

# 2016 Annual Child Support Training Conference & Expo



## PIECING IT ALL TOGETHER

**May 3–5, 2016 » Garden Grove, California**

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

# 2016 Annual Child Support Training Conference & Expo

## Helping Families Understand Who We Are and What We Do

### PRESENTERS:

*Caroline Castillo de Robles, Solano County Senior Child Support Specialist*

*Natalie Dillon, Yolo County Director*

*Nancy Burgos-Johnson, Orange County Customer Service Contact Manager*

# Introduction

## Solano County DCSS



*working together*



## Solano Legal Access Center and Family Law Facilitator

# Solano County

Population:  
**413, 344**  
(2010 U.S. Census)

LCSA Caseload:  
**16, 534**

LCSA Cases Opened 2015:  
**1899**  
990 current +  
909 never/former

LCSA Cases Opened @FLF  
2015:  
**113**  
12% of case NA/FA openings

# MOU

MOU between Solano County DCSS and Superior Court of CA, County of Solano:

- *The purpose of this agreement is to develop and expand a framework of cooperation that will assist both parties with their goal of providing services that improve and enhance Solano County residents with respect to their child support obligation.*

# Services

What do we do?

- Paternity Declarations (POP DECS)
- Case Opening
- Genetic Testing
- License Release
- R&A Referrals
- COAP Referrals
- **Child Support “Education”**
- Provide Information to FLF



# Facilitator Feedback

Richard de Blois, Family Law Facilitator:

*“This collaboration is one of the most useful, effective things for customers, that actually makes a difference in their lives.”*

- Realistic Orders
- Reduced Number of Motions
- Time Saved
- Common Interests Served



# Benefits to Customer

- Face to Face Customer Service
- Avoid Court Hearing
- Access to Information
- Avoid Penalties on Public Assistance Grant
- Accessible Location
- One-stop Shop





# Benefits to Customer



Distance from Solano DCSS to Solano County Court: 5.5 miles

Closest route via bus takes 54 minutes

- 8 stops
- 3 transfers
- 1.2 mile walk

# Benefits to LCSA

## Unanticipated Benefits to LCSA

- Save Resources
  - Facilitated Collaboration
  - Impact Performance Measures
  - Build Rapport
  - Facility Use
- 
- A central graphic consisting of four interlocking puzzle pieces arranged in a 2x2 square. The top-left piece is red, the top-right is green, the bottom-left is light blue, and the bottom-right is yellow. The pieces are slightly offset from each other, creating a sense of depth and movement.

# Spread the Word

DCSS and FLF collaboration has helped spread the word about who we are and what we do

- Advertising
- Connecting With Other Court Staff and Agencies
- Reach Customers We Otherwise Would Not:
  - Those avoiding us
  - Those enforcing their own order
  - Their friends and family

# Spread the Word

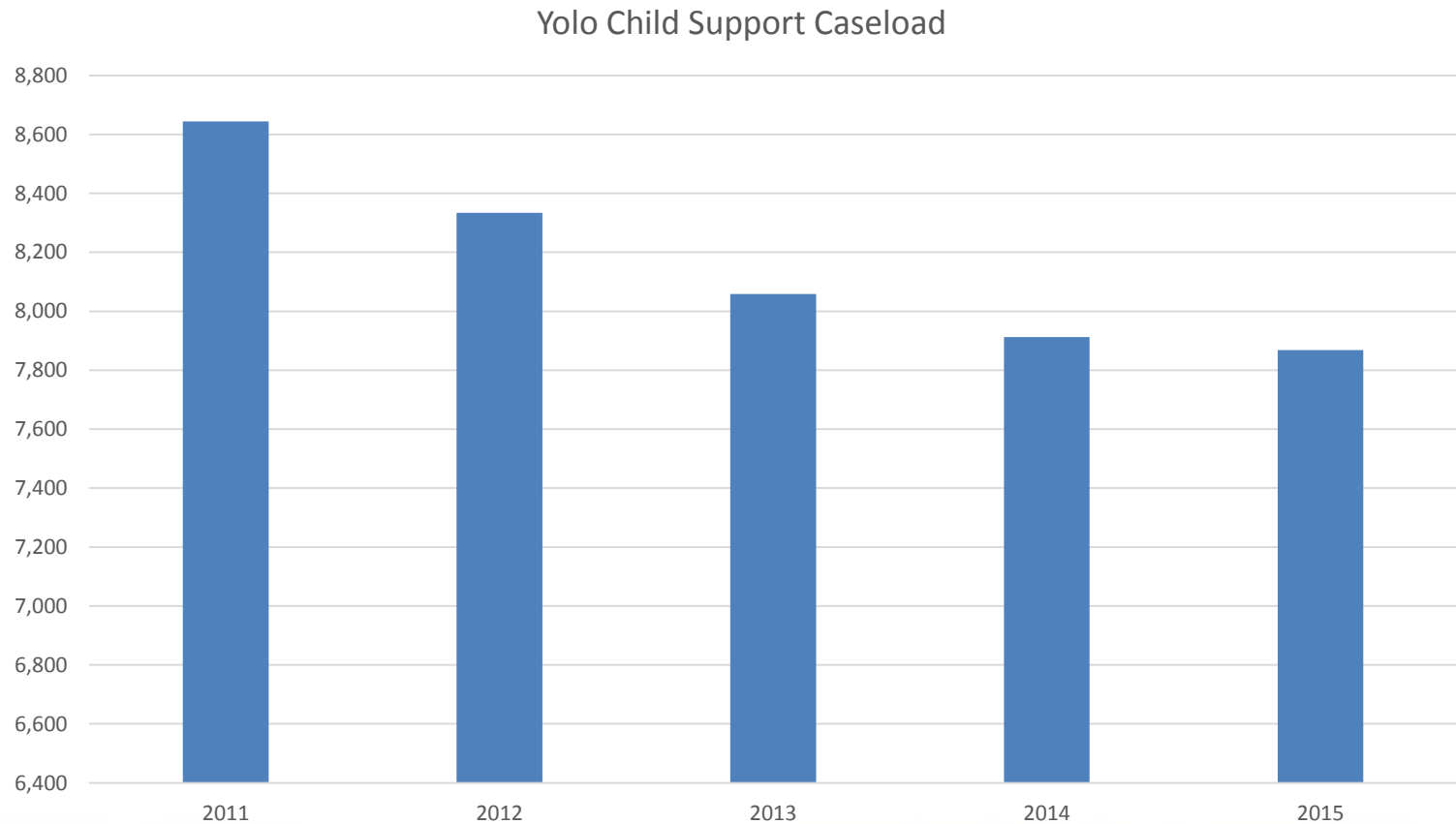
Why is it important to Spread the Word?



# Information about Yolo County

- Location:
  - North of and adjacent to Sacramento County
- Demographic:
  - 20% Currently Assisted, 60% Former Assisted
  - Four primary regional areas:
    - Davis - University
    - W. Sacramento - urban and light industrial
    - Woodland – suburban
    - Rural areas - agriculture
- Approximately 7,800 Child Support Cases
- 47 staff

# Caseload Decline



# 2015 Performance Management Plan

Goal 1:

- Increase Support for California's Children

Objective 1.1:

- Ensure that families who need child support services receive them

Practice Indicator #1:

- Increase New Never Assisted Cases

Tactic:

- Operate a co-locate collaboration with the Yolo Family Law Courts and Family Law Facilitator (FLF) to serve existing cases and outreach to new families

# Court Outreach

The purpose of the Court Outreach Program is to increase access to county managed child support services for Yolo County residents and to increase the amount of child support distributed.



# Court Outreach Priorities

- Open new Child Support cases
- Re-brand the Yolo County Child Support program
- Increase the percentage of Never Assisted cases
- Foster a relationship with the courts and the FLF to improve the delivery of services and outcomes for families
- Support the court in matters pertaining to child support by opening cases and providing additional levels of support to families

# Results Based Accountability

## What did we do?

With two staff, we provided services at the Yolo Superior Court to:

- 207 existing child support families
- 107 new families
- Opened 48 new child support cases

# Results Based Accountability

How well did we do it?

Of the 48 cases opened, 92% were opened within 5 days.

Of the customers served who completed a customer service survey, all customers rated our service at 5 out of 5.

# Results Based Accountability

Is anyone better off?

Of the 48 cases opened, \$53,319 (73.6% of what was owed) was collected on current child support.

# The Real Partnerships of OC

## Family Law Courts

- Family Law Courtrooms
  - Filing window - 7<sup>th</sup> floor
  - Court rooms - 6<sup>th</sup> floor
- DCSS Courtrooms - 5<sup>th</sup> floor



# The Real Partnerships of OC

## Family Law Courts

- DCSS Courtrooms - 5<sup>th</sup> floor



# The Real Partnerships of OC

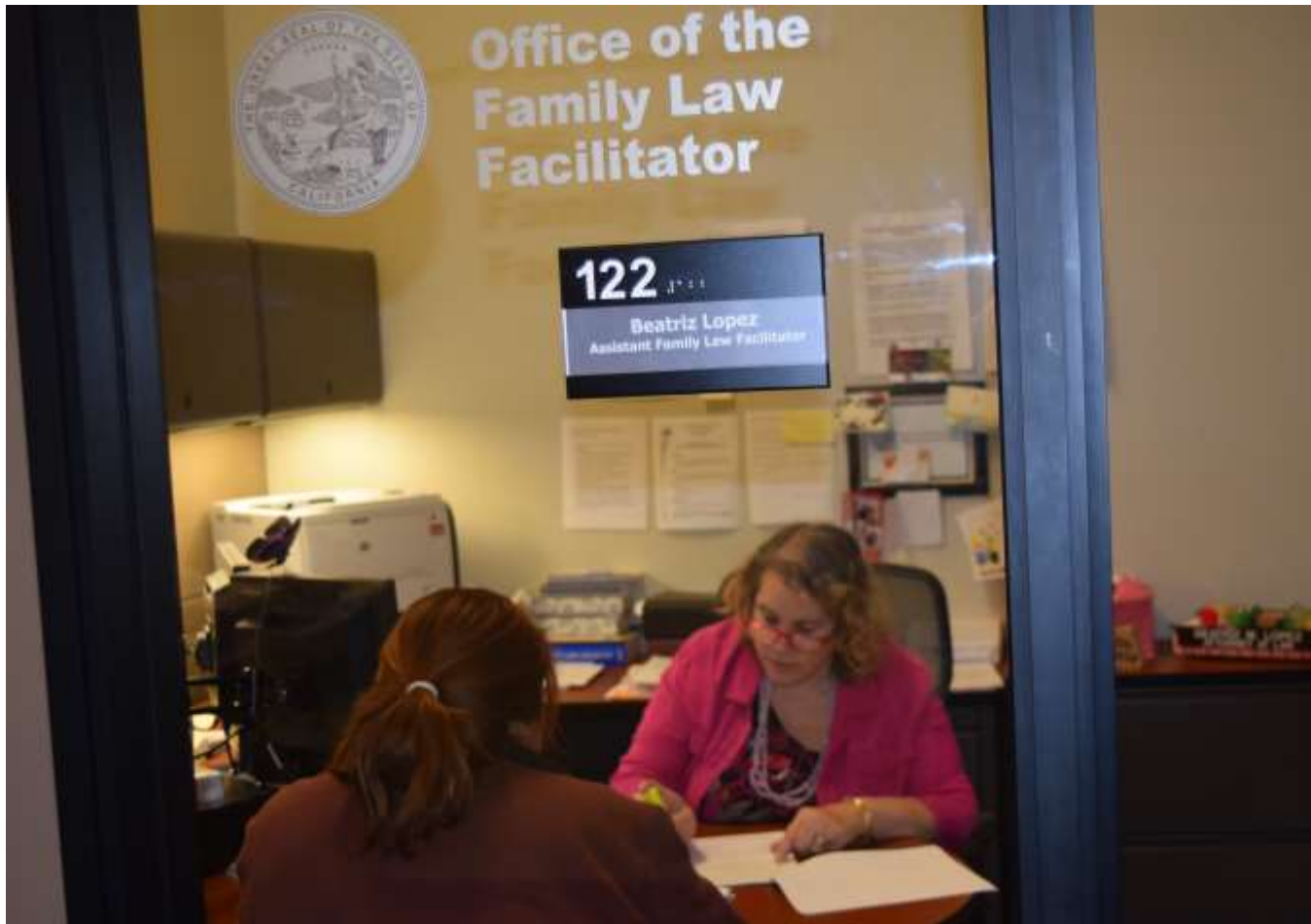
DCSS and FLF Working Together at the Self Help Center



2016 Annual Child Support Training Conference & Expo

# The Real Partnerships of OC

DCSS and FLF Working Together at the Child Support Office



2016 Annual Child Support Training Conference & Expo



# The Real Partnerships of OC

DCSS and FLF Working Together at the Child Support Office



2016 Annual Child Support Training Conference & Expo

# 2016 Annual Child Support Training Conference & Expo

Questions???

# 2016 Annual Child Support Training Conference & Expo

Caroline G. Castillo de Robles, *Solano County Senior Child Support Specialist*  
[CGCastilloDeRobles@SolanoCounty.com](mailto:CGCastilloDeRobles@SolanoCounty.com)  
(707)784-3619

Natalie Dillon, *Yolo County Director*  
[natalie.dillon@yolocounty.org](mailto:natalie.dillon@yolocounty.org)  
(530)661-2856

Nancy Burgos-Johnson, *Orange County Customer Service Contact Manager*  
[nburgos-johnson@css.ocgov.com](mailto:nburgos-johnson@css.ocgov.com)  
(714)347-8215

*\*\*Please be sure to complete the session evaluation\*\**

# 2016 Annual Child Support Training Conference & Expo



PIECING IT ALL TOGETHER

[www.csdaca.org](http://www.csdaca.org)

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA