

# **Anoka County Enforcement Performance Standards**

Initiating Initial Contempt Actions - an average of 2/month

- Tracked manually by worker and turned in on a legal log.

Work lists - completed daily, but under no circumstance over 14 days overdue without an action being taken

- Checked manually by date by each supervisor monthly

Phone Calls - returned within 24 hours

- Supervisor tracks calls from clients who state they are not getting calls returned in 24 hours.

SUCW - checked daily, no holds for more than 10 days without supervisor approval

- Checked manually monthly by each supervisor

Walk-ins - clients need to be seen within 15 minutes

- Escalation process in place for supervisor to be notified by unit clerk if client waits more than 15 minutes

Mail - Reviewed and recorded on PRISM same day as receipt

Court orders - loaded same day as receipt

Quick Compliance Cases - New non paying cases are tracked and a contempt action will be initiated after 3 months of nonpayment if the case meets the criteria.

- Quarterly meeting are conducted with each worker to review each workers performance and performance will be reflected on annual evaluation.

## **Anoka County Child Support Positions**

**25 Enforcement CSO's (includes 5 Interstate):** Enforce both paying and non-paying cases. Do all enforcement legal work (contempts, RUSH'S, FIDM, Judgments). Go to district court on a rotating basis. Have a regular, locate and arrears caseload.

**5 Enforcement CSS's:** Enforce paying cases only. Have a regular and arrears caseload. Refer all legal work to CSO to complete.

**1 (SS intake:** Process cases on CRDL. Sends out initial paperwork for Paternity and Establishment.

**5 Establishment EPS's:** Establish support obligations, complete default orders. Attend ExPro court on a rotating basis.

**3 Paternity EPS's:** Establish paternity. Assist in genetic testing, complete UIFSA documents for cases where MN has no legal jurisdiction and attend District court on a rotating basis.

**3 Modification EPS's:** Modify orders from enforcement through agency or client requests. Manage the monitor caseload which consists of cases that have \$0 orders and need monitoring. Attend ExPro court on a rotating basis.

**2.5 Office Support Assistants:** Process mail, answer the phone and route calls, open cases (NPA applications), some genetic test appointments.

**1 Trainer, 2 Mentors:** Trains all new staff and also does trainings throughout the year on new procedures or processes, does "refresher courses" for all staff on topics that are complicated or only come up once a year. Manages the spousal maintenance only cases and does all excess.

### **Manager and 4 Supervisors**

### Expectations for passing probation/satisfactory performance

- Phone calls – returning calls within 24 hrs, good customer service (polite/respectful to clients), accuracy of info given, clear caad notes, follow through
- PRISM/Work lists – work lists completed timely (no worklists should be over 14 days old for any reason without review), SUCW checked and acted upon daily, data integrity, quarterly reviews, proper caad notes
- Legal work – completed on time, accurate, error free
- Mail – OnBase is checked and worked daily
- # of contempt – 2/ month, accurate/error free, appropriate case selection. (Interstate – all possible contempt referred; 4/yr minimum).
- Time management – able to prioritize work and provide for balanced case management
- Office – follows policies/procedures, arrives to work on time, limits breaks to 15 minutes/lunch 30 minutes, working when here-- no excessive visiting, positive attitude, contributes to team, no excessive tardiness/unplanned absences
- Go over collection % (performance)

## **Mentor Evaluation Form**

	Agree	Sometimes	Disagree
Click on appropriate box.			
Adequate time is provided for questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My questions are being answered in a way that is easily understandable to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My mentor is knowledgeable in child support areas and/or follows up if something is unknown.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel comfortable approaching my mentor with questions and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other comments?

**CHILD SUPPORT  
EMPLOYEE TRAINING PERFORMANCE REVIEW**

Employee: \_\_\_\_\_  
 Evaluator (Trainer): \_\_\_\_\_

Start Date: \_\_\_\_\_  
 Date of Evaluation: \_\_\_\_\_

**Training the employee has completed at DHS:**

- ☐ Getting Started   
 ☐ Case management and Financial Basics   
 ☐ Enforcement Basics  
☐ Enforcement Intermediate   
 ☐ Collect and Disburse

**Training the employee has completed or is in the process of completing. Include DHS training and Anoka County training modules:**

- |  |  |   |   |
|--|--|---|---|
| <input type="checkbox"/> TBT's required for state trainings ()<br>_____      | <input type="checkbox"/> PRISM Basics ()<br>_____                            | <input type="checkbox"/> Person and Employer searches ()<br>_____ | <input type="checkbox"/> DHS-Sir/DVS ()<br>_____                    |
| <input type="checkbox"/> Court orders, obligations, and balances ()<br>_____ | <input type="checkbox"/> Reviewing cases and using default flows ()<br>_____ | <input type="checkbox"/> Worklist and Case activities ()<br>_____ | <input checked="" type="checkbox"/> Document Generation ()<br>_____ |

<b>Rating Key:</b>	5 = Excellent (cannot think of any way that the trainee could improve) 4 = Very Good (did very well, only minor improvements could be made) 3 = Good (completed the course to our satisfaction)	2 = Fair (Minimally acceptable) 1 = Needs Improvement (inadequate) N/A = Non-applicable
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**Rate the employee on the following areas:**

Rating Area	Rating (from Key)	Comments
General understanding and comprehension of current program		
Participation: Attentiveness, relevant questions and discussion.		
Cooperation: Willingness to support and work productively with trainer and coworkers. Displays flexibility.		
Shows positive attitude and initiative. Interacts well with others.		
Organizational skills: Identifies and retrieves training materials, references handouts, and other resources without taking excessive amounts of time.		
Computer skills: General comfort and comprehension of the different systems, ability to access programs, follow along and keep up in training.		
Application of policy and PRISM skills while completing work.		
Attendance and conformance with lunch and break schedules, and arrival and departure times.		

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**TOTAL:** 0

## Training Evaluation Choose an item.

	Agree	Sometimes	Disagree	
Please click on the appropriate box.				
1. The training met my expectations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. I will be able to apply the knowledge learned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. The training objectives for each Topic were identified and followed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. The content was organized,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Sequential and easy to follow.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. The trainer was knowledgeable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. The quality of the instruction was good.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. The trainer met the training objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Class participation and interaction were encouraged.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10. Adequate time was provided for questions and discussion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. How do you rate the training overall?				
Excellent	Good	Average	Poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. What aspects of the training did you like?

13. What aspects of the training could be improved?

14. Other comments? (Please provide feedback in areas you rated *sometimes* or *disagree*).

# **Weekly Training Plan**

## **Week 1**

1. Security Orientation 8:00-8:30
2. HR Orientation 8:30-11:30 Monday morning
3. I.D. Card & Access Request
4. Safeguarding Federal Tax Information
5. Data Practices/System Security TBT
6. History of IV-D TBT
7. Case Types TBT
8. Locate TBT
9. Getting Started training
10. Economic Assistance tour/meet the office
11. Building tour
12. Child Support Overview
13. Domestic Violence Awareness for Child Support Workers
14. DHS Data Privacy training

## **Week 2**

1. Prism Basics
2. Person Search
3. Employment Information
4. Anoka EA / OCS Guidelines MPPs
5. Data Practices / Office Security MPPs
6. Payroll, expenses and FTO
7. Child Support reading material
  - Child Support Enforcement and Collections
  - IV-D Enforcement Tools



- PAT vs. ROP
  - Receipt of CS Table
  - IV-D Involvement in divorces
  - Welfare and Nonwelfare Cases
8. Sexual Harassment training-Coursemill
  9. Anoka County Rules and Regulations
  10. DHS required Data Privacy Training (see Accessing DHS Data Privacy Training)
  11. Office Practices MPPs
  12. Case Activities and Worklists
  13. DHS Webmail
  14. Microsoft Outlook training
  15. DVS Log In Instructions
  16. Maxis Login
  17. Organizational chart for Economic Assistance Department
  18. Phone
  19. Compass Appointments
  20. OnBase training
  21. Anoka County Human Services Organizational Chart
  22. Transfer 25 cases

### **Week 3**

1. Court Orders, Obligations and Balances
2. Prism Organization/Tools for Reviewing Cases
3. Review new cases transferred
4. Document Generation
5. Nonpayment letter
6. Emancipation
7. Distribution Basics (web-based training)
8. Customer Service and Parent Profiles (web-based training)

## **Week 4**

1. Case Closure (web-based training)
2. Paternity (web-based training)
3. Case Management & Financial Basics training
4. Workflow Management
5. Suspense and Holds

## **Week 5**

1. Program Changes and Debt Type Codes
2. MEC2
3. Child Care Support
4. MAXIS login
5. MMIS login
6. Jail report MPP
7. Minnesota Child Support Online
8. Transfer 50 cases-30 to CSO, 10 to ARR and 10 to LC caseload
9. The Work Number
10. Review cases transferred

## **Week 6**

1. Case Management Guidelines MPP
2. Locate Guidelines MPP
3. Locate Custodial Parent MPP
4. Arrears Caseload MPP
5. Notice of Continued Services
6. Income Withholding
7. Cost-of-Living Adjustment
8. Case and Participant External Agency Information
9. Review cases transferred

## **Week 7**

1. COCD-Authorization for Release of Information
2. Client Safety Concerns
3. Locate Caseload
4. Arrears Caseload
5. Enforcement Basics Homework
6. Minnesota Care
7. Adding and updating Health Care Information
8. Assignment of Support
9. Payments & Fees

## **Week 8**

1. Enforcement Basics Homework
2. Enforcement Basics Webinars
3. Enforcement Tools
4. Distribution
5. Transfer 50 more cases

## **Week 9**

1. Shadow a CSO in court
2. Have the trainees log into the lap tops (Blue Zone, OnBase[white wire] and Word)
3. Adjustment Requests
4. Case Closure
5. Bankruptcy
6. Data Warehouse Reports Instructions MPP
7. Review cases transferred

## **Week 10**

1. Review and Adjust/Modification requests
2. Uninsured/Unreimbursed Medical/Dental Expenses
3. Medical Support Offset
4. Medical Support Only
5. Enforcing Health Care Coverage

## **Week 11**

1. New Case Setup
2. Administrative Redirect
3. Enforcement Intermediate

## **Week 12**

1. Shadow a CSO in court on Monday
2. Judgment by Operation of Law
3. Entering Judgments
4. Docketing Judgments
5. Satisfaction of Judgments
6. Transfer 75 cases

## **Week 13**

1. Judgment Renewals
2. Arrears Management
3. Review new cases transferred

## **Week 14**

1. Expedited Court
  - a. Pro Se Motions
    - NPA
    - PA
2. Ciber Law/Case Management

## **Week 15**

1. Expedited Court
  - a. Driver's License Hearings
    - Pro Se Motions
    - Requests for Hearings

## **Week 16**

1. Shadow a CSO in court on Monday
2. Collect and Disburse
3. Transfer 75-100 cases
4. Initial Contempt Referrals

## **Week 17**

1. Contempt Review Affidavits
2. Affidavit of Non-Compliance
3. Contempt Met Requirement
4. Employer Contempt

5. Change of Venue

## **Week 18**

1. Foster Care Cases –IVE/Non-IVE
2. ACRE/ARDL
3. SPIL/SDSU
4. CP Obligations (CPOD)
5. Add new CSO(s) to Compass for Legal Referrals

## **Week 19**

1. Regular CSO casework
2. Assigned to a Mentor until end of probation

## **Week 20-24**

1. Shadow a CSO in court on Monday week 20 and 24
2. Transfer 50-75 cases

## AGENCY STANDARDS – CONTRIBUTOR LEVEL PERFORMANCE

**ACCOUNT REVIEWS** – be able to complete most account reviews in Excel.  
Time requirements vary according to difficulty and length of review.

**CAAD NOTES** – clear, concise, and professional. Phone calls, financial adjustments and correspondence must be documented. Summaries are required for significant events: case opening or closing; new court orders; payment agreements; placement or removal of suppression of enforcement remedies.

**CASE INTAKE** – Follow procedure #7315.

**CASE REVIEWS** – See Case Management for Increased Collections for detailed information for all case reviews.

6-Month for New Cases and for Non-Payor Cases: Summarize what has been done in the past 6 months and the current status of the case. A CAAD note is added “6 Month Case Review”. Notes include information such as payments, insurance, enforcement remedies, DL suspension status, contempt status, locate work, etc.

Annual: All cases must have an annual case review. At the annual review the case file is pulled from the shelf. All loose documents are tacked. The order is compared to the information on PRISM. Case programs are reviewed. Insurance is reviewed; see the Insurance section in this document. A CAAD note is added “Annual Case Review” with the details of payments, insurance, enforcement remedies, what was reviewed, what action taken, etc.

**CASELOAD SIZE** – be able to manage a caseload of at least 350, adjusted for assigned specialties and telecommuting.

**CLOSING** – cases are closed upon notification that federal criteria have been met; correct closing codes are used; all volumes of case files to the supervisor within 30 days after receiving worklist event M0940 Case Closure Process Completed.

**CONSULTATION** with an assistant county attorney

If you are unsure of how to proceed with a case and believe a legal opinion may be required, consult with a Program Trainer Specialist or your supervisor. The PTS or supervisor will decide whether to seek the opinion of an assistant county attorney.

If directed by a PTS or supervisor, email the alpha-split ACA explaining the case and the legal question. Copy your supervisor and, if appropriate, the PTS. Depending on the issue, the ACA may request copies of court orders, correspondence, or the entire case

file. Attach a yellow MEMO TO COUNTY ATTORNEY'S OFFICE sheet and place the requested items on the cart in the CSO copy room.

Legal opinions received by email should be copied for the case file. Subsequent emails should copy your supervisor so that they are aware of the status of the issue and how and when it is resolved. If you do not understand the legal opinion, see your supervisor.

CORRESPONDENCE – clear, concise, and professional. Introduction/opening letters for new cases are sent within three days of loading the court order.

CUSTOMER SERVICE – see guidelines.

DATA ENTRY/INTEGRITY – court orders and obligations are entered accurately; case program coding correct.

DATA PRIVACY – compliance with state and federal data practices legislation.

EMAIL – check state and county email daily.

FILING – documents are filed in case within thirty days of the date written or received.

INSURANCE – Obtain updated policy information when party has new job. NPA cases – refer to procedure 7250. No action needed if party's circumstances are unchanged since last review. CMI or offset obligations - It is the parties' responsibility to notify us when premium amounts change. Changes are effective the 1<sup>st</sup> of the month following the receipt of the verification. PA cases – refer to procedure 7260.

INTERSTATE/CSENET – use CSENet or transmittals, or phone calls for communication with other states. Initiate, respond, and close cases as needed. Transfer initiating cases to interstate team per procedure.

LOADING COURT ORDERS – load within five days of receiving case/order to meet standards, within two days to exceed standards.

LOCATE – see locate and enforcement checklist.

MAIL – Processed within five days of receipt. Prioritize as needed.

MOTIONS – are processed the same day as received.

PROCEDURES – be able to follow written procedures; seek advice of a PTS or supervisor/ACA when questions arise; learn new processes.

REPORTS – complete monthly reports distributed by PTS or supervisor.



**SCHEDULE** – follow county procedures for work hours: start time, end time, breaks, lunch, make-up time, and time-off requests. See 7/22/03 memo. Use email or telephone distribution lists to notify team of unplanned schedule changes.

**SECURITY** – follow county policies on use of ID badge, email, Internet, standard software, safety alerts, fire alarms, bomb threats.

**SIR-MILO** - be able to navigate and search in MILO to find information

**SUCW** – Check suspense list at least twice a week.

**TACKING** – Each case must be tacked at least once per year. Follow procedure #7390. Court orders are tacked at the time of loading the orders.

**TEAM COVERAGE** – follow Team Coverage Procedure for mail, phone calls, printing and walk-ins. At least 50% of unit members should be on duty at any given time.

**TELEPHONE CALLS** – phone calls are returned within 24 hours. Voicemail greeting informs callers if you are out of the office.

**TRAINING** – attend trainings, workshops, and meetings as required. Read minutes, statutes, and policies and procedures as needed.

**WALK-INS/APPOINTMENTS** – meet with clients with or without an appointment. Use conference rooms. Maintain confidentiality. Provide copies of documents as appropriate.

**WORKLIST** – to be used as a tool so that it helps, rather than hinders, effective case management. Work the list daily. Worklist items should not be over thirty days past due. Worklist D0800 – EVAL FOR NOTICES OF CONT SERVICES means that DORD documents F0111 or F0115 (notices for continued services) must be sent within 5 days of a program closing.

Every case will have a FREE worklist event that includes information about payments (type, source, reason if less than court-ordered amount, etc); obligations; what PA programs are open; when insurance was last verified; unusual circumstances such as reduction of support upon emancipation, etc.

**WORK SPACE** – maintain a clean work area. Nothing is posted on outer cubicle walls. Case files to be kept on the shelves at night. File cabinets closed at the end of the day.

4/20/2011

PPS/AGENCY STANDARDS

# Case Management for Increased Collections

## New Cases

1. Read the court order and the application. Review documentation in the file including MNCIS information (review court online for other states if needed). Assess the case to see what action will be taken.
2. IODF, MODF, or PODF cases from intake, paternity, establishment, and interstate establishment.
  - Check MAXIS, MMIS, and MEC2 for CP and NCP.
  - Add MARE screen (if needed) via the MODF flow.
  - Review GCSC on all cases. Add or modify as needed. (MAXIS interface does not always work.)
3. Attempt to call the parties.
4. Send early compliance letters to the parties, even if phone contact has been made. Refer to arrears flowchart, if appropriate.
5. If NCP's *POF is unknown*, send resource information with NCP's letter. Calendar 6 months.  
If NCP's *POF is known*, send IWH and calendar for 30 days.  
If NCP is *out of state* review for 2-state action. If a 2-state action will not be done, use the appropriate CAAD code or add a FREE note explaining why not. (For example, NCP may have started a job in another state, and you want to wait to see if IWH is possible.) If a 2-state action may be a possibility, request certified copies of the order(s).  
If *no information* for NCP do locate work (MAXIS, MMIS, MEC2, NEHD, NCLA, DEWS, NCUI, FIAD, SSLM, DVS website, internet search, etc.).
6. Suppress CRB on all new cases. Make determination if suppression should be reviewed at 3 or 6 months depending if case is new to the agency or if there is a new order.
7. Calendar and follow-up as needed for insurance coverage.
8. Record CSS actions on the work summary system.
9. CAAD note "Intake Summary" on PRISM.

IWH cases - calendar review at 30 days.

- Check for correct IWH amount (If another state's order-check arrears payment). If IWH amount is incorrect or if IWH payments have not yet started, contact the POF by phone. If the POF cannot be reached by phone, send the failure to withhold notice. Attempt to call NCP. Calendar for another 30 days to review for payments or employer/NCP contempt.
- If payments received at 30 days, calendar 5 months to review again.

## Six-Month Case Reviews for New Cases

All **new** cases receive a 6-month case review. Add a CAAD note "6 Month Case Review". This is a summary of what has been done in the past 6 months and what the current status of the case is.

- If IWH is in place, verify correct amount is paid timely.
- Verify insurance is in place and medical is coded correctly.
- Review all enforcement remedies on ENFL. Are all possible remedies in place? If not, check systems for reason why.
- Review suppressed remedies on SUDE and SUDL. Should any suppression be removed?
- If no payments, verify that NCP has been noticed for DL suspension, if not check why?
- If partial or no payments, evaluate case criteria for contempt action.
- If partial or no payments, and/or no known POF, and NCP is out of state--complete a 2-state action.
- Do locate work as needed (MAXIS, MMIS, MEC2, NEHD, NCLA, DEWS, NCUI, FIAD, SSLM, DVS website, internet search, etc.).

If payments are correct and all information is entered on PRISM, calendar for annual review.

If NCP is not paying, calendar for 6-month review.

If case is in "LO" function, calendar for annual review

# Case Management for Increased Collections

## Ongoing Cases

### Non Payor Cases—Review 6 Months

- Attempt phone contact with NCP—update NCDE phone contacts
- Send NCP/CP letter or questionnaire requesting contact or information.
- Review enforcement remedies – determine if criteria are met for suppression/no suppression.
- If DL is not selected or noticed, research DVS/NCLD for reason why and update system.
- Start interest charging if needed.
- Enter and docket judgments as needed.
- Check MAXIS, MMIS, MEC2, NCQW, NEHD, NCLA, DEWS, NCUI, FIAD, SSLM, DVS website, Internet search, etc. for NCP.
- Determine if case meets contempt criteria and next action.
- Add CAAD “Six month review” event that includes what systems and screens have been checked and list action that was taken during the past 6 months.

Calendar for 6 months or complete as part of annual review.

### Annual Case Reviews—All Cases

All cases are reviewed annually. At the annual review the case file is pulled from the shelf. All loose documents are tacked. The order is compared to the information on PRISM. A CAAD note is added “Annual Review-mm/yy”, with the details of what was reviewed, what action taken, a summary of case status, etc.

- Review ENFL, SUDE, and SUDL - unsuppress remedies depending on criteria.
- Review insurance coverage. NPA cases – no action needed if insurance previously verified and party's circumstances are unchanged. PA cases – refer to medical team to determine action needed.
- Check case program and function
- If payments received for 12 months—review for suspension of interest
- Verify interest balance with other jurisdiction if needed.
- If NCP is not paying complete the 6-month review list.
- Complete locate work for CP/NCP. Check MAXIS, MMIS, MEC2, NCQW, NEHD, NCLA, DEWS, NCUI, FIAD, SSLM, DVS website, Internet search, etc.
- If case is in LO function, complete contact with CP requirement.
- Review the date of the order and age of arrears to determine if a judgment is needed soon. Calendar as needed to do judgments.
- Calendar for 12 months “Annual Review Due-mm/yy”.

### Full “LO” Cases—Review Annually

\*\*Within 75 days of case moving to LO function:

- Send locate questionnaire to CP.
- Run a header credit bureau report. A full report can be run; NCP must be sent 10-day notice at the NCP's last known address via certified mail; the DORD document is F0444. (No credit bureau reports of any kind can be run on ALF's and CP's.)
- Attempt phone contact with NCP—update NCDE phone contacts

NOTE: CP's must be contacted annually on LO cases via 2-way contact. Have a phone conversation with CP or send locate questionnaire. If CP does not return locate questionnaire, call or write again. Just writing to CP is not 2-way contact. Complete CAAD note if CP does not respond after two attempts.

## **Case Management for Increased Collections**

### **IWH Changes**

Whenever a new or an amended notice is sent to a POF, calendar 30 days to verify we are receiving payments for the correct amount. If we are enforcing another state's order, are we collecting on arrears? If correct amount at 30 days and medical is verified, return to annual review schedule.

Whenever a failure to withhold notice is sent, calendar 30 days to verify that the POF has sent in the missing payments and that current payments are being received.

If payments no longer follow the payment pattern, are late, or if payments stop-- call the POF right away.

When IWH terminates:

- Add the end date on NCID.
- Check for insurance end date.
- Contact NCP by phone, if possible. If not, send the locate questionnaire.
- Notify CP that \$ will stop and see if CP has NCP's new POF.
- Calendar to review case in 6 months.

### **Interstate Cases**

- Use county procedures for interstate initiating cases.
- Interstate responding cases are worked the same as other enforcement cases.
- Interstate responding or initiating cases-contact the other agency annually to update interest payments, if MN or the other state is charging interest.
- Check INTL for csnet messages and review any unread messages.

File

Child Support Work Summary

- CR CSS
- CSS
- FC CSS
- CSO
- PCSO

Lists

View Lists

System Maintenance

Worker Maintenance

Reports

Report Selection

Prism Case Number

Search

NCP

Track Stat by Month

10/2011

CP

NCP MCI

CP MCI

Save

Cancel

### Case Actions

Original Income Withholding(s)

Walk-in

☐ Participant Initiated Motion Received

☐ Account Review

☐ SHUIF Evaluation

☐ FIDM Evaluation

☐ Interest Stop/Start

### Original Interstate

Initiate

Register

### Court Orders

Bonus Claimed

### Affidavits

Affidavit of CSS Other

Affidavit of Default DL

Affidavit Lump Sum

Affidavit Other

### Other Docs

Pmt Plans DL

Pmt Plans Other

Slip Satisfaction

Slip Other

Other

### Judgment Activity

Enter

Docketed

Satisfaction

Renew

### Contempt Options

☐ Referred

☐ Affidavit of Default

☐ Supp. Aff. of Default

### Choose List

☐ Review and Adjust

☐ Driver's License

☐ Contempt

☐ Stipulation

### List Action

Add to/Update List


[Suggestions](#) | [Directory](#) | [Options](#) | [Logout](#)
[Home](#) | [My Team](#) | [My Forms](#) | [Analytics](#) | [Dashboards](#)

WELCOME, DAVID G THEISEN (DTPN4)

## Line-Staff Form A &amp; B (classification level) for ..

 Review for A and B (DBM  
Classification level)  
individual contributors

Employee Information

Review Information

Performance Objectives

Organizational  
CompetenciesIndividual Development  
Plan (IDP) for Upcoming  
Review PeriodOverall Performance  
Summary

Check Boxes

Signature Section

## Quick Links

- [Create New Form](#)
- [My Objective Library](#)
- [Process Guide...](#)
- [Writing Assistant...](#)
- [Coaching Advisor...](#)

## Add New/Stored Objectives

Check the 'Create Objective' check-box to create a new objective and add it to the form. Select a check-box next to an existing objective to copy the contents and add a new objective to the form.

Use Selected Objectives

Cancel

☒ Create ObjectiveName Start Date Due Date Description Show ( [In-progress objectives](#) | [In-progress & Completed](#) | [All objectives](#) )

## Personal Objectives for K

Objective Name	Status	Start Date	Due Date	Last Modified
Personal Objectives for David G Theisen (DTPN4)				

## Personal Objectives for David G Theisen (DTPN4)

Objective Name	Status	Start Date	Due Date	Last Modified
<input type="checkbox"/> <a href="#">AGENCY DEVELOPMENT GOAL - Success Factors</a>	Approved	04/12/2004	04/12/2015	11/09/2007
<input type="checkbox"/> <a href="#">Collections Specialist: Case Intake and Assessment</a>	In Progress	01/01/2008	01/01/2011	02/16/2008
<input type="checkbox"/> <a href="#">Collections Specialist: Department Mission</a>	In Progress	01/01/2008	01/01/2011	02/16/2008
<input type="checkbox"/> <a href="#">Collections Specialist: Ongoing Case Management</a>	In Progress	01/01/2008	01/01/2011	02/16/2008
<input type="checkbox"/> <a href="#">Collections Specialist: Technical Application</a>	In Progress	01/01/2008	01/01/2011	02/16/2008
<input type="checkbox"/> <a href="#">CSO-1. Case Assessment</a>	Approved	04/06/2004	04/06/2015	11/14/2007
<input type="checkbox"/> <a href="#">CSO-2. On-Going Case Management</a>	Approved	04/06/2004	04/06/2015	11/14/2007
<input type="checkbox"/> <a href="#">CSO-3. Technical Application</a>	Approved	04/06/2004	04/06/2015	11/14/2007
<input type="checkbox"/> <a href="#">CSO-4. Court Activities</a>	Approved	04/06/2004	04/06/2015	11/14/2007
<input type="checkbox"/> <a href="#">CSO-5. Department and Agency Mission</a>	Approved	04/06/2004	04/06/2015	11/14/2007
<input type="checkbox"/> <a href="#">CSS-1. Case Intake and Assessment</a>	Approved	04/06/2004	04/06/2015	11/14/2007
<input type="checkbox"/> <a href="#">CSS-2. On-Going Case Management</a>	Approved	04/06/2004	04/06/2015	11/14/2007
<a href="#">CSS-3. Technical Application</a>	Approved	04/06/2004	04/06/2015	11/14/2007

- ☐ CSS-4. Department and Agency Mission Approved 04/06/2004 04/06/2015 11/14/2007
- ☐ PRG TRNR 1. Trains Employees In Progress 04/12/2004 04/12/2015 11/14/2007
- ☐ PRG TRNR 2. Monitors and Evaluates Performance Approved 04/12/2004 04/12/2015 11/14/2007
- ☐ PRG TRNR 3. Plans and Implements Programs and Initiatives In Progress 04/12/2004 04/12/2015 11/14/2007
- ☐ PRG TRNR 4. Special Projects/Support to Management Approved 04/12/2004 04/12/2015 11/14/2007
- ☐ PRG TRNR 5. Group Training/Community Presentations/Representation Approved 04/12/2004 04/12/2015 11/14/2007
- ☐ PRG TRNR 6. Covers positions/completes duties as assigned Approved 04/12/2004 04/12/2015 11/14/2007

Corporate Objectives

Objective Name	Status	Start Date	Due Date	Last Modified
All Employees: <input type="checkbox"/> <u>Manage Completion of One Individual Development Goal</u>	In Progress	11/24/2003	12/31/2015	03/22/2006
Managers only: To support a culture that promotes the Physical Development Division values and a healthy workplace environment.	In Progress	11/28/2006	12/30/2006	06/15/2009
Non Managers: To support a culture that promotes the Physical Development Division values and a healthy workplace environment.	In Progress	11/24/2003	12/31/2004	06/15/2009

Use Selected Objectives

Cancel

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These online services are SuccessFactors confidential and proprietary and for use by authorized SuccessFactors customers only. Usage may be monitored. Release 10 build (b1109p3rc7) - 54dc4sfapp09aCluster07-405 - 2011-10-20T09:44:38.392-0400

## Clean-Up Reports

### May 2010

- Cases w/open LETL No Activity in Last 6 months as of 03/31/10
- Cases w/open REAM with Begin Date over 2 months as of 03/31/10

### June 2010

- Cases with CCC charging and Youngest Child 13 or older as of 05/31/10
- Cases W/O NCLD License Data in MN as of 05/31/10

### July 2010

- Active INWD with no payment in 75 days, as of 06/30/10

### August 2010

- P10 Cases with NCP Address Unknown for 3 years, as of 07/31/10
- E02 Cases with Active Bankruptcy Record, as of 07/31/10
- Suppression Detail (not handed out at the same time as the other 2. This is due to the state reviewing suppressions on cases that also had PAS suppressed).

### September 2010

- MMIS CSED Report as of 9/1/10

### October 2010

- Original ROP's Completed at the County for 7/1/09 – 9/11/09

### November 2010

- Cases with Suppression and no Payment within the Last 90 days as of 10/31/10

### December 2010

- SUDE to SUDL Clean-Up Report as of 11/13/10 (due to state removal of SUDE screen)

### January 2011

- Abandoned Funds Clean-up

### March 2011

- SUDE to SUDL Clean-Up as of 02/28/11

### April 2011

- Cases with Suppression and no Payment within the Last 90 Days as of 2/28/11

### May 2011

- Cases with youngest child turning 18 in 2011 as of 4/30/11



# Individual CSS Annual Tracking

CSS Name:

Year:

2011

Source	Current Support Due (A.4)	Current Support Disbursed (A.5)	% of Current Disbursed (match A.6)	Cases with Current Support Due (A.1)	Cases with Current Support Disbursed (A.2)	% Cases Current Disbursed (match A.3)	Cases with Arrears Disbursed (C.1)	Cases with Arrears Disbursed (C.2)	% Cases Arrears Disbursed (match C.3)
00500601									
January	\$ 159,147.00	\$ 116,572.00	73%	316	237	75%	261	103	39.46%
February	\$ 159,011.00	\$ 113,583.00	71%	317	237	75%	268	100	37.31%
March	\$ 158,726.00	\$ 119,887.00	76%	316	243	77%	260	114	43.85%
April	\$ 156,779.00	\$ 117,617.00	75%	318	236	74%	256	111	43.36%
May	\$ 156,409.00	\$ 119,139.00	76%	318	230	72%	259	105	40.54%
June	\$ 156,360.00	\$ 120,572.00	77%	315	238	76%	258	111	43.02%
July	\$ 161,748.00	\$ 109,865.00	68%	302	221	73%	254	100	39.37%
August	\$ 161,960.00	\$ 112,279.00	69%	302	216	72%	250	101	40.40%
September	\$ 163,786.00	\$ 112,333.00	69%	307	217	71%	252	100	39.68%
October	\$ 151,758.00	\$ 112,421.00	74%	315	229	73%	255	93	36.47%
November	\$ 152,143.00	\$ 116,038.00	76%	310	231	75%	259	97	37.45%
December	\$ -	\$ -	#DIV/0!	0	0	#DIV/0!	0	0	#DIV/0!
Totals	\$ 1,737,827.00	\$ 1,270,306.00	73%	3436	2535	74%	2832	1135	40%



## INSTATE INTAKE RESULTS AND EXPECTATIONS

These results apply to all functions within instate intake, unless specifically noted. While trying to be as comprehensive as possible, this document is not all-inclusive.

### **Client Service**

1. Unit coverage - You must be on site (FJC) during client hours of 8:00 - 4:30. You must contact the receptionist by 8:15 each day. You must respond to receptionist cell phone pages or see the client in person within 15 minutes of notification.  
[http://iwww1/eacsd/manual/Client\\_Service/cell\\_phone\\_policies\\_and\\_procedures.htm](http://iwww1/eacsd/manual/Client_Service/cell_phone_policies_and_procedures.htm)
2. Return client phone calls within 24 hrs.  
[http://iwww1/EACSD/Manual/Client\\_Service/client\\_service\\_guidelines.htm](http://iwww1/EACSD/Manual/Client_Service/client_service_guidelines.htm)
3. Court coverage - personally attend your court cases OR arrange coverage
4. Provide interpreter services in accordance with CSD manual.  
[http://iwww1/EACSD/Manual/Interpretive\\_Services/CSD\\_Procedures\\_for\\_Interpretive\\_Services.htm](http://iwww1/EACSD/Manual/Interpretive_Services/CSD_Procedures_for_Interpretive_Services.htm)

### **Outcomes**

Meet a minimum of Valued Performer. Email from Tom Siegert to intake staff (11/04/05), titled "***Quantity Outcomes and Case Assignment.***"

### **Caseload size**

Maintain a caseload size under 120% of your function average.

### **Case processing timelines**

1. Check-in newly assigned cases within 30 days. (Paternity & Establishment)
2. Check-in newly assigned cases within 5 days. (CSI)
3. Referrals reviewed and cases built or reopened within 20 days of receipt. (CSI)
4. No cases will remain in the caseload beyond one year, unless there are extenuating circumstances. If a case remains in a caseload longer than one year, a case plan CAAD event code of E0001 must be entered on the case. (Paternity & Establishment). The goal is to have less than 20% aged.  
[http://iwww1/EACSD/Manual/Child\\_Support\\_Intake\\_CSI/Aging\\_Report\\_Instructions.htm](http://iwww1/EACSD/Manual/Child_Support_Intake_CSI/Aging_Report_Instructions.htm)
5. No case will remain in the caseload beyond 90 days, unless there are extenuating circumstances documented in CAAD. . If a case remains in a caseload longer than 90 days, a case plan CAAD event code of E0001 must be entered on the case. (CSI and Monitored)  
[http://iwww1/EACSD/Manual/Child\\_Support\\_Intake\\_CSI/Aging\\_Report\\_Instructions.htm](http://iwww1/EACSD/Manual/Child_Support_Intake_CSI/Aging_Report_Instructions.htm)
6. CSO initiates CP contact via phone within 2 days of case opening to conduct PIF interview. (CSI)  
[http://iwww1/EACSD/Manual/Child\\_Support\\_Intake\\_CSI/Child\\_Support\\_Intake\\_\(CSI\)\\_overview.htm#Primary\\_Responsibilities](http://iwww1/EACSD/Manual/Child_Support_Intake_CSI/Child_Support_Intake_(CSI)_overview.htm#Primary_Responsibilities)
7. If unable to contact CP via phone, CSI contact letter and PIF will be sent to CP and due within 14 days. (CSI)  
[http://iwww1/EACSD/Manual/Child\\_Support\\_Intake\\_CSI/Child\\_Support\\_Intake\\_\(CSI\)\\_overview.htm#Primary\\_Responsibilities](http://iwww1/EACSD/Manual/Child_Support_Intake_CSI/Child_Support_Intake_(CSI)_overview.htm#Primary_Responsibilities)
8. No worklist item will be more than 14 days old without an action taken. (CSI)
9. Informational worklist items will be deleted after review within 30 days of receipt.
10. Court orders must be entered into PRISM within 5 days of receipt.

11. Cases are referred to the proper function/team within 30 days of change of case status.  
[http://iwww1/EACSD/Manual/Case\\_Transfer\\_and\\_Assignment/case\\_transfer\\_criteria.htm](http://iwww1/EACSD/Manual/Case_Transfer_and_Assignment/case_transfer_criteria.htm)
12. Closed cases will remain with the closing CSO for 6 months before transfer to the appropriate function. (Paternity & Establishment)
13. Generate Child Only MA (COMA) letter if appropriate.  
[http://iwww1/EACSD/Manual/Child\\_Only\\_Medical\\_Assistance\\_\(COMA\)/Child\\_Only\\_Medical\\_Assistance\\_\(COMA\).htm](http://iwww1/EACSD/Manual/Child_Only_Medical_Assistance_(COMA)/Child_Only_Medical_Assistance_(COMA).htm)

Email from Tom Siegert to intake staff (dated 8/26/2004) titled ***“Meeting Federal Performance Time Frames.”***

### **Communication**

1. FJC building hours are 6:30 AM to 6:00 PM. Staff are **not** allowed in the building outside of these hours. Email from Barry Bloomgren to all staff (04/18/2007), titled ***“Core Hours of Work”***.
2. PRISM processing hours are generally 6:30 am to 7:00 pm Monday – Friday. Refer to the DHS Calendar for updated information. <https://www.dhssir.cty.dhs.state.mn.us/Pages/Default.aspx>
3. Time off requests (vacation and sick leave) must continue to be approved by your supervisor.
4. Attend meetings and/or be responsible for the content.
5. Complete APEX timely. Travel time between work sites is excluded as payable work time.
6. Read & adhere to HSPH rules/communications/policies.  
<http://hennote1/intranet/publications/hrrules.nsf>

Questions about the above policies should be directed to your supervisor.

### **Teamwork**

Deborah Brown  
Lisa Brown  
Jeff Hewitt  
Sarah Lanners  
Cynthia Preston  
Mary Steidl  
Bob Tretter  
Mary Vangerud  
Rachel Walch

August 20, 2014

On January 28, 2014, we marked the one year anniversary of the merger of Instate and Interstate enforcement. Some of the objectives of the merger were to bring consistency and efficiency to enforcement operations and performance result measurements, along with sharing best practices. We are gradually merging processes, policies, and performance results measurements. Enforcement now has one measure for worklist items, suspense items, ECF items, ECF court order case plan quantity/quality/timeliness and reports.

## **RESULTS**

Management by results is an approach to measure job performance by focusing on results (outcomes). It allows supervisors to fairly evaluate employees as to whether or not they meet performance objectives. All Employee Performance Reviews (EPRs) include a component where an individual's performance results are recorded. Non-specialized Enforcement case managers will be rated on the following results for all areas of Enforcement: timely completion of worklist items, suspense, ECF work items, ECF court order, collection percentage (instate paying, and interstate at a later date when data is available), case plan quantity/quality/timeliness and completion of reports. The 2014 expectations are based on Enforcement results for the period of 1/1/13 through 12/31/13 and ensure we will continue to meet federal performance benchmarks.

## **PROCESS**

Once a year, the Team R.E.S.U.L.T.S supervisors review the case management results from the previous calendar year and use that data, in conjunction with the Federal Performance benchmarks, to set results expectations for the current year.

## **RESULTS EXPECTATION RATING SCALES**

The numbers used for the chart below reflect the data collected from the 2013 Individual Instate and Interstate Enforcement Case Management Results spreadsheet (AKA the Universal Tracking Sheet). The 2013 ranges and pass/fail categories were determined based on evaluation of these individual totals. Some of the pass/fail categories are determined as the averages are not broad enough to separate into the five point rating system (Outstanding, Highly Commendable, Fully Capable, Needs Improvement, Unsatisfactory).

Worklist		ECF		Case Plans Quantity	
Average	37.53	Average	0.35	Pass	85% or >
Results Rating Scale		Results Rating Scale		Fail	84.99% or <
Outstanding	5.25 or less	Pass	0.8		
HC	5.26 to 13.62	Fail	0.9 or more	Case Plan Quality	
FC	13.63 to 44.33			Pass	85% or >
NI	44.34 to 89.42	ECF Court Order		Fail	84.99% or <
Unsatisfactory	> 89.42	Average	0.11		
		Results Rating Scale		Case Plan Timeliness	
Suspense		Pass	0.25	Pass	85% or >
Average	2.08	Fail	0.26 or more	Fail	84.99% or <
Results Rating Scale					
Pass	2 or less	Instate Paying Collection Percentage			
Fail	2.1 or more	Average	89.34		
		Results Rating Scale			
		Outstanding	92.0 or more		
		HC	91.0 to 91.99		
		FC	89.0 to 90.99		
		NI	88.0 to 88.99		
		Unsatisfactory	Less than 88.0		

### Worklist Items

Last year, Enforcement had separate scales for Interstate and Instate. This year, the scale was based on data collected from 2013 averages of both Interstate and Instate Enforcement staff. The 2013 average for this category is 37.5, a decrease from 40.92 from 2012.

### Percentage of Collection (Paying)

Last year's benchmark was 89% and it will remain the same for 2014.

### Suspense

2012 average -- 1.13; 2013 average -- 2.08.. The range for this category was too small to support the five point rating system.

### ECF Work Items

2012 average -- 0.70; 2013 average -- 0.35. The range for this category was too small to support the five point rating system.

### ECF Court Orders

2012 average --0.2; 2013 average -- 0.11. The range for this category was too small to support the five point rating system.

### Case Plans

The case plan quantity standard at 85% has been in place since 2007. Case plan quality and timeliness standards at 85% were implemented in 4/2010. These expectations will not change; case plan standards will remain at 85%. Since all staff are expected to achieve at least 85% in each case plan category, the measurement standard will be pass/fail.

### Reports

All reports should continue to be worked as noted in the existing manual material. Excluding delinquency reports for paying team case managers which have their own review criteria, supervisors will review reports by spot-checking 20% of the items on the report. Compliance with report accuracy and timeliness will be an element of the employee performance review.

**Raw Data**

The raw data we collected, and based our measurement ranges on, is located on the LAN at T:\Child Support\EA\_CSD\_Enforcement\Enforcement Case Management Results in a spreadsheet entitled, 2013 Case Management Results - Raw Data if you wish to take a look at it.

**ABOUT YOUR EPR**

Please keep in mind that results are one component of your performance. These results are not the only indicator of how well you do your job to enhance the well-being of children by assuring appropriate financial and medical support is available.

Self-Assessment Results				
Measure	Fed Req	2011	2012	2013
Establishment	75%	56.60%	73.08%	65.38%
Enforcement	75%	86.66%	100.00%	100.00%
Medical	75%	100.00%	100.00%	100.00%
2-State	75%	94.44%	90.48%	94.74%
Closure	90%	93.75%	83.33%	84.00%

2014 YTD = January 1 - July 31, 2014			
Program Manager			
	2012	2013	2014
FTEs	3	2	2
Span of Control - HSS	7	10	10
Span of Control - CSO	75	110	108.5

CSI			
	2012	2013	2014 YTD
FTEs	12	11	12
Case Counts*	710	967	678
Cases to Paternity	2383	2250	1329
Cases to Enforcement	711	754	402
Cases to Establishment	3283	3289	1771
Cases to Interstate Intake	2078	1727	660
Cases to Monitor	645	532	291
Case Closed	3637	3761	1678

\*As of June each year

Establishment			
	2012	2013	2014 YTD
FTEs	29	27.5	28
Case Counts*	2830	2695	2628
Orders Obtained	2925	2905	1448

\*As of June of each year

Interstate Enforcement			
	2012	2013	2014 YTD
FTEs	26	25.5	25
Case Counts*	7683	7345	6983
Collection Percentage	60.55%	61.01%	61.67%

\*As of June of each year

Nonpaying			
	2012	2013	2014 YTD
FTEs	33	32	32
Case Counts*	8214	8126	8032
Cases to Paying**	1233	1270	738
Cases Closed**	386	465	264
Orders Modified**	1328	1191	760

\*As of June each year

\*\*Data includes Nonpaying monitor and incarcerated caseloads

Paying			
	2012	2013	2014 YTD
FTEs	29	27	27
Case Counts*	10310	10348	10425
Collection Percentage	88.71%	89.00%	89.04%

\*As of June of each year

Medical			
	2012	2013	2014
FTEs	8	9	9
Case Counts*	2759	3168	3232
health insurance in place	2359	1638	1333
Collection percentage	59.23%	63.57%	65.17%

\*As of June of each year



Interstate Intake			
	2012	2013	2014 YTD
FTEs	21.5	19.5	19.5
Case Counts*	1915	1814	1647
Orders Obtained	N/A**	174	167

\*As of June of each year

\*\*Data not available

Monitor			
	2012	2013	2014 YTD
FTEs	7	7	6
Case Counts*	6564	6450	6701
Cases to Paternity	303	234	154
Cases to Enforcement	31	39	17
Cases to Establishment	392	392	190
Cases to Interstate Intake	76	78	33
Case Closed	1375	1199	675

\*As of June each year

Paternity			
	2012	2013	2014 YTD
FTEs	19	19	18
Case Counts*	2015	1765	1626
Orders Obtained	1009	723	337

\*As of June of each year

Support Staff			
	2012	2013	2014 YTD
FTEs	14	13	13
received	4172	4787	3247
Reception Calls Received	15774	26544	19745
Reception Inperson Clients	16046	19873	10763

Review & Adjust			
	2012	2013	2014 YTD
FTEs	2.5	3.5	3.5
Instate Mods Received	515	412	301
Interstate Mods Received*	124	134	76

\*Actual numbers may be slightly higher due to staffing change in early 2013

Arrears Only			
	2012	2013	2014 YTD
FTEs	7	8	7
Case Counts*	9368	9750	9259
Payment**	41.21%	57.76%	61.05%

\*As of June of each year

\*\*Represents FFY

Lead Workers			
	2012	2013	2014 YTD
FTEs	6	5	5
Case Counts*	366	433	310
New Hires Trained	5	20	21

\*As of June of each year

Court Team			
	2012	2013	2014 YTD
FTEs*	16	14	14
Pro Se Motions	2649	2483	1588
Hearings Attended	5100	5022	3055

\*Interstate and Instate Court Teams merged 6/2/12

PFU			
	2012	2013	2014 YTD
FTEs	8	6	6

Court Orders Received	10629	15184	10689
CC001 Mail Processed	27094	37345	23951
Mystery Docs Processed	27554	20977	10087
Address Changes Processed	37652	24310	12999

Case Counts*	1723	1849	1980
Est. Orders Obtained	427	239	84
Pat. Orders Obtained	13	13	5
Collection Percentage	41.60%	40.75%	44.06%

\*As of June of each year

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Koehler-Harris								
Case Count	264	269	263	290	291	276	275	274
Amount Due	70863.34	74201.34	72473.18	78497.94	80269.94	75217.94	76464.57	74673.94
Amount Collected	16808.44	17450.79	17195.07	23575.77	20625.92	22713.51	25371.87	19304.05
% Collected	23.72%	23.52%	23.73%	30.03%	25.70%	30.20%	33.18%	25.85%
Difference	-0.68%	-0.20%	0.21%	6.31%	-4.34%	4.50%	2.98%	-7.33%
Worklist Items	36.00	25.00	26.00	11.00	55.00	53.00	36.00	72.00
Suspense	0.00	0.00	0	0.00	0.00	0.00	1.00	0.00
Case Plans (Total)								
Initiated	11	7	11	7	35	7	20	12
Reviewed	99	74	119	92	112	118	110	109
Modified	2	1	1	2	1	1	3	5
Quantity			98.86%			99.16%		
Quality			100.00%			100.00%		
Timeliness			100.00%			100.00%		
Case Transfers Out								
Arrears	0	1	0	1	2	2	3	0
Paying	6	3	7	1	7	3	3	4
Non-paying	0	3	0	1	1	16	0	0
Interstate	0	0	2	0	0	3	0	2
Case Transfers In	6	16	12	31	15			11
Case Closures	0	0	2	2	0	0	1	2
ECF	0.00	0.00	0	0.00	0.00	0.00	0.00	0.00
ECF court	0.00	0.00	0	0.00	1.00	0.00	0.00	0.00
Reports								
al Payment								
/in 30 days								
Cases w/ 4 months of payments	Y			Y			Y	
al Interstate			Y			Y		
tial Arrears			Y					

Sep-13	Oct-13	Nov-13	Dec-13	
				Average
263	261	263	262	271
70840.50	70956.50	72217.50	72184.50	74072
17776.37	17002.06	18882.27	17615.65	19527
25.09%	23.96%	26.15%	24.40%	26.36%
-0.76%	-1.13%	2.19%	-1.74%	0.00%
39.00	48.00	30.00	19.00	37.50
0.00	0.00	2.00	0.00	0.25
18	10	10		13
80	67	74		96
3	0	2		2
99.24%			98.47%	
100.00%			100.00%	
100.00%			100.00%	
0	2	1	2	1
4	6	7	3	5
1	2	2	0	2
3	1	3	1	1
16	12	16	11	15
10	0	0	0	1
0.00	0.00	0.00	0.00	0.00
0.00	0.00	0.00	0.00	0.08
	Y			4
Y			Y	4
Y				2

	Case Number	NCP Full Name	CAAD Event Date	Why doing it, Timeframe appropriate Documented	Actions Appropriate	Worklist Follow up Exists	reviewed and follow up work completed on time	How many days past due	Comments
			1/14/2013	3	y	y	y		E0002, EN356
			1/15/2013	3	y	y	y		E0003, EN356
			2/15/2013	3	y	y	na		E0003, EN356 worklist not due yet
			5/10/2013	3	Y	Y	Y		E0002, EN356
			5/23/2013	3	Y	Y	Y		E0001, FCP02
			6/6/2013	3	Y	Y	NA		E0003, EN356 worklist not due yet
			7/12/13	3	y	y	y		E0001, EN356
			8/16/13	3	y	y	N	3	E0002, FCP02, transferred to non-paying
			9/18/13	3	y	y	na		E0002, EN356, wl not due yet
			10/14/2013	3	y	y	na		E0001, EN356, wl not due yet
			11/18/2013	3	y	y	na		E0002, EN356 wl not due yet
			12/16/2013	3	y	y	na		E0003, EN356, wl not due yet
<b>Total</b>	0	0	12	36	12	12	12	3	
<b>Total Y</b>					12	12	5		
<b>Total N</b>					0	0	1		
<b>Total NA</b>					0	0	6		
<b>Average Total</b>				#DIV/0!	100.00%	100.00%	83.33%	1.5	

Julie Ellis. Stearns Cty

Enforcement Caseload Goals 2011

200-250 cases.

10 Staff caseload  
1 Spec.  
3 case aides

reviewed  
w/Staff  
monthly Contempt actions: 4/year or one per quarter

Worklist: 130-150 overdue (180-200 Interstate)

one process specialist  
enforce  
one p.s. establish

Current Support: 79-84% (identified by supervisor)

Arrears: 39-44% (identified by supervisor)

Outbound calls: 80-100/month (identified by supervisor)

tailored to the person  
monthly report run on "T" codes  
Julie staff goal is 100/month  
call first, then letter

1. The first part of the paper discusses the importance of the study.

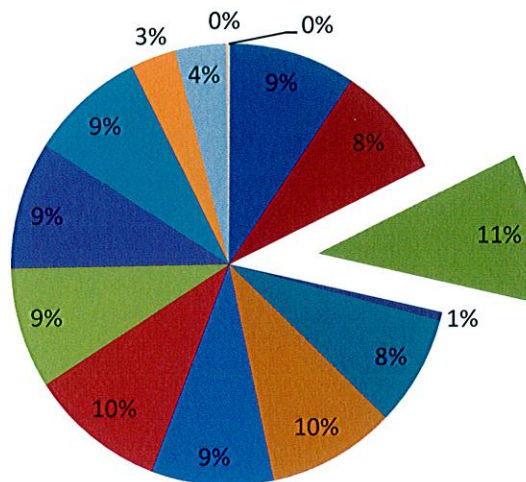
2. The second part of the paper discusses the methodology used in the study.

3. The third part of the paper discusses the results of the study.

## 2014 MFSRC Supervisor Roundtable

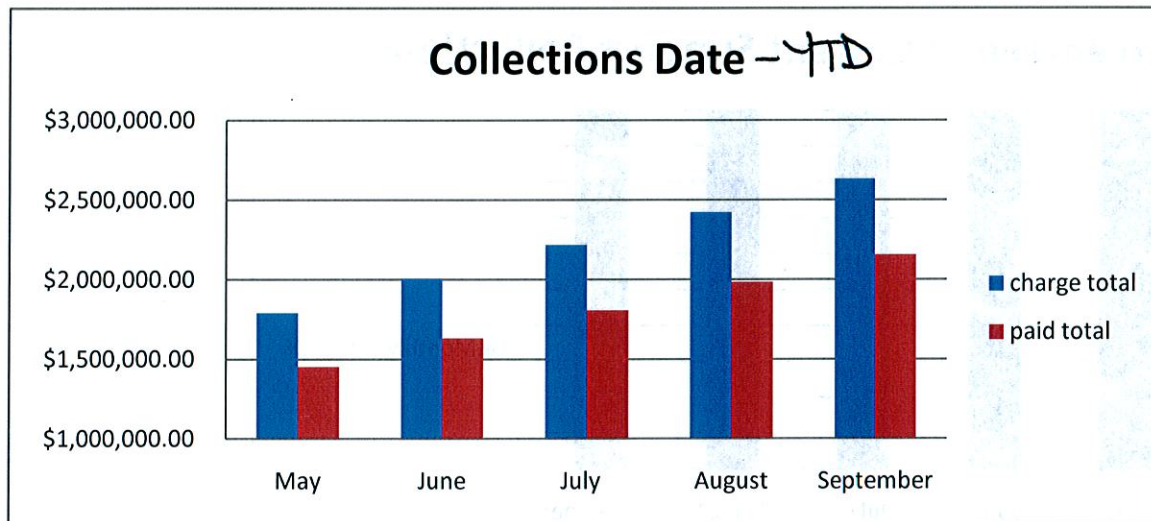
Jannell	Boeckermann	3206566082	<a href="mailto:jannell.boeckermann@co.stearns.mn.us">jannell.boeckermann@co.stearns.mn.us</a>
Lisa	Burkhartzmeyer	9524968533	<a href="mailto:lburkhartzmeyer@co.scott.mn.us">lburkhartzmeyer@co.scott.mn.us</a>
Barb	Gustafson	7637654005	<a href="mailto:Barb.Gustafson@co.sherburne.mn.us">Barb.Gustafson@co.sherburne.mn.us</a>
Erin	Hansen	7634227271	<a href="mailto:erin.hansen@co.anoka.mn.us">erin.hansen@co.anoka.mn.us</a>
Julie	Herbst	2188241264	<a href="mailto:Julie.herbst@crowwing.us">Julie.herbst@crowwing.us</a>
Lori	Hoff	6515545823	<a href="mailto:Lori.Hoff@co.dakota.mn.us">Lori.Hoff@co.dakota.mn.us</a>
Mark	Jensen	7636898106	<a href="mailto:mark.jensen@co.isanti.mn.us">mark.jensen@co.isanti.mn.us</a>
Jeanette	Koehler-Harris	6123487689	<a href="mailto:Jeanette.Koehler-Harris@hennepin.us">Jeanette.Koehler-Harris@hennepin.us</a>
Peggy	Koscielniak	3209685140	<a href="mailto:pkosciel@co.benton.mn.us">pkosciel@co.benton.mn.us</a>
Denise	Kuehn	5073596581	<a href="mailto:denise.kuehn@co.brown.mn.us">denise.kuehn@co.brown.mn.us</a>
Patrica	Lippert	3202317800	<a href="mailto:pat_l@co.kandiyohi.mn.us">pat_l@co.kandiyohi.mn.us</a>
Alison	Luebben	7634227318	<a href="mailto:alison.luebben@co.anoka.mn.us">alison.luebben@co.anoka.mn.us</a>
Sylvia	Nelson	2184708471	<a href="mailto:sylvia.nelson@co.polk.mn.us">sylvia.nelson@co.polk.mn.us</a>
Joe	Peck	6512662657	<a href="mailto:joe.peck@co.ramsey.mn.us">joe.peck@co.ramsey.mn.us</a>
Andrew	Pietsch	5073044442	<a href="mailto:andrew.pietsch@blueearthcountymn.gov">andrew.pietsch@blueearthcountymn.gov</a>
Mary	Plante	7633235584	<a href="mailto:mary.plante@co.anoka.mn.us">mary.plante@co.anoka.mn.us</a>
Karen	Popken	7636827403	<a href="mailto:karen.popken@co.wright.mn.us">karen.popken@co.wright.mn.us</a>
Sandy	Slocum	7633235352	<a href="mailto:sandy.slocum@co.anoka.mn.us">sandy.slocum@co.anoka.mn.us</a>
RoxAnne	Snyder	3209685089	<a href="mailto:roxanne.snyder@co.benton.mn.us">roxanne.snyder@co.benton.mn.us</a>
Beth	Vredenburg	2187322374	<a href="mailto:bvredenburg@co.hubbard.mn.us">bvredenburg@co.hubbard.mn.us</a>
Jacqueline	Wise	3206320233	<a href="mailto:jackiew@co.morrison.mn.us">jackiew@co.morrison.mn.us</a>





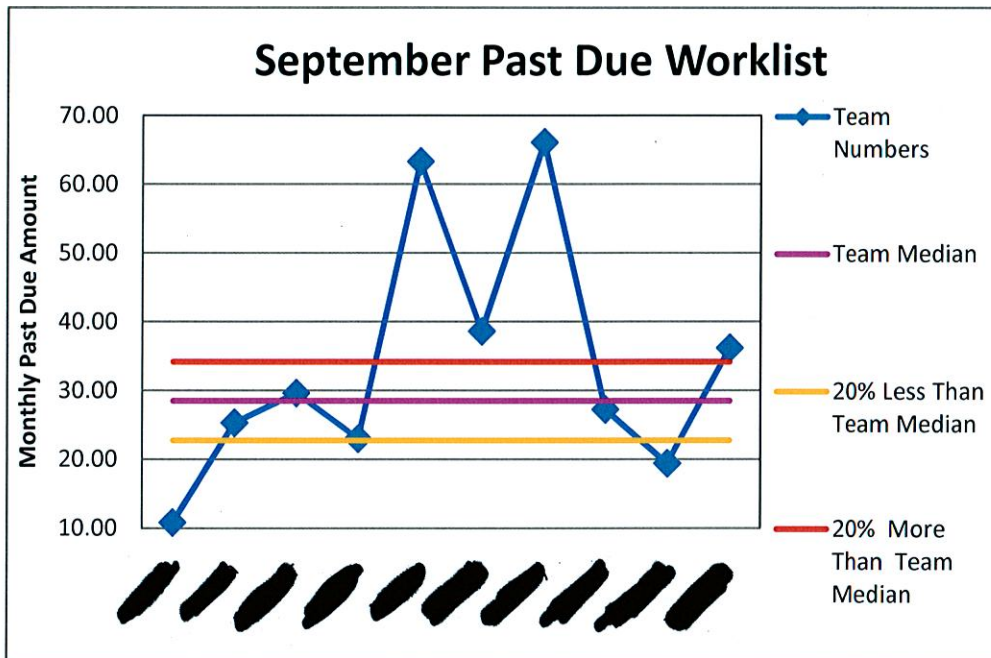
stats! Roger Libni!

Current Support only



Washington City  
Seah

Team Numbers	Team Median	20% Less Than Team Median	20% More Than Team Median
10.83	28.45	22.75	34.14
25.30	28.45	22.75	34.14
29.63	28.45	22.75	34.14
23.00	28.45	22.75	34.14
63.26	28.45	22.75	34.14
38.60	28.45	22.75	34.14
66.06	28.45	22.75	34.14
27.26	28.45	22.75	34.14
19.43	28.45	22.75	34.14
36.20	28.45	22.75	34.14



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