



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: 14-147, **Version:** 1

Presentation on Managing for Results (MFR) for the Department of Child Support Services.

RECOMMENDATION:

It is recommended that the Board of Supervisors receive a presentation describing how the Department of Child Support Services uses performance measures in their organization as a management tool.

SUMMARY:

The Department of Child Support Services will make a presentation to the Board of Supervisors describing how the Department of Child Support Services uses performance measures in their organization as a management tool.

DISCUSSION:

The Department has been using key performance measures and has done comparative analysis with other child support programs in the state and outside the state for best practice benchmarking for many years. The key performance measure that the Department has benchmarked has been the metric for overall collections. Comparing other counties of similar caseload/population size has been utilized to determine our Department's overall outcome. Last federal fiscal year, the Department experienced the highest collections for all California counties with medium-size caseloads and continues to be one of the top ranking Child Support Agency in relationship to the cost efficiency ratio. The national federal performance measure(s) along with the state's collection base is what is used for receiving California's share of federal incentive dollars. The federal performance measures and base collection amounts have been used as an on-going management tool for staff. We have also implemented excellent customer service by having processes/protocols implemented that treat the customer with dignity, respect and timely responses to any complaints. This specific outcome is measured based upon the use of statewide statistics that measure monthly the formal complaint ratio to our total caseload. All of our Department's performance measures have been used as a management tool and have been integrated into the monthly coaching and annual evaluation process for staff, which has contributed to the Department's increased performance.

OTHER AGENCY INVOLVEMENT: The County Administrative Office, Intergovernmental & Legislative Affairs Division has oversight of the Countywide MFR Program.

FINANCING: Monterey County's MFR Program is funded in County Administrative Office - Department 1050, Intergovernmental & Legislative Affairs Division - Unit 8054.

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Approved by: Stephen Kennedy, Director

Attachments:
DCSS_Performance Measures_02042014.pdf