

MINNESOTA FAMILY SUPPORT AND RECOVERY COUNCIL AWARDS PROGRAM

AWARD DESCRIPTIONS

HONORARY LIFE MEMBER OF MFSRC

Based upon outstanding and dedicated service to the Council for a period of not less than three years, this award recognizes an individual that has held leadership positions in the child support program, welfare fraud or collections and has provided outstanding and dedicated service to MFSRC for a period of not less than three years and has been a member at least five years. It recognizes an individual who has advocated and supported strong enforcement laws, or has held major responsibilities in a Court, Local, State or Federal Child Support Program, Welfare Fraud Program or Collection Program.

OUTSTANDING INDIVIDUAL ACHIEVEMENT

This award is designed to recognize an individual, regardless of membership status, who has a minimum of three years of service in a child support enforcement agency, welfare fraud program or collections unit, as a line staff, manager or director; participated in the development and achievement of goals and objectives of a support agency, welfare fraud unit or collections unit; participated in the establishment, coordination and implementation of recent innovations developed to enhance these programs; developed and participated in information programs designed to ensure public awareness and enhance positive publicity toward the programs. This individual has received the endorsement of supervisors, directors or state staff for whom he/she has worked and has earned the respect of co-workers for his/her work performance.

OUTSTANDING CUSTOMER SERVICE AWARD

This award is designed for the individual worker or team who consistently provides effective, quality service to both internal and external customers. This person or team goes the extra mile for customers in a timely manner with a positive attitude. They promote public confidence and respect for the Child Support Program by taking a customer-centered approach to case management. They have superior knowledge of the program, and willingly share their skills and expertise with fellow Child Support Workers.

OUTSTANDING PROGRAM ACHIEVEMENT

This award is designed to recognize a county or local program that has experienced significant improvement in operations or collections and has shown leadership in innovations as evidenced in their collections, welfare fraud or support program management.

PROGRAM AWARENESS AWARD

This award recognized an individual organization or county for their promotion of child support, welfare fraud or collections issues that help create a positive public image of these programs. This award is given regardless of membership status, to one who has promoted the ideals and furthered the cause through education, legislation and public awareness.