



**Recommended Budget Hearings Schedule
Fiscal Year 2013-15 Budget
September 16, 17 and 18, 2013**

WEDNESDAY SEPTEMBER 18, 2013	
9:00	<p>Administration and Fiscal</p> <p>Assessor-County Clerk-Recorder – Mark Church, Assessor-County Clerk- Recorder Controller – Bob Adler, Controller Information Services Department – Jon Walton, Director County Counsel – John Beiers, County Counsel County Manager / Clerk of the Board – John L. Maltbie, County Manager Board of Supervisors – John L. Maltbie, County Manager Grand Jury – John L. Maltbie, County Manager</p> <p>BREAK</p>
1:30	<p>Social Services</p> <p>Human Services Agency – Beverly Johnson, Director Department of Child Support Services – Iliana Rodriguez, Director</p> <p>Closing Remarks</p> <p>Public Comment Closing Remarks - John L. Maltbie, County Manager Wrap-Up and Resolution Approving the Recommended Budget</p>



Human Services Agency

Recommended
FY 2013-14 & FY 2014-15
Budgets



Human Services Agency

- FY 2013-14 Summary of Budget and Position Changes

	FY 2012-13 Revised	FY 2013-14 Recommended	Amount Change	Percent Change
Total Sources	146,916,686	161,711,648	14,794,962	10.07%
Total Requirements	176,685,159	193,760,482	17,075,323	9.66%
Net County Cost	29,768,473	32,048,834	2,280,361	7.66%
Total Positions	717	767	50	6.97%

Human Services Agency

- FY 2014-15 Summary of Budget and Position Changes

	FY 2013-14 Recommended	FY 2014-15 Recommended	Amount Change	Percent Change
Total Sources	161,711,648	158,455,716	(3,255,932)	-2.01%
Total Requirements	193,760,482	191,207,840	(2,552,642)	-1.32%
Net County Cost	32,048,834	32,752,124	703,290	2.19%
Total Positions	767	750	(17)	-2.22%

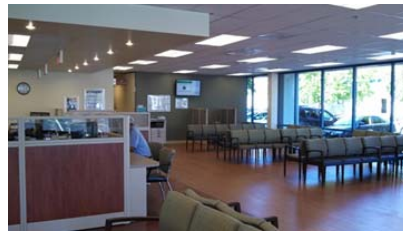
Accomplishments



- Served over 143,000 residents
- Prepared for the Affordable Care Act enrollment
- Achieved Reaccreditation



Accomplishments



Accomplishments



- Homeless One Day Count
- Created the *550Jobs!* program
- Code for America



Accomplishments



- Convened a Summit on Commercially Sexually Exploited Children
- Leveraged additional federal and state revenues



Future Goals



- Seamless enrollment in health insurance plans
- Prevention and early intervention = community well being
- Service Connect for locally incarcerated residents
- North Fair Oaks full service center

Future Goals



- Agile Pilot: Overpayment Unit
- Provide additional support to Foster Youth
- Expand subsidized employment program
- Utilize Data

➤➤➤➤ Informed Practices

➤➤➤➤ Improved Outcomes



Department Initiatives



Economic Self Sufficiency

- Contact Center
- CalFresh Enrollment
- Community partner engagement



Department Initiatives



Children and Family Services

- Placement stability for youth in foster care
- Connecting youth to services



Department Initiatives



SMC Works

- Enhance job opportunities for targeted populations
- Rapid engagement for CalWORKs clients



Measure A Proposals



Homeless and Shelter Services

- Homeless Outreach Team expansion
- We Hope homeless shelter



Measure A Proposals



Child Welfare Services

- Expansion of Family Resource Centers in various locations
- CASA volunteers
- Safety support for at-risk youth



Conclusion



A BIG THANK YOU!



Child Support Services

Recommended
FY 2013-14 & FY 2014-15
Budgets

MISSION

To enhance the well-being of children and the self-sufficiency of families by providing professional services to locate parents, establish paternity and establish and enforce orders for financial and medical support.

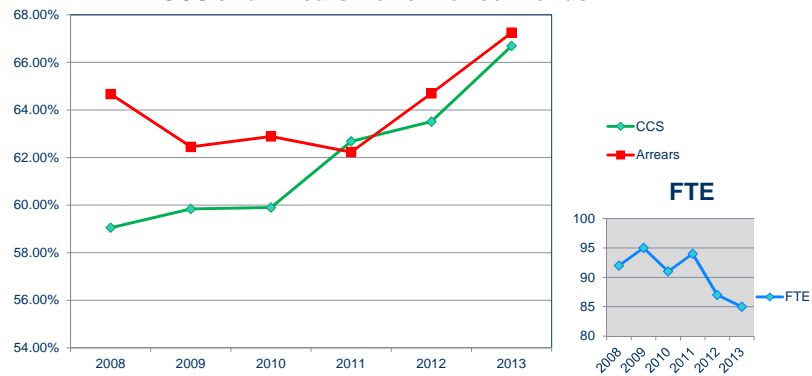


Real Gains for Families



Improving Performance in Challenging Times

CCS and Arrears Performance Trends



Navigation

GOAL CALCULATOR

Navigation Page

Report

Instructions

Worker Name

Team

Division

Month

Run Employee Monthly Performance

Choose an Employee from the employee drop down list then click button to run report.

Set Up Employee Yearly Goals

Choose an Employee from the employee drop down list then click button to open a form to set up the goals for an employee

Run Team Monthly Performance

Choose Team/ Division/ Month from the drop down list then click button to create the report.

Run Team Summary Report

Choose Team /Division from the drop down list then click button to create the report.

Run Division Summary Report By Team

Choose Division from the drop down list then click button to create the report.

Run Division Summary Report By Month

Choose Division from the drop down list then click button to create the report.

GOAL CALCULATOR

Employee Summary Performance

Employee Name : Employee 1

Month	Total Cases (L1)	Cases with Orders (L2)	Support Order FPM (L2/L1)	Born Out- Wedlock (L3)	Paternity or Acknowledged (L3)	Paternity FPM (L6/L3)	Cases with Medical Support Ordered (L2/L1)	Cases with Medical Support Provided (L2/L1a)	Line 2- 2e	% of Elig Cases with Medical Support (L2/L2-2e)	Medical Support % (L2/L2-2e)	Current Support Due (L2/L2)	Current Support Paid (L2/L2)	Current Support FPM (L2/L2/L2)	Cases with Arrears Due (L2/L2)	Cases Paying toward Arrears (L2/L2)	Arrears FPM (L2/L2/L2)	Total Collections (L2/L2 + L2/L2)
October	515	514	98.8%	309	307	98.4%	340	235	378	89.9%	82.2%	\$123,445.28	\$91,338.28	74.0%	364	191	52.5%	\$146,296.79
November	506	506	100.0%	307	309	100.7%	337	232	372	90.6%	82.4%	\$244,945.66	\$178,819.30	73.0%	372	216	58.1%	\$273,693.97
December	499	499	100.0%	305	314	103.0%	335	225	365	91.8%	81.6%	\$371,122.84	\$289,148.86	72.5%	377	224	59.4%	\$402,133.86
January	504	504	100.0%	309	320	103.6%	341	234	374	91.2%	82.6%	\$498,883.12	\$380,199.73	72.2%	382	239	61.8%	\$530,047.12

Goals/ Month

Support Order FPM

Paternity FPM

Current Support FPM

Arrears FPM

Total Collections

You need to establish, reduce, or both, for this many cases in order to reach the 'Support Order' Monthly Milestone

You need to establish paternity, by order, adjudication, or POP dec, for this many children to reach the Monthly Milestone

You need to collect, reduce, or both this much money in current support to reach the Monthly Milestone

You need to collect an arrears payment on this many cases to reach the Monthly Milestone

You need to collect this much to reach the Monthly Milestone in the Collections

	Increase Needed	Total Needed	Monthly Milestone	Increase Needed	Total Needed	Monthly Milestone	Increase Needed	Total Needed	Monthly Milestone	Increase Needed	Total Needed	Monthly Milestone	Increase Needed	Total Collections	Monthly Milestone
October	-514	0	0.00%	-307	0	0.00%	(\$8,830)	\$82,708.34	87.00%	64	255	70.00%	(\$44,854)	\$148,297	\$101,642.39
November	-506	0	0.00%	-309	0	0.00%	(\$14,773)	\$164,046.63	87.00%	44	280	70.00%	(\$85,088)	\$273,694	\$208,606.14
December	-499	0	0.00%	-314	0	0.00%	(\$20,498)	\$248,652.30	87.00%	40	264	70.00%	(\$85,573)	\$402,134	\$316,160.82
January	-504	0	0.00%	-320	0	0.00%	(\$25,945)	\$334,251.69	87.00%	31	267	70.00%	(\$108,343)	\$530,047	\$421,704.33

GOAL CALCULATOR

Team Summary Performance

Team **Enforcement** Division : **Child Support Services**

Month	Total Cases with Orders (L1)	Cases with Orders (L2)	Support Order FPM (L2/L1)	Born Out- Wedlock or Acknowledged (L5)	Paternity Established or Acknowledged (L6)	Paternity FPM (L6/L5)	Cases with Medical Support Ordered (L21)	Cases with Medical Support Provided (L21a)	Line 2e	% of Elig Cases with Medical Support (L21a/22a)	Medical Support % (L21a/23a)	Current Support Due (L24)	Current Support Paid (L25)	Current Support FPM (L25/L24)	Cases with Arrears Due (L28)	Cases Paying towards Arrears (L29)	Arrears FPM (L29/L28)	Total Collections (L25 + L27)
October	3,579	3,574	99.86%	2,206	2,206	100.00%	2,419	1,607	2,845	91.46%	60.76%	\$841,272.55	\$800,601.50	71.39%	2,554	1,232	48.24%	\$886,210.07
November	3,561	3,557	99.89%	2,196	2,225	101.32%	2,406	1,591	2,823	91.73%	60.66%	\$1,664,425.83	\$1,167,022.19	70.12%	2,810	1,405	50.00%	\$1,750,027.77
December	3,620	3,517	99.91%	2,182	2,247	102.98%	2,364	1,551	2,888	92.12%	59.93%	\$2,499,096.67	\$1,740,318.70	69.60%	2,654	1,510	56.90%	\$2,574,407.13
January	3,514	3,512	99.94%	2,196	2,285	104.05%	2,362	1,552	2,590	91.97%	59.92%	\$3,371,110.29	\$2,348,328.70	69.60%	2,685	1,614	60.11%	\$3,430,350.58

Goals/ Month	Support Order FPM			Paternity FPM			Current Support FPM			Arrears FPM			Total Collections		
	You need to establish, reduce, or both, for this many cases in order to reach the 'Support Order' Monthly Milestone			You need to establish paternity, by order, adjudication, or POP dec, for this many children to reach the Monthly Milestone			You need to collect, reduce, or both this much money in current support to reach the Monthly Milestone			You need to collect an arrears payment on this many cases to reach the Monthly Milestone			You need to collect this much to reach the Monthly Milestone in the Collections		
	Increase Needed	Total Needed	Monthly Milestone	Increase Needed	Total Needed	Monthly Milestone	Increase Needed	Total Needed	Monthly Milestone	Increase Needed	Total Needed	Monthly Milestone	Increase Needed	Total Collections	Monthly Milestone
October	-3,574	0	0.00%	-2,206	0	0.00%	(\$38,948.89)	\$683,652.61	67.00%	558	1,788	70.00%	(\$184,713.34)	\$886,210.07	\$711,496.73
November	-3,557	0	0.00%	-2,225	0	0.00%	(\$51,857.02)	\$1,115,165.17	67.00%	422	1,827	70.00%	(\$388,794.78)	\$1,750,027.77	\$1,460,242.98
December	-3,517	0	0.00%	-2,247	0	0.00%	(\$71,950.73)	\$1,674,367.97	67.00%	348	1,838	70.00%	(\$361,281.39)	\$2,574,407.13	\$2,213,125.74
January	-3,512	0	0.00%	-2,285	0	0.00%	(\$87,884.81)	\$2,258,643.89	67.00%	266	1,830	70.00%	(\$478,420.27)	\$3,430,350.58	\$2,951,930.31

CASE MANAGEMENT TOOL

Case Functions Guide

This tool allows you to query your caseload by selecting from the 13 functions within CSE, as well as many other views of the data, providing case listings of selected data. Aside from giving you the separated lists, no additional formatting or prioritization has been added. Within each list, you can do additional sorting by case status, date opened, current support amount, arrears balance, last payment, and more.

Enter Worker Name : Enter Team Name :

Search : Court Order Search :

You can search by Case Number, NCP/CP Last Name, Home Phone, Work Phone, Cell Phone (No dashes, parenthesis or spaces), Court Order Number

Report Name :
[My FPM Percentages](#)
[My Monthly Performance Indicator Percentages](#)
[My Arrears FPM - By Month](#)
[Team All FPM Percentages](#)
[Team All Monthly Performance Indicator Percentages](#)
[Team All Arrears FPM - By Month](#)

Category :

Function :

Function Details :

Case Function Lists
 High Priority Projects
 Case Management
 List Work Projects

My Cases

Team

ALL

Child Support Services

- FY 2013-14 Summary of Budget and Position Changes

	FY 2012-13 Revised	FY 2013-14 Recommended	Amount Change	Percent Change
Total Sources	\$11,477,531	\$11,802,201	\$324,670	2.8%
Total Requirements	\$11,477,531	\$11,802,201	\$324,670	2.8%
Net County Cost	\$0.00	\$0.00	-	-
Total Positions	87	90	3	3%

Child Support Services

- FY 2014-15 Summary of Budget and Position Changes

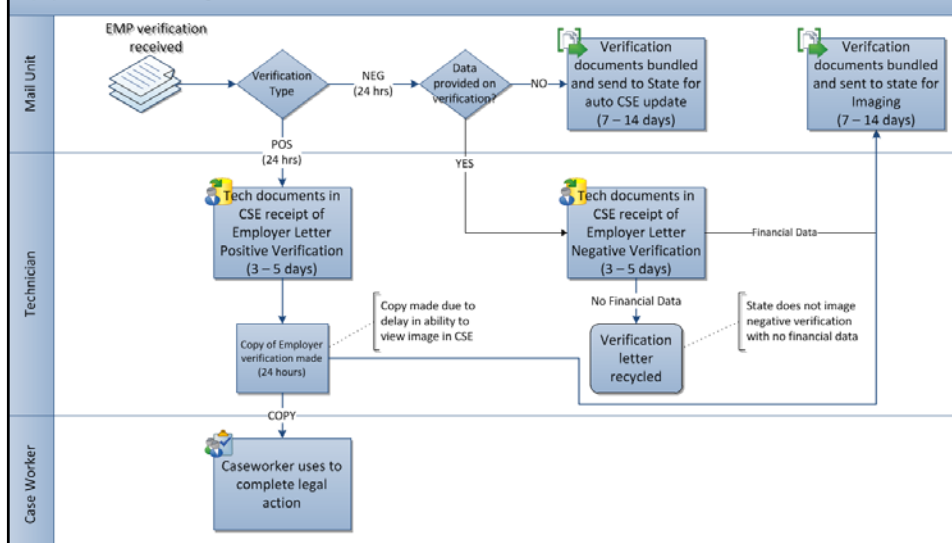
	FY 2013-14 Recommended	FY 2014-15 Recommended	Amount Change	Percent Change
Total Sources	\$11,802,201	\$11,849,356	\$47,155	.3%
Total Requirements	\$11,802,201	\$11,849,356	\$47,155	.3%
Net County Cost	\$0.00	\$0.00	0	0%
Total Positions	90	90	0	0%

Future Goals & Challenges

- Flat funding
- Improve and maintain performance
 - Automate Law and Motion Presentation Sheet
 - Automate Monthly Worker Statistics
- Customer focus
- Staff development

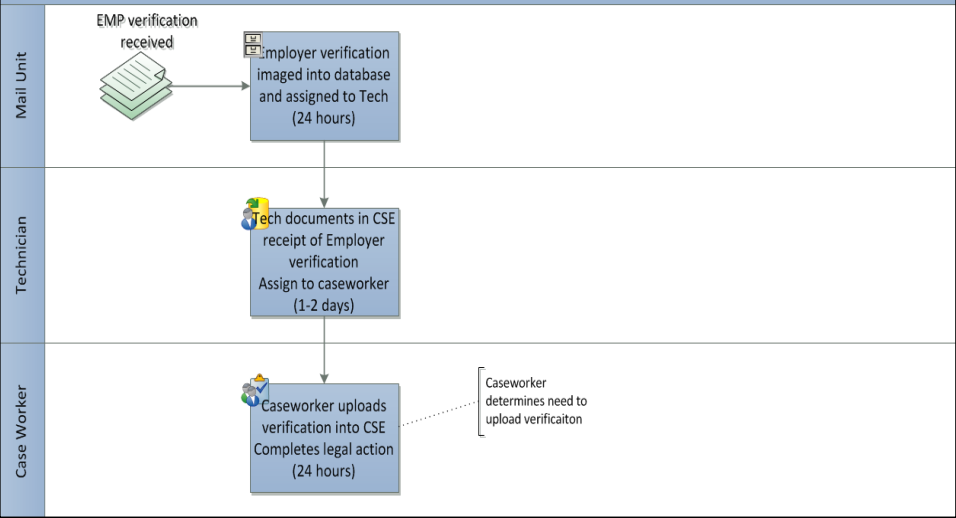
Current Mail Workflow

Employer Letter Mail Processing – Current Process



Automated Mail Workflow

Employer Letter Mail Processing – Proposed “Virtual” Process



Desktop to Courthouse



Mobile Technology

COMING
SOON

Child Support App

- Secure Login & Pin
- Make Payments
- Check Account Balance
- Update Address / Employer
- Send Message to Case Worker



THANK YOU

Non-Departmental Services

Recommended
FY 2013-14 & FY 2014-15
Budgets

1

Net County Cost Allocation

Operating Departments = \$358.7 Million

Community Outcome	Net County Cost	Percentage
Criminal Justice	\$174,502,111	48.7%
Health Services	101,599,958	28.3%
Social Services	32,048,834	8.9%
Community Services	13,898,205	3.9%
Administration and Fiscal	36,656,748	10.2%

2

General Fund Non-Departmental Revenue

Non-Departmental Revenue is used to fund “Net County Cost” in operating departments

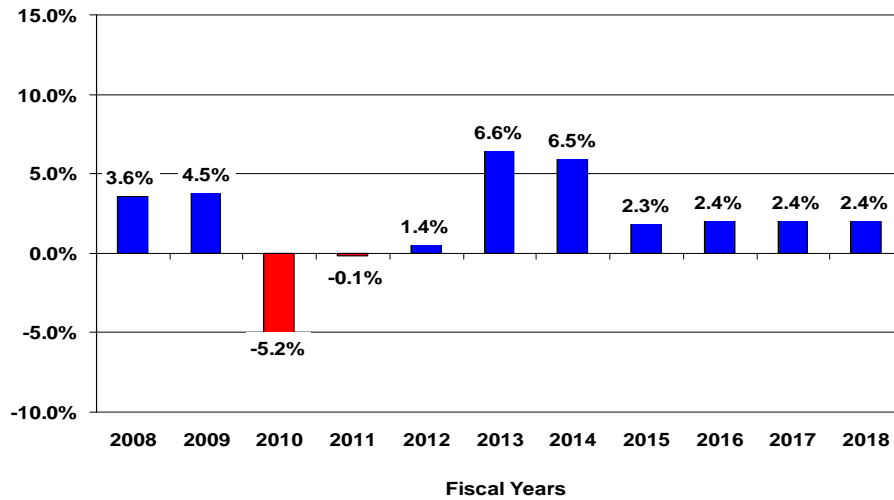
- Property Tax 
- Sales Tax 
- Interest Earnings 
- Transient Occupancy Tax (TOT) 
- Vehicle Rental Tax 

3

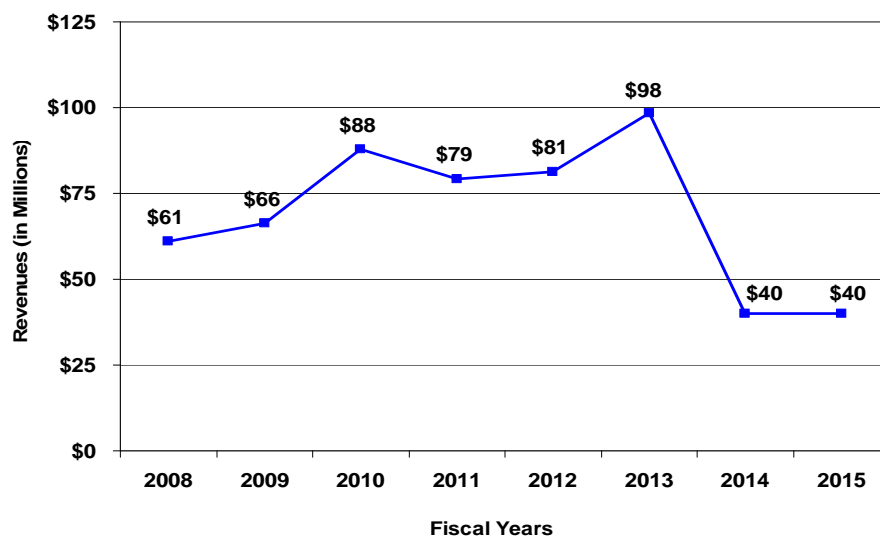
Non-Departmental Services Revenue Projections

Revenue Object	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
Secured Property Taxes	3.3%	6.3%	3.0%	3.0%	3.0%	3.0%
Property Tax In-Lieu of VLF	-1.8%	6.3%	3.0%	3.0%	3.0%	3.0%
Excess ERAF	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Unsecured Property Taxes	9.6%	1.0%	1.0%	1.0%	1.0%	1.0%
Sales and Use Taxes	14.8%	8.2%	1.6%	3.4%	3.7%	3.0%
Property Transfer Tax	19.0%	3.0%	3.0%	3.0%	3.0%	3.0%
Transient Occupancy Tax	12.5%	2.0%	2.0%	2.0%	2.0%	2.0%
Vehicle Rental Tax	100.0%	13.8%	2.0%	2.0%	2.0%	2.0%
Interest Earnings	-10.7%	0.0%	2.0%	2.0%	2.0%	2.0%

Non-Departmental Services General Purpose Revenue Growth



Non-Departmental Services Excess ERAF



Countywide Initiatives

Countywide Technology Projects (\$19.1 million)

- Payroll / HR System Replacement
- ATKS Advanced Scheduler
- SMMC Web and Social Media VDI Infrastructure
- Office 465 and E-mail
- Property Tax System Replacement
- Server/Storage Back-Up Consolidation
- Ongoing IT maintenance of existing systems

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Countywide Initiatives

Capital Projects (\$77 million)

- Maple Street Correctional Center
- COB I Space Planning and Retrofit
- Devil's Slide Trail
- Alpine Trail Bike/Pedestrian Path
- Medical Center Co-Generation
- Morgue Remodel

Debt Service Fund (\$5.5 million)

8

General Fund Use of Reserves

- Additional Pension Contribution (\$50.0 million)
- Circle Star Broker & Mgmt Fees (\$5.0 million)
- Children's Health Initiative (\$2.4 million)
- June 2014 Statewide Election (\$2.3 million)
- Public Administrator Transition (\$1.8 million)
- County Fire Fund Subsidy (\$1.4 million)
- Emergency Assistance Grant (\$500,000)
- Agile Organization Implementation (\$315,000)

9

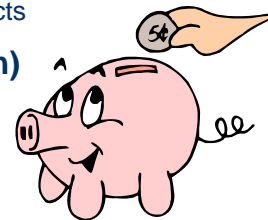
Measure A Proposals

- Seton Medical Center (\$11.5 million)
- SamTrans (\$5 million)
- Early Learning and Care Trust Fund (\$5 million)
- Fire Engine & Vehicle Replacement (\$2 million)

10

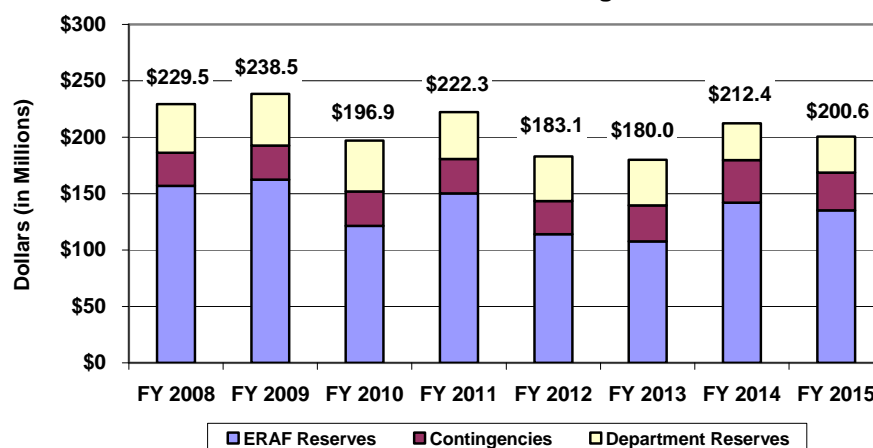
General Fund Contingencies and Reserves

- **Appropriation for Contingencies (\$37.5 million)**
 - Represents 3% of General Fund Net Appropriations as required by the County Reserves Policy
- **Non-Departmental Reserves (\$142.1 million)**
 - \$138.1 million in ERAF reserves
 - \$4 million for Capital and Technology Projects
- **Departmental Reserves (\$32.8 million)**



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General Fund Reserves & Contingencies



Looking Ahead

- Develop long-term revenue, expenditure and cash flow projections, including Measure A and Excess ERAF
- Continue development of performance dashboards
- Negotiate MOUs with Labor Organizations
- Issue Jail Construction Bonds in the fall
- Explore Business Process Redesign Opportunities (including Budget Process)
- Revise Fund Balance Policy to ensure a stable funding source for additional pension contributions while incentivizing departments to save

13

Questions?

14



Measure A

Recommended
FY 2013-14 & FY 2014-15
Budgets

Measure A

Measure A Proposals	Budget Unit	Departments	FY 2013-14 Recomm.	FY 2014-15 Recomm.	Total Pos.
Agreement with Seldon Medical Center	8000D	Non-Departmental Services	\$11,500,000	\$TBD	0
Bicycle Coordinator	4500D	Department of Public Works	80,000	75,500	0
Buildings and Facilities Infrastructure	8500D	Capital Projects	4,640,000	12,000,000	0
Coastside Response Coordinator	3000B	Sheriff's Office	30,000	30,000	0
Core Service Agencies - Performance Management System	1800B	Information Services Dept.	300,000	25,000	0
County Fire Engine and Vehicle Replacement Fund	8000B	Non-Departmental Services	2,000,000	1,500,000	0
Court Appointed Special Advocates (CASA) for Foster Care	7000D	Human Services Agency	100,000	100,000	0
Early Learning and Care Trust Fund	8000B	Non-Departmental Services	5,000,000	5,000,000	0
East Palo Alto Homeless Shelter Operating Expenses	7000D	Human Services Agency	700,000	500,000	0

Measure A

Measure A Proposals	Budget Unit	Departments	FY 2013-14 Recomm.	FY 2014-15 Recomm.	Total Pos.
Homeless Outreach Teams	7000D	Human Services Agency	150,000	150,000	0
Library Capital Needs	3700B	County Library	2,000,000	0	0
Library Summer Reading Programs	3700B	County Library	328,300	206,300	0
Coastside Medical Services	5000D	Health System	551,180	402,359	4
Mental Health System of Care for Adults	5000D	Health System	2,655,322	1,405,289	2
North Fair Oaks General Plan Implementation	3800B	Planning and Building	3,403,500	3,080,000	0
Parks Department Operations and Maintenance	3900B	Parks Department	2,066,208	2,066,208	7
Parks Department Capital Projects	8500D	Capital Projects	1,716,500	1,716,500	0

Measure A

Measure A Proposals	Budget Unit	Departments	FY 2013-14 Recomm.	FY 2014-15 Recomm.	Total Pos.
Prevention and Early Intervention - At Risk Children	5000D	Health System	2,645,381	3,648,185	17
Prevention and Early Intervention - At Risk Children	7000D	Human Services Agency	1,270,927	1,711,789	12
SamTrans - Services to Youth, Elderly, and Disabled	8000B	Non-Departmental Services	5,000,000	5,000,000	0
School Safety	3000B	Sheriff's Office	473,219	473,219	2
Technology Infrastructure and Open Data	1800B	Information Services Dept.	3,230,000	3,230,000	0
Veterans Services	7000D	Human Services Agency	100,000	100,000	0
Total - Measure A Proposals			<u>\$12,719,527</u>	<u>\$14,163,193</u>	<u>31</u>