

Regional Administrator: _____ Date: _____ LCSA: _____

PART I
Summary Review of LCSA 2015 PMP – Facilitator will ask LCSA Director (or Director’s designee) to guide the discussion on the LCSA’s 2015 PMP, reviewing Tactics and Practice Indicators (or other metrics) identified for each of the 5 Strategic Plan Goals. Discussion should include an in-depth analysis of each Tactic to assess effective/appropriateness of specific Tactic in improving local service delivery. Consider whether selected Practice Indicator(s) inform the continued deployment of Tactic or does it suggest a need to refine/modify or delete from PMP.

GOAL 1 – Increase support for California’s children TACTIC(S) – RA Comments _____ _____ _____ PRACTICE INDICATOR(S) – RA Comments _____ _____ _____	Did the Tactic(s) contribute to or result in intended performance improvement?	Yes	No	Too Early
	If so, will the Tactic(s) be continued in 2016 as is or is there a need to refine or modify?	As is	Refine/Modify	Too Early
	If not, is it clear why expected performance improvements were not realized?	Yes	No	Too Early
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No	Too Early
	Was the Target met?	Yes	No	
GOAL 2 – Deliver excellent and consistent customer service statewide TACTIC(S) – RA Comments _____ _____ _____ PRACTICE INDICATOR(S) – RA Comments _____ _____ _____	Did the Tactic(s) contribute to or result in intended performance improvement?	Yes	No	Too Early
	If so, will the Tactic(s) be continued in 2016 as is or is there a need to refine or modify?	As is	Refine/Modify	Too Early
	If not, is it clear why expected performance improvements were not realized?	Yes	No	Too Early
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No	Too Early
	Was the Target met?	Yes	No	

Local Child Support Agencies

Regional Administrator’s PMP Checklist

GOAL 3 – Enhance program performance and sustainability TACTIC(S) – RA Comments _____ _____ _____ PRACTICE INDICATOR(S) – RA Comments _____ _____ _____	Did the Tactic(s) contribute to or result in intended performance improvement?	Yes	No	Too Early
	If so, will the Tactic(s) be continued in 2016 as is or is there a need to refine or modify?	As is	Refine/Modify	Too Early
	If not, is it clear why expected performance improvements were not realized?	Yes	No	Too Early
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No	Too Early
	Was the Target met?	Yes	No	
GOAL 4 – Develop and strengthen collaborative partnerships TACTIC(S) – RA Comments _____ _____ _____ PRACTICE INDICATOR(S) – RA Comments _____ _____ _____	Did the Tactic(s) contribute to or result in intended performance improvement?	Yes	No	Too Early
	If so, will the Tactic(s) be continued in 2016 as is or is there a need to refine or modify?	As is	Refine/Modify	Too Early
	If not, is it clear why expected performance improvements were not realized?	Yes	No	Too Early
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No	Too Early
	Was the Target met?	Yes	No	

GOAL 5 – Be innovative in meeting the needs of families TACTIC(S) – RA Comments <hr/> <hr/> <hr/> PRACTICE INDICATOR(S) – RA Comments <hr/> <hr/> <hr/>	Did the Tactic(s) contribute to or result in intended performance improvement?	Yes	No	Too Early
	If so, will the Tactic(s) be continued in 2016 as is or is there a need to refine or modify?	As is	Refine/Modify	Too Early
	If not, is it clear why expected performance improvements were not realized?	Yes	No	Too Early
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No	Too Early
	Was the Target met?	Yes	No	

PART II: Review of LCSA 2016 PMP – Facilitator will ask Director (or Director’s designee) to provide overview of LCSA’s 2016 PMP and walk the group through each Goal in the PMP. DCSS team will reference PMP Worksheet to consider each of the 8 Key Practice Indicators, ask clarifying questions, and, as appropriate, share thoughts on the link between data and listed Tactic, Objective, Strategy, and Goal in the PMP.

PI 4 Total Distributed Collections and Total Distributions by Assistance Status RA OBSERVATIONS/COMMENTS <hr/> <hr/> <hr/> <hr/> <hr/>	Included in the PMP?	Yes	No
	If not included, has the LCSA considered this Practice Indicator?	Yes	No
	If included, will the Practice Indicator effectively inform progress made towards completing the stated Tactic?	Yes	No
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No

PI 6 Percent of Current Support Paid by Percentage Band RA OBSERVATIONS/COMMENTS <hr/> <hr/> <hr/> <hr/>	Included in the PMP?	Yes	No
	If not included, has the LCSA considered this Practice Indicator?	Yes	No
	If included, will the Practice Indicator effectively inform progress made towards completing the stated Tactic?	Yes	No
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No
PI 7 Number of Months and Percent of Current Support Paid in the Year RA OBSERVATIONS/COMMENTS <hr/> <hr/> <hr/> <hr/>	Included in the PMP?	Yes	No
	If not included, has the LCSA considered this Practice Indicator?	Yes	No
	If included, will the Practice Indicator effectively inform progress made towards completing the stated Tactic?	Yes	No
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No
PI 8 Percent of Stipulated Orders RA OBSERVATIONS/COMMENTS <hr/> <hr/> <hr/> <hr/>	Included in the PMP?	Yes	No
	If not included, has the LCSA considered this Practice Indicator?	Yes	No
	If included, will the Practice Indicator effectively inform progress made towards completing the stated Tactic?	Yes	No
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No

PI 10 Percent of Cases with Support Orders Established by Default RA OBSERVATIONS/COMMENTS <hr/> <hr/> <hr/> <hr/>	Included in the PMP?	Yes	No
	If not included, has the LCSA considered this Practice Indicator?	Yes	No
	If included, will the Practice Indicator effectively inform progress made towards completing the stated Tactic?	Yes	No
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No
PI 22 Average Number of Days from Case Opening to Order to First Payment RA OBSERVATIONS/COMMENTS <hr/> <hr/> <hr/> <hr/>	Included in the PMP?	Yes	No
	If not included, has the LCSA considered this Practice Indicator?	Yes	No
	If included, will the Practice Indicator effectively inform progress made towards completing the stated Tactic?	Yes	No
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No
PI 24 Average Days from Summons and Complaint to Default RA OBSERVATIONS/COMMENTS <hr/> <hr/> <hr/> <hr/>	Included in the PMP?	Yes	No
	If not included, has the LCSA considered this Practice Indicator?	Yes	No
	If included, will the Practice Indicator effectively inform progress made towards completing the stated Tactic?	Yes	No
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No

PI 25 Average Number of Days from Case Opening with an Existing Order to First Payment RA OBSERVATIONS/COMMENTS <hr/> <hr/> <hr/> <hr/> <hr/>	Included in the PMP?	Yes	No
	If not included, has the LCSA considered this Practice Indicator?	Yes	No
	If included, will the Practice Indicator effectively inform progress made towards completing the stated Tactic?	Yes	No
	Did the selected Practice Indicator sufficiently inform on the effectiveness of the Tactic?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No
OTHER PRACTICE INDICATORS USED			
Goal 1 – Increase Support for California’s Children RA OVERSERVATIONS/COMMENTS <hr/> <hr/> <hr/>	Will the Practice Indicator effectively inform progress made towards completing the stated Tactic? Other metrics used?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No
Goal 3 – Enhance Program Performance and Sustainability RA OVERSERVATIONS/COMMENTS <hr/> <hr/> <hr/>	Will the Practice Indicator effectively inform progress made towards completing the stated Tactic? Other metrics used?	Yes	No
	Is the Baseline metric accurate?	Yes	No
	Does the FFY 2016 Target seem reasonable?	Yes	No

**PART III
STRATEGIC PLAN GOALS**

<p>1. Have all 5 Goals been addressed in the PMP? DCSS OBSERVATIONS/COMMENTS:</p> <hr/> <hr/> <hr/>		<p>Yes No</p>
<p>2. What Practice Indicators has the LCSA identified to measure progress towards Goal 2 – Deliver Excellent and Consistent Customer Services Statewide? Other metrics used? DCSS OBSERVATIONS/COMMENTS:</p> <hr/> <hr/> <hr/>	<p>Will the Practice Indicator effectively inform progress made towards completing the stated Tactic?</p>	<p>Yes No</p>
	<p>Is the Baseline metric accurate?</p>	<p>Yes No</p>
	<p>Does the FFY 2016 Target seem reasonable?</p>	<p>Yes No</p>
	<p>Does the PMP address the statewide Target to successfully pass DCSS ISO and federal IRS audits?</p>	<p>Yes No</p>
<p>3. What Practice Indicators has the LCSA identified to measure progress towards Goal 4 – Develop and Strengthen Collaborative Partnerships? Other metrics used? DCSS OBSERVATIONS/COMMENTS:</p> <hr/> <hr/> <hr/>	<p>Will the Practice Indicator effectively inform progress made towards completing the stated Tactic?</p>	<p>Yes No</p>
	<p>Is the Baseline metric accurate?</p>	<p>Yes No</p>
	<p>Does the FFY 2016 Target seem reasonable?</p>	<p>Yes No</p>
<p>4. What Practice Indicators has the LCSA identified to measure progress towards Goal 5 – Be Innovative in Meeting the Needs of Families? Other metrics used? DCSS OBSERVATIONS/COMMENTS:</p> <hr/> <hr/> <hr/>	<p>Will the Practice Indicator effectively inform progress made towards completing the stated Tactic?</p>	<p>Yes No</p>
	<p>Is the Baseline metric accurate?</p>	<p>Yes No</p>
	<p>Does the FFY 2016 Target seem reasonable?</p>	<p>Yes No</p>
	<p>Does the PMP include implementing changes in UIFSA 2008 that will improve the effectiveness and efficiency of Intergovernmental case processing?</p>	<p>Yes No</p>