

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

P.O. Box 419064, Rancho Cordova, CA 95741-9064



October 22, 2004

CSS LETTER: 04-23

ALL IV-D DIRECTORS
 ALL COUNTY ADMINISTRATIVE OFFICERS
 ALL BOARDS OF SUPERVISORS

SUBJECT: FFY 2005 PERFORMANCE TARGETS

The purpose of this letter is to advise local child support agency (LCSA) directors regarding the establishment of performance targets for federal fiscal year (FFY) 2005. The performance targets were established for selected federal performance measures for FFY 2003 and FFY 2004. Establishment of these targets played an integral role in statewide performance improvements over the last two years, and is expected to provide the focus for continued performance improvement efforts during the current FFY.

While there is a clear need to continue to focus on improving statewide performance, the Department of Child Support Services (DCSS) recognizes the impact of other factors on LCSAs such as budgetary considerations and the impact of activities undertaken by LCSAs to prepare for automated system conversions. DCSS believes it is important to take these factors into consideration when establishing LCSA targets in order to ensure that those targets are achievable. As a result, FFY 2005 targets will account for these factors while still being set at a level which will ensure continued statewide improvement. Consistent with that approach, the following methodology will be used for the FFY 2005 performance targets for both the Collections on Current Support, and Cases with Arrears Collections measures:

- For LCSAs achieving a performance score of 60 percent or greater at the end of FFY 2004, the FFY 2005 target will be equal to the FFY 2004 target plus .5 percentage points, or their actual FFY 2004 results plus .5 percentage points, whichever is higher. For example, an LCSA which had an FFY 2004 target of 62 percent in a performance measure would have an FFY 2005 target of 62.5 percent, regardless of whether or not it met its target last year. LCSAs that exceeded their

Reason for this Transmittal

- State Law or Regulation Change
 Federal Law or Regulation Change
 Court Order or Settlement Change
 Clarification requested by One or More Counties
 Initiated by DCSS

performance target last year would be also asked to achieve a .5 percentage point performance improvement.

- For LCSAs achieving a performance score which is below 60 percent at the end of FFY 2004, their FFY 2005 target will be equal to their FFY 2004 target plus 1.0 percentage point, or their actual FFY 2004 results plus 1.0 percentage point, whichever is higher. For example, an LCSA which had an FFY 2004 target of 55 percent in one of the performance measures would have an FFY 2005 target of 56 percent, regardless of whether or not it met its target last year. LCSAs that exceeded their performance target last year would be also asked to achieve a .5 percentage point performance improvement.
- Consistent with last year, LCSAs which are preparing for a IV-D system conversion will receive consideration in the establishment of their targets. LCSAs that met their FFY 2004 performance targets and are carrying out pre-conversion activities during the coming year will be asked to maintain their FFY 2004 performance levels. Performance targets for those converting LCSAs that did not meet their FFY 2004 targets will remain the same as last year. For example, a converting LCSA that had an FFY 2004 target of 60 percent that failed to meet that target will again be asked to achieve the 60 percent target.

DCSS Regional Administrators will be in contact with each LCSA director to discuss specific performance targets within the near future. In addition, during the coming year, the Department and the Child Support Directors Association (CSDA) will be updating the existing statewide strategic plan. During that discussion, it is the Department's intention that DCSS and CSDA will examine the current process for setting performance targets to determine whether changes to that process may be appropriate.

If you have any questions or concerns regarding this letter, please contact your currently assigned Regional Administrator.

Sincerely,



GRETA WALLACE
Director