

COUNTY_{OF} SAN MATEO



COUNTY_{OF} **SAN MATEO**
DEPARTMENT OF CHILD SUPPORT SERVICES

FY 2015-17 Performance Report



Kim Cagno, Director
October 4, 2016

COUNTY_{OF} **SAN MATEO**



Department Mission Statement

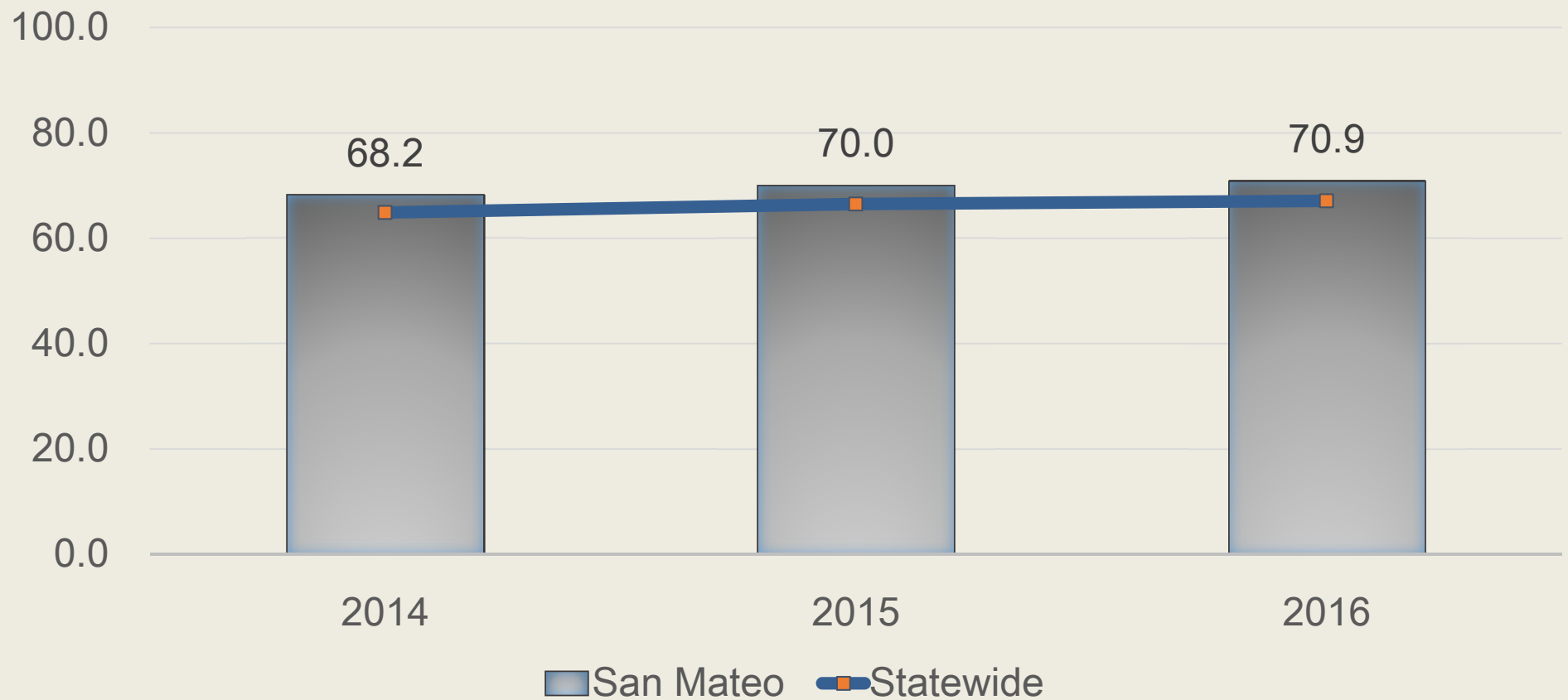
To enhance the lives of children and families by helping parents meet the financial, medical and emotional needs of their children by establishing and enforcing child support orders.



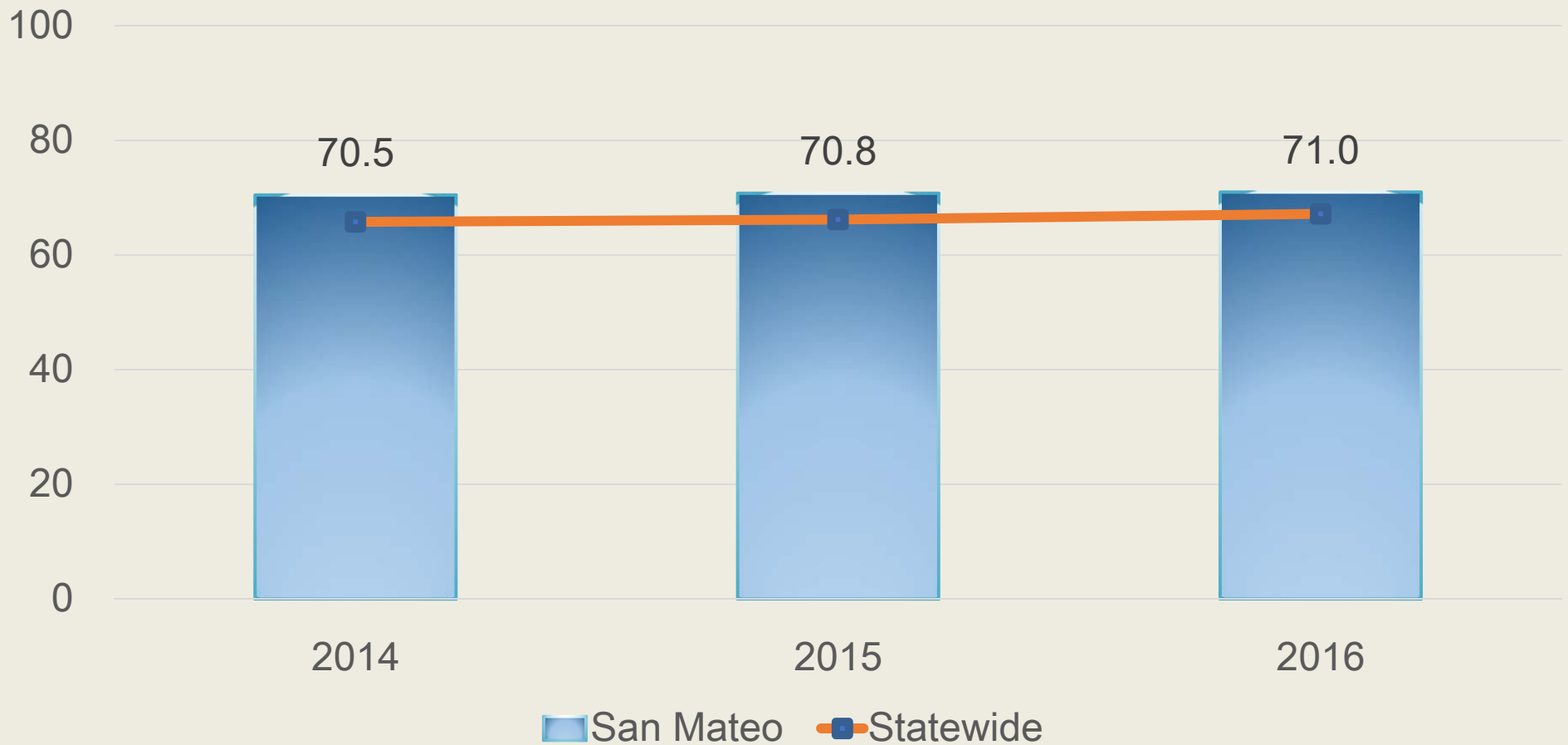
COUNTY OF SAN MATEO



Collections on Current Support

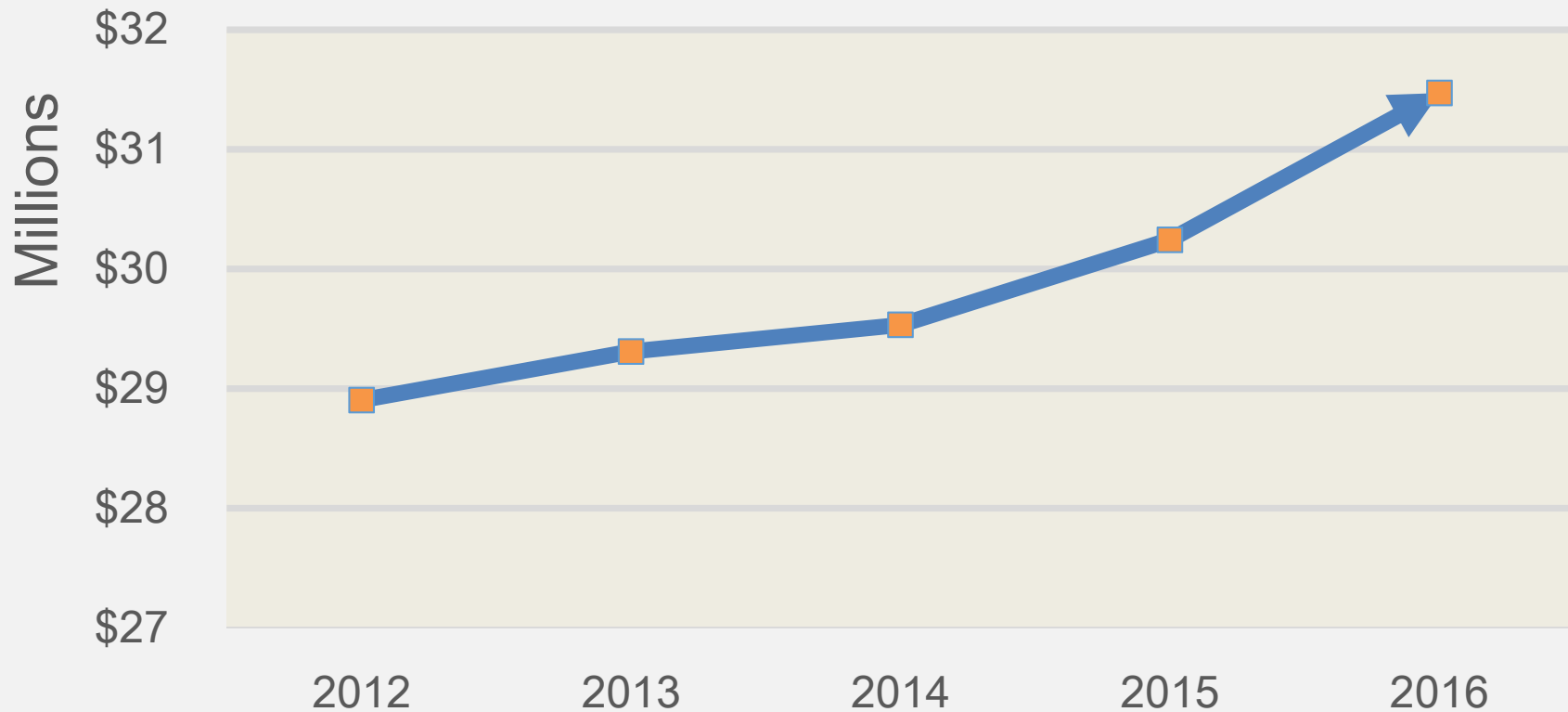


Collections on Past Due Support



Shared Vision 2025 – Prosperous Community

San Mateo County Child Support Collections





POVERTY PREVENTION

95% Direct to
Families

\$3,378 Avg.
Monthly Support

COUNTY OF SAN MATEO



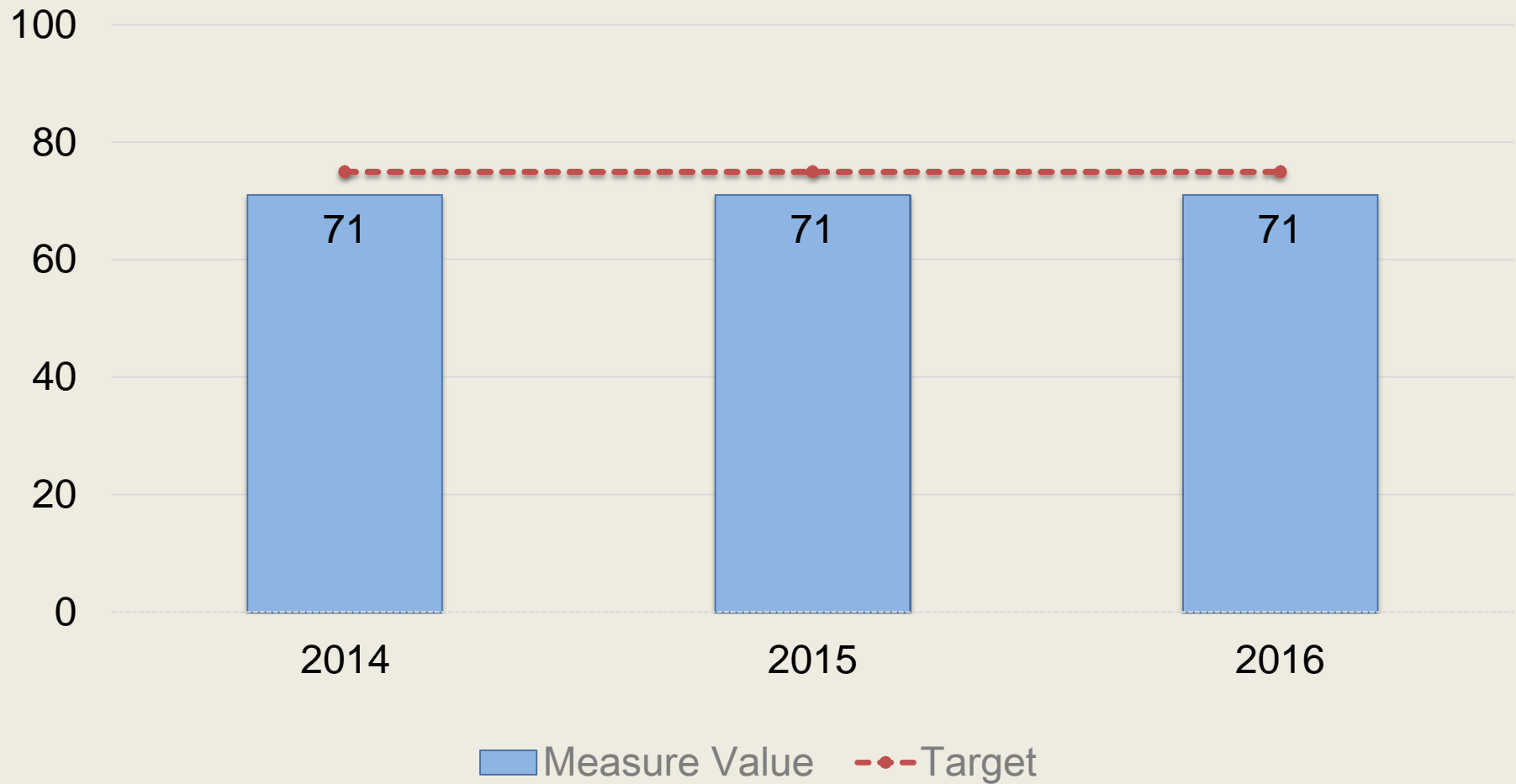
Brighter Futures for Children



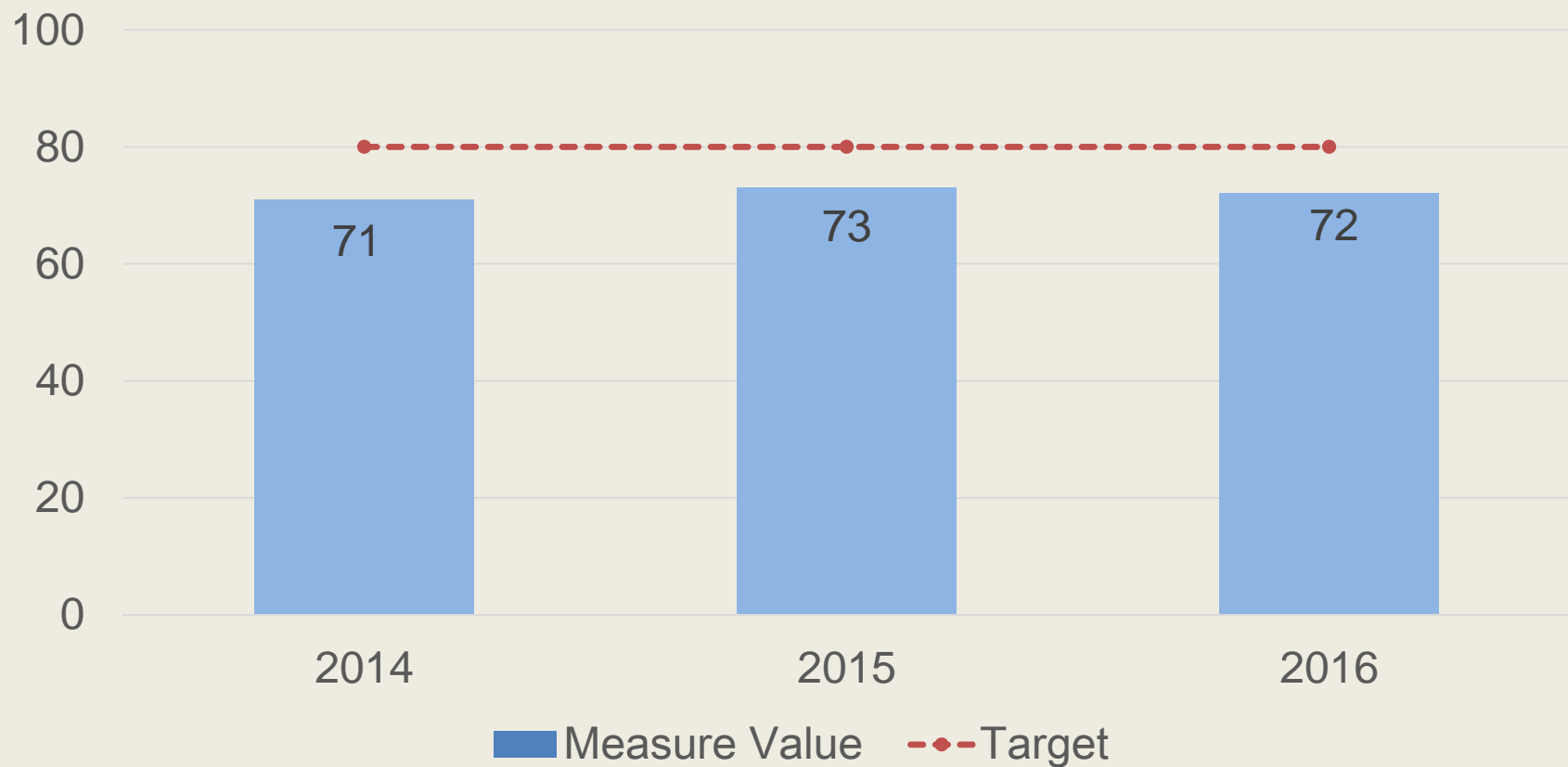
COUNTY OF SAN MATEO



Percent of Performance Goals Met



Percent of Customer Survey Respondents Rating Services as Good or Better

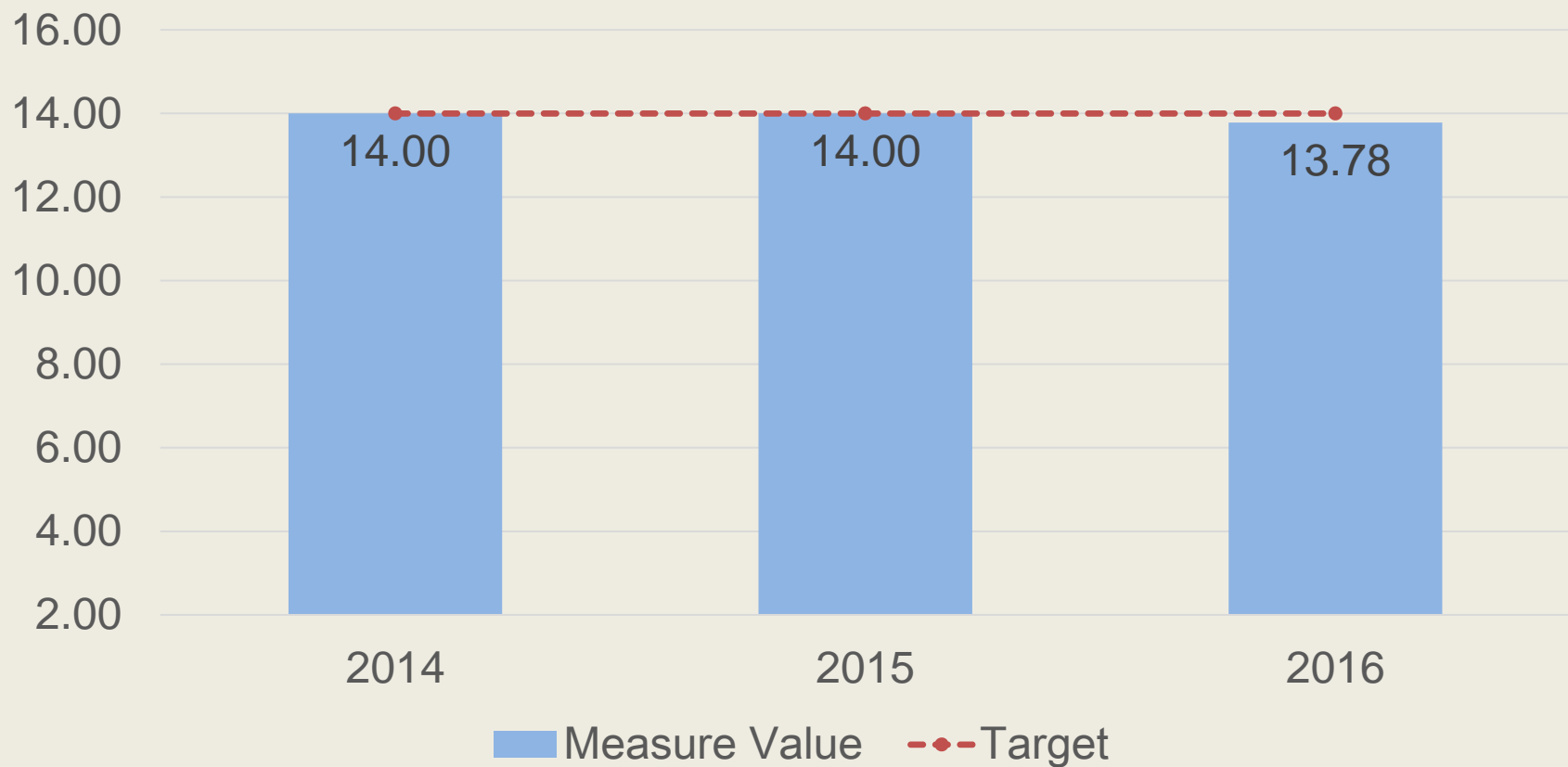


129 respondents, 93 Good or Better

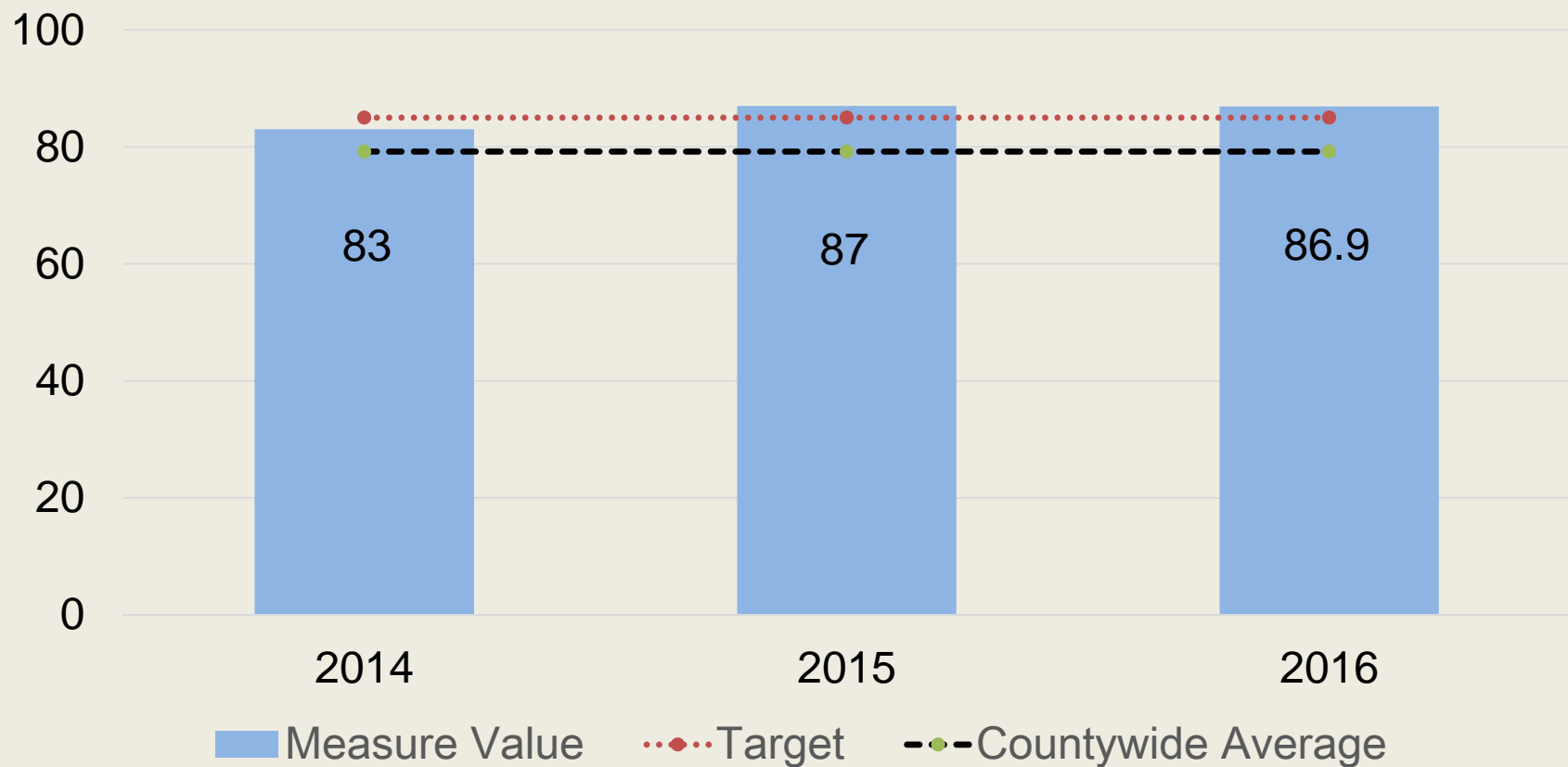
COUNTY OF SAN MATEO



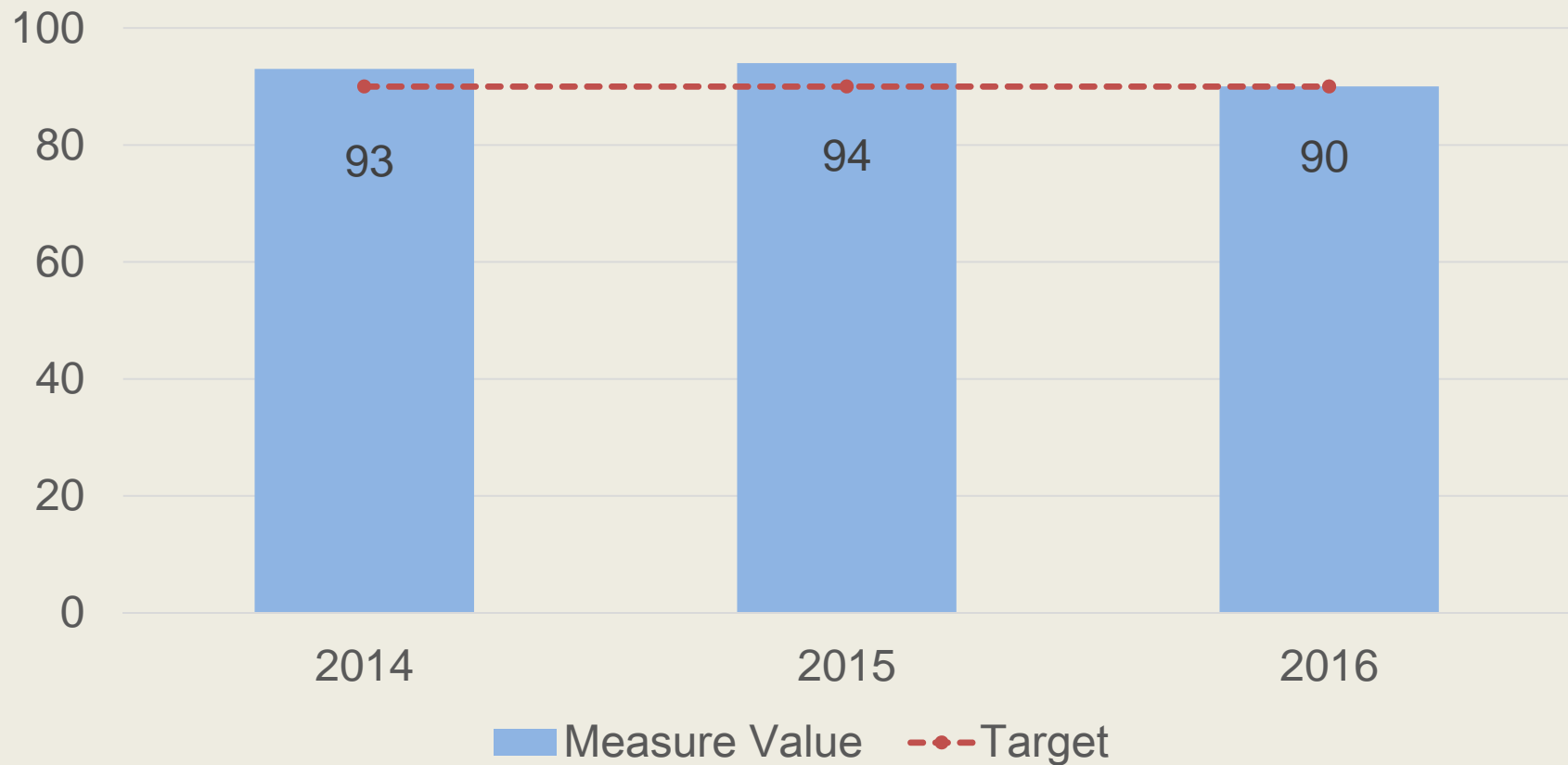
Cost Per Capita with Bay Area Benchmark



Percent of Employees Rating Experience Working for the County as Good or Better



Percent of Employee Evaluations Completed Annually



FY 2015-17 Highlights

2016 Outstanding Group Achievement Award

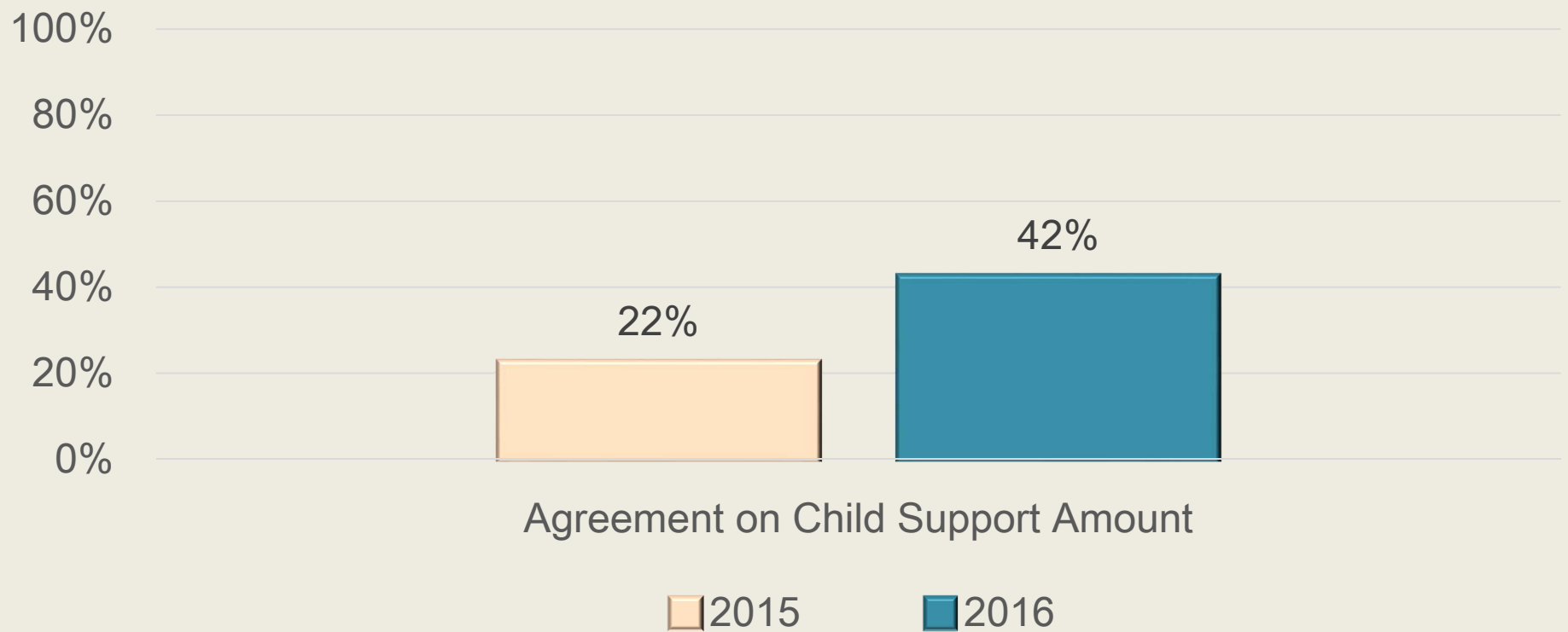
SAN MATEO COURT TEAM



COUNTY OF SAN MATEO



Parents Working Together



Payments to Families

99 Days



30 Days



COUNTY OF SAN MATEO



Streamlined Court Process



Child Support Court Order

**Obtained Same Day of
Court Hearing**



COUNTY OF SAN MATEO



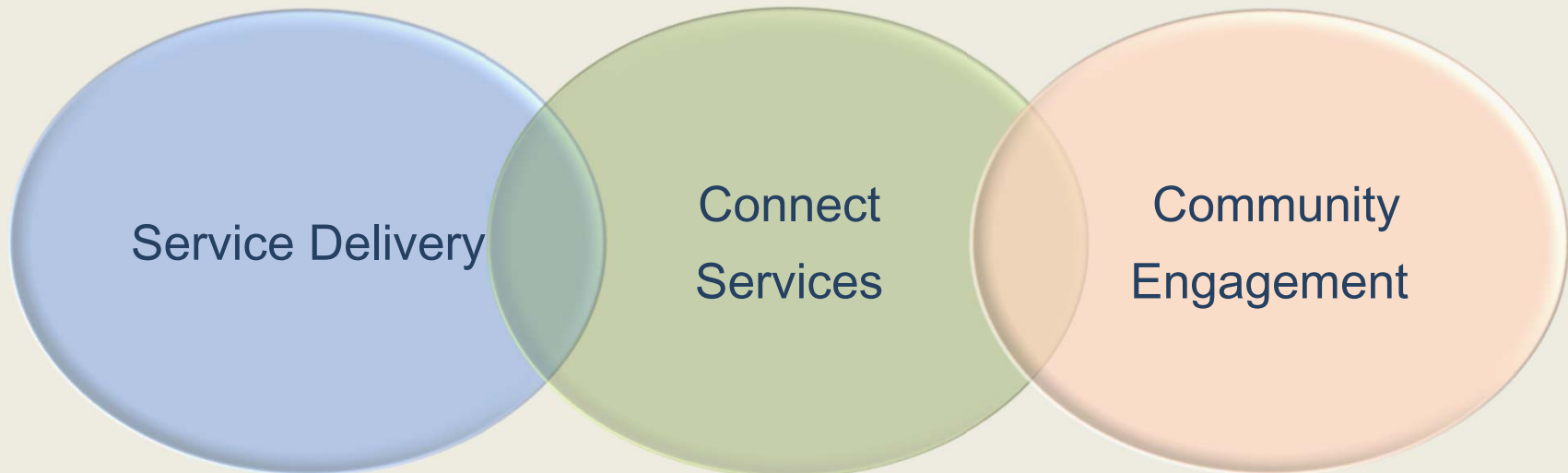
FY 2015-17 Highlights

Strong Families



FY 2017-19 Goals

Enhance Program Performance



FY 2017-19 Goals

The Face of Child Support



COUNTY OF SAN MATEO



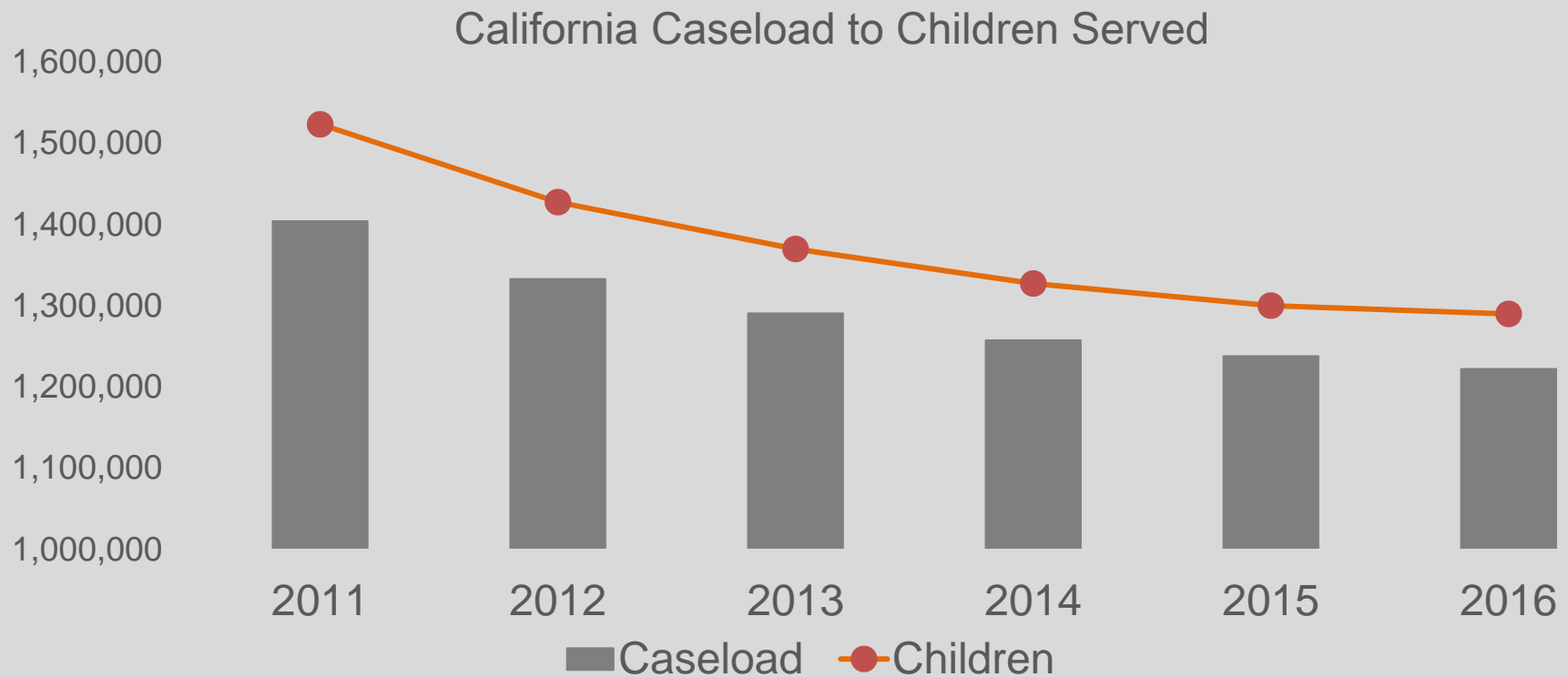
FY 2017-19 Challenges

Flat Funding

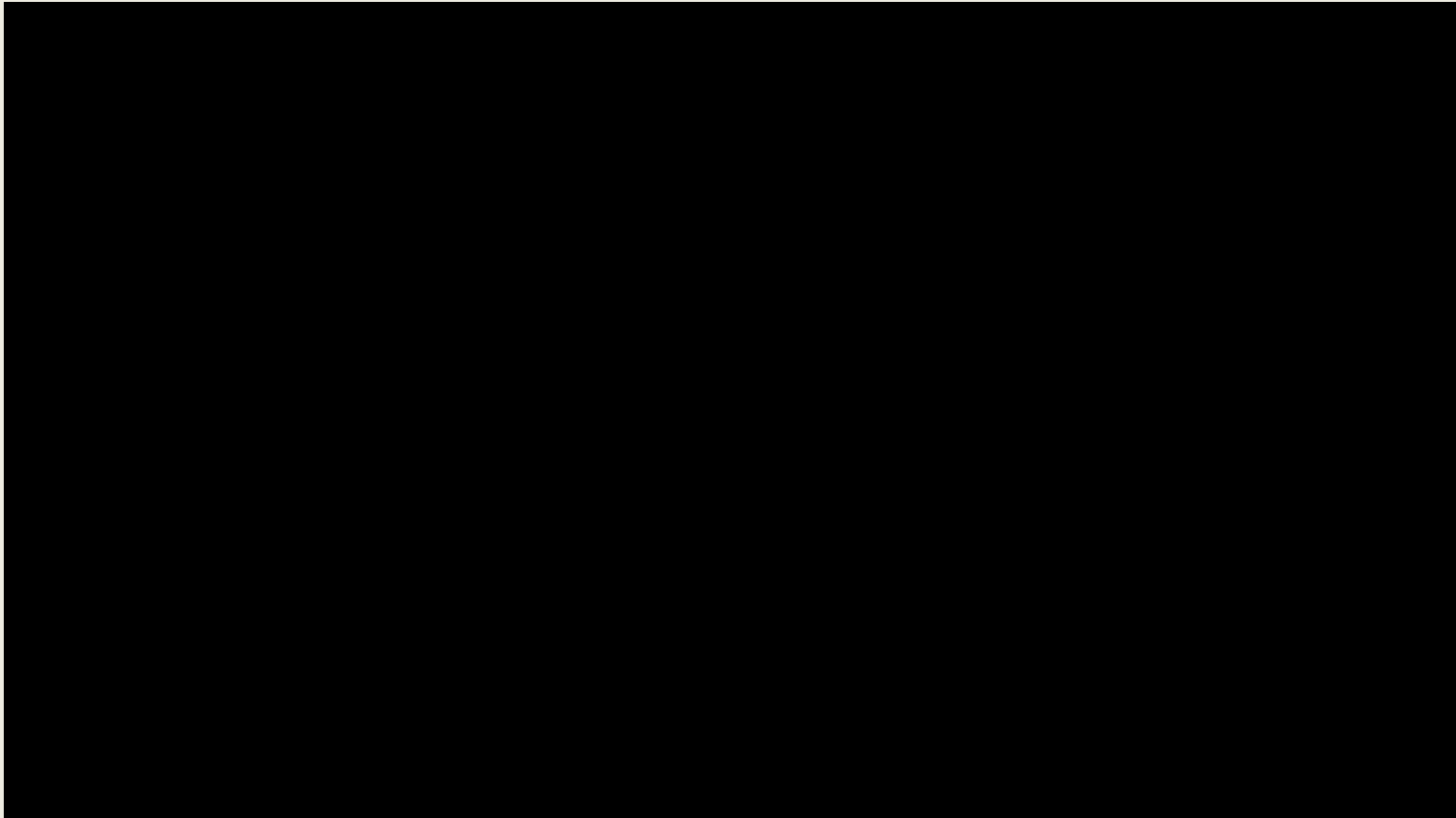


FY 2017-19 Challenges

Shrinking Caseloads



We Are Child Support



COUNTY OF SAN MATEO



COUNTY OF SAN MATEO

DEPARTMENT OF CHILD SUPPORT SERVICES



QUESTIONS?

COUNTY OF SAN MATEO



COUNTY_{OF} SAN MATEO



COUNTY_{OF} SAN MATEO

