



Department of Child Support Services
Strategic Plan, FFY 2016 – 2021



Department of Child Support Services
County of San Luis Obispo
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Director's Message

On behalf of the County of San Luis Obispo Department of Child Support Services (DCSS), I present the Department's Strategic Plan, 2016 – 2020. The Plan reflects DCSS's focus on children and how best to work with their parents to support them. With parental financial, emotional and medical support, children are best equipped to grow and succeed as adults.

Embedded in this Plan are guiding principles from both the State of California Department of Child Support's Strategic Plan, 2015 – 2019, and the County Administrative Office's vision of a "World Class Organization." As a State administered and County managed Department, DCSS aligned this Plan within the broader context in which we work.

DCSS has a history of success. Since the program's inception in the late 1990's, the Department has been a top performer, often ranking # 1 in the State, in the five federal performance measures: paternity establishment, order establishment, percent of current support collected, cases with arrears collections and cost effectiveness. With a history of accomplishment, we accept the challenge to operate more efficiently and effectively, better engage our customers and measure our workload and performance.

DCSS looks forward to working with the parents in our caseload and our many partners, including employers, the Superior Court, other County Departments and community based organizations, to best serve the needs and improve upon outcomes for the children. By establishing and consistently receiving parental support, children will be best poised to thrive in our community.

Julie S. Paik

VISION

We want children in San Luis Obispo County to live healthy, productive lives in our livable, sustainable and prosperous community.

MISSION

Your Children, Our Priority:

To improve the quality of life and create opportunities for children through establishing and enforcing child support.

VALUES

Trust

Compassion

Dedication

Integrity

Passion

Respect

Goal 1: Increase Support for Children

Objective 1: Ensure children who need support services receive them

Targets:

- Increase accessibility to information and services
- Expand public awareness of child support services

Indicators of Success:

- Increase the number of new open never assisted cases for child support by 4% by 2021
- Identify new technologies to better publicize our services
- Expand our social media presence to provide timely information to the public.



Objective 2: Increase the reliability of child support payments

Targets:

- Proactively manage cases
- Analyze and use data to increase collections
- Establish timely and appropriate orders
- Maximize automated processes
- Develop additional methods to assist parents meet their obligations

Indicators of Success:

- Increase total collections by 4% by 2021
- Increase the percentage of stipulations by 3% by 2021
- Decrease the number of days from court order to first payment from 44 days to 37 days



Goal 2: Deliver excellent and consistent customer services

Objective 1: Personalize services to the customer

Targets:

- Survey parents for their preferred method of communication
- Provide more case information electronically
- Study facility design of customer service area to enhance customer experience
- Show appreciation to parents who support their children

Indicators of Success:

- Communicate electronically with 75% of our case participants
- Image 100% of case files by 2020
- Annually thank all parents who have made child support payments in that federal fiscal year.



Objective 2: Safeguard and secure confidential customer information

Targets:

- Proactively secure information and data from threats and vulnerabilities
- Reinforce our culture of confidentiality and information security

Indicators of Success:

- 100% compliance with annual Federal Tax Information training and certification
- Maintenance of State and County systems and programs



Goal 3: Enhance program sustainability

Objective 1: Assure a professional, diverse and skilled workforce

Targets:

- Recruit, develop and retain a World Class workforce
- Develop innovative, empowered and collaborative employees
- Provide opportunities for knowledge transfer and leadership development
- Review job classifications to best meet customer and Department needs

Indicators of Success:

- Develop and implement an employee engagement survey
- Develop and implement an employee recognition program
- Expand opportunities for cross-training of staff
- Increase participation in coursework offered by the County Learning & Development Center



Objective 2: Improve on program outcomes and federal performance measures

Targets:

- Increase performance in court order establishment, percent of child support percentage paid and cases with arrears payments
- Leverage resources to be more cost effective

Indicators:

- Surpass 96.7% in court order establishment
- Surpass 78.4% in child support percentage paid
- Surpass 82.1% in cases with arrears payments
- Collaborate with other County Departments to create more cost effective solutions to improve operations



Goal 4: Strengthen Collaborative Partnership to Improve Operations and Services to the Public

Objective 1: Strengthen partnership with the Superior Court

Targets:

- Utilize technology to streamline the exchange of information and legal documents
- Meet periodically with Child Support Commissioner and Court Executive Officer to discuss strengths and areas of improvement between DCSS and the Superior Court
- Ensure a smooth transition to a newly appointed Child Support Commissioner

Indicators of Success:

- E-file all legal documents with the Superior Court by 2021
- Fulfill the terms of the Plan of Cooperation

Objective 2: Create and strengthen partnerships with other County Departments

Targets:

- Study current agreements with County Departments for mutual value
- Assess potential collaborations with other County Departments

Indicators of Success:

- Successful review of County agreements to ensure fiscal responsibility and appropriate scope of services
- Enhanced awareness of Department in the community