

CHILD SUPPORT SERVICES

PERFORMANCE MEASURES

Federal and State Performance Measures

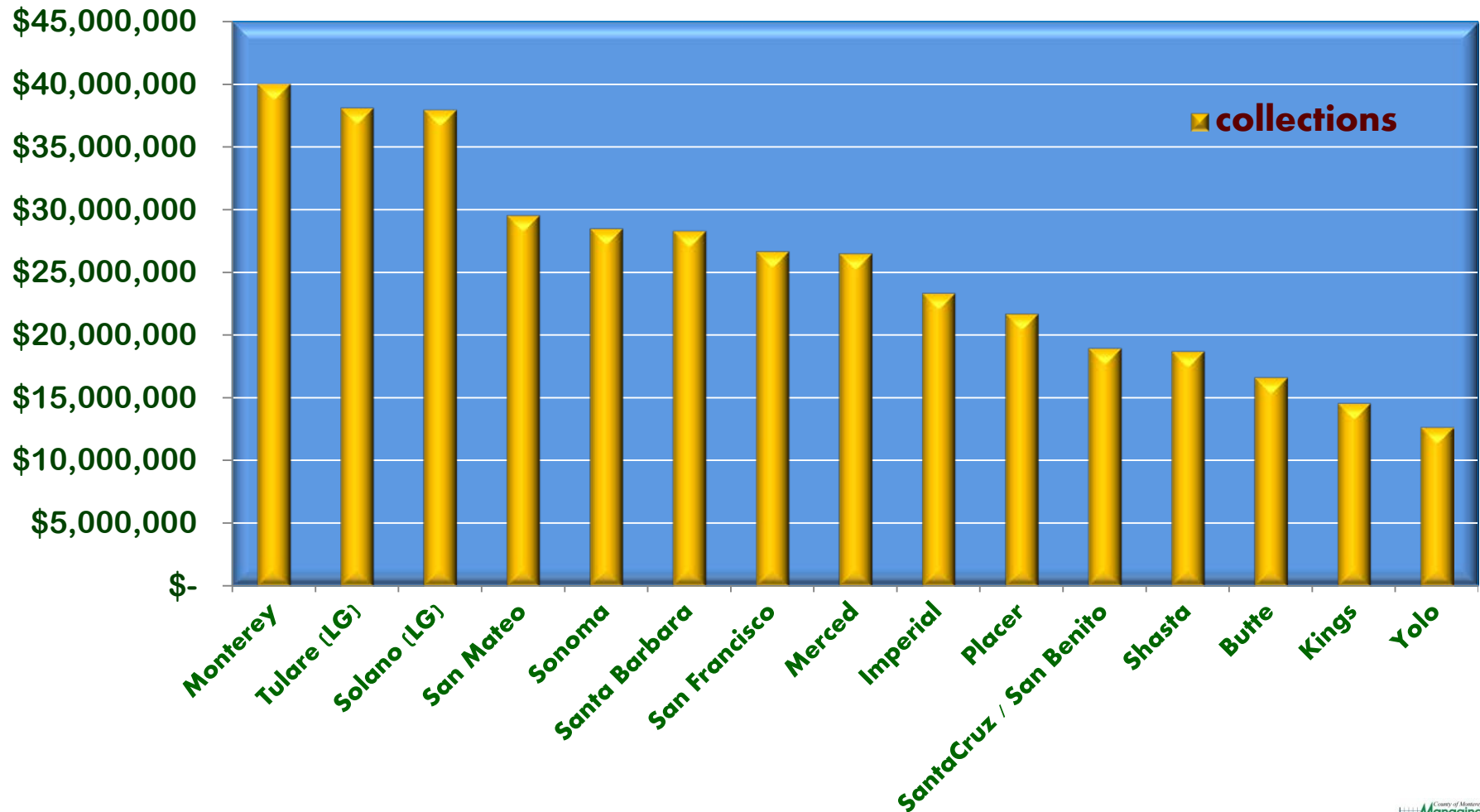
- Collections distributed
- Percent of current support collected
- Percent of cases with arrearage collections
- Percent of cases with court orders
- Percent of children with paternity established
- Cost effectiveness

Collections Distributed

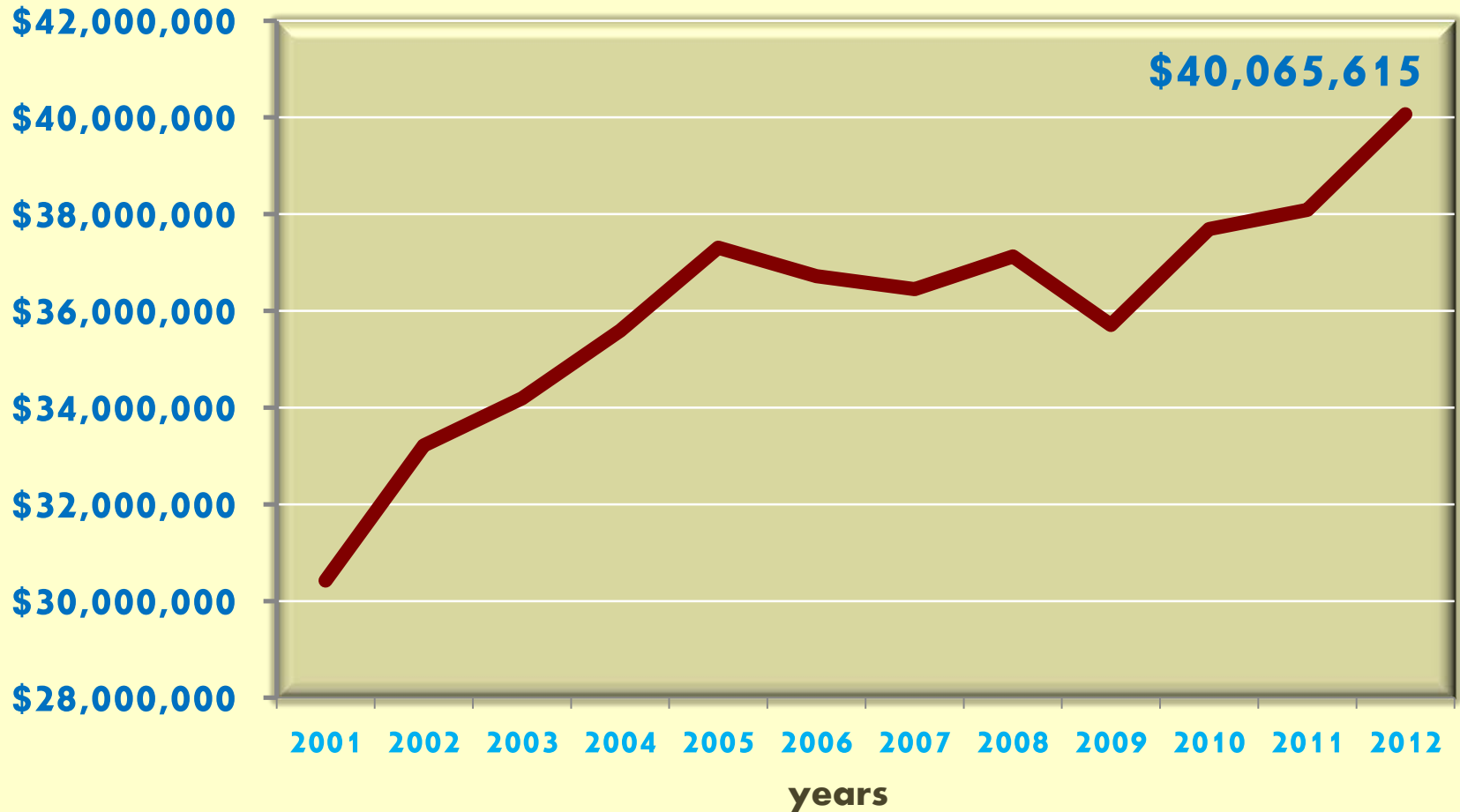
in FFY 2013

• **Goal** - \$39,282,411

Actual - \$40,065,616

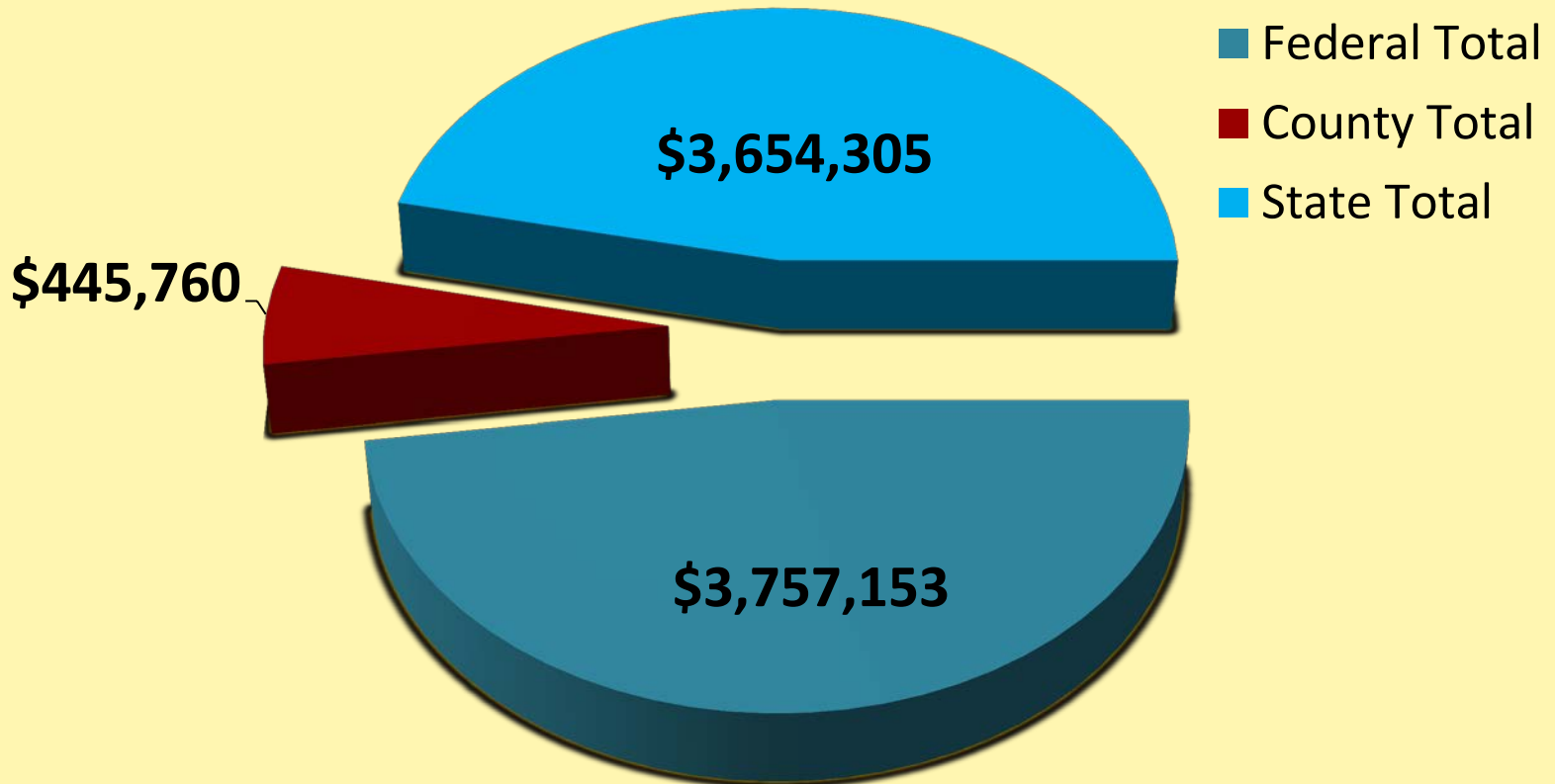


History of Collections



Return on Investment

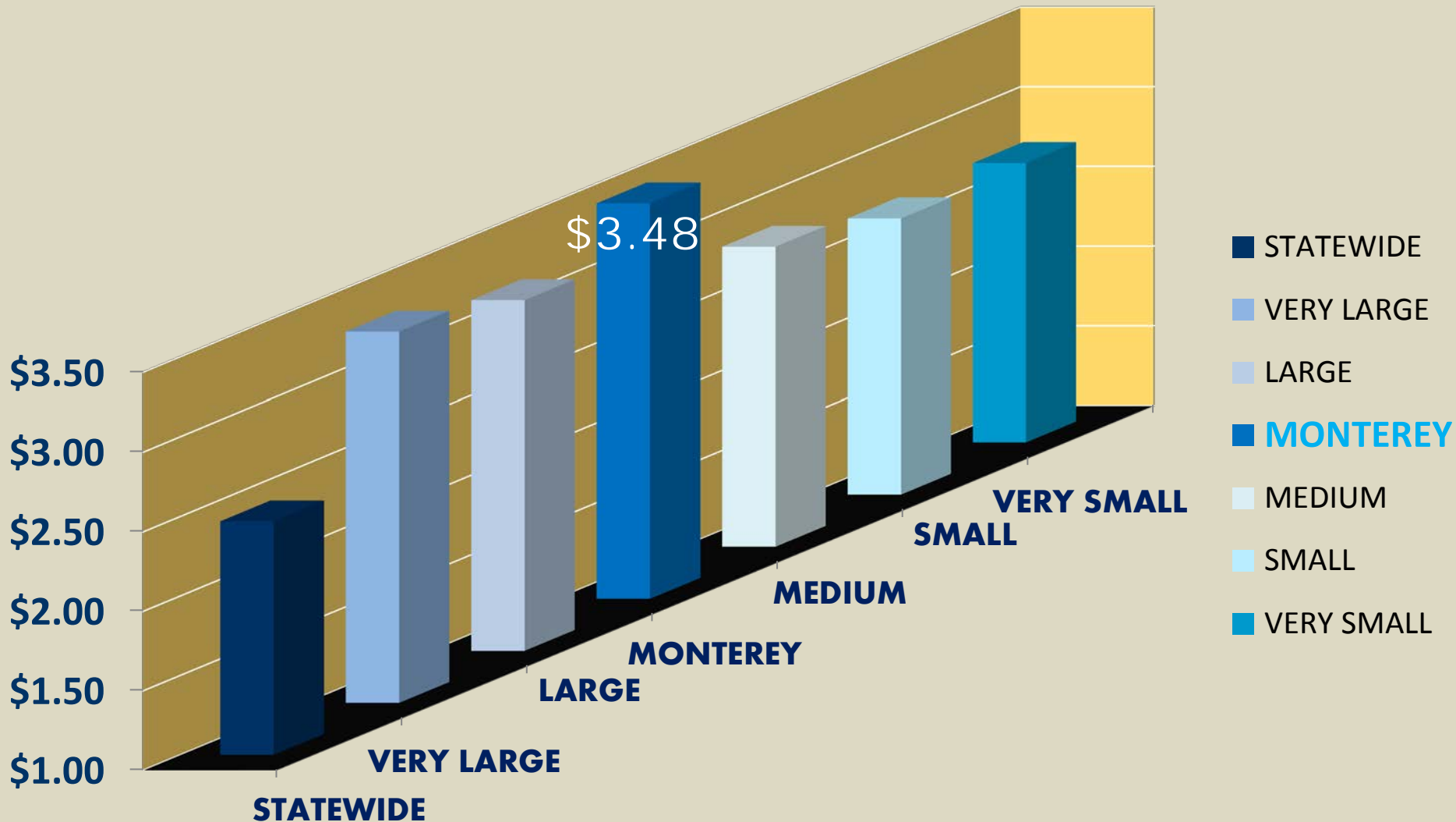
Federal Share of Recoupment



Cost Effectiveness Ratio

• State Goal - at least \$2.25

Actual - \$3.48 (FFY 2012)



Customer Service

- Walk in office visits
- Extended hours
- Telephone calls
- Customer feedback cards
- Outreach and education
- Ombudsman and Complaint Resolution

Continuous Improvement

- Analyzing processes to improve
- Ideas = those who “wear the shoes”
- Encouraging staff to participate to improve performances
- Innovation and increased efficiency
- Maintaining excellent customer service

Questions



QUESTIONS