



LOS ANGELES COUNTY
**CHILD SUPPORT
SERVICES**

ANNUAL REPORT

Federal Fiscal Year 2022-2023



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Message from the Director

THANK YOU TO THE SUPPORT OF THE
BOARD OF SUPERVISORS
FIRST DISTRICT
Hilda L. Solis
SECOND DISTRICT
Holly J. Mitchell
THIRD DISTRICT
Lindsey P. Horvath
FOURTH DISTRICT
Janice Hahn
FIFTH DISTRICT
Kathryn Barger
CHIEF EXECUTIVE OFFICE
Fesia Davenport



In the next few pages, we reflect on the 22-23 federal fiscal year (FFY) and the accomplishments and impacts the department has made in the communities we serve. This past year was marked with the continued development of internal transformative change, ongoing growth opportunities, and the demonstration of grit and resilience addressing a significant operational challenge. Through all of this, the staff showed perseverance and

adaptability, through a unified mission to achieve desired outcomes.

This FFY we identified our core purpose, which is to see children thrive and the vision of how we want to be seen by all we work with in doing the work we are charged with carrying out. We also identified the values we will stand on in doing our work and how we will choose to interact with each other and all others we work with in carrying out our business. This is an evolutionary process and we're taking the steps to see it realized.

I'll close with a thank you to all of Team CSSD. Our impact on the community happens because of your commitment.



Director Terrie Hardy

Strategic Direction

Core Purpose

To ensure children thrive.

Mission

Connecting with parents and caregivers to provide child support services.

Core Values

Accountability, Communication, Excellence, Innovation

Vision 2025

Achieving Excellence, Cultivating Engagement, Enriching Lives, Trusted Partner

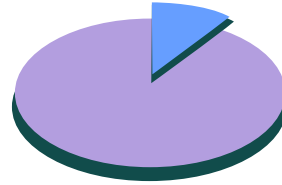


Collections



In FFY 2022-23, the Los Angeles County Child Support Services Department (CSSD) managed 244,068 cases and distributed over half a billion dollars in child support payments.

Total amount of money distributed:
\$513,210,804

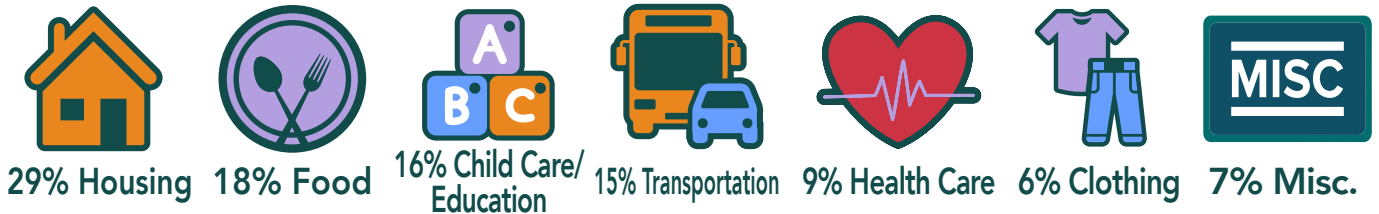


- 87% to families (\$446,493,399)
- 13% to reimburse public assistance (\$66,717,405)

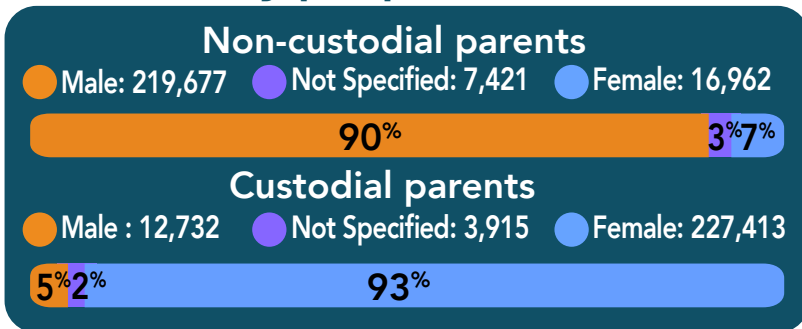
Children and Families Served



CSSD provided vital services to 265,605 children in our caseload. The average amount of child support distributed to families per month was \$362. Per the United States Department of Agriculture (USDA), the average monthly cost of raising a child in a single-parent household is \$797.22 – so our average collection accounts for over 45% of that!



How many people we served:



28,271
Number of parents that visited our offices in person.

31,293
Number of people we saw in the community.

Parentage

Establishing parentage gives children born to unmarried or same-sex parents important rights, which may include the right to social security; military and survivor's benefits; inheritance rights; and health insurance.

Last year, CSSD established parentage for 38,901 children.

Source: Data obtained from the CA Child Support Enforcement System (CSE) and Data Repository (DR).

CSSD Impact on Families

First Supervisorial District

CSSD's Pomona office continuously works toward obtaining child support payments for custodial parents who seek financial support from the non-custodial parents to raise their children.

In September 2022, a Child Support Specialist came across a case where a non-custodial parent refused to provide employment information and had missed child support payments in the past. Because of this, CSSD issued a bank levy on this non-custodial parent. This levy kick-started a series of actions that turned this poorly paying case around. Not only did CSSD obtain a bank levy collection in the amount of \$853.80 on November 2022, the non-custodial parent subsequently provided his new employer information to initiate an Income Withholding Order, and agreed to aggressively pay off his arrears balance, rather than be impacted with another levy. Since the levy, he has paid \$2,929.16 and is on track to pay off his arrears balance in less than six months.

In another case in August 2023, a Pomona Child Support Specialist noticed a case where there was a non-custodial parent, who was self-employed and had adequate money in their bank accounts, but had not paid child support since December 2022. Because of this, a manual bank levy was submitted by the Child Support Specialist that same month. Consequently, CSSD obtained a bank levy collection in the amount of \$10,248.57 on August 29, 2023. From there, the Child Support Specialist also negotiated with the same non-custodial parent and obtained an additional payment of \$3,166 to satisfy current support owed for September plus another \$500 towards the arrears. As a result, the custodial parent received \$13,914.57 in much needed child support.

Second Supervisorial District

Within CSSD, there are units that conduct distinct work and even investigations involving child support, such as the Special Operations Division (SOD). In October 2022, SOD received a mistaken identity claim from a South Los Angeles man whose case had an arrears balance of more than \$170,000. The man said he was not the person CSSD believed to be and claimed it was a case of mistaken identity. He made various assertions, including he did not know the custodial parent in the child support case, could not conceive children, and he had an identical twin brother. Interestingly, this occurred after a lien was placed by CSSD on the man's insurance claim for a large sum of money.

A Child Support Specialist investigated the mistaken identity claim and interviewed the man in person. Subsequently, CSSD contacted the custodial parent of the child support case, and she verified through a photo that the mistaken identity claimant was in fact the non-custodial parent. The Child Support Specialist conducted a thorough investigation by checking physical characteristics; looking into other cases this person had; and connecting data elements. The Child Support Specialist concluded that based on all the information CSSD had collected on the mistaken identity claimant, including the custodial parent's affidavit saying he was the non-custodial parent, the mistaken identity claim should be denied. The non-custodial parent was trying to use the mistaken identity claim process to avoid paying his arrears and CSSD ended up collecting and sending \$85,884 to the custodial parent.



CSSD Impact on Families cont.

Third Supervisorial District

CSSD understands the difficult family dynamics that are often tethered to child support; however, seasoned Child Support Specialists diligently work with caregivers to resolve child support obligations to ensure that children are able to thrive in their homes.

At CSSD's Van Nuys office, there was a case involving a non-custodial parent who wanted to settle their child support case for \$20,000, even though the balance was \$31,557.84, because they wanted CSSD to release a lien. The custodial parent did not agree with this plan and demanded that the non-custodial parent pay in full.

Through a back and forth, the non-custodial parent made the full payment and the custodial parent received her money. Ultimately, the non-custodial parent received his Release of Lien. Later, the custodial parent reached out to CSSD's Van Nuys office and said, "I was able to use the money to get my granddaughter into a good school for kids with autism. You have no idea what this means to my family."



Fourth Supervisorial District

Thanks to the electronic interface with the Franchise Tax Board and the effort of a Child Support Specialist in CSSD's Torrance office, Christmas came four months early for a Southern California family by way of a \$189,446.88 child support payment.

In August 2023, CSSD received correspondence from the California Department of Child Support Services (DCSS) verifying that a large amount of money had been received by a non-custodial parent because of lottery winnings. DCSS had intercepted the funds and as a result, CSSD needed to reach out to the custodial parent to verify she had an active Electronic Payment Card in order for the funds to then be released to her.



When a Child Support Specialist in the Torrance office attempted to contact the custodial parent about the news, they were unable to reach her due to changed contact information. Not giving up, the Child Support Specialist was able to locate a phone number associated with the custodial parent's home address. Upon calling the newly located number and a brief discussion with the person who answered, the Child Support Specialist connected with the custodial parent and was able to deliver the amazing news about the intercepted lottery winnings.

The Child Support Specialist in the Torrance office said that the custodial parent was, "very grateful and stated the money could not have come at a better time as she has been unemployed and the dependents, who were now adults, had been facing financial struggles of their own." Ultimately, the custodial parent set up a bank account and enrolled in direct deposit to receive her funds.

During a phone call with the custodial parent, she stated, "I always worked hard to take care of my children and never took time to take care of myself. It's always been a dream to own a home and now I have a chance to do it. The money is not just for me but for my family and I'm grateful. Thank you."

CSSD Impact on Families cont.

Fifth Supervisorial District

While CSSD's goal is to secure consistent child support for children and families, the department understands the changing needs of parents and as such, works with them to create plans that are reasonable and fair.

In 2022, CSSD's Lancaster office had a case where there was a non-custodial parent, a father of three children, who was rebuilding his life after a divorce. Although he had 30% visitation with the children, he was struggling with his child support obligation, living expenses and mental health.

When the Child Support Specialist discussed the case with this father, it was suggested that if the custodial and non-custodial parties would agree, a stipulation would offer some financial relief. Through several telephone calls and email correspondences with the custodial and non-custodial parties, a stipulation was entered. The Child Support Specialist then followed up with the father's employer to terminate and amend the Income Withholding Order. Also, based on prior conversations regarding his mental health, the Child Support Specialist suggested that the father seek assistance through his medical insurance and employee assistance program. The father was very grateful and sent a "thank you" card in appreciation for the help.

Indeed, the department's objective is sometimes more than the collection of child support, but instead the connection and help we can provide to the community we serve.



CSSD Partnerships

First Supervisorial District - Supervisor Hilda L. Solis

- America's Job Center of California
- California Dept. Corrections & Rehabilitation
- Chrysalis
- Dept. of Children & Family Services
- Dept. of Mental Health
- Geo Group Reentry Services
- Homeboy Industries
- L.A. County Fair
- L.A. Trade Tech
- March of Dimes for Babies
- Metropolitan Detention Center Federal Prison
- Mexican Consulate
- Parks & Recreation
- Pomona Unified School District
- Probation Dept.
- Public Defender
- School on Wheels
- St. John's
- Sunset Day Reporting Center
- The Source at Central Library

CSSD Partnerships cont.

Second Supervisorial District - Supervisor Holly J. Mitchell

- California Dept. Corrections & Rehabilitation
- Charles Drew University/Drew Cares
- Ciclavia
- Claris Health
- Compton Veterans
- CSU Dominguez Hills
- Dads Back
- Dept. of Mental Health
- Dept. of Public Health
- Inglewood Unified School District
- Jenesse Center, Inc.
- Learning By Design Charter School
- MLK Jr. Community Hospital
- Parks & Recreation
- Probation Dept.
- Restoration Community Development Corp.
- South Los Angeles and South Bay Community
- Southeast Los Angeles Worksource Center
- Special Needs Network
- The Children's Collective, Inc.

Third Supervisorial District - Supervisor Lindsey P. Horvath

- Childcare Resource Center
- Clinica Monsenor Oscar A. Romero
- Community Coalition Network
- Hands4Hope LA
- L.A. Mission College
- Probation Dept.
- Project Impact
- Sylmar Farmers Market
- The Help Group
- U.S. Dept. of Veterans Affairs

Fourth Supervisorial District - Supervisor Janice Hahn

- California Dept. Corrections & Rehabilitation
- Be Social Productions
- Cambodian Association of America
- City of Maywood
- Dept. of Mental Health
- Dept. of Public Health
- Dept. of Social Services
- Fundamentals of Fatherhood Program
- Harbor Community Health Center
- KJLH Radio
- Parks & Recreation
- Strength Based Community Change
- Terminal Island Federal Prison
- Walnut Park Elementary School
- Wilmington Community Clinic
- YMCA

Fifth Supervisorial District - Supervisor Kathryn Barger

- Antelope Valley Boys and Girls Club
- Antelope Valley College
- Antelope Valley Partners for Health
- Lancaster School District
- Los Angeles County Asian American Employees Association
- Monrovia Public Library
- Parks & Recreation
- Public Defender
- U.S. Dept. of Veterans Affairs

CSSD in the Community

Department of Economic Opportunity (DEO)

CSSD and the DEO entered into a memorandum of understanding (MOU) to assist individuals who had child support obligations and were unemployed. It required that CSSD make unemployed parents aware of employment services that were available and assist them in obtaining a job. As part of the MOU, CSSD referred participants in need of employment services to any of the DEO-administered America's Job Center of California (AJCC) facilities. Upon confirmation of enrollment and participation in the AJCC program, CSSD released any child support hold on the participant's business or professional license. Additionally, the AJCC kept CSSD informed of the participant's status, including any new employment and income information.

Probation Department

CSSD and Probation developed a special partnership called the SupportLA Probation Collaboration, which centered around efforts to reduce recidivism and to provide services for parents in CSSD's caseload who are on probation. As a result, CSSD dedicated a phone line and email address to provide a direct line of contact for these parents. CSSD also conducted regular outreach at Probation sites and made a special video and flyers to help explain the child support program to parents on probation.

Magnolia Place

CSSD participated in the Magnolia Place Community Initiative, which is where local service providers, parent groups, and Los Angeles County and city departments worked together to strengthen the well-being and self-sufficiency of individuals, families and the community by increasing social connectedness, community mobilization, and access to needed services. For the last eleven years, CSSD, along with the Department of Children and Family Services (DCFS), Mental Health (DMH), and Public Social Services (DPSS), have been co-located at Magnolia Place in a designated county office suite to provide comprehensive programs and services to the community. CSSD specifically provides resources and information regarding child support, obtaining right-sized orders, and assistance for navigating through the child support process.

The Zev Yaroslavsky Family Support Center

CSSD's Van Nuys division is housed in the innovative Family Support Center, where it shares space with Probation, Department of Health Services (DHS), Public Health (DPH), DCFS, DMH and DPSS. This facility allows CSSD employees to work with staff from other departments to share information and create a supportive environment for mutual case participants. CSSD staff address any child support issues, and if the family they're assisting needs additional resources, they then proceed with a warm hand-off to another department.

Public Defender (PD) Community Day

On June 3, 2023, CSSD partnered with the PD's office at several locations throughout the County for their Community Day. The event helped remove child support as a barrier or perceived barrier, especially for the justice-involved and re-entry population. This population is often fearful of visiting a government office, so this collaboration allowed CSSD to provide on-the-spot child support help to parents who may not have otherwise visited a CSSD office for assistance.

CSSD Community Outreach Events

First Supervisorial District - Supervisor Hilda L. Solis

- America's Job Center of California
- BOS Solis El Salvador Foundation Back to School Event
- BOS Solis Luminare Church Back to School Event
- California Dept. Corrections & Rehabilitation Re-Entry Resource Center
- Changing the Face of Homelessness Resource Fair
- Dept. of Children and Family Services
- Dept. of Mental Health Youth Collective and Well Being Resource Fair
- East LA Job and Resource Fair
- Homeboy Industries
- L.A. County Day at the Fair
- Lawyers in the Library
- March of Dimes for Babies
- Metropolitan Detention Center Federal Prison
- Mexican Consulate



- Parks After Park
- Parole & Community Team Meeting
- Pico Rivera Community Resource and Job Fair
- Pomona Unified School District - Student & Family Support Services Backpack Giveaway
- Probation Dept.
- Public Defender Community Day Resource Fairs
- School on Wheels Open House Resource Fair

Second Supervisorial District - Supervisor Holly J. Mitchell

- BOS Mitchell - Marina Del Rey For All Celebration
- BOS Mitchell & Christ Temple Church Day of Dignity Health & Wellness
- BOS Mitchell Lennox Night at the Park
- California Dept. Corrections & Rehabilitation Re-Entry Resource Center
- Charles Drew Breast Cancer Awareness Resource Fair
- Ciclavia & BOS Mitchell 3rd Annual Juneteenth Celebration & Resource Fair
- Compton Veterans Stand Down

- CSU Dominguez Hills/Special Needs Network, 17th Annual Tools for Transformation Conference
- Dads Back
- Dept. of Mental Health
- Dept. of Public Health/Leukemia Awareness Month: Community Resource Fair Celebration
- DREW Back 2 School 2023 Community Resource Fair
- Inglewood Unified School District's Enrollment and Resources Fair
- Jenesse Center Inc.
- Juneteenth Father's Day Community Baby Shower Celebration and Resource Fair
- Parks after Dark
- Probation Dept.
- Restoration Community Development Corp. Day of Dignity Event
- Southeast Los Angeles Worksource Center Job Fair
- Special Needs Network Back 2 School Community Health & Resource Fair
- Taste of Soul Family Festival
- The Children's Collective, Inc. Black Infant Health Resource Fair



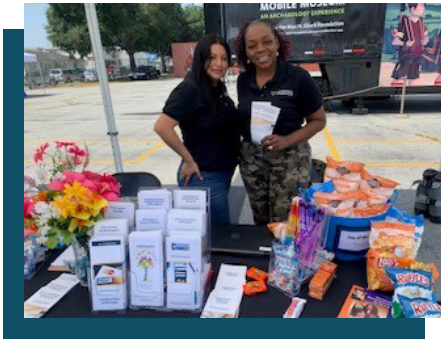
CSSD Community Outreach Events cont.

Third Supervisorial District - Supervisor Lindsey P. Horvath

- Alliance for Community Empowerment
- BOS Horvath & Clinica Monsenor Oscar A. Romero Food Distribution Resource Fair
- Child Development Institute
- Childcare Resource Center Annabelle Godwin Family Play Day
- Community Coalition Network Joyful Living Resource Fair
- Hands4Hope LA
- L.A. Mission College Super Saturday Community Resource Fair
- Probation Dept. Resource Fair-East San Fernando
- Project Impact Reentry Resource and Job Fair
- Strength United
- Sylmar Farmers Market
- The Help Group
- U.S. Dept. of Veterans Affairs Collaboration Informational Event



Fourth Supervisorial District - Supervisor Janice Hahn



- Dept. of Mental Health
- Dept. of Social Services Norwalk Outreach
- Fundamentals of Fatherhood Program
- Harbor Community Health Center Back to School Fair
- KJLH Women's Health Expo
- Parks After Dark
- Strength Based Community Change I Heart Wilmington Festival
- Terminal Island Federal Prison
- Walnut Park Elementary
- Wilmington Community Clinic's Health Fair-Backpack Giveaway
- YMCA & City of Maywood Back to School Party & Backpack Giveaway
- Be Social Back to School Event
- BOS Hahn & SPA 7 - Day of the Child Community Fair
- Cambodian Association of America
- CDCR Women's Empowerment Parole Group Freedom Festival

Fifth Supervisorial District - Supervisor Kathryn Barger

- Antelope Valley Boys and Girls Club
- Antelope Valley College Project Blue Community Resource Fair
- Antelope Valley Partners for Health
- BOS Barger 25th Annual Tribute to Veterans & Military Families
- BOS Barger Los Angeles County Asian American Employees Association Speaker Series: Leading by Example, Rising Through the Ranks
- Lancaster School District
- Monrovia Community Picnic Celebrating Veterans
- Parks After Dark
- Public Defender Community Day Resource Fair-Pasadena
- U.S. Dept. of Veterans Affairs Collaboration Informational Event



CSSD Accomplishments

Service Request Backlog Elimination

CSSD often works closely with county partners, including the Department of Social Services (DPSS) on items such as Service Requests.

Typically, CSSD receives a Service Request (SR) from DPSS when one of their applicants applies for California Work Opportunity and Responsibility to Kids (CalWORKs) and/or Medi-Cal services. When this happens, DPSS is required to update their referral information on their work program, CalSAWS. Once DPSS approves the applicant for aid, CalSAWS interfaces with CSSD's work program called CSE. This in turn causes an SR to be generated from DPSS and received by CSSD to open a case, when applicable.

CSSD's Case Initiation Unit (CIU) reviews all SRs and determines the next appropriate action – whether to create, reopen, or update a CSSD case within 20 days of receiving the referral (federal compliance timeframe). Unfortunately, due to the large amount of SRs generated on a yearly basis, for years CSSD did not comply with the federal timeframe and at the highest point, CSSD had over 38,000 overdue SRs.

Because of this, in September 2022, CSSD received a letter of intent from California's Department of Child Support Services (DCSS) to move CSSD into Phase 1 of the corrective action process. Fortunately, even prior to this letter of intent being issued, CSSD's newly appointed director, Terrie Hardy, already established an action plan to rectify this seemingly insurmountable problem that had been festering for years. A reconsideration was requested to the state and granted to completely eradicate the backlog by September 2023.

The development and implementation of CSSD's SR Delegation Automation

In the past when handling SRs, supervisors were manually assigning work to staff from the State's SR Tool, delegating a few SRs from different days to staff, thereby leaving SRs on certain days unworked. This added to the growing backlog.

In a change, the CIU Database, where staff entered their daily stats, was enhanced by CSSD's IT Department to add an SR delegation automation component. The programming allowed staff to receive their SR assignments at a click of a button which would assign an SR with the earliest compliance date in chronological order. This made delegation more efficient and freed supervisors and leads from manually assigning work daily, sometimes multiple times a day.

As a result of the SR tool, CSSD completely eradicated its backlog in September 2023. Moreover, CSSD cross-trained multiple divisions within the department and shared the knowledge of processing SRs to prevent a backlog from occurring again.

CSSD Labor Relations

SEIU, Local 721, BU# 111, 112, 121, 122

CSSD is working to enhance communication between the union and Department. This has been accomplished through updates to the Joint Labor Management (JLM) Meeting Agenda process. The union provides details regarding their pending agenda items so that CSSD can have the relevant Subject Matter Experts (SME) available during the Joint Labor Management Committee (JLMC).

9
Number of JLM Meetings

May 2023
Meet & Consult - Policy Review

Program Managers Association (PMA), BU#804

CSSD began MOU negotiations with the newly formed Program Manager Association on July 11, 2023. Labor Relations has been negotiating since that date and are working towards a finalized MOU by December 2023.

1
Number of JLM Meetings

4
Number of Negotiation Meetings

August 2023
Meet & Consult - Policy Review

AFSCME Supervisors, Local 1083, BU#725

4
Number of JLM Meetings

May 2023
Meet & Consult - Policy Review

August 2023
Met with AFSCME to begin their requested Class/Comp Study

Attorney Association, BU#802

1
Number of JLM Meetings

February-March 2023
Negotiations

May 2023
Meet & Consult - Policy Review

Coalition of CSSD Unions/Associations

The two unions and two associations listed above have come together under the banner of "Coalition of CSSD Unions/Associations" to address their joint concerns regarding COVID-19 and Core Team Days. CSSD leadership has met with them twice as follows:

Sept. 6, 2023
Initial meeting with Chief Deputy Director and Admin Deputy

Sept. 14, 2023
Follow-up meeting to provide resolution to their request to suspend Core Team Days.