

Department Child Support Services (DCSS)

Objective #221: Customer Satisfaction

Achieve at Least a Minimum Average Score of 2.5 on a Scale of 0 to 5

Two-Year Schedule: FFY 20-21 to FFY 21-22

Final Report: FFY 21-22

(Federal Fiscal Years (FFY): October 1 - September 30)

Reporting Period: OCT 2020 - SEP 2021 (FFY 20-21).

FFY 2020-21 Goal: 2.5

Result: 3.77

= 150.8% of goal (+50.8% excess)

Reporting Period: OCT 2021 - SEP 2022 (FFY 21-22).

FFY 2021-22 Goal: 2.5

Result: 3.78

= 151.2% of goal (+51.2% excess)

Upcoming Reporting Period: OCT 2022 - SEP 2023 (FFY 22-23).

FFY 2022-23 Goal: 2.5

~ End.

Department of Child Support Services Federal Performance Measure Report
 County: Santa Cruz
Customer Satisfaction Survey: Minimum Score 2.5 (Federal Fiscal Year, OCT-SEP)

Federal Fiscal Year (FFY): OCT 1 to SEP 30	Goal: 2.5 Minimum Average Score	Year-End Annual Total	Relative Percentage Achievement of Score 2.5 Goal	Percent Shortfall	Percent Exceeded
2018-19	2.50	3.58	143.20%		43.20%
2019-20	2.50	3.56	142.40%		42.40%
2020-21	2.50	3.77	150.80%		50.80%
2021-22	2.50	3.78	151.20%		51.20%
2022-23	2.50				

