

Strategic Plan 2010 - 2014

Vision: Children can depend on their parents for the support they need.

Mission: To promote the well-being of children and the self-sufficiency of families by delivering quality child support services.

Values:

- Commitment to Children
- Quality customer service
- Integrity, Respect and Ethics
- Innovation and Excellence
- Collaborative Relationships



State of State

- Program Update (Budget and Tribes)
- Plan for the future
- Program results/modification



Program Update

- Budget
- Tribes



Vision for the future

Steps necessary to move the program forward

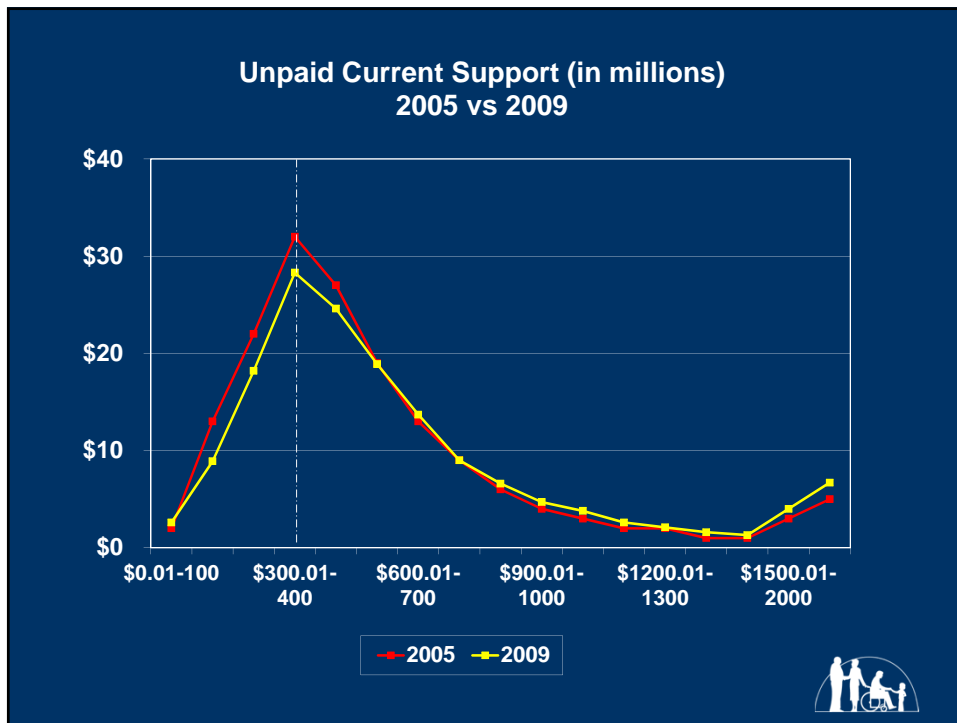
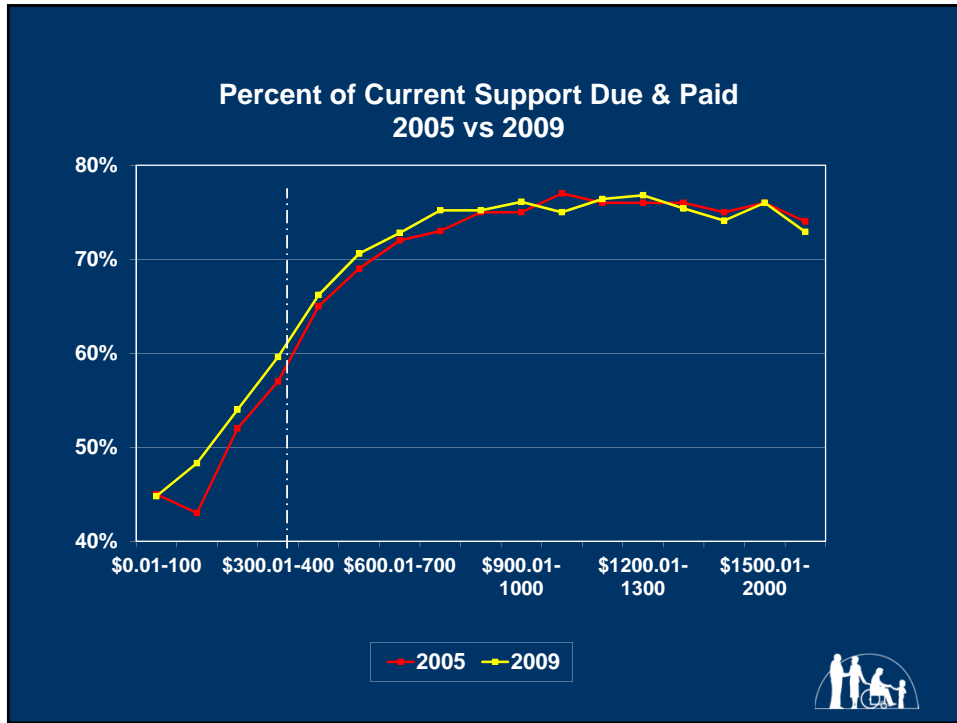
1	2	3
Simplify Service Delivery +	Simplify Program and Policies +	Incremental System Renewal

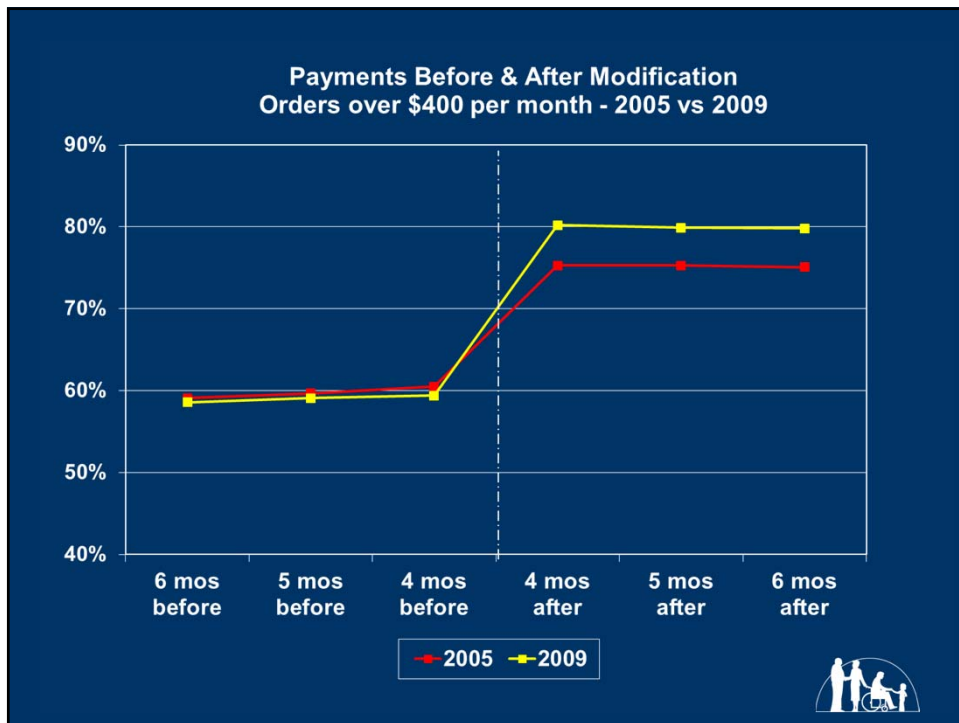
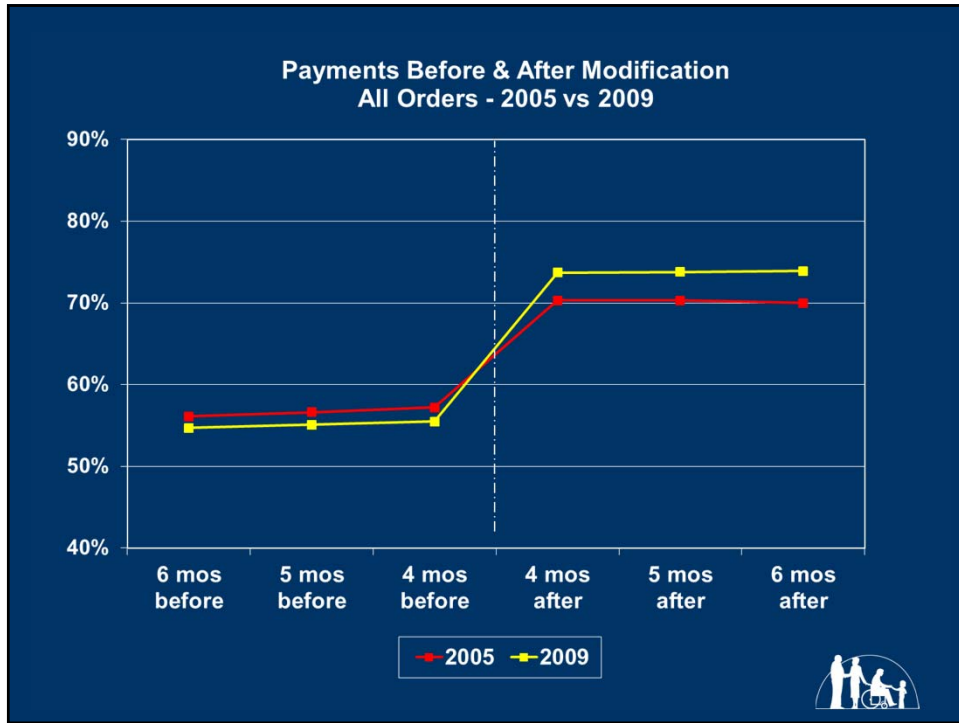
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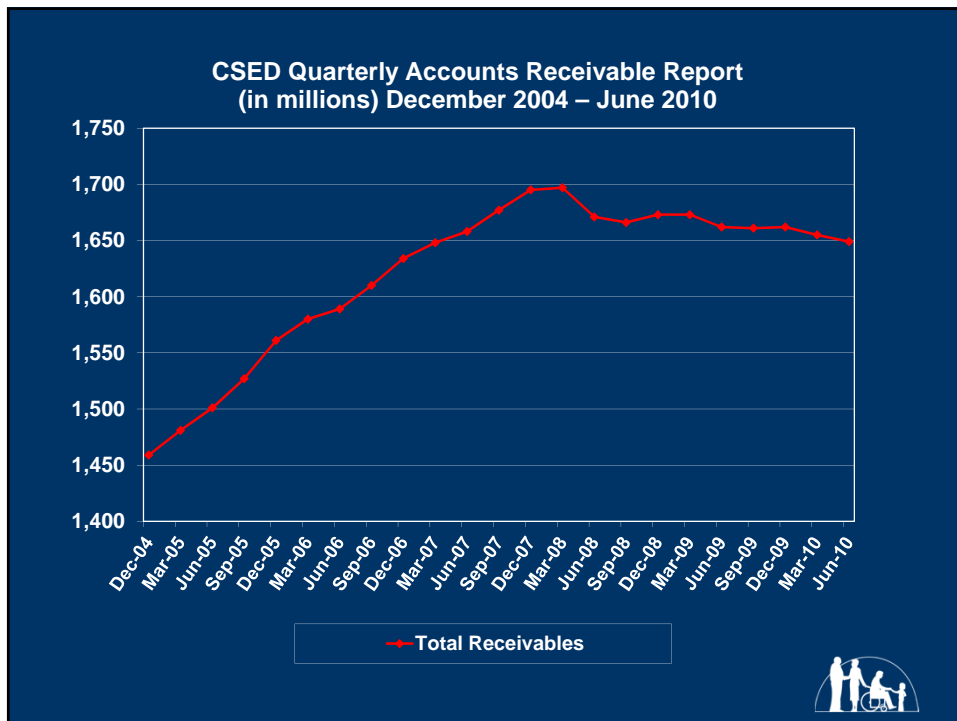
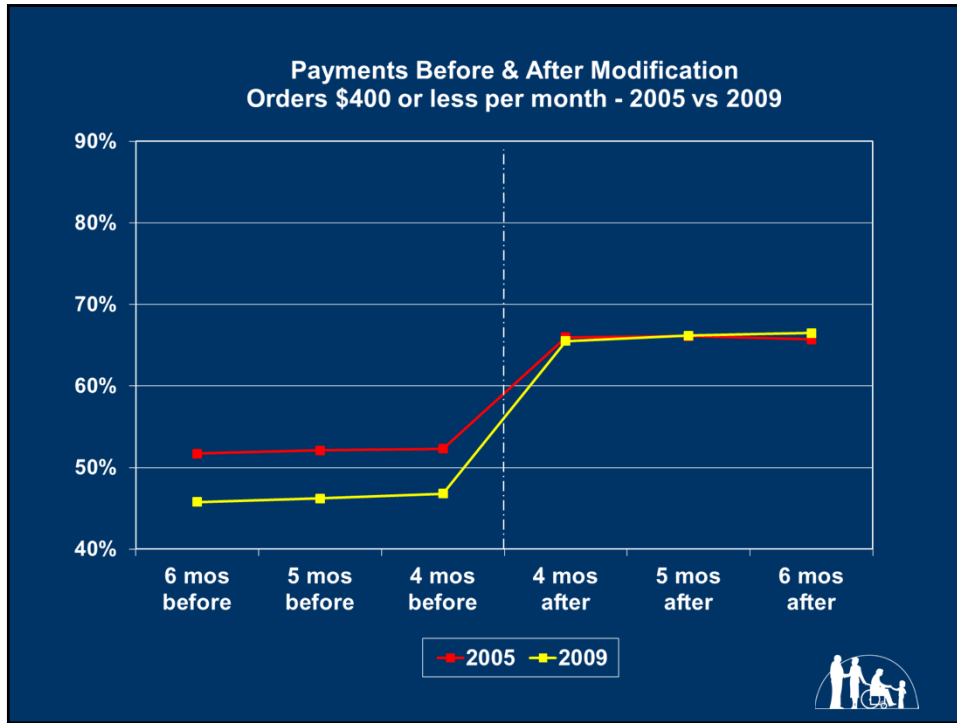
Improved:

- Performance (client)
- Efficiency (taxpayer)
- Consistency (client)
- Better customer service (client)









ORDER MODIFICATION GRANT PROJECT

- ❖ Collaborate with counties, courts, and community partners to **Streamline** and **Simplify** modification policy, procedure, automation, forms and instructions
- ❖ Pro Se process automation of forms to interview style with instructions
- ❖ Automate the financial statement
- ❖ Move forms for county initiated process to a new tool and add workflow and collaboration tools to help CSO, County Attorney, and Courts improve timelines.
- ❖ Get the order right and keep the order right!

