

**Stanislaus County Department of
Child Support Services
Grand Jury Case No. 04-05
2003-2004**

REASON FOR INVESTIGATION

A Complaint was received concerning the Stanislaus County Department of Child Support Services (DCSS). The Civil Grand Jury investigated whether the child support cases of DCSS employees have preference over those of the general public.

BACKGROUND

The DCSS purpose is to establish and enforce paternity and support orders, in compliance with federal and state law.

PROCEDURES FOLLOWED

The Civil Grand Jury interviewed staff of Stanislaus County Department of Child Support Services.

Records reviewed included:

1. Stanislaus County Department of Child Support Services Orientation Guide (10/30/2002.)
2. Stanislaus County Department of Child Support Services Policy and Procedure Manual (03/13/2003.)
3. Copies of cases filed through Stanislaus County Superior Court involving Department of Child Support Services employees in the last five years (1998-2004.)
4. Title IV-D Operations supervision guidelines.
5. Department of Child Support Services Employee case conflict of interest reporting form.
6. List of all employee cases in the last five years (1998-2004.)
7. List of all Department of Child Support Services current employees hire dates.

The Civil Grand Jury toured the Stanislaus County Department of Child Support services facility.

FINDINGS

1. Department of Child Support Services has over 300 full time employees.
2. Stanislaus County Department of Child Support Services receives and processes over 35,000 cases per year.
3. Stanislaus County Department of Child Support Services receives and pays out to their customers over \$45,000,000 per year.
4. Department of Child Support Services has programs in place to monitor employees and their duties.
5. The Department of Child Support Services employees may access their own personal child support files only through the Human Resources Department, and only view documents with the Human Resources manager present.
6. Every employee has an identification card to access the facility; no other persons are allowed to enter the facility.
7. The Department of Child Support Services has a complete library of all cases. These cases are checked out only thru the DCSS library staff.

CONCLUSIONS

1. The process and procedures dealing with employees' personal cases appears to be adequate.
2. The Department's current computer security system appears to be effective.
3. The Department has in place a file tracking system set up to monitor employees accessing or tampering with confidential information.
4. There is no evidence of employees' own personal child support cases having preference over those of the general public.

RECOMMENDATIONS

1. The Department of Child Support Services should continue monitoring the personal child support cases of employees to make sure no misconduct or conflicts of interest are taking place.