



PERFORMANCE IMPROVEMENT ...IN PLAIN ENGLISH

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What's the Big Deal?

- Poor performance = Less incentives
- Unreliable data = Loss of incentives + Penalties to TANF block grant
- C-Stat



Colorado Strategic Plan

2011 - 2013 (extended to 2015)

- Goals focus on five program areas:
 - Paternity establishment
 - Support order establishment
 - Collection of current support and arrears
 - Establishment and enforcement of medical support
 - Cost effectiveness

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





IMPROVING PERFORMANCE

Understand Percentages

Numerator (increase actions taken)

Denominator (decrease population)



Performance Report



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

GOAL 1:



PROMOTE ESTABLISHMENT
OF PATERNITY FOR ALL
CHILDREN

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 monthly monitoring reports

IV-D PEP



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

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

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

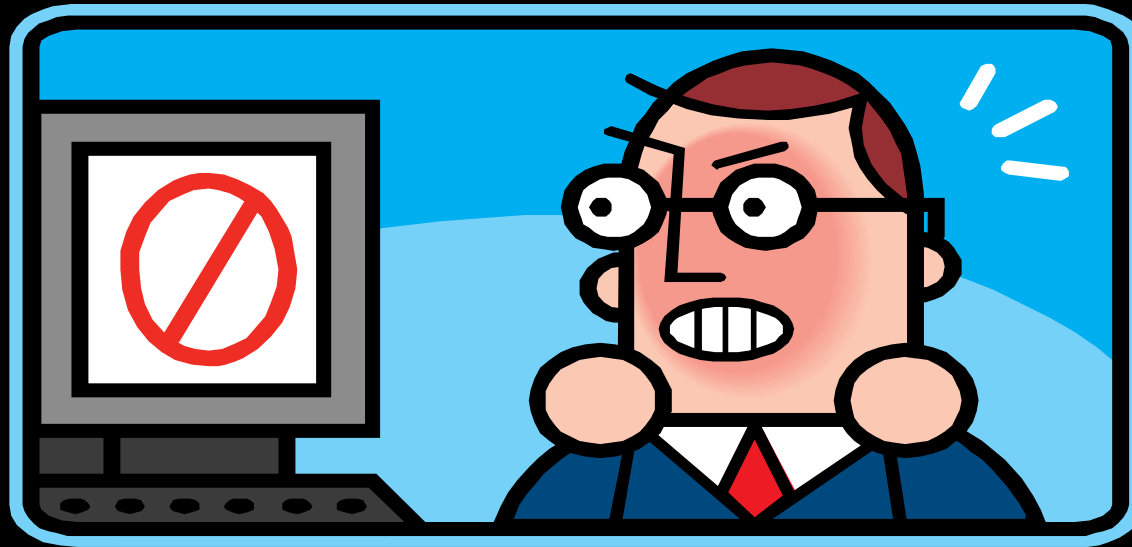
1-6} GO TO PAGE NUMBER SELECTED

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M} Q} ?} |

CASEDET2

Calculation of IV-D PEP



Calculating IV-D PEP

Year	CBOWs w/ Paternity Established	CBOWs
12/30/11	75	100
12/30/12	100	200
12/30/13	100	100

Calculation of IV-D PEP: 2012

CBOWs w/ paternity established

CBOWs (prior year)

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



Calculation of IV-D PEP: 2013

CBOWs w/ paternity established

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 FINANCIAL
SUPPORT FOR ALL
CHILDREN IN IV-D CASES

INDICATOR

Percent of IV-D cases with support orders



Percent of Cases with Orders

Open IV-D cases with a support order

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 IN
IV-D CASES RECEIVE
FINANCIAL SUPPORT FROM
PARENTS AS ORDERED

INDICATOR FOR CURRENT SUPPORT COLLECTIONS

Percent of
current support paid



Percent of Current Support Paid



Total Dollars Collected
for Current Support

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

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

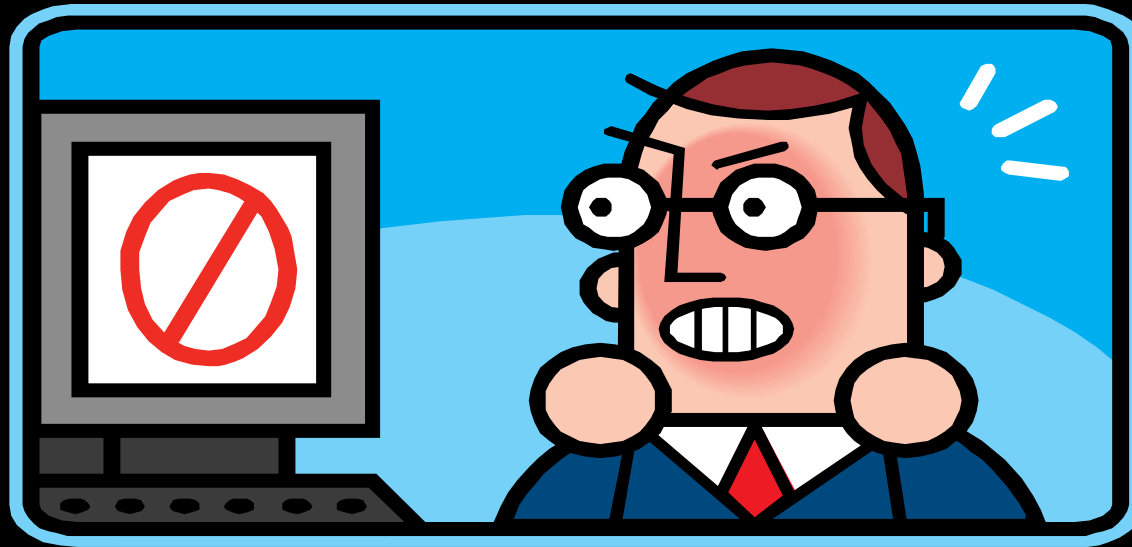
- Repost MSO on retroactive orders or when MSO changes
- Post MSO from time of application when order exists
- Repost MSO when it is not due... do not just adjust the ledger balance.

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	February
\$100 due	Order modified retroactive to January to \$200
\$100 paid	\$200 paid

Calculating Percent of Current Support Paid: January

MONTHLY & YTD

Current support paid

Current support due

\$100

= 100%

\$100



Calculating Percent of Current Support Paid: February

MONTHLY

Current support paid

Current support due

\$200

\$200 + \$100

= 67%



Calculating Percent of Current Support Paid: February

YTD

$$\text{Jan } \$100 + \text{Feb } \$200 = \$300$$

$$\text{Jan } \$100 + \text{Feb } \$300 = \$400$$

\$300

\$400

= 75%

Percent of Current Support Paid



To improve:

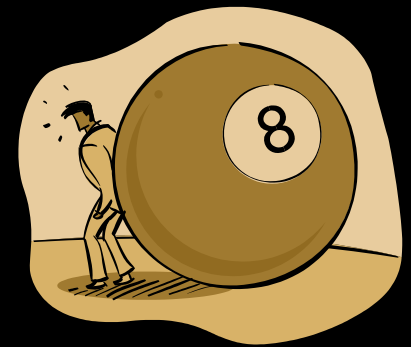
Increase current support
collections

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 to monitor progress
toward year-end goal



Percent of Arrears Cases w/an Arrears Payment



Once an arrears case,
it remains an arrears case
until the end of the year...

...even if the case closes

...even if you zero out the arrears

Percent of Arrears Cases w/an Arrears Payment



Reposting MSO to zero will not
remove the case from the
denominator

GOAL 4:



ENSURE ALL CHILDREN
IN IV-D CASES HAVE
MEDICAL SUPPORT
ESTABLISHED AND PROVIDED

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



IV-D cases with support orders with
medical support ordered*

IV-D cases*

* arrears-only cases excluded

ENFORCEMENT INDICATOR

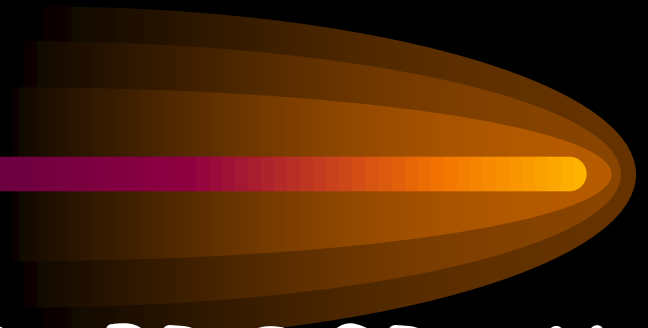


IV-D cases with support orders with
medical support provided*

IV-D cases*

* arrears-only cases excluded

GOAL 5:



OPERATE THE IV-D PROGRAM
IN AN EFFECTIVE AND
EFFICIENT MANNER



CER

Cost Effectiveness Ratio



Total dollars collected
per \$1 of expenditure

QUESTIONS?

