



BOARD OF SUPERVISORS
AGENDA LETTER

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Agenda Number:

Department Name: Child Support Services
Department No.: 045
For Agenda Of: August 10, 2010
Placement: Departmental
Estimated Tme: 15 minutes
Continued Item: No
If Yes, date from:
Vote Required: No Vote Required

TO: Board of Supervisors

FROM: Department Name & Phone
Director(s) Carrie Topliffe (805) 568-2326
Contact Info: Name & Phone
Carrie Topliffe (805) 568-2326

SUBJECT: Child Support Awareness Month

County Counsel Concurrence

As to form: N/A

Other Concurrence: N/A

As to form: Select_Concurrence

Auditor-Controller Concurrence

As to form: N/A

Recommended Actions: Receive and file an update on the benefits of Child Support.

Summary Text:

This presentation corresponds with Governor Arnold Schwarzenegger's proclamation of August as Child Support Awareness Month and highlights the many benefits of Child Support to individuals and the community.

Background: Though services remain county-based, California's Child Support Program continues to evolve into an interconnected statewide program offering seamless assistance to families regardless of where they may live. Santa Barbara County has been honored with a statewide award for the data reporting it has developed for use by all counties, and collaborates with many other counties in an effort to improve performance.

One particularly successful partnership has been with Ventura County. The large southern neighbor has been handling Santa Barbara's incoming telephone calls on the statewide toll free line since March, 2010. Under this model, call waiting time has dropped from eight minutes to less than 60 seconds, and abandoned calls have declined from 35% to less than 4%. Ventura's call center staff is able to provide comprehensive assistance in almost 90% of the 3,700 calls they are answering monthly, with only 10% of the calls being forwarded to Santa Barbara staff for follow up. Customer surveys indicate an increase in satisfaction under this new arrangement, and Santa Barbara staff has been able to improve performance in key areas as a result of the time saved.

Performance Measure: The Child Support Program of Santa Barbara County is evaluated in five key performance areas, related to establishing parentage, obtaining orders, collecting current support, collecting past due support, and doing these actions in a cost effective manner. As the department continues to adjust and refine its operations, it is experiencing an increase in these key indicators.

Impacts: The Child Support Program serves one quarter of the nation’s children. In Santa Barbara County, 17,107 families receive services from Child Support. Though the vast majority of its collections go directly to families, Child Support also returns funds to governmental public assistance programs, including \$253,603 reimbursed to Santa Barbara Department of Social Services.

Budgeted: N/A

Fiscal Analysis:

<u>Funding Sources</u>	<u>Current FY Cost:</u>	<u>Annualized On-going Cost:</u>	<u>Total One-Time Project Cost</u>
General Fund			
State			
Federal			
Fees			
Other:			
Total	\$ -	\$ -	\$ -

Narrative:

Special Instructions:

Attachments:

Power Point presentation

Authored by:

Carrie Topliffe

cc: