



# Improving Performance to Better Serve Our County Residents

Board of Supervisors Presentation  
Child Support Services Department

June 25, 2024

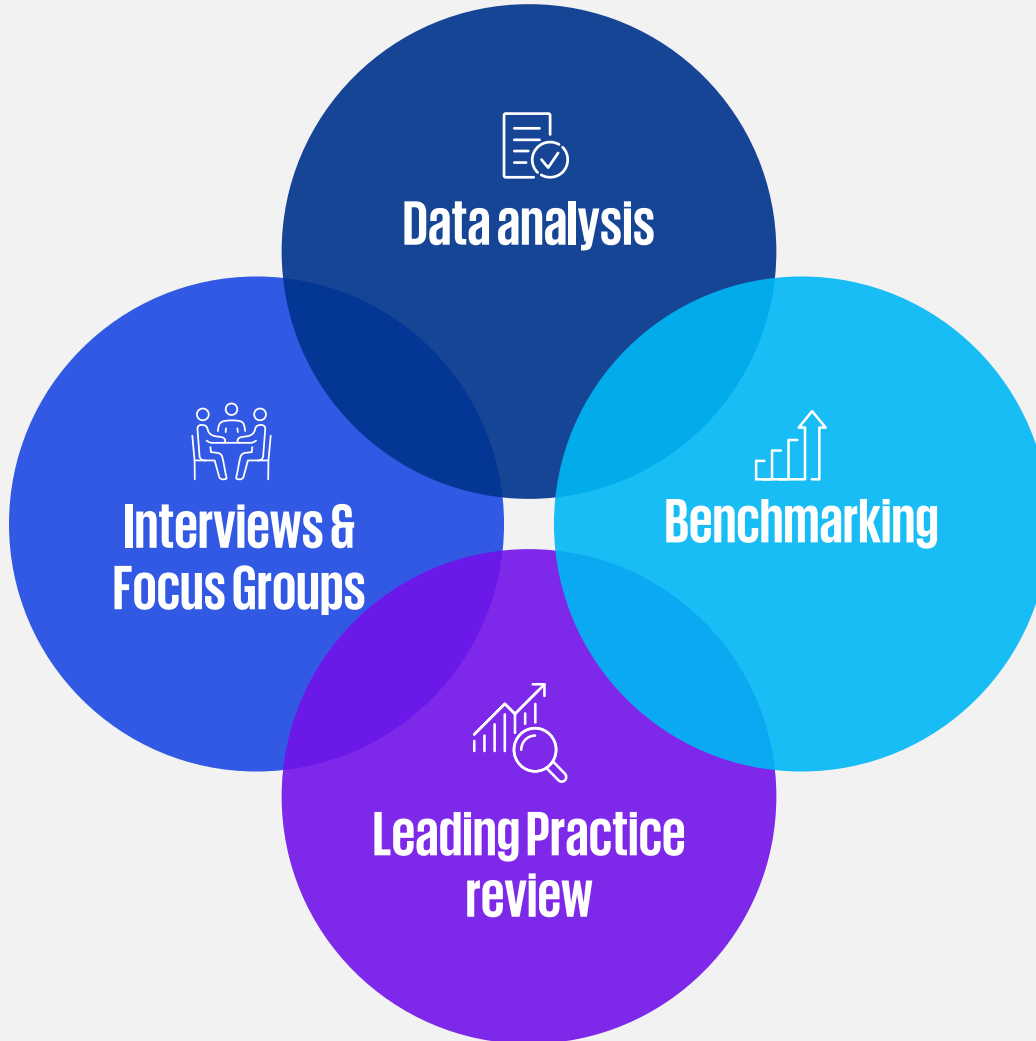
# Project Timeline

	2023												2024						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Auditor Controller																			
Clerk Recorder Assessor Elections																			
Child Support Services																			
Crisis Services Program Support																			
Capstone Project																			

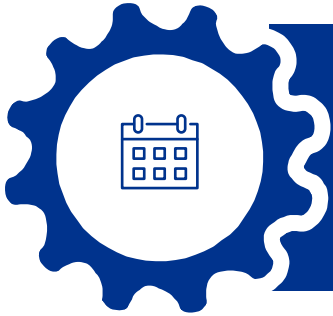


Today

# Methodology

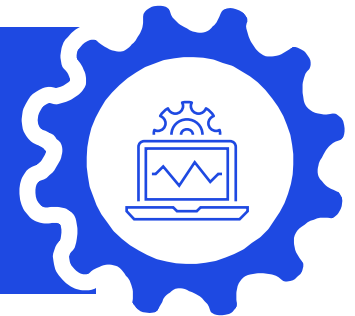


# Commendations



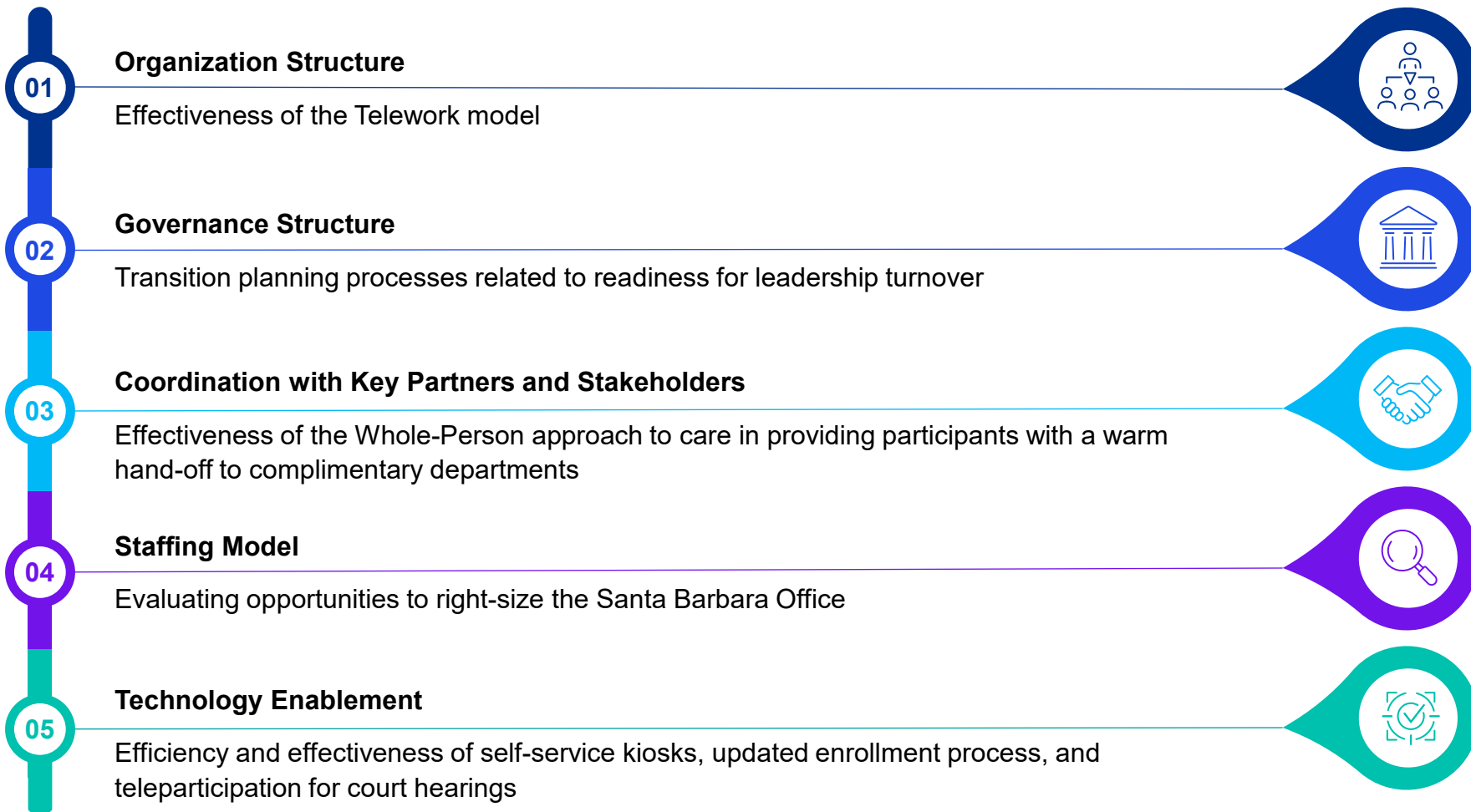
**Successful implementation of flexible scheduling**

**Development of a Tableau dashboard to monitor staff productivity**



**Establishment of Parenting Court pilot**

# Child Support Services Focus Areas



# Strengthen Early Intervention for Cases in Arrears



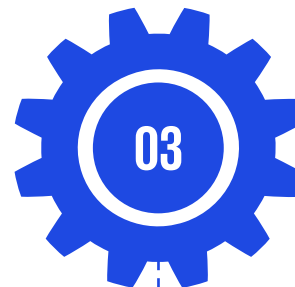
## Action one

Update **Tableau dashboards** to provide greater detail on cases in arrears



## Action two

Utilize **recommended data points** to deploy targeted efforts on **resolving the cases with arrears**



## Action three

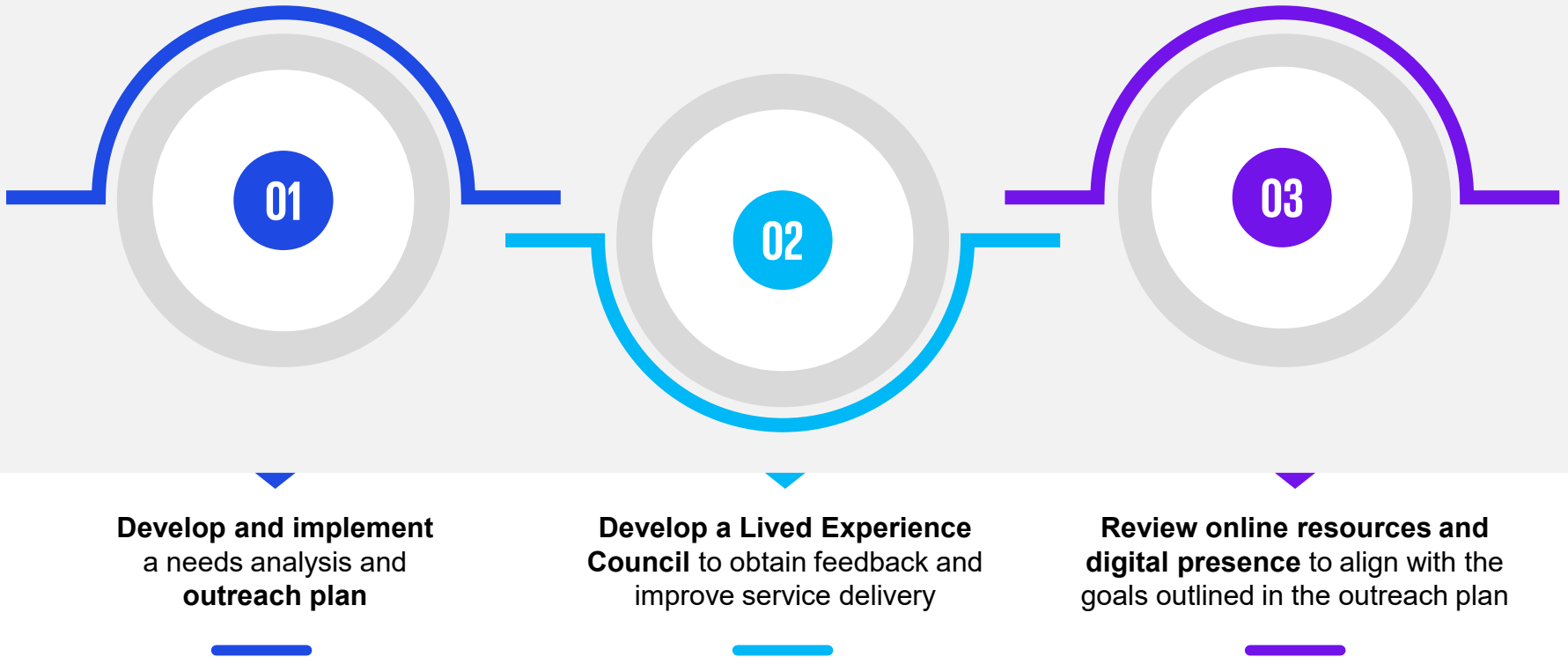
Create a **standard operating procedure (SOP)** to support the management of cases with arrears



## Action four

Explore opportunities to **implement predictive analytics**

# Enhance Marketing and Outreach Activities



# Adopt Opportunities to Increase Data Sharing Capabilities



## Action one

Conduct an assessment of current caseloads to **identify participant needs**



## Action two

**Align participant needs to County resources** to address participant challenges that can be resolved more promptly



## Action three

Formalize the referral process to develop a more **coordinated whole-person approach to care**



# Child Support Services

## KPMG Report Response and Implementation Plan



one  
COUNTY  
one  
FUTURE

June 25, 2024

Child Support Services

# Participant Service Delivery

Recommendation Summary	Department Response Summary	Department Timeline Summary
<p>1.1 Perform an analysis of child support orders with arrears to identify opportunities for targeted intervention.</p>	<p>CSS agrees. Current initiatives, both at the departmental and State level, will assist in this analysis and the identification of opportunities for targeted intervention.</p>	<p>Initial phase completed by September 2024, with the second phase being completed throughout 2025.</p>
<p>1.4 Enhance marketing and outreach activities to effectively identify and target participant populations in need of service.</p>	<p>CSS agrees. The department supports and plans to implement more focused <i>outreach</i> to participant populations in need of service. While the LCSA Directors have requested that the State oversee <i>marketing</i> efforts to ensure a consistent message, the department will seek and provide feedback on the efficacy of such efforts in reaching Santa Barbara County residents in need of service.</p>	<p>Initial phase completed by December 2024 and then ongoing.</p>



# Collaboration with Key Stakeholders

Recommendation Summary	Department Response Summary	Department Timeline Summary
<p>2.1 Explore opportunities to increase data sharing capabilities with other County departments to better support participants who experience complex social issues.</p>	<p>CSS agrees. The department is in the midst of a comprehensive, Countywide data sharing effort and is also collaborating with other child support agencies with successful data sharing partnerships to glean best practices.</p>	<p>Initial phase completed by December 2024 and then ongoing.</p>
<p>2.2 Enhance collaboration with the courts and human services agencies to support participant’s diverse needs to strengthen the whole person approach to care.</p>	<p>CSS agrees and is developing partnerships with the Court and County departments/agencies to strengthen warm hand-offs and, in correlation with its external HR consultant, is in the midst of training all child support staff in identifying and addressing barriers to paying support.</p>	<p>Parenting Court, a collaborative, multiagency effort to eliminate barriers to paying support, is currently in its pilot phase.</p> <p>The staff training program will be completed by June 2025; the strengthening of warm hand-offs has commenced and is anticipated to be ongoing.</p>





# Questions