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STATE REMOVES LOS ANGELES CHILD SUPPORT SERVICES DEPARTMENT FROM CORRECTIVE ACTION STATUS

Commends Department Leadership for Commitment to Improvement

SACRAMENTO – Given the strong increase from 37% in current child support collected in 2003 to 48% in 2008, and citing significant progress in providing child support program services to California’s families, today California Department of Child Support Services Director David Maxwell-Jolly announced the removal of the Los Angeles County Child Support Services Department from corrective action status.

“As the largest county child support agency, Los Angeles’ performance is critical to California’s child support program as a whole,” Maxwell-Jolly stated. “Under Director Steven Golightly’s leadership, we have seen significant measurable improvement in performance, the product of a demonstrated commitment to performance improvement on the part of every staff member.”

A county child support program can be placed into corrective action for failure to meet established performance standards, or program requirements in the California Child Support Program State Plan, federal law, and state law. In 2003, Los Angeles was placed into corrective action due to below average performance in the collection of child support, excessive levels of customer complaints and failure to meet key program compliance standards. While in corrective action, the county received intensive onsite monitoring and technical assistance from the State Department of Child Support Services.

Since then, Los Angeles has made great progress. Los Angeles has increased the share of families receiving payments on past due support, as well as improvements in customer service with a 63% decline in the number of complaints filed.

Along with making these improvements in local performance, county staff has successfully completed a fourteen month effort to convert their local automated system to the new statewide system, completing conversion of all 58 counties. The conversion required a concentrated effort to train staff, install hardware, test local interfaces, and clean up local data to ensure a successful conversion. Transition activities were completed on November 11, 2008 and Los Angeles began operating on the new system on November 12, 2008.

About the California Department of Child Support Services (DCSS)

DCSS is responsible for ensuring that all functions necessary to establish, collect and distribute child support are effectively and efficiently implemented. In 2007, California’s child support state program collected \$2.3 billion and served nearly two million children. Child support program services are delivered through 52 local child support agencies. For more information, visit our website: <http://www.childsup.ca.gov>.

About the Los Angeles County Child Support Services Department

Los Angeles County Child Support Services Department is the largest locally operated child support agency in the nation and represents 471,167 of a nearly 1.6 million statewide child support caseload.

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