# PERFORMANCE MEASURES
## ONE CHILD SUPPORT WORLD

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# What's the Big Deal?

- **Financial Stability**
- **Incentives**
- **Unreliable data = Loss of incentives + Penalties to TANF block grant**
- **C-Stat**

# Colorado Performance Goals

Paternity establishment

Order establishment

Collection of current support and arrears

Medical support

Cost effectiveness

# Understand Percentages

## Numerator (increase actions taken)

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## Denominator (decrease population)

# TWO INDICATORS

1. **Statewide PEP**
   - **Currently report to Federal OCSE**
   - **Measures PEP on statewide level**
   - **Based on statistics from Vital Records**
2. **IV-D PEP**
   - **How we measure county performance**
   - **Reported on the Monthly Monitoring Report**

# IV-D PEP

**Active Children Born Out of Wedlock (CBOWs) on open IV-D cases with paternity established**

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**Active CBOWS on open IV-D cases at same time last year**

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ELDDABM1
                    MODIFY IVD CASE DETAIL - 2          05/27/2014      15:44:09


IVD CASE: 99 999999 45 0A CLA: N STA: X CAT: 1 PRI: CLO CUR: Y ENF: Y RCPL:


MARRIED:   0  / 0  / 0                    PARENTS MARITAL STATUS: A
   CITY:                    COUNTY:                    STATE:       CNTRY:
 DIVORCE
   COURT CASE:    000          0
   DIV DT: 0  / 0  / 0                ATTY:   CITY:                    CNTRY:
 PATERNITY
   COURT CASE: 06 085          0        ** PATERNITY ORDER NOT ON ACSES **
   PAT DT: 9  / 6  / 1994             ATTY:   CITY: SAN JOSE, CA     CNTRY:
   PAT ESTAB:   B                     PUTAT NCP SUF:
   METHOD ESTB: S                     RESULT:
 SUPPORT  (CURRENT/ARREARS ONLY)
   COURT CASE: 08 000 1 2005DR 9999
   VER TO CASE: V   VERIFIED          ATTY:   CITY: SAN JOSE, CA     CNTRY:
   MED SERVICES REQUESTED:            MED REF PARTIAL SERVICE REQUESTED:
 CP  RIGHT TO REQUEST NOTICE DT   00 / 00 / 0000
 NCP RIGHT TO REQUEST NOTICE DT:  00 / 00 / 0000
 CASE CLOSED:    06 / 14 / 2008        ACTIVE ORDER:  08 000 1 2005DR 00999
               1-6} GO TO PAGE NUMBER SELECTED
  N} <==== OPTION  .}-CANCEL  P}-PREV  N}-NEXT          M}  Q}  ?}  ¦
CASEDET2
```
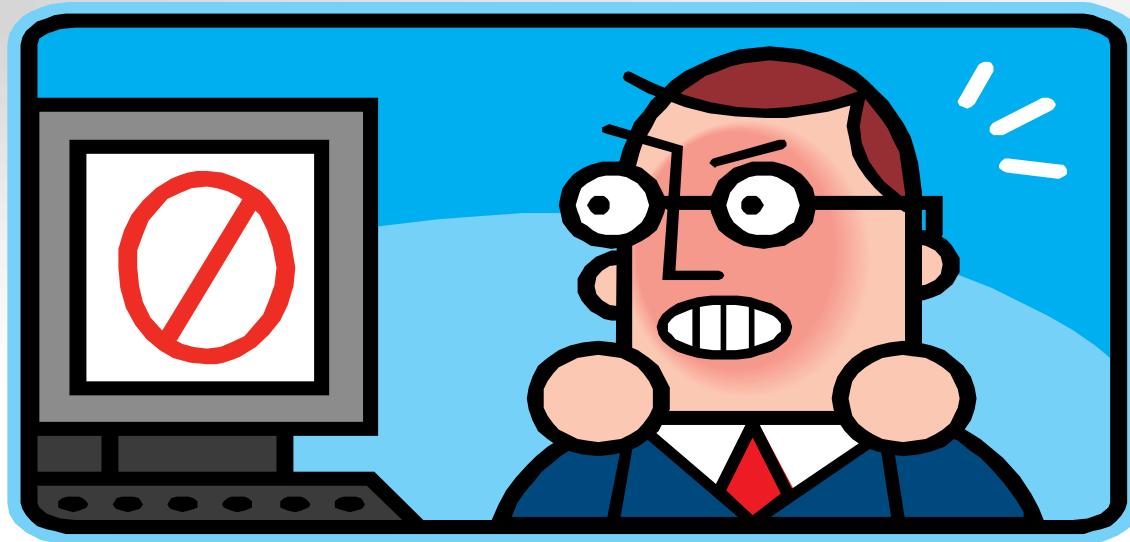
# Calculation of IV-D PEP

# Calculating IV-D PEP

| Year | CBOWs w/ Paternity Established | CBOWs |
|---|---|---|
| 12/31/12 | 75 | 100 |
| 12/31/13 | 100 | 200 |
| 12/31/14 | 100 | 100 |

# Calculation of IV-D PEP:  2012

## CBOWs w/ paternity established

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## CBOWs (prior year)

$$\frac{75}{???}$$

# Calculation of IV-D PEP: 2013

## CBOWs w/ paternity established

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## CBOWs (prior year)

$$\frac{100}{100} = 100\%$$

# Calculation of IV-D PEP:  2014

CBOWs w/ paternity established

$$\frac{\text{CBOWs w/ paternity established}}{\text{CBOWs (prior year)}}$$

$$\frac{100}{200} = 50\%$$

# IV-D PEP

## To improve:

### Increase # of CBOWs w/ paternity established

or

### Decrease # of CBOWs needing paternity established

**GOAL 2:**

**ESTABLISH SUPPORT FOR ALL CHILDREN**

# INDICATOR

# Percent of IV-D cases with support orders

# Percent of Cases with Orders

$$\frac{\text{Open IV-D cases with a support order}}{\text{Open IV-D cases}}$$

# Percent of Cases with Orders

## To improve:

Increase # of cases with support orders established

or

Decrease # of open cases

# GOAL 3:



## ENSURE ALL CHILDREN RECEIVE FINANCIAL SUPPORT FROM PARENTS

# INDICATOR FOR
# CURRENT SUPPORT COLLECTIONS

## Percent of
## current support paid

# Percent of Current Support Paid

Total Dollars Collected
for Current Support

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Total Dollars Owed
for Current Support

# Percent of Current Support Paid

Allocations to current support (MSO) in month due

**+** allocations to NIVA Prepay in month of receipt

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Current support due (MSO postings)

# Percent of Current Support Paid

- Includes payments allocated to
  - NIVA prepay
  - NIVD MSO
  - Prior period MSO (in same year)

$$s still reported if case closes during the year

# Percent of Current Support Paid

## Post MSO every month it is due

- Repost MSO on retroactive orders or when MSO changes

- Post MSO from time of application when order exists

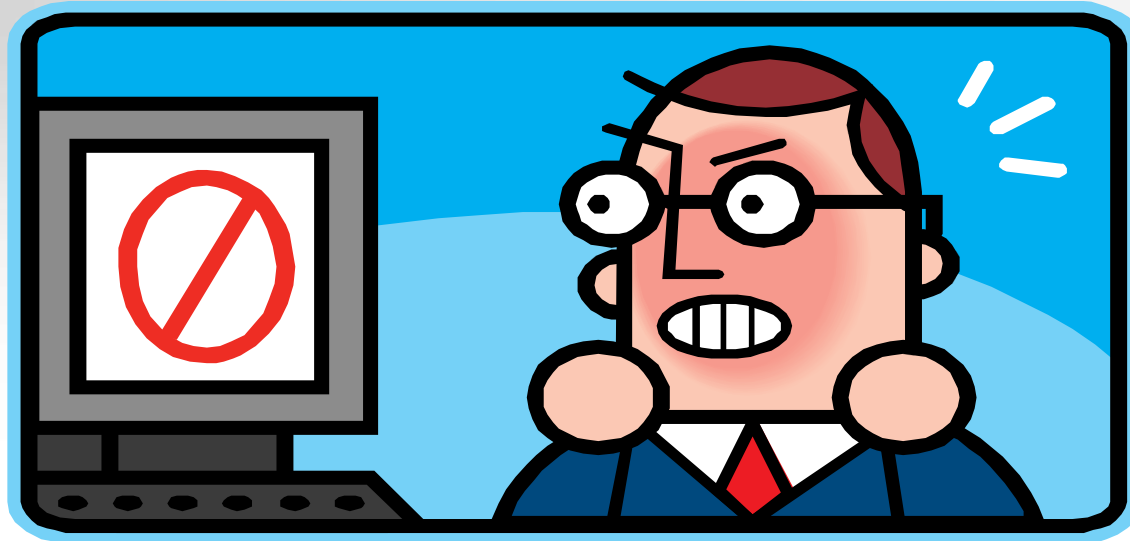- Repost MSO when it is not due… do not just adjust the ledger balance.

# Percent of Current Support Paid

- **Tracked monthly**
  - Includes MSO postings/re-postings in same calendar year
  - Includes payment allocations/backouts to MSO bucket in same calendar year

- **Tracked Year-to-Date (YTD)**
  - Sums the individual months

# Calculation of
# Percent of Current Support Paid

# Calculating
# Percent of Current Support Paid

**January**

**$100 due**

**$100 paid**

# Calculating Percent of
# Current Support Paid:  January

## MONTHLY & YTD

$$\frac{\text{Current support paid}}{\text{Current support due}}$$

$$\frac{\$100}{\$100} = 100\%$$

# Calculating
# Percent of Current Support Paid

| January | February |
|---------|----------|
| $100 due | Order modified retroactive to January to $200 |
| $100 paid | $200 paid |

# Calculating Percent of Current Support Paid:  February

MONTHLY

$$\frac{\text{Current support paid}}{\text{Current support due}}$$

$$\frac{\$200}{\$200 + \$100} = 67\%$$

# Calculating Percent of
# Current Support Paid:  February

YTD

Jan  $100 + Feb $200 = $300

Jan $100 + Feb $300 = $400

$$\frac{\$300}{\$400} = 75\%$$

# Percent of Current Support Paid
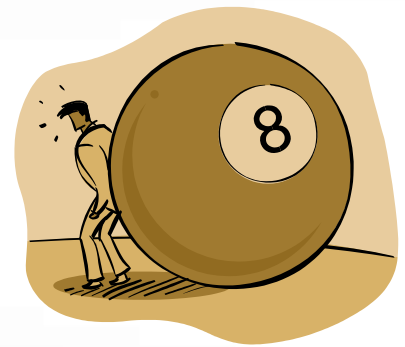
## To improve:
## Increase current support collections
### or
## Decrease current support due

# INDICATOR FOR
# ARREARS COLLECTIONS

- Percent of IV-D cases with arrears with a payment on arrears

- No interstate indicators

# Percent of Arrears Cases
# w/an Arrears Payment

Cases with at least one payment distributed to arrears each year  (If there are arrears due the family, at least a portion of the payment must be disbursed to the family.)

Cases with an arrears balance at any time during the year

# Percent of Arrears Cases
## w/an Arrears Payment

- Cumulative percentage:  Increases during the year

- Monthly "target" goals established monitor progress toward year-end goal

# Percent of Arrears Cases
# w/an Arrears Payment

Once an arrears case,

it remains an arrears case

...even if

the case closes

you zero out the arrears

you repost MSO to zero

# GOAL 4:

# MEDICAL SUPPORT

# OBJECTIVES

- **Increase percentage of IV-D cases with orders for medical support**

- **Increase percentage of IV-D cases in which medical support is provided**

# ESTABLISHMENT INDICATOR

$$\frac{\text{IV-D cases with support orders with medical support ordered*}}{\text{IV-D cases*}}$$

* arrears-only cases excluded

# ENFORCEMENT INDICATOR

IV-D cases with support orders with medical support provided*
_____
IV-D cases*

* arrears-only cases excluded

# GOAL 5:

## OPERATE THE IV-D PROGRAM EFFECTIVELY AND EFFICIENTLY

# CER
## Cost Effectiveness Ratio

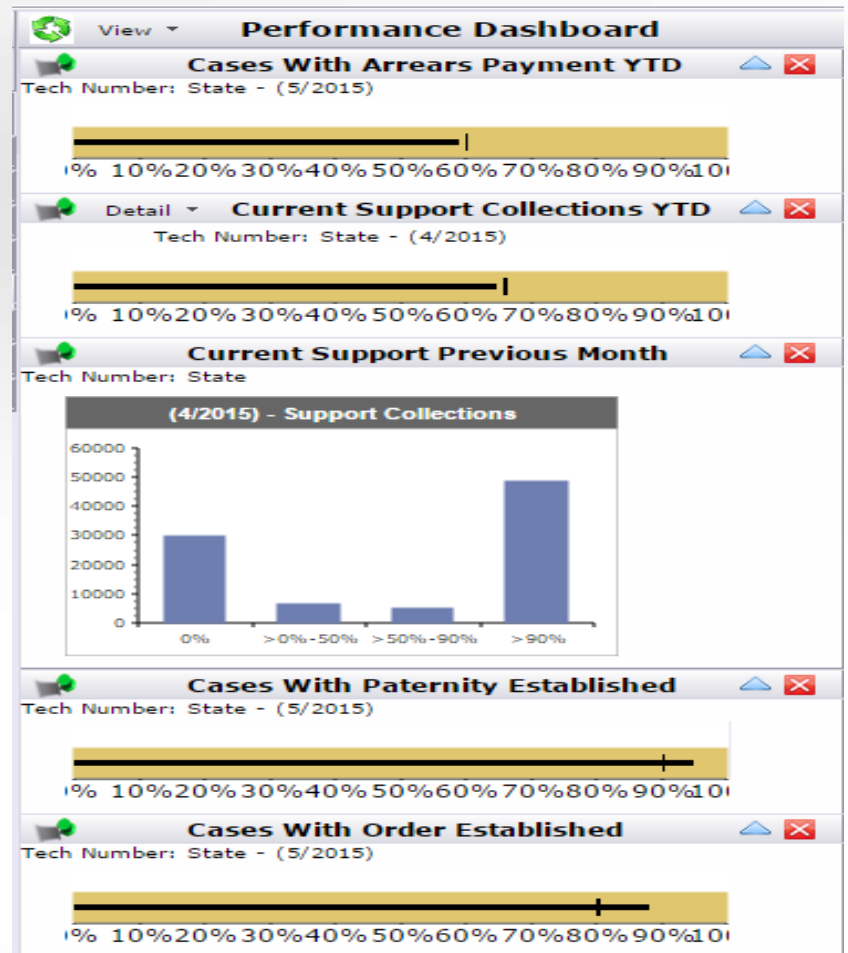**Total dollars collected
per $1 of expenditure**

# Performance Reporting

## Monthly Monitoring Report (MMR)

– Provides current stats on the entire state

– Official report of county performance

– Measures each counties performance on goals

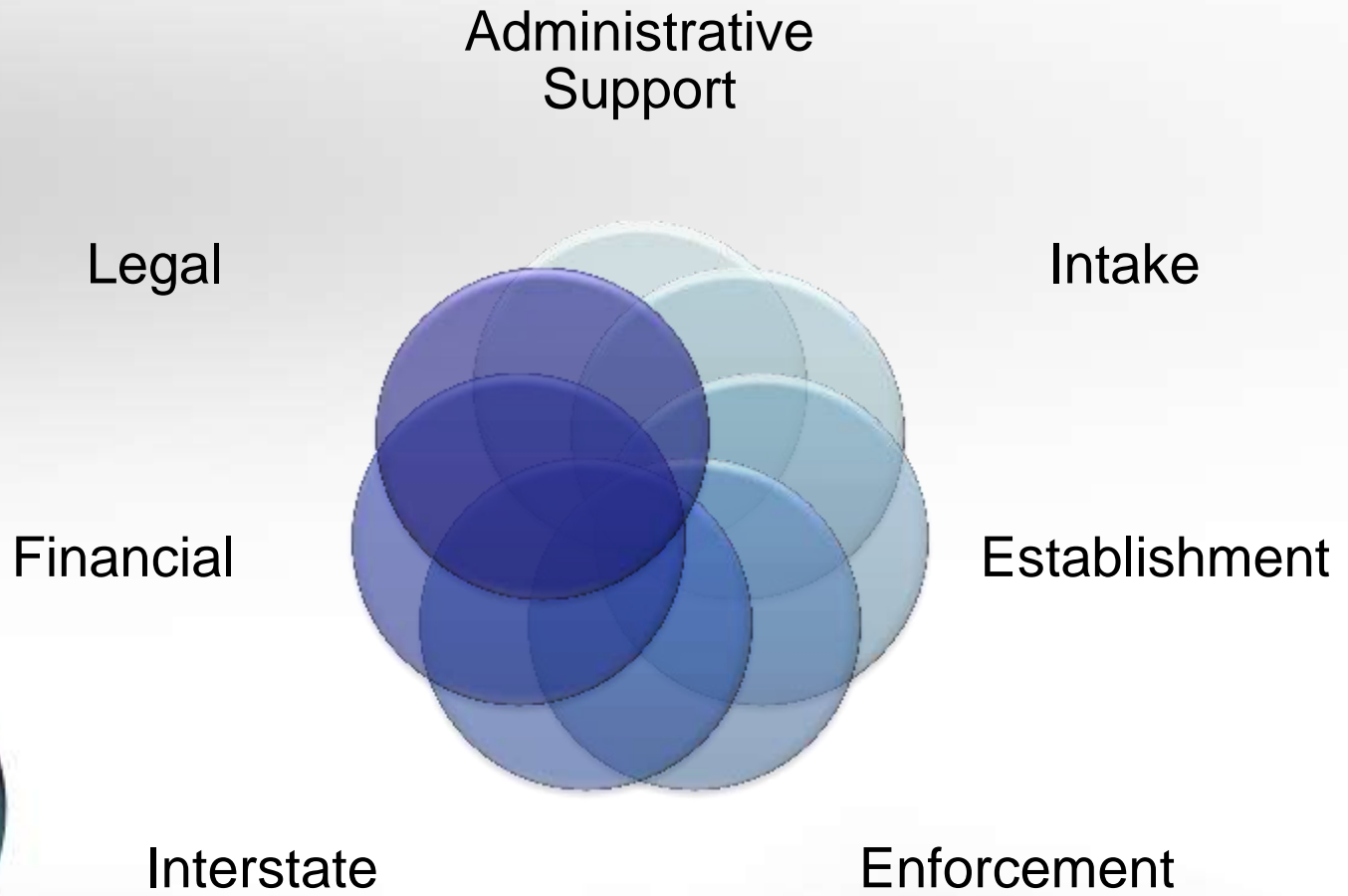– Measures certain case management activities

# Performance Reporting

- Individual Performance Data


- Differs from the MMR


- Workable Content

# One Child Support World



Administrative Support

Legal

Intake

Financial

Establishment

Interstate

Enforcement

# One Child Support World

- Order Establishment & Current Support
  - Unreasonable orders become uncollectable orders
  - Engaging the obligor early leads to greater likelihood of payment

- Current Support & Arrears
  - Arrears are not collected until current support is satisfied
  - If the obligor can't pay the current support, there will be no arrears payment
  - Right-sized orders lead to consistent current and arrears payments

- Bookkeeping & Enforcement
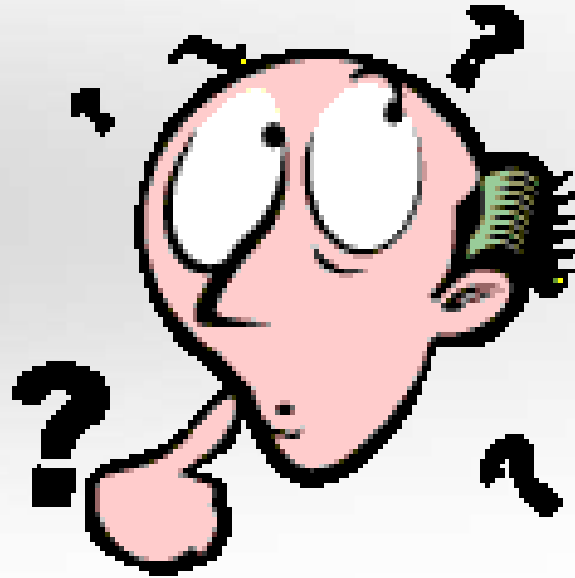  - Timely ledger maintenance & payment processing leads to appropriate enforcement

# One Child Support World

## Every Colorado CSS worker impacts the performance of the Colorado CSS program

# QUESTIONS?

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