

# ERICSA

CELEBRATES **50** YEARS  
OF SERVING FAMILIES: THE  
**MAGIC**  
IS STILL ALIVE



## Large Jurisdictions Best Practices

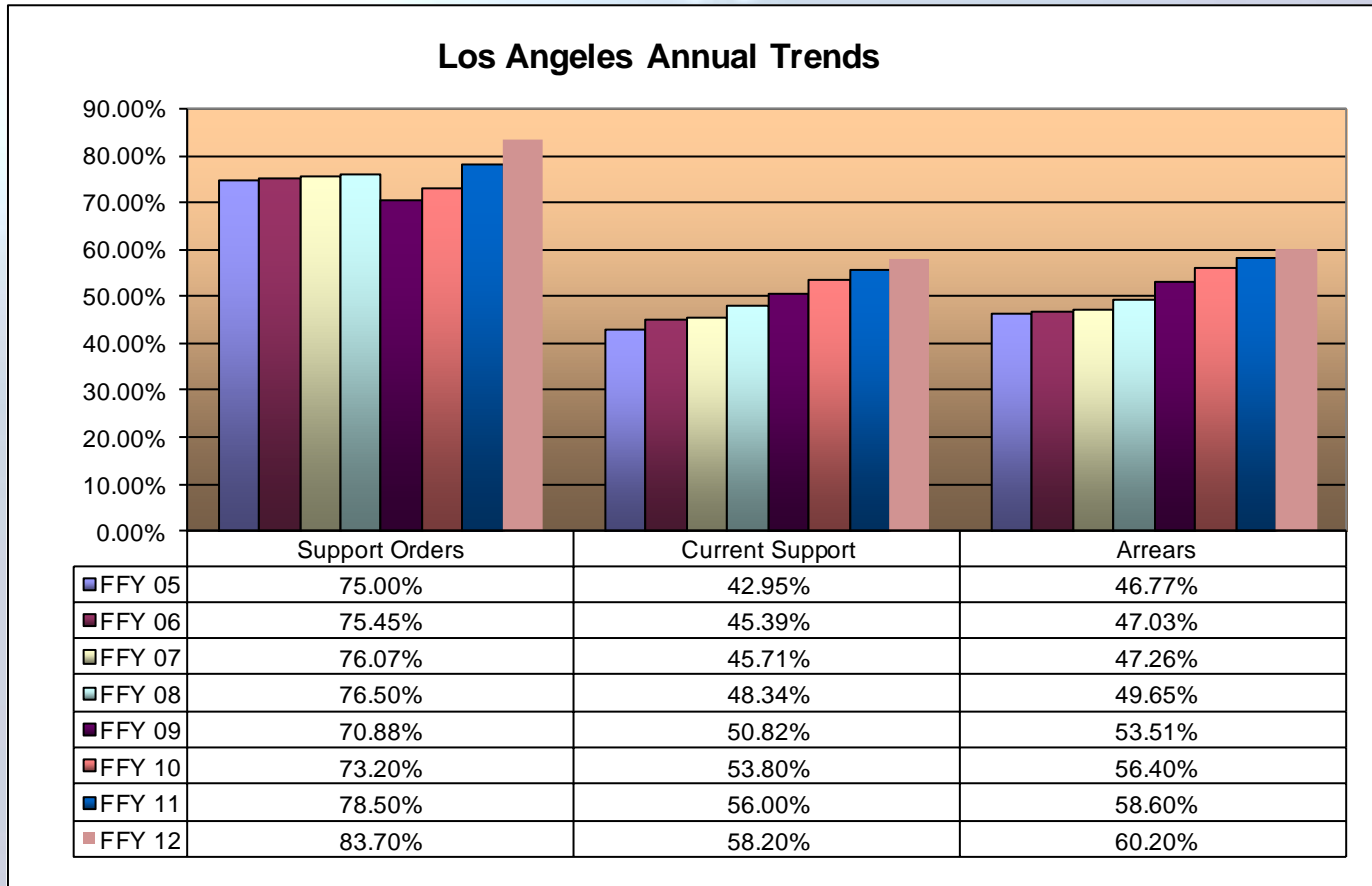
DAVID KILGORE

CHIEF DEPUTY DIRECTOR LOS ANGELES COUNTY  
CHILD SUPPORT SERVICE DEPARTMENT

# Department Overview

- Over 1500 employees
- 300,000 cases
- 6 public contact offices
- 4 court rooms

# Department Overview



# Best Practices

- Develop Realistic Expectations
- Analyze Smart Practices
- Observe the Practice
- Describe Vulnerabilities
- Identify Appropriate “Best Practice”

# LA County Best Practices

- Case Management
- Case Management Tool (CMT)
- Imaging
- Centralized Mail Room
- CSTATS/ AdminStats
- Child Support APP

# Case Management

## Challenges

- Assembly line approach
- No accountability
- No attachment

# Case Management

- Not “Cradle to Grave”
- Accountability
- Specialized Enforcement
- Inter-Governmental

# Case Management Tool

The screenshot displays a Microsoft Access application window titled "Microsoft Access - [Navigation : Form]". The interface is designed for navigating through case management data. At the top, there is a menu bar (File, Edit, View, Insert, Format, Records, Tools, Window, Help) and a toolbar. Below the menu bar, the "Case Function" tab is active, showing a "Case Functions Guide" section. This section includes a text box with instructions: "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." Below the instructions are two dropdown menus for "Enter Worker Name" and "Enter Team Name". A search section contains a "Search" button, a text input field, and a "Court Order Search" button with a magnifying glass icon. A note below the search fields states: "You can search by Case Number, NCP/CP Last Name, Home Phone, Work Phone, Cell Phone (No dashes, parenthesis or spaces), Court Order Number". A "Report Name" section features a list of reports: "My FPM Percentages", "My Monthly Performance Indicator Percentages", "My Arrears FPM - By Month", "Team All FPM Percentages", "Team All Monthly Performance Indicator Percentages", and "Team All Arrears FPM - By Month". Below this is a table with three columns: "Category", "Function", and "Function Details". The "Category" column lists "Case Function Lists", "High Priority Projects", "Case Management", and "List Work Projects". The "Function" column is currently empty. The "Function Details" column is also empty. To the right of the table are three buttons: "My Cases", "Team", and "ALL". At the bottom of the table area is a "Narratives" section with a yellow background. The status bar at the bottom of the window shows "Form View" and "NUM".

**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

Narratives:



# Imaging

- Paperless
- No more filing cabinets
- Immediate access to entire case
- No wrong door

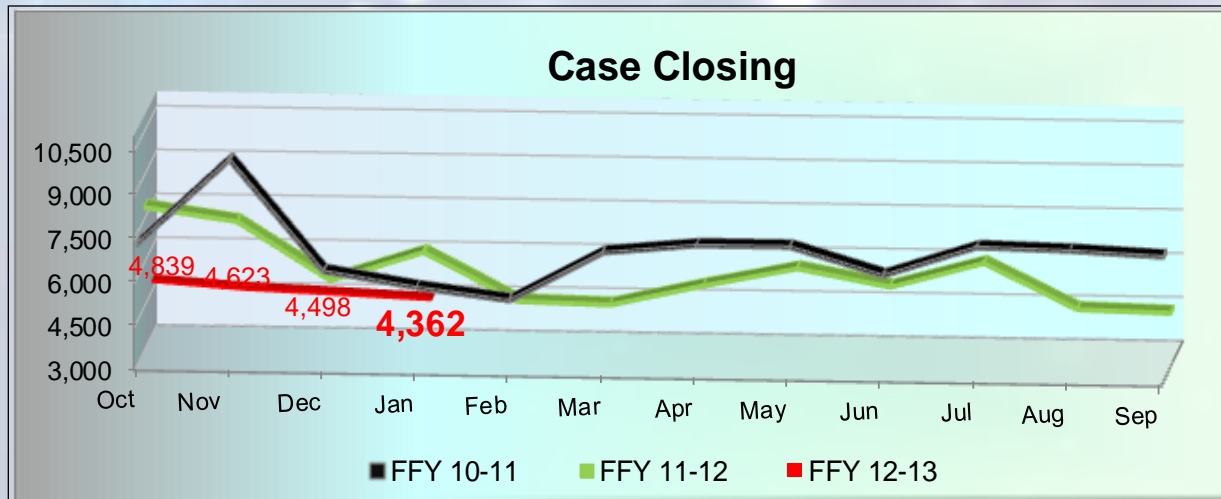
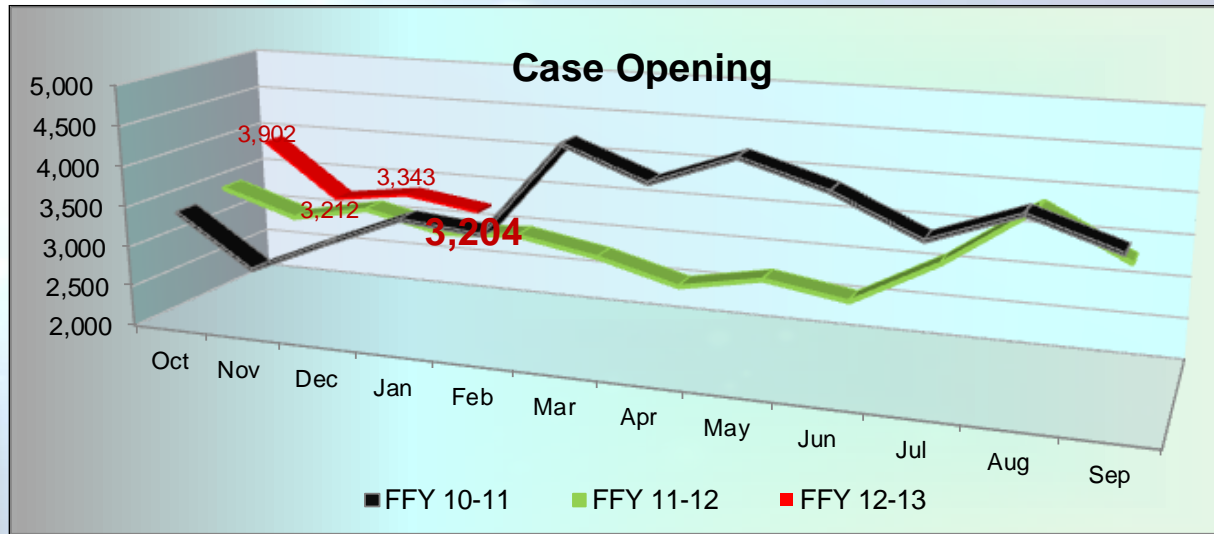
# Centralized Mail Room

All incoming mail will be scanned and the task sent to case worker or relevant party.

# CSTATS

- Monthly Meeting (~3 hours)
- All Senior Managers are required to attend
- Rotate presenters to encourage new outlooks and information sharing
- Designed to be informative not punitive
- Designed to inspire questions and identify areas that should be targeted for special effort

# CSTATS



# AdminStats

- Fiscal Management
- Contract Management
- Facilities Management
- Human Resources Operations
- Employee Relations
- Risk Management



# Child Support App



California Department of  
Child Support Services



My  
Account



Make  
Payment



Modify My  
Order



News and  
Alerts



Contact Us



Estimate  
Monthly Child



Child Support  
Process



Resources



FAQs



## Customer Connect



My Payments



My Appointments



Case Update



Case Information



My Profile



Send Message to Case Worker





California Department of  
Child Support Services



# Payment Alert

A payment was last  
received on **MM/DD/YYYY**  
in the amount of **\$\$\$**

Please allow 3-5 business days  
for the payment to process.

**Okay**

# Summary

- Case Management
- Case Management Tool (CMT)
- Imaging
- Centralized Mail Room
- CSTATS/ AdminStats
- Child Support APP