear how the funds will be distributed



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to the local child support agencies (LCSA). The ultimate methodology may be dependent on LCSA caseload, which would mean the RCSA will not likely have its funding restored.

The department recently submitted our annual FTE Survey to DCSS. The FTE Survey results in DCSS determining the average cost of an FTE for each LCSA. Estimates to DCSS reflected higher average costs year over year. This is primarily associated with increased salary and benefits costs for remaining equity adjustments, negotiated cost of living increases, and final staff transitioning to Yolo County from Sutter. All employees of the agency will be Yolo County employees as of January 2026. The funding methodology uses average cost per FTE and caseload size to determine allocations across the state. Caseloads statewide continue to decline. We are cognizant that our funding may be impacted by either of these factors.



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.



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

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