

Simplify the Order Modification Process

OCSE Section 1115 Grant

October 2008 to Present

Project Goal

To simplify and streamline

- Expediently
- Minimal burden
- Reduced cost
- Access to justice
- Court rule compliance
- Ensure due process

Project Objectives

- Reduce time to complete process
- Simplify forms, instructions, and process
- Enhance automated tools
- Develop educational materials
- Improve federal performance outcomes

Grant History

- Success of SHLIF inspired grant application
- Good timing!
- Project goal and objectives (not just decreases!)
- Modifications improve performance

Minnesota Fathers & Families Network

- Who are MFFN members?
- What is the role of the Minnesota Fathers & Families Network?
- What do we hear about child support from members?
- What do we hear about child support from fathers?
- What do we know about fathers?
- Good news...
- Why work with community partners and MFFN?
- What's the benefit to families?

Research

- Grant application
- Formal surveys
- PRISM
- Work groups & steering committees
- Information we will never know

CSED Help Desk Calls

- Participants
- Child Support Officers
- PRISM
- Process/Policy

Project Challenges - What's next?

- Getting Orders Right
 - Philosophy shift
 - Information up-front to parties
 - Focus on case, not participants
 - Orders should fit situation
- Simplifying the Process
 - Access to justice
 - Compliance with court rules
 - Ensure due process
 - Efficiency
 - Case identification
 - Pro Se
- Improve Outcomes
- CSED Policy Study
 - Deloitte Business Process Redesign Study
 - Effects
- CSED Directive - Economic Strife
 - Develop quick process
 - Identify possible affects
 - Contact participants
 - Initiate review