

Practice Indicators

State of California

Measure What Matters

Consistent Reliable Payments

Note: Data as of FFY 2017

Collections

PI 4 - Total Distributed Collections

\$2,438,063,294.34

\$2,408,779,246.38

\$2,344,511,565.06



2015



2016



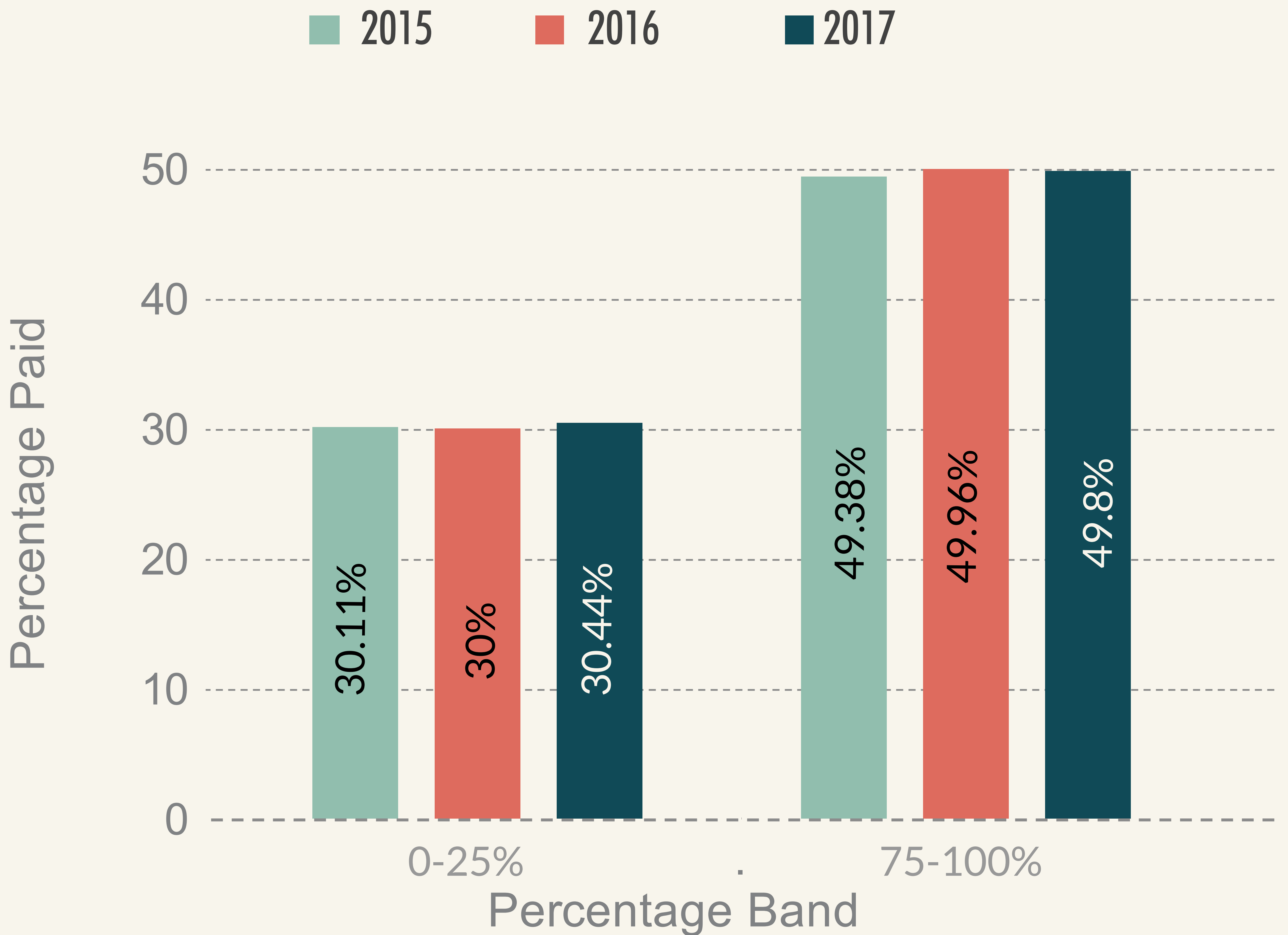
2017

Consistent Reliable Payments

Note: Data as of FFY 2017

Collections

PI 6 - Current Support Paid by % Band



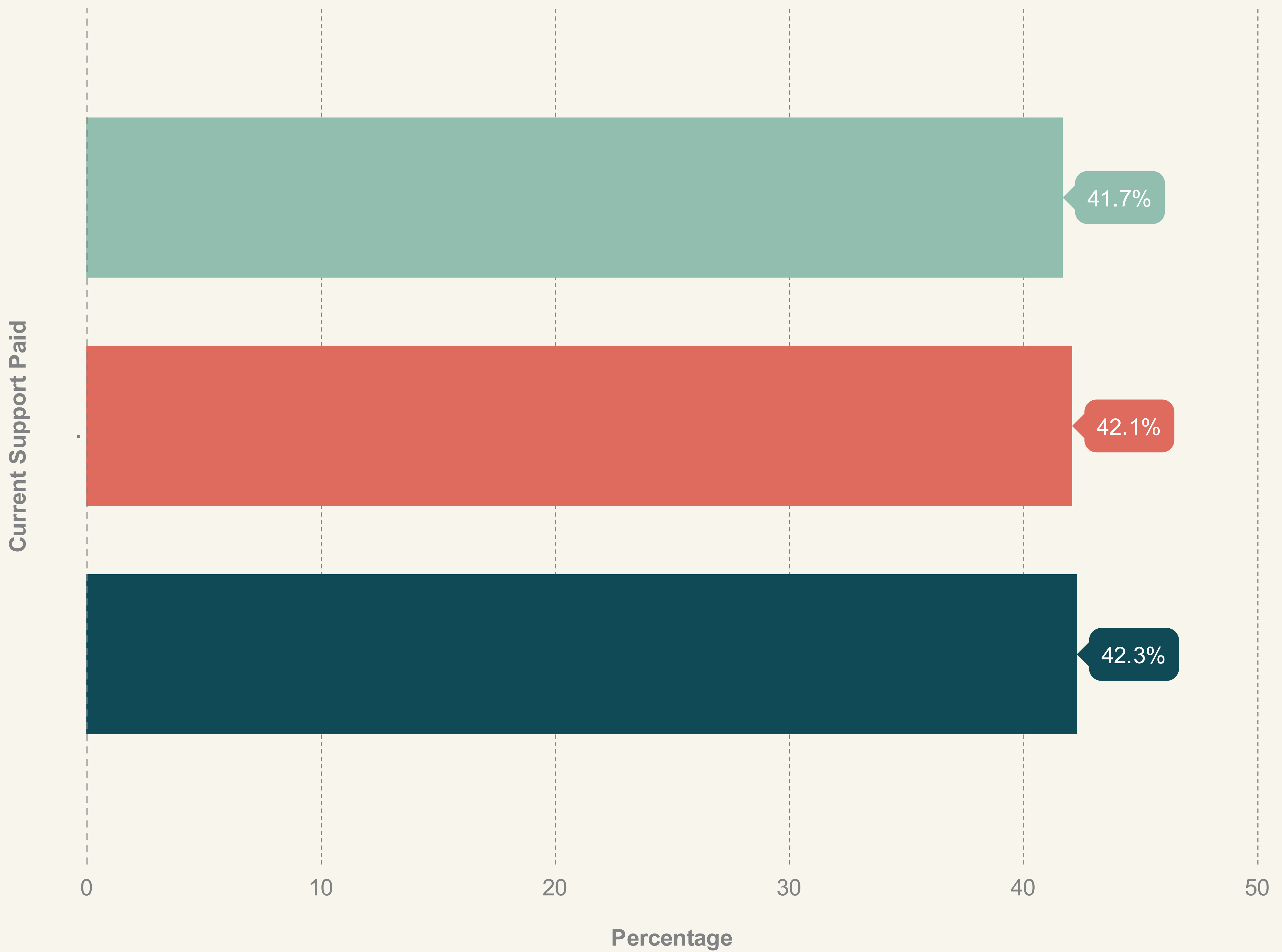
Consistent Reliable Payments

Note: Data as of FFY 2017

Orders Obtained

PI 7 - Current Support Paid Each Month

2015 2016 2017



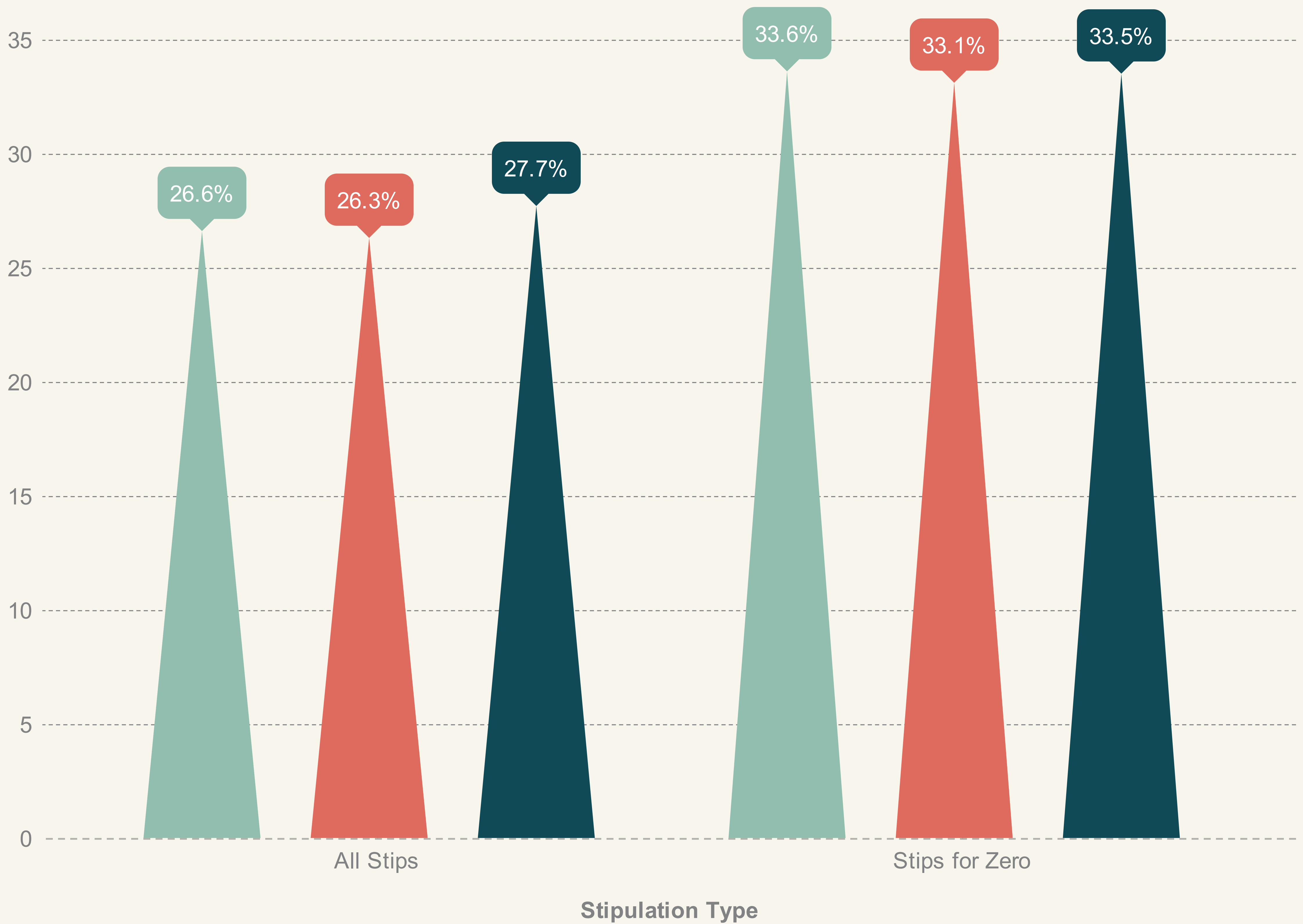
Consistent Reliable Payments

Note: Data as of FFY 2017

Orders Obtained

PI 8 - Percent of Stipulations

2015 2016 2017

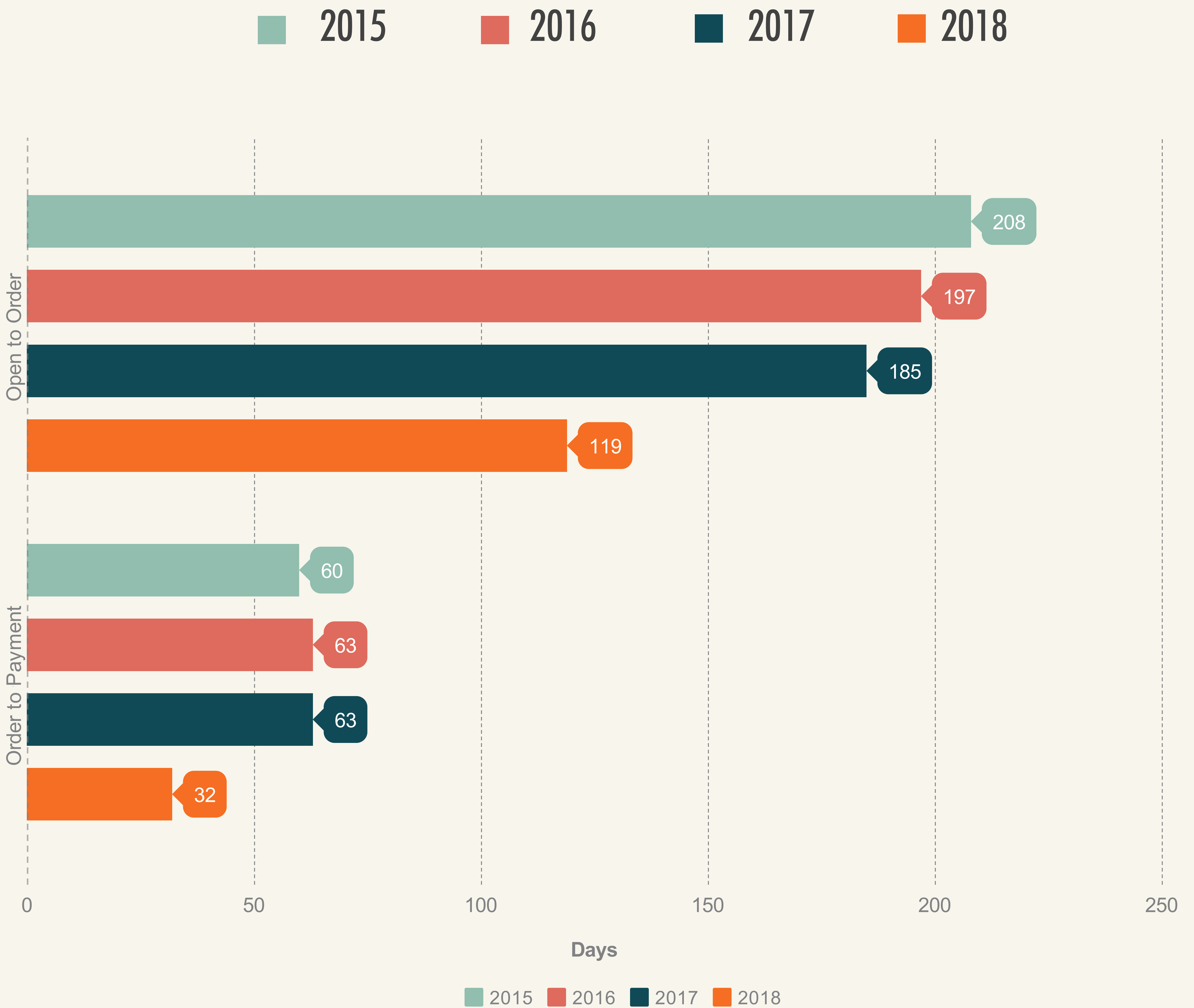


Consistent Reliable Payments

Note: Data as of 8/31/2018

Customer Service Timeframes

PI 22 - Days from Case Opening to Order to 1st Payment



Consistent Reliable Payments

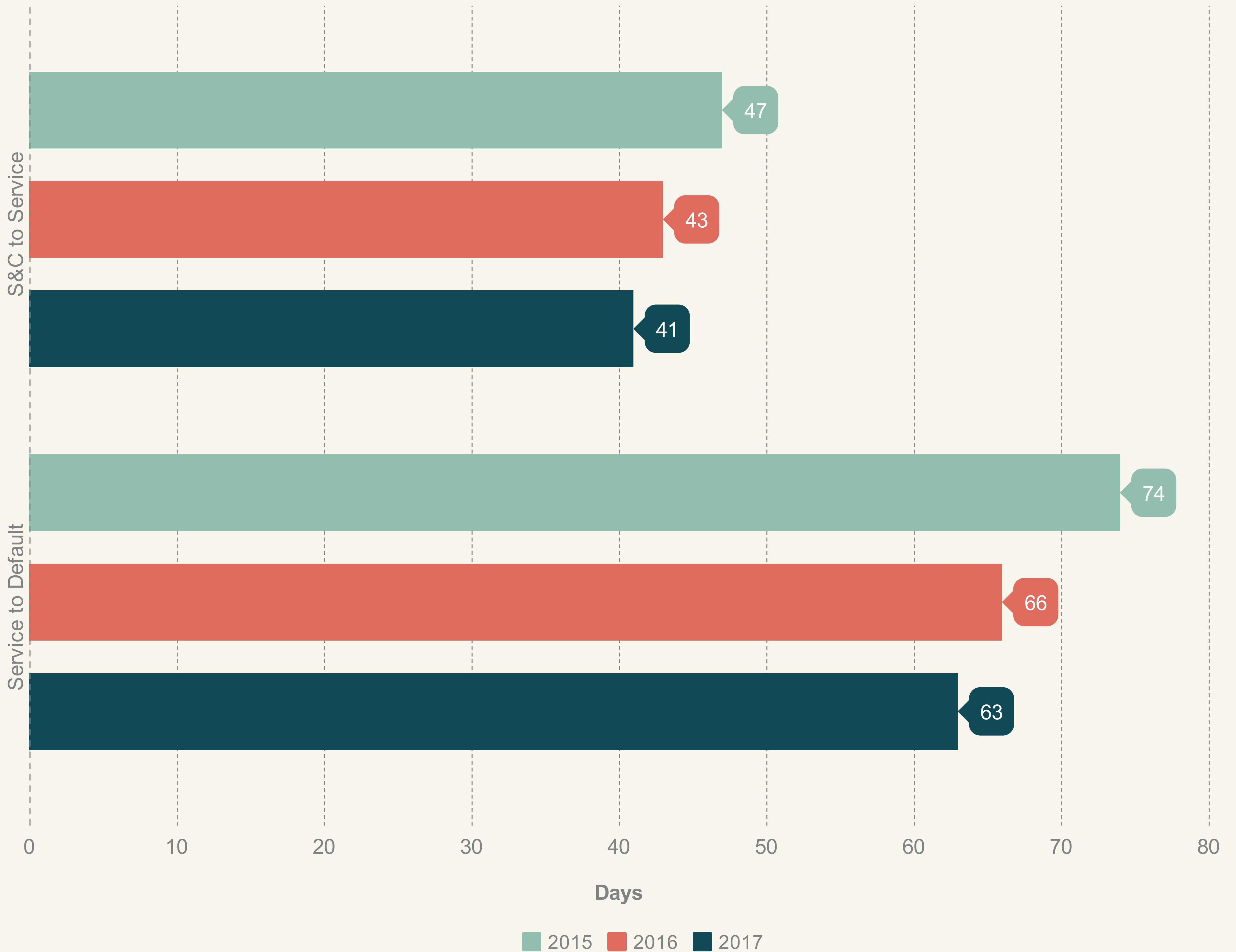
Note: Data as of FFY 2017

Customer Service Timeframes

PI 24 - Average Days from S&C to Default

2015 2016 2017

PI 24 - Average days from S&C to Default



Consistent Reliable Payments

Note: Data as of FFY 2017

Customer Service Timeframes

PI 25 - Average # of Days from Case Opening with an Existing Order to 1st Payment

2015

63

2016

62

2017

59