



MINNESOTA FAMILY SUPPORT & RECOVERY COUNCIL

2019 ANNUAL CONFERENCE

Re-organization within a three county merge


A new team model that the child support unit operates under including function based legal teams and alpha-split intake and enforcement caseloads.

Learn about the efficiencies gained and the challenges encountered.

9/18/2019 MFSRC Annual Conference 1

Introductions


- Susan Berg, Support Enforcement Aide
- Heather Hart, Support Enforcement Aide
- Sandy Nordman, Lead Child Support Officer



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2009 Legislation to Merge County Human Services:

In 2009, Governor Pawlenty introduced a legislative recommendation to merge county human service agencies across the state into 15 regional agencies.



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In the March 2012, the "Southeast Minnesota Human Services Redesign" project was unveiled. The following counties initially considered an opportunity to merge services:

Dodge	Houston	Steele
Fillmore	Mower	Wabasha
Freeborn	Olmsted	Waseca
Goodhue	Rice	Winona

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On June 1, 2014, the remaining of the initial 12 counties, through a Joint Powers Agreement, formed Minnesota Prairie County Alliance:


- Dodge
- Steele
- Waseca

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January 1, 2015

- Member counties human services merged as one
- MNPrairie formed under two provisions of MN statute
 - § 471.59
 - § 402A.35


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MN Prairie County Alliance

- High Quality Services
 - Early Intervention
 - Continuous Improvement
 - Partnering
 - Accountability
- Improve the safety and wellness of residents
- Benefits of smaller agency/Benefits of larger agency
 - Relationships
 - Technology
 - Reduce Cost


9/18/2019 MFSRC Annual Conference 7



MNPrairie Mission & Vision

- Mission:
 - Minnesota Prairie County Alliance provides extraordinary human services that build safety, health & well-being in the communities of Dodge, Steele & Waseca counties.
- Vision:
 - All people are safe, healthy, educated, independent, and engaged.

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January 1, 2015

How the Child Support Unit responded to the merging of 3 County agencies:

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Model #1
Effective 02/01/2017




WHY?
To begin the merging and sharing of work across sites to improve efficiencies

What?
The functions/duties related to intake, interstate, redirection of support and training of all new staff were shared between the three sites. CSO's and enforcement SEA's were divided into teams.

Effect:
This allowed processes to start becoming uniform. Workers handled specific duties within the unit.

9/18/2019 MFSRC Annual Conference 10

Child Support Team Model – Effective 2/1/17



Design Team

Andrea Johnson (AK)	Alan Jones (AJ)	Scott Berg (SB)
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 *Responsible for all training & support programs.

Wassata Team

Lisa Pridemore (LP)	Frank Pridemore (FP)	Cheryl Pridemore (CP)	April Pridemore (AP)
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 CSO oversees the legal requirements and delivery of support. They provide support to the staff and ensure the program is running smoothly.

Stella Team #1

Julia (J)	Shari (S)	Stephanie (St)
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 CSO leads to an administrative and support role. They provide support to the staff and ensure the program is running smoothly.

Stella Team #2

Debra (D)	Janet (J)	Christina (C)
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 CSO oversees the legal requirements and delivery of support. They provide support to the staff and ensure the program is running smoothly.

Stella Team #3

Stephanie (St)	Christina (C)
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 CSO oversees the legal requirements and delivery of support. They provide support to the staff and ensure the program is running smoothly.

INTAKE


Christina (C)	Stephanie (St)
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 CSO oversees the legal requirements and delivery of support. They provide support to the staff and ensure the program is running smoothly.

KEY
 CSO: Case Support Officer
 SEA: Support Enforcement Agent
 CSO: Case Support Officer

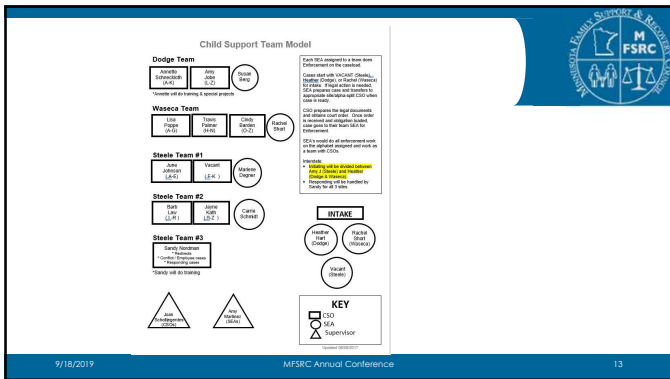
9/18/2019 MFSRC Annual Conference 11

Model #2
Effective 08/08/2017



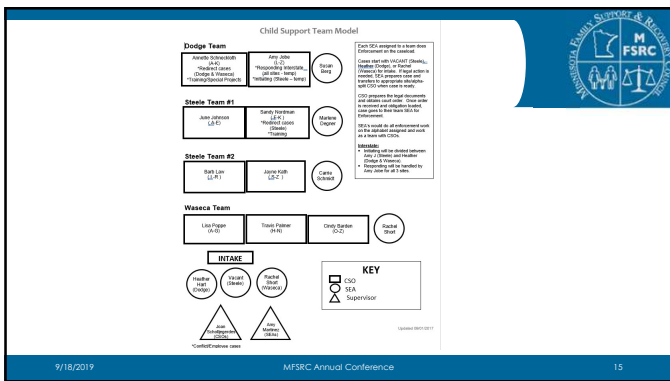
WHY?
Changes were needed to cover vacancies caused by retirement and staff leaving.

9/18/2019 MFSRC Annual Conference 12




Model #3
 Effective 09/01/2017

WHY?
 Decision was made to add an additional SEA for intake and to not fill vacant CSO position at the Steele site.



Model #4

Effective 04/02/2018 – 05/01/2018



Phase 1:
Intake caseload for all three sites was split between two workers.


Phase 2:
Enforcement caseload for all three sites was split between four workers.

Phase 3:
Legal work for all three sites was split into function based teams.

9/18/2019 MFSRC Annual Conference 16

2018 Child Support Team Model

July effective 3/2018



PATERNITY/ESTABLISHMENT
LEAD ODO: [Name] "Missing Information" "Missing Paternity"
[Icon] [Icon]

MODIFICATIONS
LEAD ODO: [Name] "Respending Interest"
[Icon] [Icon]


CONTEMPT
LEAD ODO: [Name] "Respending"
[Icon] [Icon]

Phase 1: Intake workers
Alpha split across all 3 sites

Phase 2: Enforcement SAs
Alpha split across all 3 sites

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Flexible Work Options



- Alternative work schedules
- Coverage calendar
- Telecommuting
- Lync/Skype

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MNPrairie Agency Expanded Hours



- Open Tuesday evenings until 7pm
 - January 1, 2015
- Child Support Coverage
 - Serve our customers
 - Coverage Calendar

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Efficiencies Gained



- Staffing
- Standardized Procedures
- Use of technology
- Improved Customer Service
- Improved Communication
- Continuation of key child support services

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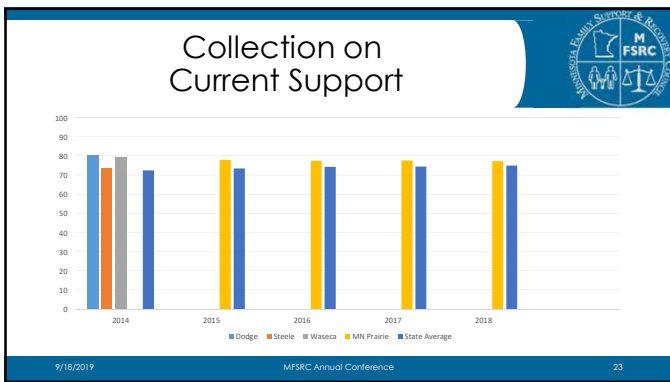
Challenges

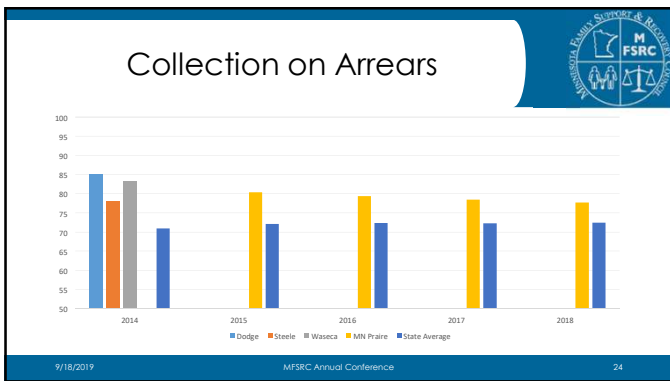


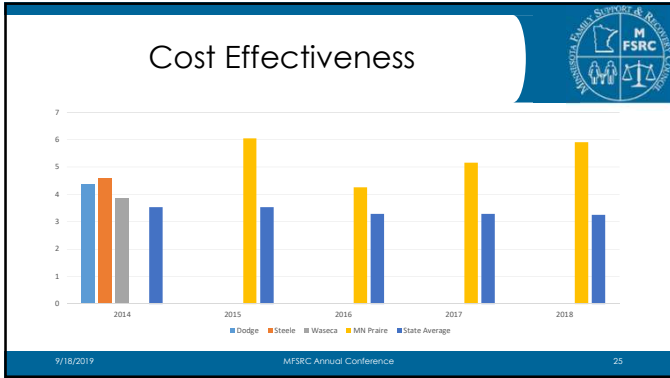
- FIPS Codes
- County attorneys practices vary at each site
- Clients having so many different workers
- Travel between sites
- Office support staff-process changes

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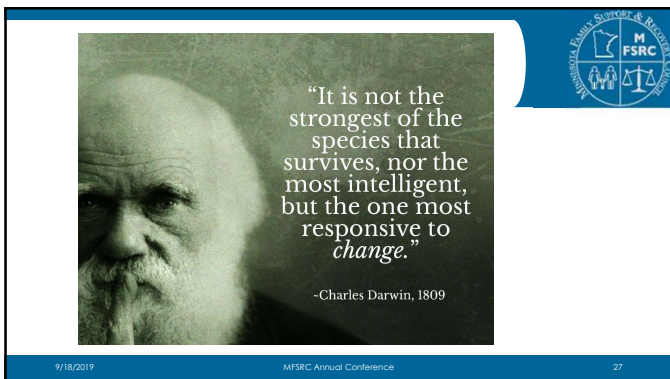



Future Model Changes

September 2019

- Support Enforcement Aide pilot project
- Child Support Officers roles to change

9/18/2019 MFSRC Annual Conference 26





Questions
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9/18/2019 MSRC Annual Conference 28
