

Child Support Enforcement - Enhance Customer Service		Agency/Program #: 6901-05-G2
		Division: Child Support Enforcement
		Program:
Agency Name:	Department of Health and Human Services	
Agency Contact:	Lonnie Olson / Scott Sim	444-3338
LFC Contact:	Senator Cobb, Senator Williams	
LFD Liaison:	Marilyn Daumiller	444-5386
OBPP Liaison:	Robert Hamud	444-0054

Program or Project Description:

INSERT PROGRAM COPY HERE - We will make the box bigger to accommodate the overflow if needed.

Fund Name:	Appropriation, Expenditure and Source				Approp & Expenditure numbers are as of October 31, 2007
	2008		2009		
	Approp.	Expended	Approp.	Expended	
General Fund					
State Special					
Federal Funds					
Total:	\$0	\$0	\$0	\$0	

Goal(s):

Enhance customer service capabilities.

Performance Measures :

1. Offer an online method of paying child support electronically to parents and employers. The CSED will track the number of payments, as well as the dollar amount, received through this new online payment method.
2. Provide prompt, courteous and impartial responses to customer inquiries and concerns about CSED services. The CSED will track the number of customer inquiries received and responded to.
3. At the request of a tribal entity, provide training, support & guidance on creating a child support program

	2009 Biennium Significant Milestones:	Completion Dates	
		Target	Actual
	Please see the attached OBPP sheet.		
1			
2			
3			
4			
5			

Performance Report:

Please see the attached report from OBPP.

LFD Narrative:**Executive Changes:**

- 1) Changes to Goals – No
- 2) Changes to performance measures - No

LFD Assessment:

- 1) Goal is measurable within the biennium – Yes
 - a. Progress toward goal – On Track –

Appropriation Issues

- 1) Appropriation/Expenditure Provided – No
- 2) Other Appropriation issues – None

Options regarding goal/initiative and performance measures

- 1) On Track – recommend updates in June and November of 2008 because there are newly implemented systems and to receive updates on any Tribal issues with regard to Child Support Enforcement.



Version	Date	Author
AO - 1	12/4/07	MD

Change Description
Added LFD Narrative



GOVERNOR'S OFFICE OF
BUDGET AND PROGRAM PLANNING

Goals/Objectives

Agency Contact: Lonnie Olson **Phone Number:** 444-3338
Agency Name: Department of Public Health & Human Services
Division: Child Support Enforcement

Program (identify and briefly describe): The purpose of the Child Support Enforcement Division (CSED) is to pursue and obtain financial and medical support for children by establishing, enforcing, and collecting financial support owed by obligated parents. Program staff locates absent parents, identifies assets, establishes paternity, and ensures obligated parents maintain medical health insurance coverage for their dependent children. Child support payments are collected for families receiving public assistance and those not on assistance. Services are available to any applicant regardless of income level.

List a single goal and brief description:

Enhance customer service capabilities

Describe the performance measures related to this goal:

1. Offer an online method of paying child support electronically to parents and employers. The CSED will track the number of payments, as well as the dollar amount received through this new online payment method.
2. Provide prompt, courteous and impartial responses to customer inquiries and concerns about CSED services. The CSED will track the number of customer inquiries received and responded to.
3. At the request of a tribal entity, provide training, support and guidance on creating a child support program.

List significant milestones and target dates to be completed in the 2009 Biennium:

The online payment system went live on 8/14/2007, the online New Hire system went live on 8/16/07. The other two goals are on going with no specific target dates.

Describe the current status of the measurements related to the goal:

1. As of 11/2/2007, the online payment system received 318 payments from 36 employers and 116 individuals. The total collections were \$83,764.11. Some payments have been made from over-seas. The department also activated an online system for New Hire reporting so that employers can report new hires online rather than calling or faxing in the information. This system became available on 8/16/07.
2. Regarding customer inquiries, CSED received and responded to 47 customer inquiries from 7/1/07 to 9/30/07. 49 customer inquiries were received and responded to during this same period in 2006.
3. CSED continues to respond to tribal requests as they are received.