
CHILD SUPPORT SERVICES PERFORMANCE PRESENTATION

Kim Cagno, Director

December 11, 2018

COUNTY OF **SAN MATEO**



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.



Shared Vision 2025 Alignment



Healthy Residents & Prosperous Community

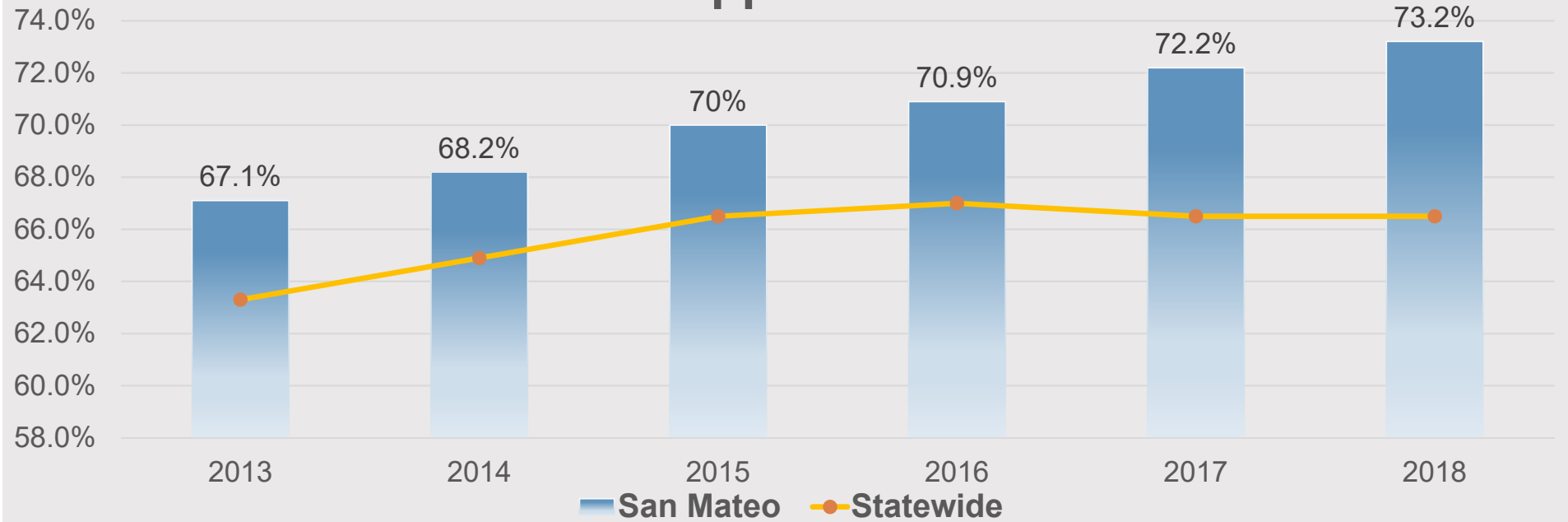
Child Support Collections
\$32 Million Dollars (FY18)



Department Summary



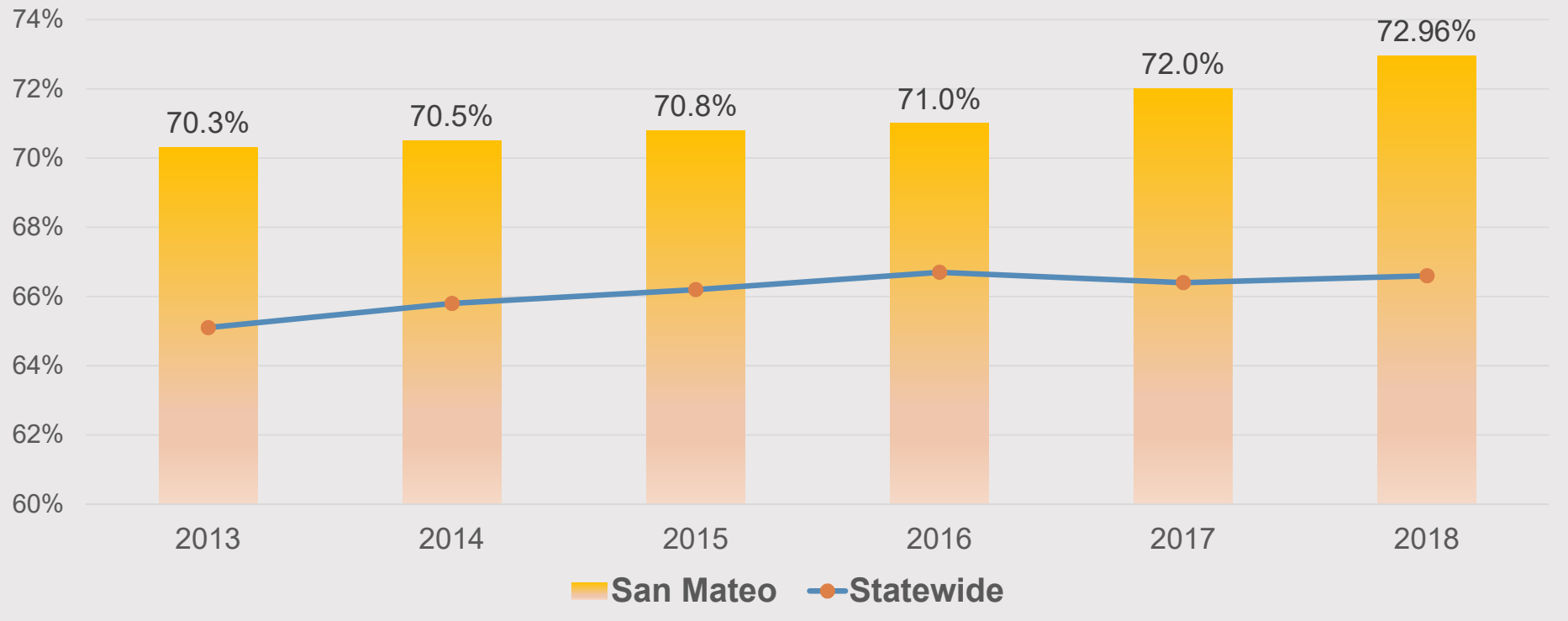
Current Support Collections



Department Summary



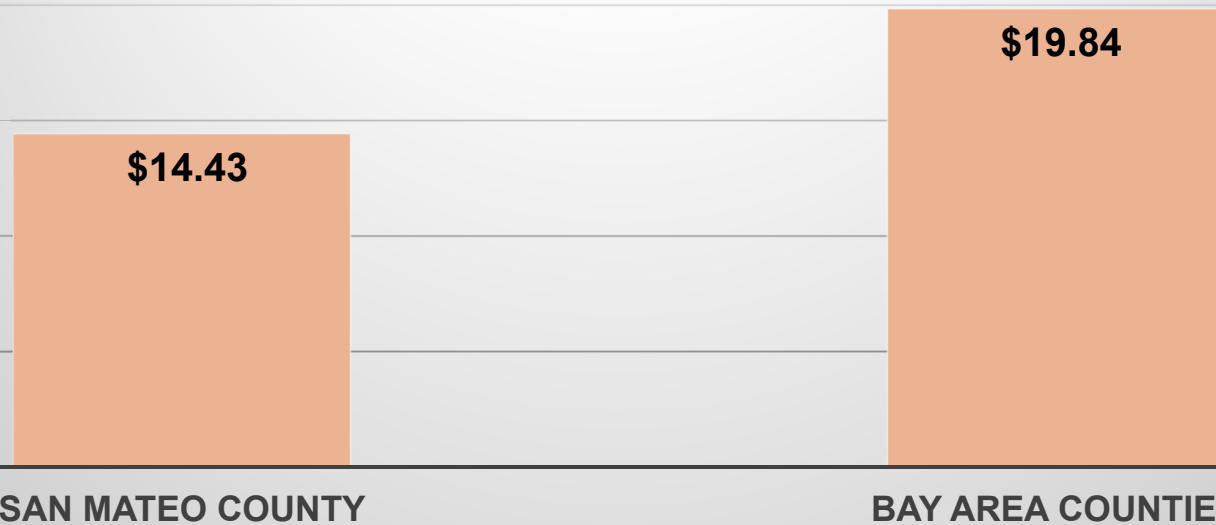
Arrears Collections



Department Summary



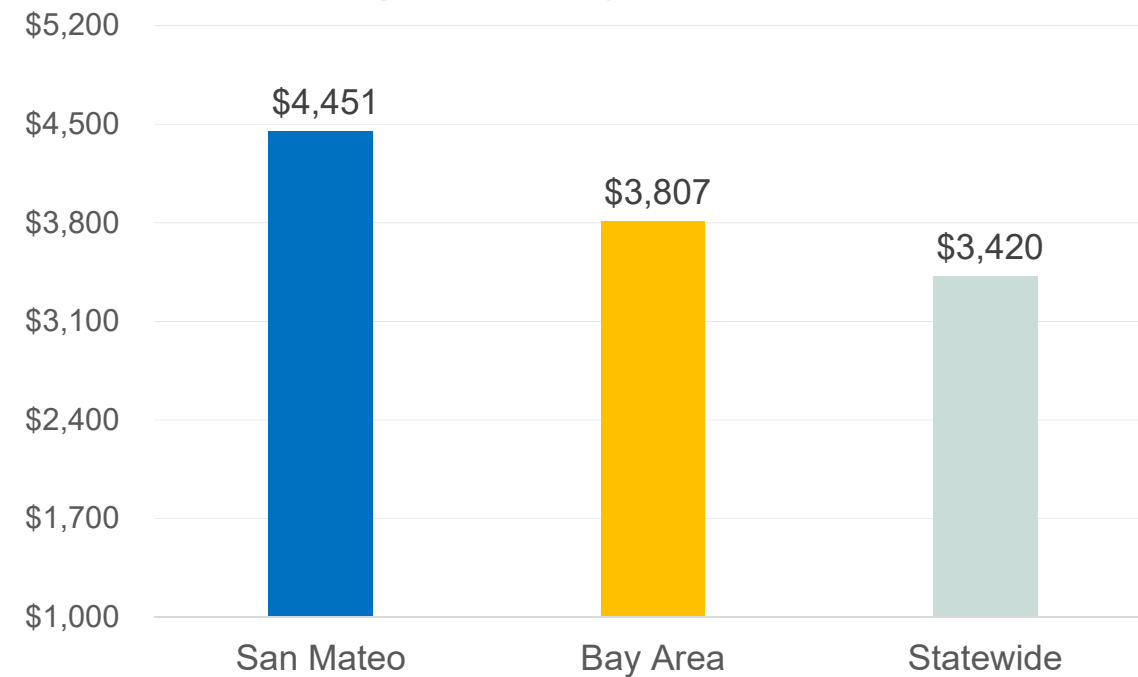
Cost Per Capita with Bay Area Benchmark



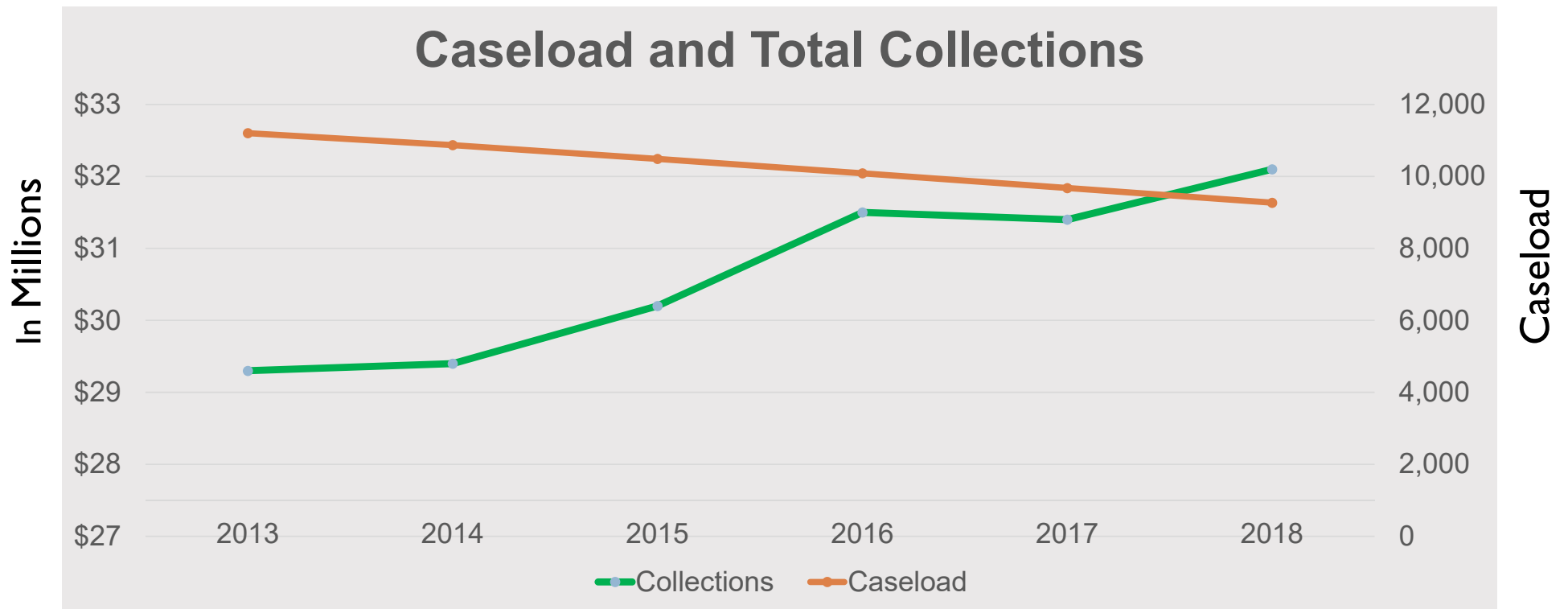
FY 2017-18 Highlights



Average Monthly Collections to Families



FY 2017-18 Highlights



FY 2017-18 Highlights



Program Education

- Marketing Campaigns
- Targeted Outreach
- Spanish Speaking Caseload

Need help with child support?

¿Necesita ayuda con su manutención de menores?

A photograph of three children (two boys and one girl) lying on their stomachs on a grassy lawn, looking at an open book together. The girl is on the left, wearing a pink top. The boy in the middle is wearing a dark blue shirt. The boy on the right is wearing a striped shirt.

Most services are **FREE**.
La mayoría de los servicios son **GRATIS**.



COUNTY OF SAN MATEO
CHILD SUPPORT SERVICES

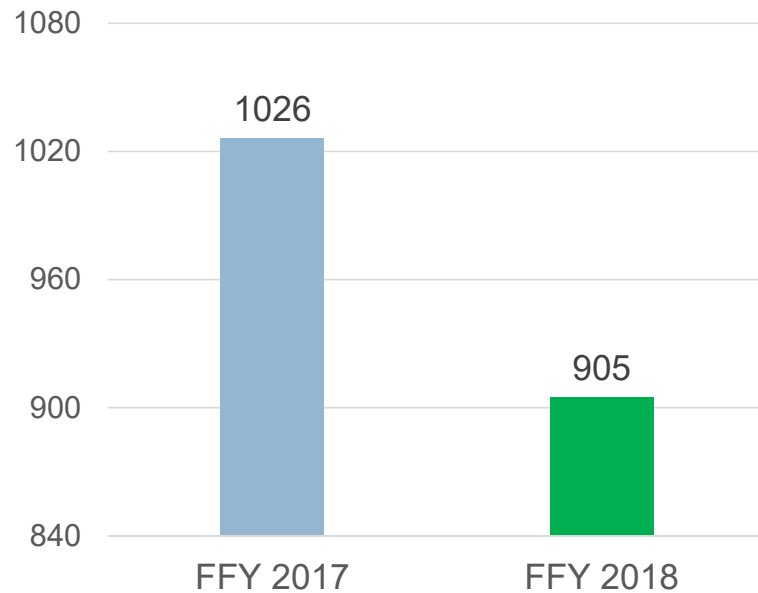
866-901-3212
dcss.smcgov.org

FY 2017-18 Highlights



Enhanced Locate

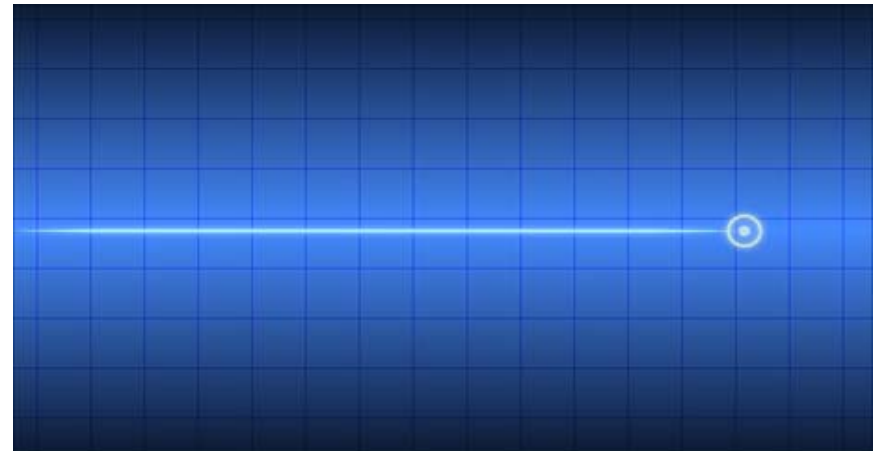
Cases In Locate



FY 2018-19 Challenges



- Funding Allocation Methodology
- Flat Funding



FY 2018-19 Goals



- Secure Adequate Funding
- Improve Operating Efficiencies
- Support Statewide System Infrastructure Enhancements





COUNTY OF
SAN MATEO

QUESTIONS?

