2016 Annual Child Support Training Conference & Expo

Piecing it all Together
May 3–5, 2016 » Garden Grove, California

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA
Maximizing Collections to Improve Performance

Riverside’s Game Plan

Riverside County DCSS

Leon Hunt, Supervising Program Specialist

Grace Garcia, Child Support Specialist Supervisor

Cyndela Walters, Supervising Program Manager/Staff Development

Patricia Cruz, Outreach Coordinator/Staff Development
County Demographics

- Land Area is 7,206.48 square miles
- Population: 2.3 mil projected to be 2.9 mil in 10 years
- Ethnicity: 46% Hispanic
- Median Income: $60,598
- Unemployment Rate: 6.1%
We maintain three offices located in Riverside, Indio, and Blythe.

Office Population: 315 employees
- 14 Management/Executive
- 10 DCSAs
- 19 Supervisors
- 20 Senior Child Support Specialists
- 252 Line Staff (Case Managers and support staff)

Collections reported at the end of FFY 2014 – 2015:
- Distributed Collection $149,258,481.10
- Overall collections was $6.94 million , +4.9%
- Current support increased by $4.24 million, +4.8%
- Orders and Paternities increased by more than 474 combined over last FFY, +1.3%
Riverside Sports Greats

Bobby and Barry Bonds

Hakim Akbar

Troy Precival
Riverside’s Game Plan

GOALS

• To share Riverside County’s best practices regarding collection strategies

• Demonstrate the use of various tools for maximum collection results

• Explore opportunities for collaboration and sharing between LCSAs

• Emphasize the importance of customer education
Today's Presenters

Leon Hunt
Supervising Program Specialist

Grace Garcia
Child Support Services Supervisor

Cyndela Walters
Supervising Program Specialist
CMT Survey

Have you heard of the CMT?

Do you use the CMT tool?

Of those you who use the tool, do you find it useful?
Case Management Tool (CMT)

What is CMT?

- Microsoft Access Database
  - Provides an organized starting point for proactive case management
- Allows Users to Run Queries
  - Generate soft copy lists of caseload
  - Information available immediately
- Allows Quick and Easy Sorting of Caseloads
  - High priority/delinquency lists
Case Management Tool (CMT)

- Two Hours Daily Time
  - Focus on needs of Caseload
  - Department priorities

- QAPI/Strike Team
  - Works primarily in CMT/Special Project and Priority List
  - Contact with NCP
  - Educate NCP
  - Special Enforcement Actions
Case Management Tool Stats

• Collective effort
  - Current support increase $4.24 million
  - Overall collections increased $6.94 million

• QAPI
  - 40,000 Cases
  - 1,005 SE actions initiated
  - $5,000.00 in payments collected
Compromise of Arrears Survey

Does your LCSA use Compromise of Arrears as a part of their collection strategy?

YES  NO
Compromise Of Arrears Program (COAP)

- Established by the State General Fund
- Decrease debt owed to the state
- A COAP Coordinator
- COAP benefits the NCP
Compromise Of Arrears Program (COAP)

COAP Wizard Tool

• Located on everyone’s desktop

• Four questions

• Quickly determines if case qualifies

• Every case should be screened
Compromise Of Arrears Program Demonstration

COAP Wizard

Step 5

The participant qualifies for COAP. Send email to COAP coordinator.

Select Yes or No

Yes  No

Quit  << Back  Reset

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2015
COAP PAYMENTS COLLECTED
$213,274.02

COAP ARREARS COMPROMISED
$1,441,475.03
Let’s talk about SLMS

“Ability is what you’re capable of doing.

Motivation determines what you do.

Attitude determines how well you do it”

-Vince Lombardi
SLMS Stipulation

- SLMS Stipulations are prepared on arrears only cases
- NCP’s are more inclined to pay to avoid legal actions
- Negotiation
  - Ask for balance in full
  - Ask what NCP can pay
  - Show NCP benefit of paying more
  - Arrears Calculator Developed by Alameda County
Arrears Calculator Demonstration

www.acgov.org/css/arrears
Concept: Increase child support collections by “hiking up” (with NP’s permission) the existing arrears pay rate and presenting NP an arrears calculation that demonstrates the difference between the existing and proposed pay rate.
How will we do it?

- Case worker will prepare a calculation prior to and during customer contact (walk-in, phone call, or CMT). If NP agrees to the increase, an IWO may be prepared.

- Explain the benefits of an increased pay rate:
  - Saves money
  - Decrease length of time debt owed.
  - Increase the amount collected for child.
Any Questions?
What is “Just Ask”?  
A mandatory program specifically designed to increase current and arrears collections by asking every NCP for a payment on current support and/or arrears.
Just Ask Survey

Does Your County Utilize This Strategy?

YES  NO
Cases With Orders

- Pays apply towards current and/or arrears obligations

- If NCP is already making a voluntary payment, an additional payment towards current and/or arrears is requested
The Early Intervention Program is designed to engage the NCP in dialogue early in the process of establishing a child support order and to educate them about the child support program.

Stipulations and 1st payments

Just Ask!
Customer Incentives

Helping Hands

For Our Children

Date: ________________

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Customer Incentives

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## Caseworker Incentives

### Progress Boards in Team

#### Helping Hands For Our Children

| EMPLOYEE  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 |
|-----------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Olga      |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Sherry    |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Natasha   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Lisa H.   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Krista    |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Lupe      |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Cheryl    |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Lisa S.   |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Shirl     |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Reop      |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Raquel    |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Christina |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
| Norma     |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |
Other Caseworker Incentives

- **Individual**
  - Certificates
  - Gift cards
  - Protected “desk time” days

- **Team**
  - Cash
  - Casual dress week
How are payments tracked?

Payment Slip
# Tracking payments

## Tracking Spreadsheet

<table>
<thead>
<tr>
<th>CASE WORKER</th>
<th>ECSS #</th>
<th>$ Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shirley Washington</td>
<td>1</td>
<td>$10.00</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>$126.00</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>$40.00</td>
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<tr>
<td></td>
<td>1</td>
<td>$250.00</td>
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<tr>
<td></td>
<td>1</td>
<td>$550.00</td>
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<td></td>
<td>1</td>
<td>$5.00</td>
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<td></td>
<td>1</td>
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<td>1</td>
<td>$50.00</td>
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<tr>
<td></td>
<td>1</td>
<td>$10.00</td>
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<tr>
<td></td>
<td>1</td>
<td>$300.00</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>$210.00</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>$75.00</td>
</tr>
</tbody>
</table>
## Tracking payments

### Tracking Spreadsheet

<table>
<thead>
<tr>
<th>Team 1 Agent Name</th>
<th>Agent Payment totals</th>
<th>Total payment amounts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheryl M</td>
<td>5</td>
<td>$5,510.00</td>
</tr>
<tr>
<td>Christina S</td>
<td>12</td>
<td>$4,793.79</td>
</tr>
<tr>
<td>Guadalupe M</td>
<td>6</td>
<td>$3,887.18</td>
</tr>
<tr>
<td>Krista K</td>
<td>6</td>
<td>$3,850.00</td>
</tr>
<tr>
<td>Lisa Hall</td>
<td>9</td>
<td>$1,560.00</td>
</tr>
<tr>
<td>Lisa Shrycock</td>
<td>12</td>
<td>$5,301.00</td>
</tr>
<tr>
<td>Natasha G</td>
<td>4</td>
<td>$2,210.00</td>
</tr>
<tr>
<td>Norma M</td>
<td>11</td>
<td>$5,439.68</td>
</tr>
<tr>
<td>Olga A</td>
<td>11</td>
<td>$1,238.00</td>
</tr>
<tr>
<td>Raquel E</td>
<td>8</td>
<td>$2,494.32</td>
</tr>
<tr>
<td>Sherry B</td>
<td>7</td>
<td>$1,520.00</td>
</tr>
<tr>
<td>Shirley W.W.</td>
<td>2</td>
<td>$138.00</td>
</tr>
<tr>
<td><strong>Team 1 Totals</strong></td>
<td><strong>93</strong></td>
<td><strong>$37,941.97</strong></td>
</tr>
</tbody>
</table>
Examples

- $19,586.78 Collected
- $29,322.27 Collected
- $40,722.82 Collected

Simple, Yet Effective
Has This Affected Our FPM?

$1,003,413.61

Collected in 2015!
Success is peace of mind attained only through self-satisfaction and knowing you’ve made the effort, do the best of what you’re capable.

John Wooden
Candy Exercise

Do you still have the piece of candy you were given?

YES  NO
Customer Education

- Informed customers are more willing to cooperate
- Arrears Calculator
- Family Centered Approach
- Outreach
• Collaboration benefits the families we serve

• Collaboration gets the innovative juices flowing
IF WHAT YOU DID YESTERDAY STILL LOOKS BIG TODAY, YOU HAVEN'T DONE MUCH TODAY.

~ Mike Krzyzewski
Please be sure to complete the session evaluation.
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www.csdaca.org

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