

MFSRC - 2013

**PERFORMANCE
STANDARDS**

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*Performance Standards
Washington County Perspective*

Enforcement and Establishment

Paternities and Modifications

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What is it you want to Measure?

Knowledge base of:

- Statute
- Case Law
- State and Federal Policies
- State and Federal Procedures
- Internal County Policies and Procedures

What is it you want to Measure?

Federal criteria:

- Establishment of Paternity
- Establishment of Orders
- Ongoing Collections
- Arrears Collections

What is it you want to Measure

- Self-Assessment and Data Reliability
- TQR's
- Orders being loaded into PRISM correctly
- Is the medical insurance information in PRISM
- Locate activities initiated within 75 days of LO function
- If case is in LO function, locate efforts every quarter
- New Hire and CSNET work lists addressed in the time frames
- Serving Process within 90 days

Why do you want to measure that?

- Change Management: Deliberate changes that will result in positive outcomes

- So that we can request needed resources by presenting statistical evidence for the request

- Quality Improvement: is there a specific area that the team needs more training vs. an individual need

Washington County Performance Measurements

Intake Team:

- o 30 Days to Process a Case from the date application/referral is received
- o Status of the Child(ren)
- o Initiated Locate Activities if required
- o Transferred to the correct team

Washington County Performance Measurements

Establishment and Paternities and Modifications:

- o Orders
- o Hearings
- o Time Frames (Was Obligor served with 90 days of location?)

OR

Locating Activities:

- o Client Contact
- o Credit Header Pulled
- o Locate Questionnaire

Washington County Performance Measurements

Enforcement:

- o Ongoing Collection Rate
- o Arrears Collection Rate
- o Legal Actions to CAO
- o TQR's
- o Case Reviews (10% of all cases)

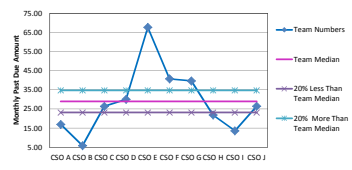
How we measure

- Data is collected on a monthly, quarterly and yearly schedule
- Compile the data into charts and make accessible to the teams

Past Due from November 2011

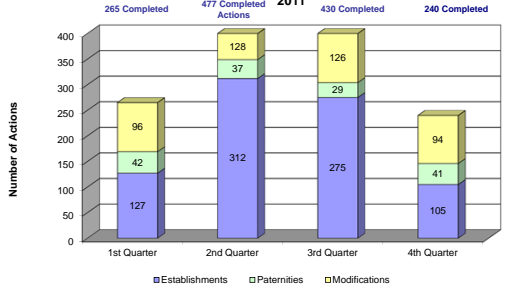
	Team Numbers	Team Median	20% Less Than Team Median	20% More Than Team Median
CSO A	16.96	28.94	23.16	34.73
CSO B	5.86	28.94	23.16	34.73
CSO C	26.40	28.94	23.16	34.73
CSO D	30.06	28.94	23.16	34.73
CSO E	67.66	28.94	23.16	34.73
CSO F	40.76	28.94	23.16	34.73
CSO G	39.73	28.94	23.16	34.73
CSO H	21.86	28.94	23.16	34.73
CSO I	13.64	28.94	23.16	34.73
CSO J	26.51	28.94	23.16	34.73

November Past Due Worklist

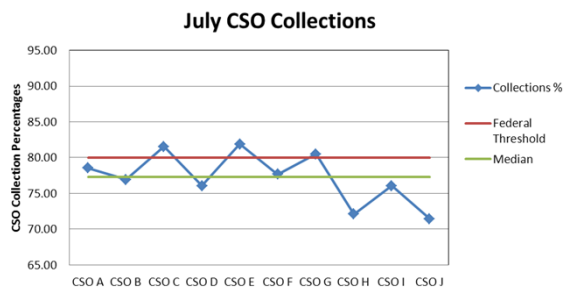


Legal Action Stats 2011

Legal Actions Completed
Establishments/Paternities/Modifications



Ongoing Collections July 2011





Performance Management Ramsey County Perspective

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Why Measure?

- What gets measured gets done!
 - But use caution, because what gets measured gets done!
 - Outcomes versus building blocks
 - Goal setting
 - High performance culture

How it was...

- No established performance measures
- No accountability
- No goals
- Subjectivity
 - In performance appraisals
 - In probation decisions

Just do your best...



What we're working toward...

- Providing caseload management skills & training
- Performance standards
- How to effectively & efficiently measure
- PRISM reports versus Excel spreadsheets
- Building in accountability

Lessons learned...

- Expect push back
- Involve the union
- Make sure it's reasonable
- Listen
- Be flexible

Examples of Standards

- 16 pleadings
- 6 contempt referrals
- 40 hours training annually
- Time frames
 - IW related work within 5 days
 - Orders loaded within 5 days
 - High priority worklists
 - Mail & phone calls

Data Without Standards

- Default orders
- Phone call data
- Caseload size
- Closings
- Past due worklists
- New case contact
- 30/60/90 day letters
- Pleading review sheets

Next Steps

- Revisit each area
 - Review existing data
 - Discuss with the folks that do the work
 - Standardize
 - Streamline efficient collection of data
 - Training needs
 - Pleadings review sheets

Goals and not a “gotcha”

- Do we need to draw a line?
- Where to draw the line
 - PIP
 - Coaching
 - How to frame it



Performance Measurement Stearns County

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ACTIVITY	ESTABLISHMENT	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1. MN		89.12	89.05	89.15	89.12	89.12	89.12	
2. Stearns Cty		89.12	89.05	89.15	89.12	89.12	89.12	
3. 888 Team		89.06	89.07	89.06	89.05	89.05	89.05	
4. CTC Team		89.08	89.07	89.08	89.08	89.07	89.08	
ESTABLISHMENT								
5. MN		89.12	89.05	89.15	89.12	89.12	89.12	
6. Stearns Cty		89.08	89.05	89.12	89.12	89.12	89.08	
7. 888 Team		89.06	89.07	89.06	89.05	89.05	89.05	
8. CTC Team		89.08	89.07	89.08	89.08	89.07	89.08	
CURRENT SUPPORT								
9. MN		73.10	73.26	73.28	73.46	73.52	73.54	
10. Stearns Cty		73.10	73.26	73.28	73.46	73.52	73.54	
11. 888 Team		73.12	73.05	73.05	73.05	73.05	73.05	
12. CTC Team		73.14	73.05	73.05	73.13	73.23	73.26	
ARRARAGE								
13. MN		43.10	43.36	43.47	43.72	43.77	43.78	
14. Stearns Cty		43.10	43.36	43.47	43.72	43.77	43.78	
15. 888 Team		43.03	43.05	43.05	43.05	43.05	43.05	
16. CTC Team		43.08	43.08	43.08	43.13	43.20	43.23	
COST EFFECTIVENESS								
17. MN			3.57					
18. Stearns Cty			5.61					

Department Report

REPORT LEDGER

ACTIVITY:
 1. MN - QW260204
 2. CTY - QW260203
 3-4. TEAMS - QW260202

ESTABLISHMENT:
 5. MN - QW260208
 6. CTY - QW260207
 7-8. TEAMS - QW260206

CURRENT SUPPORT REPORTS:
 9. MN - QW260212
 10. CTY - QW260211
 11-12. TEAMS - QW260210

ARRARAGE:
 13. MN - QW260216
 14. CTY - QW260215
 15-16. TEAMS - QW260214

COST EFFECTIVENESS:
 17. MN - QW290101
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Recognize & Reward

Recognize & Reward the Positives

Examples:

- Payment
- Obtaining a Job
- Cooperating with Conditions

The Golden Rule

Treat others the way you would like to be treated
(External & Internal Customers)

Child Support Services Unit

2013

80/80/80

**BE PROACTIVE
NOT REACTIVE!**

Examples:

- *Call NCP before DL Suspends
- *Call CP when IW payments end

Can Do Attitude!

Eliminate the words:
~~"I can't help you with that";~~
 Accentuate what you **CAN** do to assist

QUESTIONS



COMMENTS