

CHILD SUPPORT SERVICES

Mission

The mission of the California Child Support Program is to promote the well being of children and the self sufficiency of families by assisting both parents in meeting the financial, medical and emotional needs of their children through the delivery of quality child support establishment, collection and distribution services. El Dorado County Child Support Services meets the State's mission by providing County residents the opportunity to receive services in the Placerville and South Lake Tahoe offices.

Child Support Services also oversees the County Revenue Recovery program. The mission of the Revenue Recovery program is to carry out the Board of Supervisor's fiduciary duty of collecting just and legal obligations through efficient collection practices.

Program Summaries

Administration and Services

Positions: 57 FTE

Extra Help: \$0

Total Appropriations: \$4,747,119

Total Revenues: \$4,747,119

Net County Cost: \$0

The Child Support Program is a Federal/State/Local mandated partnership aimed at establishing paternity and enforcement of child support and medical support. The Federal Child Support Enforcement Program was established in 1975 nationwide. A restructuring of the child support program in 2000 through State reform legislation allows counties to independently operate under the State Department of Child Support Services. The goals of the program are to promote the well being of children and self sufficiency of families by assisting both parents in meeting the financial, medical and emotional needs of their children through the delivery of quality child support establishment, collection and distribution services. Services are provided at no cost to the clients. Revenues for services are ongoing and are provided by the State at 34% and Federal government at 66%. There is no cost to the County General Fund.

EDP Maintenance & Operations

Positions: 1 FTE

Extra Help: \$0

Total Appropriations: \$190,178

Total Revenues: \$190,178

Net County Cost: \$0

This refers to the Electronic Data Processing/Maintenance and Operations arm of the Division. Funding is provided by the State and Federal government for specific, identifiable child support automation duties and responsibilities. Funding covers Information technology support, network costs and other automation related expenses.

Revenue Recovery Division

Positions: 6 FTE

Extra Help: \$0

Total Appropriations: \$497,282

Total Revenues: \$497,282

Net County Cost: \$0

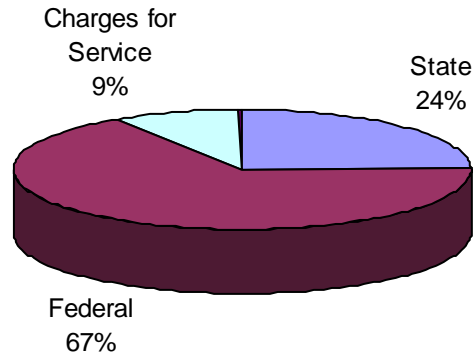
The Revenue Recovery Division is responsible for enforcement and collection of debts owed to many County Departments. Although Revenue Recovery is a General Fund program, costs for operating the program are fully offset by a portion of the revenues collected (13%) for the County departments served and charges for services to the agencies being served (such as Superior Court).

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Financial Charts

Source of Funds

State and Federal Revenues (\$4,937,297): Revenues for the Child Support Services Division include a combination of State (\$1,329,193) and Federal (\$3,608,104) funds. Revenues are advanced to the department and are initially deposited in a special revenue fund and subsequently transferred each quarter to the Child Support operating budget based on the quarterly claimed expenses.



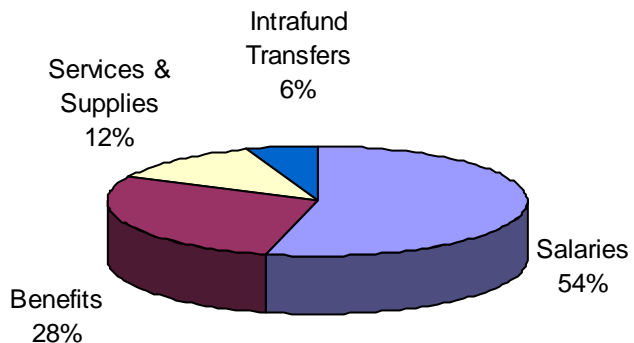
Charges for Services (\$483,791): Revenues from Courts and County departments for Revenue Recovery services.

Miscellaneous (\$13,491): Revenues for other Revenue Recovery services.

Net County Cost (\$0): The Department is budgeted at zero Net County Cost.

Use of Funds

Funding allocated for the Child Support Services program is used only for the purpose of child support collections. All costs for Revenue Recovery activities are tracked separately and charged to the Revenue Recovery program budget.



Salaries & Benefits (\$4,466,897): Primarily comprised of salaries (\$2,928,397) retirement (\$543,940) and health insurance (\$727,352).

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Services & Supplies (\$666,761): Primarily comprised of facility costs including rent, utilities, janitorial services (\$224,649); contracts for process server and locate services, external data processing, and lab testing services (\$72,790); office expenses and postage (\$104,941); County liability insurance charges (\$47,364) computer software licenses and maintenance (\$20,837); staff development (\$25,600); fleet vehicle and fuel charges (\$42,098) and copier lease charges (\$33,000).

Intrafund Transfers and Abatements (\$300,921): Primarily comprised of County A-87 charges (\$124,646); charges from other departments for services such as network and mainframe support (\$105,745), and telephone costs (\$43,600); and abatement transfers for the 13% charge to General Fund departments for revenues collected on their behalf (-\$10,500).

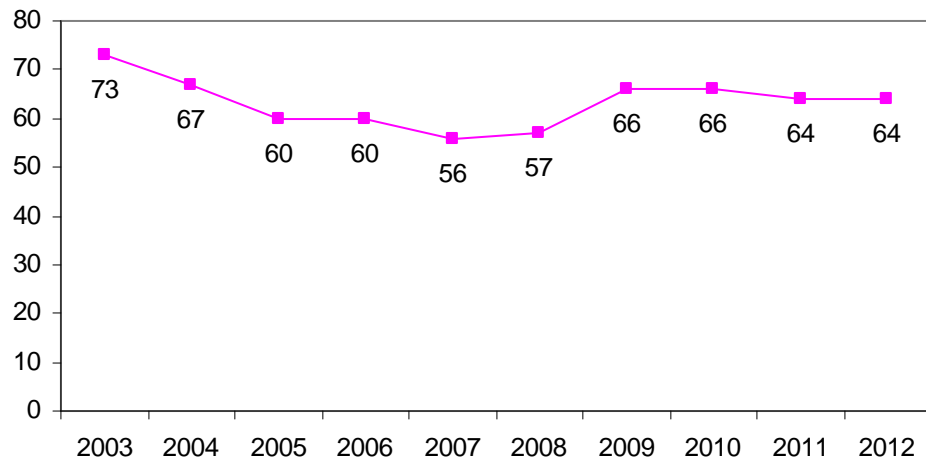
Staffing Trend

Staffing for Child Support Services over the past ten years has fluctuated based on funding allocations

provided by the State and the transfer of the County's Revenue Recovery Program to the department in FY 2008-09.

The recommended staff allocation for

FY 2011-12 remains at 64 FTEs with 56 FTEs on the West Slope and 8 FTEs at South Lake Tahoe.



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Chief Administrative Office Comments

The Department's State funding allocation for FY 2011-12 Child Support Administration activities remains at \$4,747,119 and consists of a base allocation of \$4,578,589 and revenue stabilization augmentation funds of \$168,530 dedicated to programs that maximize the probability of success in Child Support collections. The augmentation funding is part of the local assistance base budget and is not a one time augmentation. These funds will be directed to an "early intervention" program within the Department. Early intervention has been proven to be effective in both increasing collections and improving performance measures. The State allocation for the Electronic Data Processing Maintenance and Operations (EDP/MO) program is anticipated to be \$190,178, the same level as FY 2010-11.

Overall salaries and benefits remain flat and include a reduction of \$31,182 in retirement due to the anticipated employee partial pick-up of retirement costs which is offset by an increase in projected health insurance costs of \$33,200. Additionally, a conservative projection for salary savings is included in the budget based on current and historical position vacancies/turnover. Since FY 2001-02, Child Support has experienced an average of 6% salary savings annually. The FY 2011-12 budget includes a projected savings of approximately 4%, or \$188,463.

Services and supplies are increasing by \$12,660 primarily due to an increase in professional services for server of process contracts for both Child Support and Revenue Recovery. This increase is offset by reductions of \$22,242 in a number of Intrafund transfer line items including County A-87 charges and IT network charges.

El Dorado County Child Support Services was identified by the State as a top performing county, rated #3 out of the 58 California Counties for Federal Fiscal Year 2010 with total collections of \$12.6 million. Additionally, the Revenue Recovery Division anticipates collecting approximately \$2.8 million in revenues in FY 2010-11 for the agencies and departments they serve. A portion of those collections is retained to offset direct program costs with a zero Net County Cost budget.

CHILD SUPPORT SERVICES

Financial Information by Fund Type

FUND TYPE: 10 GENERAL FUND
 DEPARTMENT: 79 CHILD SUPPORT SERVICES

| | | CURRENT YR | | DEPARTMENT | CAO | |
|----------------------------|---------------------------------------|------------|-----------|------------|-------------|------------|
| | | MID-YEAR | APPROVED | REQUEST | RECOMMENDED | DIFFERENCE |
| | | PROJECTION | BUDGET | | BUDGET | |
| TYPE: R REVENUE | | | | | | |
| SUBOBJ SUBOBJ TITLE | | | | | | |
| 0887 | ST: INCENTIVES CHILD SUPPORT | 0 | 0 | 1,329,193 | 1,329,193 | 1,329,193 |
| CLASS: 05 | REV: STATE INTERGOVERNMENTAL | 0 | 0 | 1,329,193 | 1,329,193 | 1,329,193 |
| 1102 | FED: INCENTIVES CHILD SUPPORT | 0 | 0 | 3,258,616 | 3,258,616 | 3,258,616 |
| 1103 | FED: 66% CHILD SUPPORT 356 | 0 | 0 | 349,488 | 349,488 | 349,488 |
| CLASS: 10 | REV: FEDERAL INTERGOVERNMENTAL | 0 | 0 | 3,608,104 | 3,608,104 | 3,608,104 |
| 1740 | CHARGES FOR SERVICES | 419,027 | 466,201 | 471,124 | 471,124 | 4,923 |
| 1821 | INTERFND REV: COLLECTIONS | 12,840 | 16,500 | 12,667 | 12,667 | -3,833 |
| CLASS: 13 | REV: CHARGE FOR SERVICES | 431,867 | 482,701 | 483,791 | 483,791 | 1,090 |
| 1940 | MISC: REVENUE | 9,888 | 10,000 | 13,491 | 13,491 | 3,491 |
| CLASS: 19 | REV: MISCELLANEOUS | 9,888 | 10,000 | 13,491 | 13,491 | 3,491 |
| 2020 | OPERATING TRANSFERS IN | 4,877,052 | 4,942,159 | 0 | 0 | -4,942,159 |
| CLASS: 20 | REV: OTHER FINANCING SOURCES | 4,877,052 | 4,942,159 | 0 | 0 | -4,942,159 |
| TYPE: R SUBTOTAL | | 5,318,807 | 5,434,860 | 5,434,579 | 5,434,579 | -281 |

CHILD SUPPORT SERVICES

Financial Information by Fund Type

FUND TYPE: 10 GENERAL FUND
 DEPARTMENT: 79 CHILD SUPPORT SERVICES

| | | MID-YEAR | CURRENT YR | DEPARTMENT | CAO | |
|----------------------------|---------------------------------------|------------------|------------------|------------------|------------------|--------------|
| | | PROJECTION | APPROVED | REQUEST | RECOMMENDED | DIFFERENCE |
| | | | BUDGET | | BUDGET | |
| TYPE: E EXPENDITURE | | | | | | |
| SUBOBJ SUBOBJ TITLE | | | | | | |
| 3000 | PERMANENT EMPLOYEES / ELECTED | 2,844,880 | 2,873,493 | 2,901,196 | 2,901,196 | 27,703 |
| 3001 | TEMPORARY EMPLOYEES | 18,185 | 0 | 0 | 0 | 0 |
| 3002 | OVERTIME | 927 | 0 | 0 | 0 | 0 |
| 3004 | OTHER COMPENSATION | 25,233 | 0 | 0 | 0 | 0 |
| 3005 | TAHOE DIFFERENTIAL | 13,899 | 16,800 | 16,800 | 16,800 | 0 |
| 3006 | BILINGUAL PAY | 10,448 | 18,720 | 10,400 | 10,400 | -8,320 |
| 3020 | RETIREMENT EMPLOYER SHARE | 532,140 | 575,123 | 543,940 | 543,940 | -31,183 |
| 3022 | MEDI CARE EMPLOYER SHARE | 41,197 | 42,210 | 43,868 | 43,868 | 1,658 |
| 3040 | HEALTH INSURANCE EMPLOYER SHARE | 637,410 | 694,151 | 727,352 | 727,352 | 33,201 |
| 3041 | UNEMPLOYMENT INSURANCE EMPLOYER | 51,684 | 51,519 | 50,648 | 50,648 | -871 |
| 3042 | LONG TERM DISABILITY EMPLOYER SHARE | 10,761 | 10,760 | 10,854 | 10,854 | 94 |
| 3043 | DEFERRED COMPENSATION EMPLOYER | 18,116 | 14,992 | 14,611 | 14,611 | -381 |
| 3046 | RETIREE HEALTH: DEFINED CONTRIBUTIONS | 66,099 | 66,099 | 66,099 | 66,099 | 0 |
| 3060 | WORKERS' COMPENSATION EMPLOYER | 51,728 | 51,728 | 33,129 | 33,129 | -18,599 |
| 3080 | FLEXIBLE BENEFITS | 11,576 | 48,000 | 48,000 | 48,000 | 0 |
| CLASS: 30 | SALARY & EMPLOYEE BENEFITS | 4,334,283 | 4,463,596 | 4,466,897 | 4,466,897 | 3,301 |
| 4040 | TELEPHONE COMPANY VENDOR PAYMENTS | 346 | 1,000 | 600 | 600 | -400 |
| 4041 | COUNTY PASS THRU TELEPHONE CHARGES | 4,997 | 5,625 | 5,300 | 5,300 | -325 |
| 4080 | HOUSEHOLD EXPENSE | 0 | 100 | 0 | 0 | -100 |
| 4086 | JANITORIAL / CUSTODIAL SERVICES | 13,000 | 13,000 | 13,584 | 13,584 | 584 |
| 4100 | INSURANCE: PREMIUM | 39,914 | 39,914 | 47,364 | 47,364 | 7,450 |
| 4140 | MAINT: EQUIPMENT | 50 | 100 | 100 | 100 | 0 |
| 4144 | MAINT: COMPUTER | 15,274 | 16,800 | 17,337 | 17,337 | 537 |
| 4180 | MAINT: BUILDING & IMPROVEMENTS | 1,400 | 3,600 | 3,528 | 3,528 | -72 |
| 4183 | MAINT: GROUNDS | 0 | 150 | 0 | 0 | -150 |
| 4220 | MEMBERSHIPS | 11,726 | 12,170 | 12,425 | 12,425 | 255 |
| 4260 | OFFICE EXPENSE | 33,671 | 36,000 | 37,000 | 37,000 | 1,000 |
| 4261 | POSTAGE | 63,976 | 80,000 | 67,941 | 67,941 | -12,059 |
| 4262 | SOFTWARE | 3,236 | 300 | 1,000 | 1,000 | 700 |
| 4263 | SUBSCRIPTION / NEWSPAPER / JOURNALS | 8,721 | 2,500 | 10,200 | 10,200 | 7,700 |
| 4264 | BOOKS / MANUALS | 74 | 2,000 | 1,000 | 1,000 | -1,000 |
| 4265 | LAW BOOKS | 4,794 | 5,000 | 4,900 | 4,900 | -100 |
| 4266 | PRINTING / DUPLICATING SERVICES | 2,365 | 3,250 | 1,250 | 1,250 | -2,000 |
| 4267 | ON-LINE SUBSCRIPTIONS | 180 | 150 | 150 | 150 | 0 |
| 4300 | PROFESSIONAL & SPECIALIZED SERVICES | 60,721 | 42,000 | 59,690 | 59,690 | 17,690 |
| 4308 | EXTERNAL DATA PROCESSING SERVICES | 6,262 | 19,130 | 5,100 | 5,100 | -14,030 |
| 4324 | MEDICAL, DENTAL, LAB & AMBULANCE SRV | 8,416 | 8,000 | 8,000 | 8,000 | 0 |
| 4400 | PUBLICATION & LEGAL NOTICES | 1,590 | 1,500 | 1,500 | 1,500 | 0 |
| 4420 | RENT & LEASE: EQUIPMENT | 25,105 | 33,000 | 33,000 | 33,000 | 0 |
| 4440 | RENT & LEASE: BUILDING & IMPROVEMENTS | 191,803 | 183,000 | 178,065 | 178,065 | -4,935 |
| 4461 | EQUIP: MINOR | 729 | 0 | 0 | 0 | 0 |

CHILD SUPPORT SERVICES

Financial Information by Fund Type

FUND TYPE: 10 GENERAL FUND
 DEPARTMENT: 79 CHILD SUPPORT SERVICES

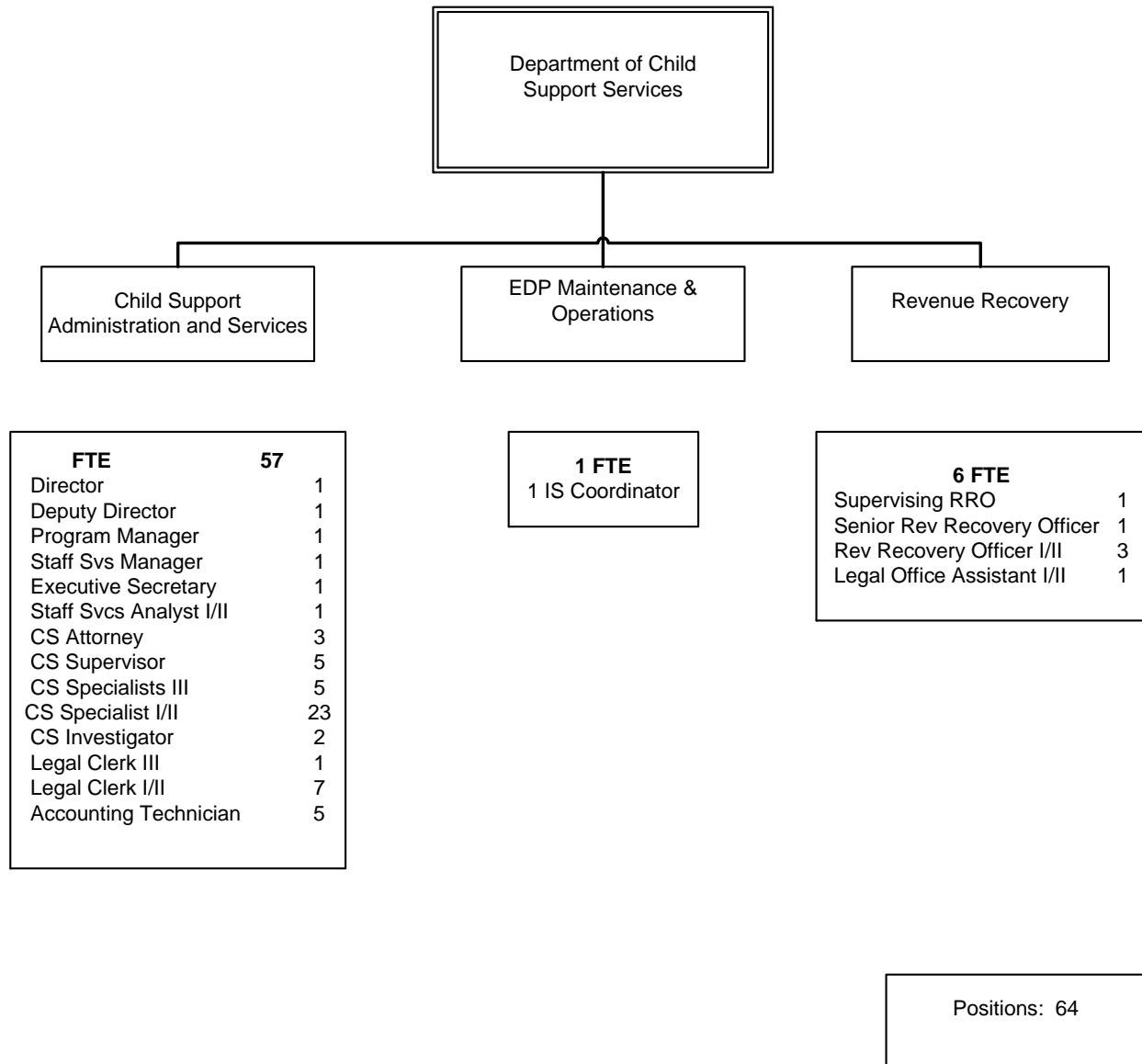
| | | CURRENT YR | | CAO | | |
|-------------------------|-----------------------------------|------------|-----------|------------|-------------|------------|
| | | MID-YEAR | APPROVED | DEPARTMENT | RECOMMENDED | |
| | | PROJECTION | BUDGET | REQUEST | BUDGET | DIFFERENCE |
| 4462 | EQUIP: COMPUTER | 124 | 0 | 5,900 | 5,900 | 5,900 |
| 4500 | SPECIAL DEPT EXPENSE | 47,238 | 22,862 | 32,679 | 32,679 | 9,817 |
| 4501 | SPECIAL PROJECTS | 1,000 | 1,000 | 1,000 | 1,000 | 0 |
| 4503 | STAFF DEVELOPMENT | 17,042 | 35,600 | 25,600 | 25,600 | -10,000 |
| 4529 | SOFTWARE LICENSE | 5,734 | 3,500 | 3,500 | 3,500 | 0 |
| 4600 | TRANSPORTATION & TRAVEL | 12,546 | 12,700 | 12,700 | 12,700 | 0 |
| 4602 | MILEAGE: EMPLOYEE PRIVATE AUTO | 979 | 2,000 | 1,250 | 1,250 | -750 |
| 4605 | RENT & LEASE: VEHICLE | 26,651 | 20,000 | 29,098 | 29,098 | 9,098 |
| 4606 | FUEL PURCHASES | 9,601 | 13,150 | 13,000 | 13,000 | -150 |
| 4620 | UTILITIES | 32,299 | 35,000 | 33,000 | 33,000 | -2,000 |
| CLASS: 40 | SERVICE & SUPPLIES | 651,564 | 654,101 | 666,761 | 666,761 | 12,660 |
| 7200 | INTRAFUND TRANSFERS: ONLY GENERAL | 16,288 | 16,100 | 17,100 | 17,100 | 1,000 |
| 7220 | INTRAFND: TELEPHONE EQUIPMENT & | 44,691 | 39,600 | 43,600 | 43,600 | 4,000 |
| 7223 | INTRAFND: MAIL SERVICE | 5,506 | 5,506 | 6,419 | 6,419 | 913 |
| 7224 | INTRAFND: STORES SUPPORT | 3,482 | 3,358 | 4,611 | 4,611 | 1,253 |
| 7225 | INTRAFND: CENTRAL DUPLICATING | 9,000 | 9,400 | 7,598 | 7,598 | -1,802 |
| 7227 | INTRAFND: MAINFRAME SUPPORT | 20,087 | 20,087 | 21,899 | 21,899 | 1,812 |
| 7229 | INTRAFND: PC SUPPORT | 1,700 | 1,580 | 1,900 | 1,900 | 320 |
| 7231 | INTRAFND: IS PROGRAMMING SUPPORT | 3,700 | 1,600 | 3,600 | 3,600 | 2,000 |
| 7233 | INTRAFND: CHILD SUPPORT SERVICES | 136,501 | 136,501 | 120,848 | 120,848 | -15,653 |
| 7234 | INTRAFND: NETWORK SUPPORT | 99,931 | 99,931 | 83,846 | 83,846 | -16,085 |
| CLASS: 72 | INTRAFUND TRANSFERS | 340,886 | 333,663 | 311,421 | 311,421 | -22,242 |
| 7353 | INTRFND ABATEMENTS: COLLECTIONS | -4,294 | -16,500 | -10,500 | -10,500 | 6,000 |
| CLASS: 73 | INTRAFUND ABATEMENT | -4,294 | -16,500 | -10,500 | -10,500 | 6,000 |
| TYPE: E SUBTOTAL | | 5,322,439 | 5,434,860 | 5,434,579 | 5,434,579 | -281 |
| FUND TYPE: 10 | SUBTOTAL | 3,632 | 0 | 0 | 0 | 0 |
| DEPARTMENT: 79 | SUBTOTAL | 3,632 | 0 | 0 | 0 | 0 |

CHILD SUPPORT SERVICES

Personnel Allocations

| Classification Title | 2010-11 Adjusted Allocation | 2011-12 Dept Request | 2011-12 CAO Recm'd | Diff from Adjusted |
|---|-----------------------------------|----------------------------|--------------------------|-----------------------|
| Director of Child Support Services | 1.00 | 1.00 | 1.00 | - |
| Accounting Technician | 5.00 | 5.00 | 5.00 | - |
| Child Support Attorney I-IV | 3.00 | 3.00 | 3.00 | - |
| Child Support Investigator I/II | 2.00 | 2.00 | 2.00 | - |
| Child Support Specialist I/II | 23.00 | 23.00 | 23.00 | - |
| Child Support Specialist III | 5.00 | 5.00 | 5.00 | - |
| Child Support Supervisor | 5.00 | 5.00 | 5.00 | - |
| Deputy Director of Child Support Services | 1.00 | 1.00 | 1.00 | - |
| Executive Secretary | 1.00 | 1.00 | 1.00 | - |
| IS Coordinator | 1.00 | 1.00 | 1.00 | - |
| Legal Clerk I/II | 7.00 | 7.00 | 7.00 | - |
| Legal Clerk III | 1.00 | 1.00 | 1.00 | - |
| Legal Office Assistant I/II | 1.00 | 1.00 | 1.00 | - |
| Program Manager | 1.00 | 1.00 | 1.00 | - |
| Revenue Recovery Officer I/II | 3.00 | 3.00 | 3.00 | - |
| Sr Revenue Recovery Officer | 1.00 | 1.00 | 1.00 | - |
| Staff Services Analyst I/II | 1.00 | 1.00 | 1.00 | - |
| Staff Services Manager | 1.00 | 1.00 | 1.00 | - |
| Supervising Revenue Recovery Officer | 1.00 | 1.00 | 1.00 | - |
| Department Total | 64.00 | 64.00 | 64.00 | - |

CHILD SUPPORT SERVICES



CHILD SUPPORT SERVICES

Ten Year History

| | 02/03 Actual | 03/04 Actual | 04/05 Actual | 05/06 Actual | 06/07 Actual |
|-----------------------------|------------------|------------------|------------------|------------------|------------------|
| Use of Funds | 11,377 | 9,233 | 15,568 | 17,302 | 97,783 |
| State | 1,480,600 | 1,374,086 | 91,145 | 84,656 | 53,014 |
| Federal | 3,642,913 | 3,346,924 | 16,398 | - | - |
| Other Governmental | - | 4,400 | 7,834 | 5,882 | - |
| Charges for Service | - | - | - | - | - |
| Misc. | - | 16,581 | - | - | - |
| Othe Financing Sources | - | - | 4,527,198 | 4,645,178 | 4,570,109 |
| Total Revenue | 5,134,890 | 4,751,224 | 4,658,143 | 4,753,018 | 4,720,906 |
| Salaries | 2,683,416 | 2,486,421 | 2,173,476 | 2,331,332 | 2,466,170 |
| Benefits | 993,227 | 1,100,283 | 1,100,360 | 1,247,691 | 1,208,148 |
| Services & Supplies | 1,050,774 | 855,900 | 755,131 | 519,999 | 564,612 |
| Other Charges | 381 | 300 | 977 | 1,780 | 1,166 |
| Fixed Assets | 72,121 | 17,864 | - | 10,074 | 119,059 |
| Intrafund Transfers | 305,175 | 311,527 | 643,687 | 582,101 | 418,991 |
| Total Appropriations | 5,105,094 | 4,772,295 | 4,673,631 | 4,692,977 | 4,778,146 |
| NCC | (29,796) | 21,071 | 15,488 | (60,041) | 57,240 |
| FTE's | 73 | 67 | 60 | 60 | 56 |

CHILD SUPPORT SERVICES

Ten Year History

| | 07/08 Actual | 08/09 Actual | 09/10 Actual | 10/11 Projected | 11/12 Budget |
|-----------------------------|------------------|------------------|------------------|--------------------|------------------|
| Use of Funds | 71,687 | 21,554 | 4,141 | 5,000 | - |
| State | 111,645 | 91,655 | 9,992 | 1,386,638 | 1,329,193 |
| Federal | - | - | - | 3,485,413 | 3,608,104 |
| Other Governmental | - | - | - | - | - |
| Charges for Service | - | 415,659 | 421,225 | 431,867 | 483,791 |
| Misc. | - | 13,108 | 12,289 | 9,888 | 13,491 |
| Othe Financing Sources | 4,606,199 | 4,496,126 | 4,748,959 | - | - |
| Total Revenue | 4,789,531 | 5,038,102 | 5,196,606 | 5,318,806 | 5,434,579 |
| Salaries | 2,559,984 | 2,862,474 | 2,978,190 | 2,913,572 | 2,928,396 |
| Benefits | 1,224,528 | 1,301,596 | 1,266,938 | 1,420,710 | 1,538,501 |
| Services & Supplies | 464,325 | 650,560 | 713,245 | 651,562 | 666,761 |
| Other Charges | 363 | - | - | - | - |
| Fixed Assets | 1,969 | 30,925 | - | - | - |
| Intrafund Transfers | 532,303 | 287,590 | 231,648 | 336,595 | 300,921 |
| Total Appropriations | 4,783,472 | 5,133,145 | 5,190,021 | 5,322,439 | 5,434,579 |
| NCC | (6,059) | 95,043 | (6,585) | 3,633 | - |
| FTE's | 57 | 66 | 66 | 64 | 64 |

| 10 Year Variance | | |
|-----------------------------|----------------|--------------|
| | \$ Change | % Change |
| Use of Funds | (11,377) | -100% |
| State | (151,407) | -10% |
| Federal | (34,809) | -1% |
| Other Governmental | - | 0% |
| Charges for Service | 483,791 | 0% |
| Misc. | 13,491 | 0% |
| Othe Financing Sources | - | 0% |
| Total Revenue | 299,689 | 6% |
| Salaries | 244,980 | 9% |
| Benefits | 545,274 | 55% |
| Services & Supplies | (384,013) | -37% |
| Other Charges | (381) | -100% |
| Fixed Assets | (72,121) | -100% |
| Intrafund Transfers | (4,254) | -1% |
| Total Appropriations | 329,485 | 6% |
| NCC | 29,796 | -100% |
| FTE's | (9) | -12% |

Notes

Child Support included in DA's office in FY 2000-01

FY 2008-09 Revenue Recovery transferred to Child Support (5FTE). Deleted 1 FTE in November 2008.

May 2009 added 5 FTE to Child Support and 2 FTE to Revenue Recovery. All positions are revenue offset.

FY 2009-10 State contract providing funding for special child support services was canceled.

FY 2010-11 Child Support allocation remains flat while costs increase.

FY 2011-12 - No staffing changes