

District of Columbia Child Support Services Division

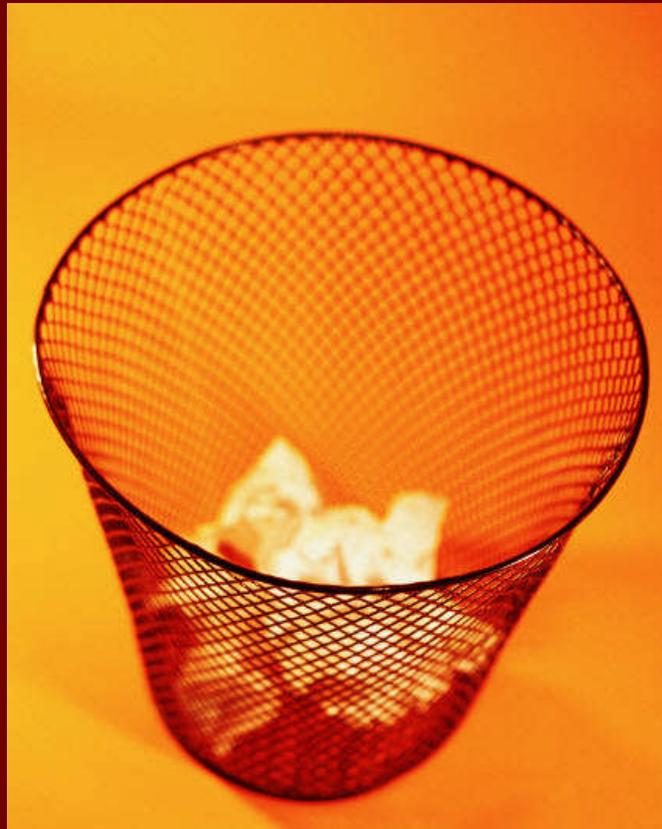
Lessons Learned from Improving
Performance

Statistics

	2002/3	2006
Total Collections	43 million	54 million
Current Support Collected	48%	54%
Case with Orders	30%	46%
Statewide PEP	64%	78%
Cases with Collection on Arrears	37%	42%

Lesson # _

Garbage In = Garbage Out



Data Reliability

- Created the Data Reliability Unit
 - Reviews new cases & inputs data
 - Performs case clean-up projects
- Passed data reliability audit for FY 2003, 2004, and 2005
- Currently reviewing every one of 30,000 cases with orders

Workflow

Lesson # _

Take Control of Your Own Fate



Transferred Duties from Court

- Judicial state with shared responsibility
- Legacy system had court performing non-court-related functions
- Assumed the following functions in 2005
 - Wage Withholding Unit
 - State Disbursement Unit
- Wage attachments now processed within 2 days
- Payments processed within 1 day

Lesson #_

In Percentages, Its All About the Denominator

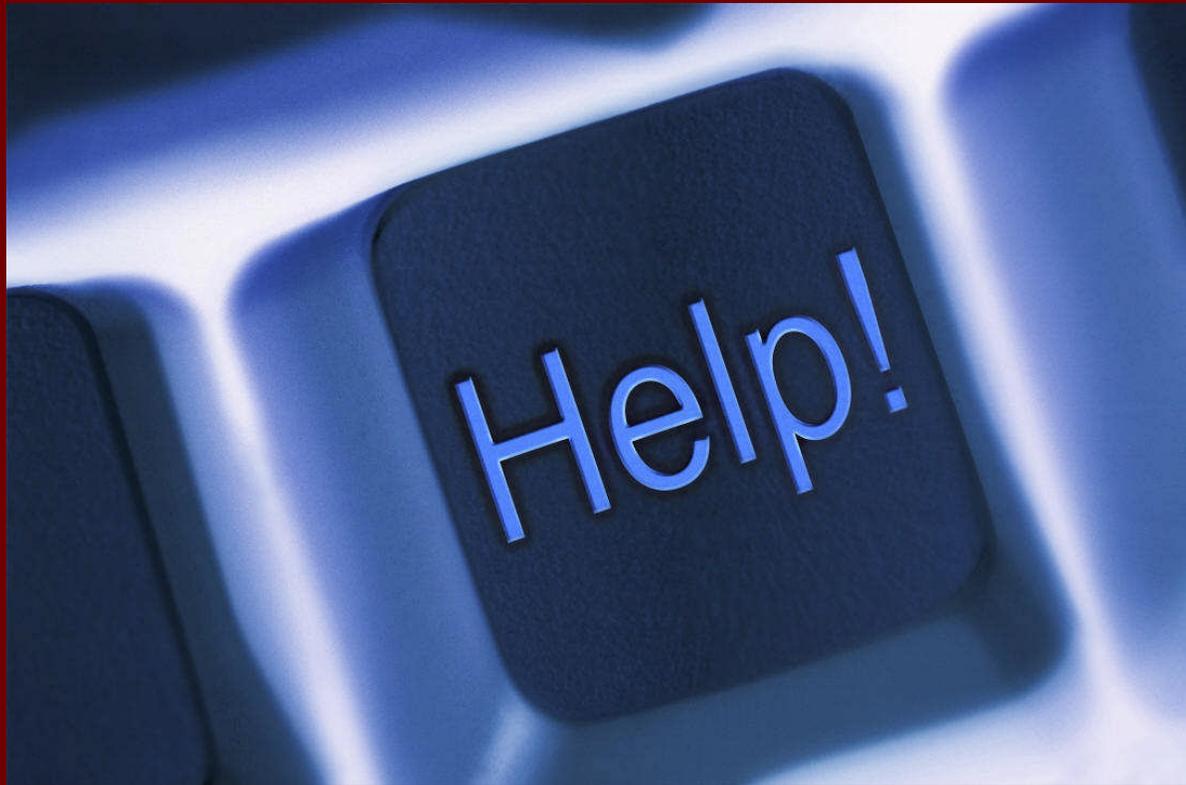


Case Closure

- 2004 caseload – approx. 118,000
- 2006 caseload – approx. 78,000
- Employed automated case closure pursuant to federal guidance
- Actively reviewed cases for closure:
 - Emancipation at an earlier age in initiated cases
 - Cases closed by OSA in responding cases
 - Unenforceable arrears due to statute of limitations
 - Deceased parties

Lesson #_

Don't Be Afraid to Ask for...



Use of Outside Resources

- Applied for federal grants for improvement projects
- Example – Reducing Undistributed Collections

Use of Outside Resources (cont'd)

- Contracted with PSI, Inc. to improve voluntary hospital acknowledgements
 - Created database to store all voluntary acknowledgements
 - Performing outreach with area hospitals
- Contracted with SMI for new SDU
 - State-of-the-art automation
 - Scanning & high volume mail processing
- Contracted with CSI on Workflow Reengineering

Lesson #_

Take One Step at a Time

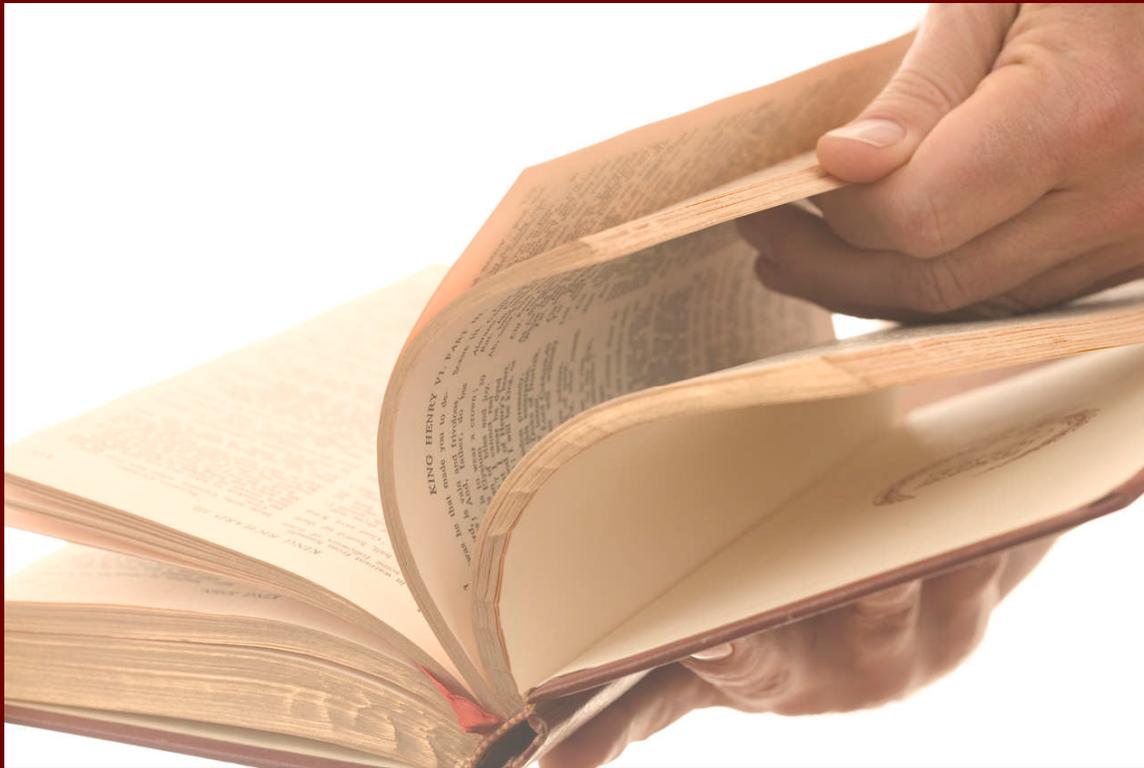


Strategic Planning

- Involved staff in planning process
- Started with the lowest hanging fruit

Lesson #_

Make Sure Everyone's on the Same Page



Policy Development

- Created the Policy and Training Section
- Examples of recent policies:
 - Genetic testing & Establishing paternity for deceased NCPs
 - Welfare fraud referrals
 - Motions practice/continuances
 - Reissues/reinstatements
 - Audit requests
 - Case closure
 - Mail management
 - Records management

Training

- Dedicated Training Coordinator
- CSSD Training Conference
- Training on new policies after their release
- Training on fundamental skills – computer skills (Top Ten DCCSES Tips), basic child support info
- Training on specific job functions – Ex:
 - Investigators – court testimony
 - Intake workers – case types, paternity screens
 - Interstate workers – CSENet
 - All workers – 157 Training (important for workers to understand the effect their work has on overall performance)

Lesson #_

Stop Passing the Buck



Accountability

- Correlates to taking responsibility for duties that are outside of agency, but internal responsibility
- Revision of case actions/diaries/tasklists
- Case assignment/clean-up of worker table
- Vertical case prosecution in Legal Services
- Setting performance standards & active management