

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

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



September 14, 2006

CSS LETTER: 06-32

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

SUBJECT: QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT (QAPI)
 PLAN REQUIREMENTS FOR FEDERAL FISCAL YEAR 2007

<u>Reason for this Transmittal</u>	
<input type="checkbox"/>	State Law or Regulation Change
<input type="checkbox"/>	Federal Law or Regulation Change
<input type="checkbox"/>	Court Order or Settlement Change
<input type="checkbox"/>	Clarification requested by One or More Counties
<input checked="" type="checkbox"/>	Initiated by DCSS

The Department of Child Support Services (DCSS) has established federal fiscal year (FFY) 2007 local child support agency (LCSA) performance goals. To facilitate the achievement of these goals, LCSAs are asked to prepare QAPI plan updates which identify specific actions to be taken to support improved program performance.

In 2003, each LCSA submitted a QAPI plan which served as the basis for all future QAPI planning efforts. During 2004, 2005, and 2006 the LCSAs submitted their QAPI plan updates as part of an ongoing effort to continually identify new activities, projects and approaches which, when implemented, would result in performance improvement. DCSS anticipates that during 2007, LCSAs will continue activities that have been successful in improving performance and consider new activities as part of their performance improvement planning process.

Consistent with this approach, LCSAs are asked to submit updates to their original QAPI plans for 2007. These updates will identify 2007 performance goals and performance improvement activities which will be implemented effective October 1, 2006 through September 30, 2007. Updates should focus only on the actions to be taken to achieve 2007 performance goals. LCSAs are not required to discuss the local QAPI structure and processes, unless changes have been made to either the local QAPI team or structure and/or processes employed, since the 2006 update.

To assist LCSAs with the preparation of the 2007 QAPI plan updates, two templates, (copies enclosed), entitled the "2007 QAPI Plan Update Template" and "2007 QAPI Calculator" are to be used when preparing the update.

LCSAs should either copy the "2007 QAPI Plan Update Template" and insert their plan update information onto the copied document or obtain an electronic version of the template by accessing the DCSS LCSA website, selecting the 2006 Child Support Services (CSS) link under "Letters and Notices", and selecting the attachment link for this letter.

The "2007 QAPI Calculator" can only be accessed electronically and each LCSA will receive an electronic version of the calculator directly from their assigned Quality Assurance Section (QAS) program analyst. The calculator will assist each LCSA in establishing projected estimates for necessary increases required to meet the performance goals established for both Collections on Current Support and Collections on Arrears.

PERFORMANCE GOALS

The update must identify the LCSA's 2007 performance goals set for the Collections on Current Support and Cases with Collections on Arrears performance measures. LCSAs should also include any additional county specific goals established by their program, although these are not required.

Those LCSAs required to submit Performance Improvement Action Plans in FFY 2006 should incorporate these into their 2007 QAPI Plan Update. DCSS Regional Administrators have been working with the identified LCSAs to finalize and implement these additional strategies to improve performance.

BUDGET AUGMENTATION

In the administrative allocation letter sent to each LCSA director for State Fiscal Year 2006-2007 an amount was included that is the LCSA's share of a one-time \$12 million budget augmentation intended to improve the state's overall child support program performance. In their 2007 QAPI Plan Update LCSAs are asked to incorporate and describe their plans for the use of these funds.

ACTION PLAN

Separate action plans should be prepared for the performance measures Collections on Current Support and Cases with Collections on Arrears. Action plans already in progress should be included in the update as well as activities yet to be implemented. The update should also address problems identified for which the LCSA is still in the process of determining possible solutions and developing actions to be taken.

In cases where the identified activity will impact both collections on current support and arrears, the plan should only describe the activity under one of the action plans, with a statement of expected impact for each measure.

Each action plan must include the following three components:

a) Problem Statement

Provide a description of the program areas (i.e., actual functions or work activities) where improvement is needed in order to meet performance goals. This should include a review of available data and discussion of the areas of the program which contribute to identified performance issues, including the root causes of the problem.

b) Work Plan

Provide a description of the specific actions the LCSA will take to ensure that goals are achieved during 2007. These actions must be measurable and achievable, with a beginning and, if applicable, an end date, as well as milestones by which expected performance results will be achieved. This includes an implementation plan with timelines (indicating specific actions to be taken, staff to be involved and when the activities will be completed). In addition, the work plan should include a discussion of the manner in which identified barriers will be addressed.

c) Expected Outcomes

Provide a discussion of the expected outcome(s) of each action. The outcomes should be specific and quantitative (e.g., number of orders to be modified, number of cases to be closed, projected increase in current collections, and arrears cases with collections, etc.), and provide an estimate as to the impact on the relevant federal measure.

Detailed work plans are not required for performance improvement activities which were described in previous plan updates, if those activities will be continued in 2007. The action plan should simply note that these activities will be continued and include information on the expected outcome. Also, as noted above, the update should include a brief description of any changes that have been made to the LCSA's QAPI structure and/or processes.

As LCSAs continue with the implementation of their work plans, it is expected they will monitor their progress in accomplishing tasks outlined in their updates. There are no specific written reports associated with the QAPI plans, but tracking of results of action plans may necessitate written documentation. QAS analysts will monitor each LCSA's progress through regular contacts with local QAPI staff. In most cases, this monitoring process will consist of QAS analysts contacting each LCSA's QAPI staff by phone to discuss the status of their performance and QAPI plan implementation efforts, as well as to discuss any other issues or technical assistance needs.

In some cases, DCSS staff may conduct more intensive monitoring activities (such as site visits) in response to specific performance issues, or at the LCSA's request. Site visits may also be made for other program purposes.

LCSAs may wish to include additional information regarding county-specific issues which may affect performance, performance trends, the implementation of the QAPI program during the coming year, or program issues or activities not specifically related to QAPI. The inclusion of this information in the QAPI plan update is not required; however, LCSAs may choose to address any such issues as part of the update. Any information related to these topics should be included as an attachment to the update template when the update is submitted to DCSS.

LCSAs are asked to submit their 2007 QAPI plan update no later than **60 days** from the date of this letter. This should provide sufficient time for preparation and submission. In addition, we ask that the 2007 QAPI plan update be submitted electronically.

Your QAS analyst will contact your QAPI staff to provide any assistance that may be needed with the preparation of the QAPI plan update. If you have any questions regarding this letter, please contact Linda Sekany, at (916) 464-5340 or by electronic mail, at Linda.Sekany@dcss.ca.gov.

Sincerely,

/s/ by Karen Echeverria

KAREN ECHEVERRIA
Deputy Director
Child Support Services Division

Enclosures

**Federal Fiscal Year 2007 Quality Assurance and
Performance Improvement Plan Update
(Template)**

_____ County Department of Child Support Services

LCSA FFY 2007 PERFORMANCE GOALS

Federal Performance Measures:
(performance goal percentage)

Collections on Current Support: _____ Performance Goal
Cases with Arrears Collections: _____ Performance Goal

Additional LCSA-Specific Goals (If applicable):

ACTION PLAN

COLLECTIONS ON CURRENT SUPPORT

Problem Statement

Work Plan

Expected Outcomes

CASES WITH ARREARS COLLECTIONS

Problem Statement

Work Plan

Expected Outcomes

Formula =

$$\frac{\text{Cases Paying Arrears}^{**}}{\text{Cases with Arrears Due}^*}$$
 (CS157/1257, Line 29)
 (CS157/1257, Line 28)

Cases with Arrears				
	Owing*	Paying**	%	Goal %
Current	27,833	15,681	56.3%	59.3%
Necessary	26,444	16,505		
Remainder	1,389	-824		

Formula =

$$\frac{\text{Current Support Paid}^{**}}{\text{Current Support Due}^*}$$
 (CS157/1257, Line 25)
 (CS157/1257, Line 24)

Current Support \$				
	Due*	Paid**	%	Goal %
Current	\$66,165,439	\$33,342,635	50.4%	53.9%
Necessary	\$61,860,175	\$35,663,171		
Remainder	\$4,305,263	-\$2,320,537		

(CS 1257, Line 44)

Current Support Cases Closed Estimate		
Cases Owing Current Support	Average CS Owed/Case	Case Needing to be Closed
17,224	3,841	1,121

Cases Closure Projection			
Cases to be Reviewed for Closure	Expected Closure Rate	Cases Expected to be Closed	Change in Support Due
3,000	10%	300	\$1,152,440

Order Modifications			
Cases with Orders Modified	Average \$ Per Case Modified	Change in Support Due (Monthly)	Change in Support Due (Annually)
300	\$150	\$45,000	\$540,000

* Denominator in the performance equations.

** Numerator in the performance equations.

Note: The 'Necessary' number to meet the goal is calculated by either:

- 1) multiplying the denominator by the goal OR
- 2) dividing the numerator by the goal.