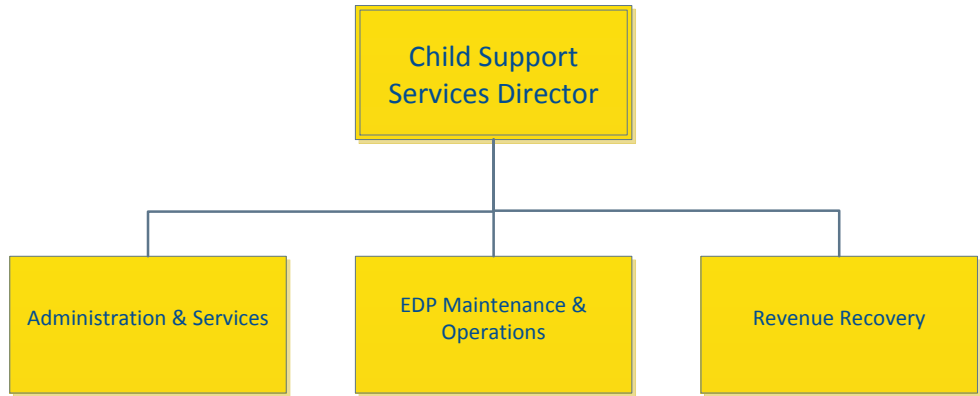




Child Support Services

Organizational Chart



Goals

Increase Total Distributed Collections by 2.4%

Define CSS customer service standards, develop survey and train all staff in customer service

Evaluate our philosophy in setting and modifying support orders

Develop & strengthen collaborative partnerships with Shingle Springs Miwoks, EDC Health & Human Services Agency and the El Dorado Superior Court

Continue with a focus on change management to improve organizational culture

Increase the total collections for both the Superior Court and the County Departments

Increase Small Claims Judgments by 10% in an effort to increase enforcement actions and extend the collection period for County Department Collections

Attend the California Revenue Officer's Association (CROA) annual training conference with the goal of improving upon our collection strategies

Continue data clean up and revision of existing procedure manuals

Continue with a focus on change management to improve organizational culture

Department Overview

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 Shingle Springs 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.

2015-16 Summary of Department Programs				
	Appropriation	Revenue	Net County Cost	Staffing
Administration and Services	\$4,747,119	\$4,747,119	\$0	50.00
EDP Maintenance & Operations	\$358,720	\$358,720	\$0	1.00
Revenue Recovery	\$928,735	\$928,735	\$0	9.00
<i>TOTAL</i>	<i>\$6,034,574</i>	<i>\$6,034,574</i>	<i>\$0</i>	<i>60.00</i>

Recommended Budget Highlights for Child Support Services

The Department of Child Support Services is 100% funded through the State Department of Child Support Services (DCSS). The funding source is 66% Federal funds and 34% State funds. The Child Support budget is separated into Administration and EDP/MNO (Electronic Data Processing – Maintenance and Operations) categories and funded as such. Administration funding is intended to support all Child Support operations, such as salaries, benefits, vehicles, rent and utilities, supplies, and contracts. EDP/MNO funding is provided to support the Child Support Automation Program, IT staff, network costs and other automation related expenses. The Department’s revenues are a reimbursement for authorized expenditures by the State DCSS. Expense claims are submitted on a quarterly basis. The DCSS does not cost the El Dorado County General Fund any operation dollars. DCSS is zero county cost.

DCSS also has the responsibility of managing the County Revenue Recovery Division. The Revenue Recovery Division is revenue-producing and is mainly funded by the courts and other El Dorado County departments. The permanent FTE count in Revenue Recovery will remain at 9 FTEs. However, several Child Support staff members spend a portion of their time providing support and oversight of the division in various capacities. Staff completes detailed time studies and any costs incurred for Revenue Recovery activity will be transferred accordingly.

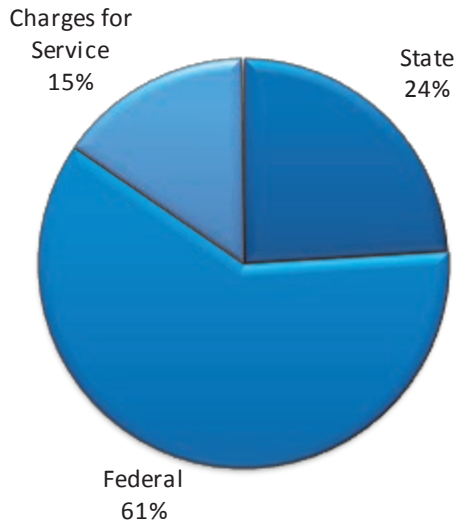
The Recommended Budget for Child Support Services and Revenue Recovery represents an overall increase of \$132,083 or 2% in revenues and appropriations when compared to the FY 2014-15 approved budget. All costs are offset by revenues – there is no Net County Cost for the department.

Increased revenues are from federal and state allocations for Child Support programs (\$104,026) and charges for service related to revenue recovery services to county departments and other agencies (\$28,057).

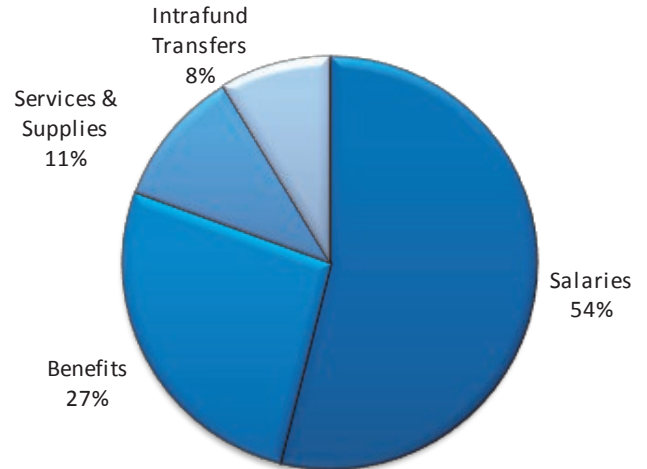
Several increased costs are affecting the department’s spending plan including lease expenses, salaries, workers compensation, and the department’s allocation of OMB A-87 costs. In order to mitigate these increases, the department has reduced expenses where possible and included an estimated 3.5% salary savings based on historical vacancy rates for existing employees and savings from three specific positions that will be held vacant. Due to the transferring of our inbound call center call volume to another Local Child Support Agency (LCSA) in 2014, coupled with more efficient case processing, the Child Support Administrative area plans to keep one Child Support Specialist, one Legal Clerk, and one Accounting Technician position vacant and utilize that salary savings, as well as an anticipated 3.5% salary savings for existing employees, to cover increases in costs. The department and the Chief Administrative Office will carefully monitor salary and benefit expenses during the fiscal year to ensure they remain within budget.

	12/13	13/14	14/15	15/16	15/16
	Actual	Actual	Projected	Dept Req	CAO Rec
Use of Funds	3,062	3,719	-	-	-
State	1,464,265	1,388,767	1,420,207	1,451,158	1,451,158
Federal	3,103,240	2,879,938	3,594,600	3,654,681	3,654,681
Charges for Service	535,467	746,880	886,678	914,735	914,735
Misc.	10,794	12,053	14,000	14,000	14,000
Total Revenue	5,116,828	5,031,357	5,915,485	6,034,574	6,034,574
Salaries	2,983,186	3,108,457	3,737,191	3,252,523	3,252,523
Benefits	1,461,376	1,335,951	1,162,784	1,610,574	1,610,574
Services & Supplies	554,899	706,644	721,682	651,799	651,799
Intrafund Transfers	142,305	(85,338)	293,828	519,678	519,678
Total Appropriations	5,141,766	5,065,714	5,915,485	6,034,574	6,034,574
NCC	24,938	34,357	-	-	-
FTE's	64	66	60	60	60

Source of Funds



Use of Funds



Source of Funds—Child Support Services

State and Federal Revenues (\$5,105,839): Revenues for the Child Support Services Division include a combination of State (\$1,451,158) and Federal (\$3,654,681) funds.

Charges for Services (\$914,735): Revenues from Courts and County departments for Revenue Recovery services.

Miscellaneous (\$14,000): Revenues for other Revenue Recovery services.

Use of Funds—Child Support Services

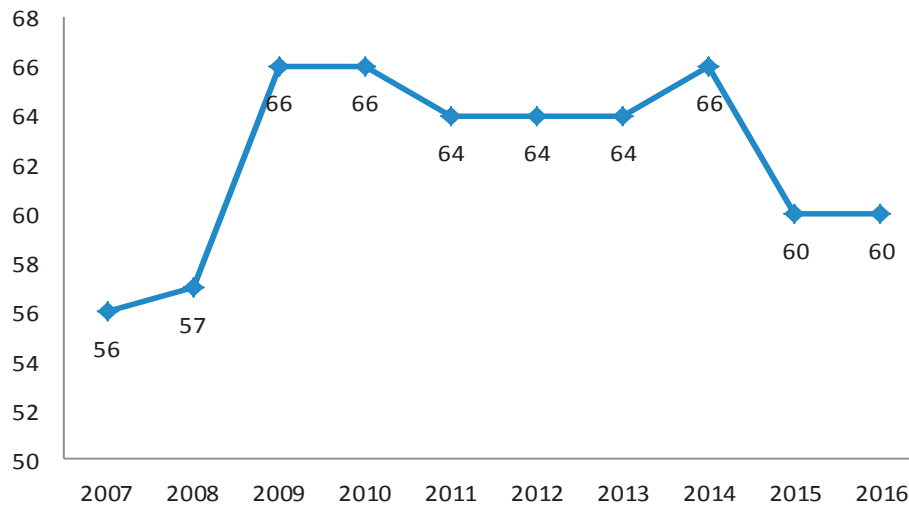
Salaries & Benefits (\$4,863,097): Primarily comprised of salaries (\$3,231,323), health insurance (\$691,474), and retirement (\$713,469).

Services & Supplies (\$651,799): Primarily comprised of facility costs including rent, utilities, janitorial services (\$329,600); office expenses and postage (\$100,089); fleet vehicle and fuel charges (\$42,553); County liability insurance charges (\$37,526); contracts for process server and locate services, external data processing, and lab testing services (\$42,450); and staff development and travel (\$15,000).

Intrafund Transfers (\$534,808): Primarily comprised of A-87 cost allocation charges (\$510,469) and mail service (\$19,592).

Intrafund Abatements (\$-15,130): Transfers for charges to General Fund departments for revenues collected on their behalf.

Staffing Trend for Child Support Services



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. In FY 2014-15, six vacant positions were deleted due to increasing expenses and stagnant revenue from the state and federal government. The recommended personnel allocation for FY 2015-16 remains at 60 FTEs, with 55.5 FTEs on the West Slope and 4.5 FTEs at South Lake Tahoe.

Classification Title	2014-15 Adjusted Allocation	2015-16 Dept Request	2015-16 CAO Recm'd	Diff from Adjusted
Director of Child Support Services	1.00	1.00	1.00	-
Accounting Technician	4.00	4.00	4.00	-
Child Support Attorney I-IV	3.00	3.00	3.00	-
Child Support Investigator I/II	2.00	2.00	2.00	-
Child Support Program Manager	1.00	1.00	1.00	-
Child Support Specialist I/II	18.00	18.00	18.00	-
Child Support Specialist III	5.00	5.00	5.00	-
Child Support Supervisor	4.00	4.00	4.00	-
Deputy Director of Child Support Services	1.00	1.00	1.00	-
Fiscal Technician	1.00	1.00	1.00	-
Information Systems Coordinator	1.00	1.00	1.00	-
Legal Clerk I/II	5.00	5.00	5.00	-
Legal Clerk III	1.00	1.00	1.00	-
Legal Office Assistant I/II	1.00	1.00	1.00	-
Office Assistant I/II	1.00	1.00	1.00	-
Revenue Recovery Officer I/II	5.00	5.00	5.00	-
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	-
Staff Services Specialist	2.00	2.00	2.00	-
Supervising Revenue Recovery Officer	1.00	1.00	1.00	-
Department Total	60.00	60.00	60.00	-

Administration and Services Program

Program Summary:

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. 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.

Program Accomplishments:

- ◆ Achieved an increase in Total Distributed Collection by \$352,159 over prior year
- ◆ Achieved 69.2% in Collections on Current Support
- ◆ For every dollar spent, collected \$3.07 in return (Cost Effectiveness)
- ◆ All CSS staff successfully completed the Arbinger Core at Work Curriculum
- ◆ Initiated change management process under leadership of new department head

EDP Maintenance & Operations Program

Program Summary:

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. At this time, the State Department of Child Support Services (DCSS) has not released the initial planning EDP allocation amount.

Revenue and Recovery Program

Program Summary:

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 for the County departments served and charges for services to the agencies being served (such as Superior Court).

Program Accomplishments:

- ◆ Successful conversion from DOS based collections system to Revenue Results, allowing for creation specific work lists to target accounts for collection
- ◆ Revenue Recovery total year to date collections through March 2015 are \$2,512,701, an increase of \$310,717 over the same time last year
- ◆ Collections on behalf of Post Probation Victim Restitution of \$14,555 have been made from the inception of the program.
- ◆ Collections on behalf of other county departments through March 2015 are \$135,412, an increase of \$10,031 over the same time last year.
- ◆ All RR staff successfully completed the Arbinger Core at Work Curriculum
- ◆ Initiated change management process under leadership of new department head

El Dorado County
 Detail of Financing Sources and Financing Uses
 Governmental Funds
 Fiscal Year 2015-16

Budget Unit **79 Child Support Services**
 Function **Public Protection**
 Activity **Judicial**

Detail by Revenue Category and Expenditure Object	2013-14 Actual	2014-15 Actual <input type="checkbox"/> Estimated <input checked="" type="checkbox"/>	2015-16 Department Requested	2015-16 CAO Recommended
1	2	3	4	5

Revenue from Use of Money and Property

0400 Interest	\$ 3,719	\$ -	\$ -	\$ -
Total Revenue from Use of Money and Property	\$ 3,719	\$ -	\$ -	\$ -

Intergovernmental Revenue - State

0880 State - Other	\$ 43,022	\$ -	\$ -	\$ -
0887 State - Child Support Incentives	1,345,745	1,420,207	1,451,158	1,451,158
Total Intergovernmental Revenue - State	\$ 1,388,767	\$ 1,420,207	\$ 1,451,158	\$ 1,451,158

Intergovernmental Revenue - Federal

1102 Federal - Child Support Incentives	\$ 267,600	\$ 284,827	\$ 284,827	\$ 284,827
1103 Federal - Child Support 356 66%	2,612,337	3,309,773	3,369,854	3,369,854
Total Intergovernmental Revenue - Federal	\$ 2,879,937	\$ 3,594,600	\$ 3,654,681	\$ 3,654,681

Charges for Services

1740 Charges for Services	\$ 737,421	\$ 874,678	\$ 904,515	\$ 904,515
1821 Infrnd Rev: Collections	9,460	12,000	10,220	10,220
Total Charges for Services	\$ 746,880	\$ 886,678	\$ 914,735	\$ 914,735

Miscellaneous Revenues

1940 Miscellaneous Revenue	\$ 12,053	\$ 14,000	\$ 14,000	\$ 14,000
Total Miscellaneous Revenues	\$ 12,053	\$ 14,000	\$ 14,000	\$ 14,000

Total Revenue	\$ 5,031,357	\$ 5,915,485	\$ 6,034,574	\$ 6,034,574
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Salaries and Employee Benefits

3000 Permanent Employees / Elected Officials	\$ 2,958,932	\$ 2,982,276	\$ 3,231,323	\$ 3,231,323
3001 Temporary Employees	8,509	-	-	-
3002 Overtime	8,117	-	-	-
3004 Other Compensation	106,286	-	-	-
3005 Tahoe Differential	16,171	18,480	10,800	10,800
3006 Bilingual Pay	10,442	10,400	10,400	10,400
3020 Employer Share - Employee Retirement	560,409	726,035	713,469	713,469
3022 Employer Share - Medi Care	43,491	52,223	49,312	49,312
3040 Employer Share - Health Insurance	622,748	945,762	691,474	691,474
3041 Employer Share - Unemployment Insurance	2,735	-	-	-
3042 Employer Share - Long Term Disab Insurance	5,013	8,962	8,450	8,450
3043 Employer Share - Deferred Compensation	15,250	14,699	11,502	11,502
3046 Retiree Health - Defined Contributions	62,241	64,473	61,633	61,633
3060 Employer Share - Workers' Compensation	9,037	27,080	29,734	29,734
3080 Flexible Benefits	15,028	49,585	45,000	45,000
Total Salaries and Employee Benefits	\$ 4,444,408	\$ 4,899,975	\$ 4,863,097	\$ 4,863,097

Services and Supplies

4040 Telephone Company Vendor Payments	\$ 10,645	\$ 10,800	\$ 10,320	\$ 10,320
4041 Cnty Pass thru Telephone Chrges to Depts	4,951	5,400	3,360	3,360
4080 Household Expense	107	39	28	28
4086 Household Expense - Janitorial/Custodial	-	500	-	-
4100 Insurance - Premium	10,878	50,185	37,526	37,526

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1	2	3	4	5
4140 Maintenance - Equipment	1,813	1,580	1,750	1,750
4144 Maintenance - Computer System Supplies	17,119	6,360	16,124	16,124
4180 Maintenance - Building and Improvements	896	500	914	914
4220 Memberships	11,574	12,176	11,285	11,285
4260 Office Expense	39,114	34,100	30,737	30,737
4261 Postage	51,823	64,000	56,000	56,000
4262 Software	8,079	500	500	500
4263 Subscription / Newspaper / Journals	19,647	40,330	11,232	11,232
4264 Books / Manuals	384	-	-	-
4265 Law Books	976	6,000	1,500	1,500
4266 Printing / Duplicating	1,419	3,500	-	-
4267 On-Line Subscriptions	326	2,352	120	120
4300 Professional and Specialized Services	49,675	33,000	31,350	31,350
4308 External Data Processing Services	3,108	1,550	3,500	3,500
4320 Verbatim Report - Transcription	352	500	100	100
4324 Medical, Dental and Lab Services	5,496	7,000	7,500	7,500
4400 Publication and Legal Notices	-	500	100	100
4420 Rents and Leases - Equipment	24,580	30,500	28,000	28,000
4440 Rent & Lease - Building/Improvements	275,157	278,903	285,000	285,000
4460 Small Tools and Instruments	1,055	-	-	-
4461 Minor Equipment	6,206	-	600	600
4462 Minor Computer Equipment	11,296	2,207	600	600
4500 Special Departmental Expense	7,131	3,100	9,000	9,000
4502 Educational Materials	1,931	-	-	-
4503 Staff Development	43,276	9,500	9,500	9,500
4529 Software License	-	11,000	-	-
4540 Staff Development	834	-	-	-
4600 Transportation and Travel	6,462	6,000	5,500	5,500
4602 Employee - Private Auto Mileage	7,579	3,500	2,500	2,500
4605 Vehicle - Rent or Lease	28,257	32,000	26,953	26,953
4606 Fuel Purchases	15,752	18,400	15,600	15,600
4608 Hotel Accommodations	7,026	-	-	-
4620 Utilities	31,724	45,700	44,600	44,600
Total Services and Supplies	\$ 706,644	\$ 721,682	\$ 651,799	\$ 651,799
Intrafund Transfers				
7200 Intrafund Transfers	\$ 10,825	\$ 17,000	\$ 2,000	\$ 2,000
7223 Intrafund: Mail Service	17,414	18,967	19,592	19,592
7224 Intrafund: Stores Support	1,243	518	747	747
7231 Intrafund: IS Programming Support	732	2,000	2,000	2,000
7232 Intrafund: Maint Bldg & Improvmts	4,715	-	-	-
7233 Intrafund: Child Support Services	(104,605)	275,143	510,469	510,469
Total Intrafund Transfers	\$ (69,676)	\$ 313,628	\$ 534,808	\$ 534,808
Intrafund Abatement				
7353 Intrafund Abatement: Collections	\$ (15,662)	\$ (19,800)	\$ (15,130)	\$ (15,130)
Total Intrafund Abatement	\$ (15,662)	\$ (19,800)	\$ (15,130)	\$ (15,130)

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1	2	3	4	5
Total Expenditures/Appropriations	\$ 5,065,714	\$ 5,915,485	\$ 6,034,574	\$ 6,034,574
Net Cost	\$ (34,357)	\$ -	\$ -	\$ -