

**Child Support Advisory Board**  
**MINUTES**  
**January 23, 2003**

**Present**

1<sup>st</sup> District, Jane Preece  
3<sup>rd</sup> District, Lucy T. Eisenberg  
3<sup>rd</sup> District, Betty L. Nordwind  
5<sup>th</sup> District, Susan Speir  
5<sup>th</sup> District, Reginald Brass  
Chief Information Office,  
Earl Bradley  
Department of Children and Family Services  
Patti Griffin  
Child Support Services Department  
Philip Browning  
Department of Public Social Services  
Rosie Ruiz  
Superior Court, David Jetton  
CA Department of Child Support Services  
Nancy Stone

**Absent**

4<sup>th</sup> District, Jean F. Cohen  
Franchise Tax Board, Debbie Strong

**Guests**

Steven Golightly, CSSD  
Charles Mandell, CSSD  
Leonette Gray, CSSD  
Larry Silverman, CSSD  
Gail Juiliano, CSSD  
Carol Mentell, CSSD  
Lisa Garrett, CSSD  
Lawrence Hill, SEIU Local 660  
Alicia Ibarra, SEIU Local 660  
Jenny Skoble, HBCFL  
Leora Gershenzon, CDCSS  
Donna Hershkowitz, CDCSS

**Staff Support**

Lee Millen, Board of Supervisors  
Audra Galang, Board of Supervisors

**CALL TO ORDER**

*Chairperson Eisenberg* called the meeting to order at 9:38 a.m.

**SEMI-ANNUAL REPORT TO BOARD OF SUPERVISORS TO BE ADDED TO THE  
JANUARY 23, 2003 AGENDA**

Lee Millen, CSAB Staff, advised that pursuant to Government Code Section 54954.2 (B) 2, the Child Support Advisory Board can add to the original noticed agenda to comply with a timely submittal of the semi-annual report to the Board of Supervisors. The Child Support Advisory Board must find: (1) that the need to take action came to the attention of the Board subsequent to the posting of the agenda, and (2) that due to the need to comply with the timely submittal of the Semi-Annual Report to the Board of Supervisors prior to the next monthly Board meeting, immediate action is necessary to add the Semi-Annual Report to the Agenda for today.

It was **moved by Susan Speir, seconded by Betty Nordwind and unanimously carried** that the CSAB finds that the submittal of the semi-annual report came to the attention of the CSAB subsequent to the posting of the agenda for January 23, 2003, and that immediate action is necessary for the timely submittal of the report to the Board of Supervisors; therefore, the item is added to the agenda in accordance with Government Code Section 54954.2

Chairperson Eisenberg presented the draft semi-annual report (copy in file), covering the last six months of 2002.

It was **moved by Betty Nordwind, seconded by Susan Speir and unanimously carried** to approve the draft semi-annual report, subject to any amendments that may be submitted by Board Members to Susan Speir by next Monday to be incorporated prior to submittal to the Board of Supervisors on Tuesday.

**DIRECTOR'S REPORT:**

*Philip Browning, Director, CSSD, reported:*

The county child care funds have thus far not experienced the level of cuts experienced by other county programs. He stated that the State has been paying penalties for the failure to have a certified state-wide system; and related to the penalties, there is a bill that proposes to pass on to the counties approximately \$6.15 million. Los Angeles County's share would be \$1.2 million, due by the end of this calendar year. Next year, it is proposed that the counties contribute \$51.7 million, with Los Angeles County's share to be \$10 million representing 25% of the penalties. Penalties are based on the level of expenditures.

A contractor has been selected; however, the money for this is not in the current State budget. When it is placed in the budget, the Federal government has to approve it. At present, the Federal administration is not inclined to provide assistance. The formula for the penalties was based on the last four years of allocations. Therefore, even with 25% of the caseload, the County is being assessed only about 20% of the penalties, because of the level of allocations.

Many budget issues are yet to be resolved, one of which is, that the current budget anticipated that legislation was going to pass, so only \$90 million was put in the budget to cover penalties. Ninety-eight million will have to be paid to the Federal government, or deducted from payments made to the State. The \$98 million is not budgeted, but there will be a deficiency bill proposed solely for child support.

The quarterly meeting with Curt Child was held last week, who shared a good deal of information about the budget and the fact that child support generates revenue, a significant portion of that goes back to the state and counties. For every dollar of State funds, there is a two dollar Federal drawdown. He related that Los Angeles has done relatively well in meeting performance indicators with the exception of "current support."

The five largest California counties have been asked to meet with Mr. Child once each month regarding current support performance issues. There is now a more comprehensive plan (developed primarily by Carol Hood) than the one originally submitted.

Los Angeles County has not "cleaned up" any of the data since 1995. There have been discussions with the Court Commissioners regarding the "presumed income" approach that was used to set court orders. The Commissioners understood the dilemma and are starting a plan to modify a "huge" number of orders.

Mr. Browning has periodic regular meetings with Judge Bobb and she has been helpful and she has an interest in us assisting with foster care.

Betty Nordwind initiated a discussion of the court's large caseload in family law cases and asked whether and what CSAB may be able to do about this. Mr. Browning stated that there is a high degree of default cases, and that only about 20% ever get heard by a judicial officer.

Chairperson Eisenberg suggested that this issue be placed on the agenda of a future meeting and get input from the appropriate people in the department regarding the modification project and any changes in the amount of defaults.

David Jetton indicated that the number of filings is not the real issue. The issue is the number of cases that go to hearing, and the judges do hear the cases that need to be heard. Charles Mandell added that the majority of cases that come to the court are settled by stipulation and very few go to court hearings, and those that do generally do not involve paternity and support orders. So even if the numbers were to drop, it would still not result in significant increases in the workload of the judicial officers.

Mr. Browning returned the discussion to the comprehensive plan and said the processes are working to develop the plan into a valuable tool. The State has mentioned that it may use it as a "template" for other counties.

Next Mr. Browning introduced the topic of a Quality Assurance Improvement Plan (QAPI) which is a compliance requirement for all counties. Most of the requirements of this plan

are in the comprehensive plan. It is believed, that for the time being, this plan will serve as the County's QAPI plan.

### **APPROVE THE MINUTES OF DECEMBER 19, 2002**

Leora Gershenzon suggested that the minutes be corrected on p. 3, last paragraph on the page. Change the first sentence of the paragraph to read: "*Ms. Gershenzon advised that the state's plan and CSSD's performance improvement plan is being prepared and will . . . ,*" and add: *The plan of cooperation for next year is being revised.*

It was moved by Susan Speir, seconded by Betty Nordwind and unanimously carried to approve the minutes of December 19, 2002 as amended.

### **REVIEW AND DISCUSS MONTHLY REPORTS/PERFORMANCE MEASURES**

Susan Speir proffered questions regarding the case closing process, i.e., clearing credit if appropriate, releasing driving licenses, etc.—and asked if all these things are being considered and included in the case closing process. A discussion ensued regarding the process and what is included.

Jane Preece questioned how the staff training is being conducted and administered, and noted that training takes people away from their work. Mr. Browning and Mr. Mandell responded, explained how training needs are assessed and the protocols for requesting and assigning people to training. The objective of the training is to equip employees to effectively accomplish the work required of them. Ms. Preece stated her opinion that the most effective training is conducted on the job by supervisors and managers. Susan Speir stated that employees definitely need quality training and updated procedural manuals.

### **BOARD CHAIR'S REPORT – Information Items received after agenda preparation**

Chairperson Eisenberg advised that the Auditor's Report on LOCATE is still incomplete and that she has spoken with Mike Pirolo who indicates it is close to completion. She anticipates that the report will be ready for the February CSAB meeting.

### **DPSS/CSSD INTERFACE – REVIEW OF EXCEPTIONS REPORT**

Chairperson Eisenberg proposed to continue this item to the next meeting. Susan Speir said she had questions about new reports on customer service initiative summary, ombudsman, etc. Chairperson Eisenberg advised that Betty Nordwind will address these issues in her report.

### **CHILD SUPPORT IMPROVEMENT (CSI) PROGRESS REPORT**

Lori Cruz reported a very successful effort as the result of the 106 staff members working primarily on the clean-up list. There was a lot of bad data on the system, which is being cleaned-up. To date, annual receivables have been reduced by \$1.2 million. However, the majority of the work is still ahead.

Susan Speir asked that the reports include more information about the type of cases that are being closed. Ms. Cruz stated they would provide that detail.

Ms. Cruz also reported on several meetings with commissioners and state officials concerning procedures for reporting. She is awaiting final approval on a packet from Judge Bobb.

Chairperson Eisenberg requested monthly distribution of a report on order calculation method percentages and requested a comparative analysis with the percentages for a year ago.

Gail Guiliano, CSSD, noted that a chart indicating trend analysis from month to month rather than a comparative analysis comparing figures from last year would be more useful.

### **INTERSTATE REPORT**

Larry Silverman, CSSD, provided an update on the Interstate Report and reported on the correspondence backlog for interstate cases. Since a year ago the correspondence backlog has been reduced from 23,429 to 8,040 items of correspondence. To address the backlog, CSSD staff is prioritizing mail to handle urgent correspondence promptly and is improving the quality of information at the call center. Because interstate correspondence involves inter-jurisdictional issues, many complaints can't be resolved within three days, resulting in further complaints.

### **CO-LOCATE: UPDATED REPORT ON GLENDALE PILOT PROJECT**

An update on the Glendale Pilot Project was presented. In a September survey of NCP's interviewed, 16% provided personal information in one of the following areas: name, date of birth, social security number, home address and employer. The response rate rose to 25% in October and during the period for the pilot project in November, the rate was 50%.

DPSS eligibility workers are being trained to gather more personal information when interviewing NCP's. The Child Support Supplemental Questionnaire (CSQ) is being used in these interviews. An update on information obtained through emails was requested.

### **ESTABLISHMENT: REPORT ON PILOT PROJECT IN TORRANCE**

Charles Mandell, CSSD, reported on the pilot project in Torrance. The procedures for the LOCATE project were developed by the research and development team. The purpose of the project is to get case workers to initiate co-locate activities in two groups of cases: (1) from DPSS co-locate with insufficient data to initiate a lawsuit and (2) cases returned from process servers without having been served. The pilot divided cases into a pilot and control group. The pilot group enhanced locate tools to gather information. Then their results were compared to those of the control group, which used data from ARS. To assess the performance of the pilot, they compared how many cases

resulted in default judgments, how many yielded stipulations and other measurements. 6 FSO's, 1 clerk, 1 Supervising FSO and 1 Head FSO are assigned to the pilot.

He also discussed performance review coordination in the pilot and control groups. Reports will be developed to track the cases. LOCATE tools to be utilized include Lexus-Nexus, welfare records, MEDS, records from the toll free number WORKCOM, and DMV records. Staff will be trained on Lexus-Nexus. In the application phase a hierarchy of use for locate tools will be developed.

Betty Nordwind and other members emphasized the importance of contacting CP's to obtain complete data in addition to using automated tools.

Chairperson Eisenberg was excused from the meeting at 11:30 a.m. and Sue Speir took the chair.

### **COMMITTEE REPORTS**

#### **Wage Assignments Committee**

Sue Speir spoke on the need for more complete street information on wage assignments. Philip Browning will research why incomplete street address information on NCP's is being provided to CSSD by the Franchise Tax Board. Concerning the conversion order problem, a report is expected which suggests contracting out for a runner to obtain court orders directly from the court. In 2,000 other cases, court orders have been obtained, but other information is missing such as dates and signatures. The Committee will provide a status report on these issues at the next meeting.

#### **Customer Service Committee**

Betty Nordwind reported on the programmatic status and expenditures for customer service projects from July – December, 2002. Lisa Garrett, CSSD, reported that 20 existing customer services projects have used \$990,000 by the end of the first quarter, leaving \$500,000 of the state allocation. Discussion ensued on allocation priorities for customer service projects, such as for phone modifications and for the DPSS ARS interface.

### **DISCUSSION REGARDING FEBRUARY MEETING**

The proposed Performance Improvement Plan will be discussed at the February meeting.

### **PUBLIC COMMENT**

There was none.

### **ADJOURNMENT**

Meeting adjourned at 12:15 p.m.  
Minutes/012303