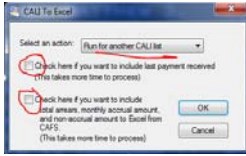






### SCRIPT: Bulk: List Generator – CALI



9/18/2017

MFSRC Annual Conference

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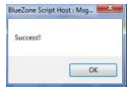
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### SCRIPT: Bulk: List Generator – CALI



4. Once the Excel spreadsheet is a Success...



- You can sort and filter the Excel data to target specific case types.
- NOTE - Understanding the basic functions of Excel is very helpful with performance management strategies.

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### SCRIPT: Bulk: List Generator – CALI



5. I prefer to sort the column 'Monthly Accrual' from Largest to Smallest.

6. And filter the Last Payment Date column. *Example: Here I filtered to only display cases with Last Payment on or before 2016.*

7. You can now see the cases with Current charges, the amount charging, and date of the last payment.

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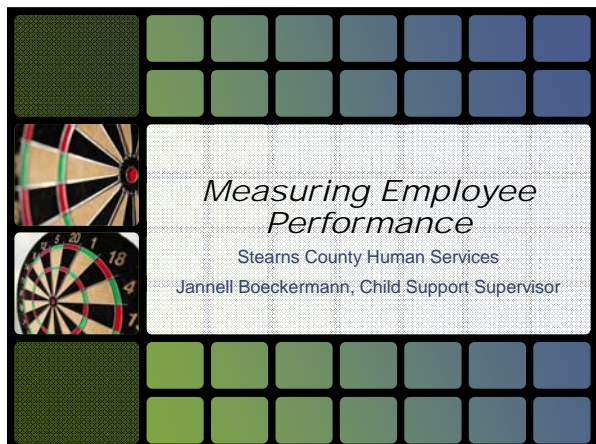
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### Measuring Employee Performance

Stearns County Human Services  
Jannell Boeckermann, Child Support Supervisor

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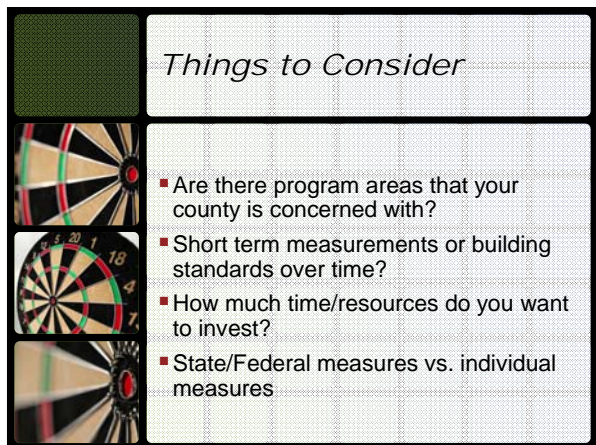
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### Things to Consider

- Are there program areas that your county is concerned with?
- Short term measurements or building standards over time?
- How much time/resources do you want to invest?
- State/Federal measures vs. individual measures

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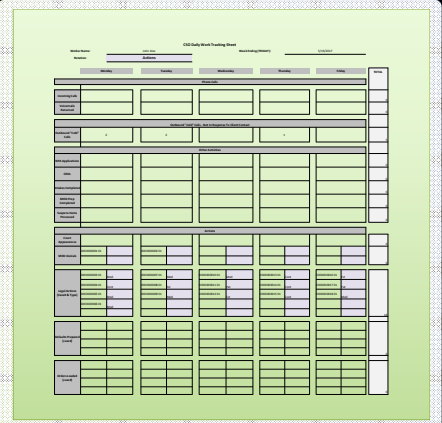
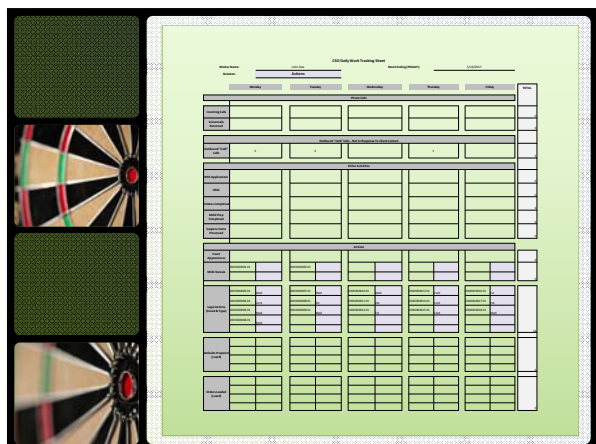
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2016 Quality Review Training Manual									
Area	Quality	Quantity	Frequency	Priority	Impact	Cost	Time	Resources	Notes
Customer Service									
Employee Performance									
Program Effectiveness									
Compliance									
Financial Management									
Human Resources									
Information Technology									
Legal Services									
Public Safety									
Community Development									
Health Services									
Education									
Transportation									
Energy									
Environment									
Public Works									
Other									

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### Weekly Averages

Week Ending (Multiple Events) of WOMEN (All)

Line Labels	Average of TOTAL TALK CALLS	Average of TOTAL VOUCHER	Average of Count	Average of Establishment	Average of Modification	Average of Paternity	Average of Complaint	Average of CONTACTED	Average of CLOSED CALLS	Average of SOCS PAID TO MOY/10	Average of SOCS PAID TO Complete	Average of SAUC Prog
action a	3	2	4	2	2	2	3	3	3	13	10	7
action b	2	1	1	1	1	1	1	1	1	4	3	2
action c	2	2	3	3	3	2	2	3	3	12	14	9
enabled a	9	8	9	9	9	9	9	9	9	33	29	17
enabled b	142	32	3	4	4	4	4	4	4	362	248	152
enabled c	3	3	3	3	3	3	3	3	3	12	13	8
group a	126	6	6	6	6	6	6	6	6	9	12	7
group b	66	12	12	12	12	12	12	12	12	7	6	4
group c	17	3	3	3	3	3	3	3	3	11	21	14
Grand Total	42	52	5	2	2	2	2	2	2	53	29	17

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### Child Support

Case No.	Case Name	Case Type	Case Status	Case Date	Case Amount	Case Balance	Case Due Date	Case Paid	Case Unpaid	Case Total
12345	John Doe	Child Support	Active	2017-09-01	1000	500	2017-09-15	500	500	1000
67890	Jane Smith	Child Support	Active	2017-09-01	750	375	2017-09-15	375	375	750

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## Data Warehouse Report Requests & Excel

## Are a CS Supervisor's Friends!

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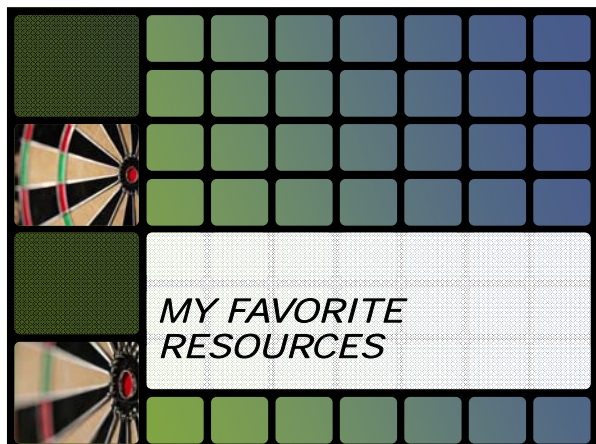












*MY FAVORITE  
RESOURCES*

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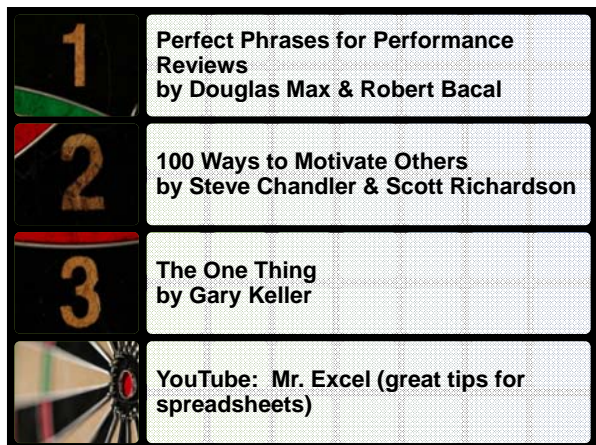
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**1** Perfect Phrases for Performance Reviews  
by Douglas Max & Robert Bacal

**2** 100 Ways to Motivate Others  
by Steve Chandler & Scott Richardson

**3** The One Thing  
by Gary Keller

YouTube: Mr. Excel (great tips for spreadsheets)

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Questions?

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