

2017 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



**PARTNERSHIP
OF HEROES**

MAY 1-4, 2017 • GARDEN GROVE, CALIFORNIA

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

Caseworker Performance Management

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Caseworker Performance Management

Why is it important to manage caseworker performance?

- Allows an opportunity for CSO and Supervisor to work together, communicate expectations and goals and provide additional training or mentoring.
- Supervisors, Training Coordinator and senior staff provide continuous mentoring and education so we can achieve our performance goals.

Caseworker Performance Management

A GOAL WITHOUT A PLAN
IS JUST A WISH



2017 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO

Caseworker Performance Management

What resources can we utilize to assist with caseworker performance management?

There are many resources available, but we are going to focus on the three below:

- CS1257
- Federal Performance Measures (FPM's)
- Practice Indicators (PI's)

Caseworker Performance Management

What is the CS1257?

- CS1257 is data generated by the State each month.
- LCSA's utilize this information in various ways to track and improve performance.
- SLO DCSS uses CS 1257 data to update our internal comparison charts and graphs and monitor performance for current and prior year month-to-month statistics.
- SLO DCSS tracks this information based on the Federal Fiscal Year (FFY) calendar which runs October 1st through September 30th.

Caseworker Performance Management

CS 1257

CHILD SUPPORT SERVICES

Rancho Cordova, CA 95741-9064

MONTHLY STATE PERFORMANCE REPORT (CS 1257)

(This report consists of four pages. Do not report in shaded areas.)

COUNTY	SUBMISSION:		Report Month:	
SAN LUIS OBISPO	<input checked="" type="checkbox"/> NEW	<input type="checkbox"/> REVISED	December 2016	
ITEMS	(a) TOTAL	(b) CURRENT ASSISTANCE	(c) FORMER ASSISTANCE	(d) NEVER ASSISTANCE
SECTION A: CASE INVENTORY				
1. Cases Open at the End of the Month	3,951	849	1,775	1,327
a. Interstate Cases Initiated in This State Open at the End of the Month	329	33	194	102
b. Interstate Cases Received From Another State Open at the End of the Month	228	1	53	174
c. Medicaid/Medi-Cal-Only IV-D Cases Open at the End of the Month				57
d. State/Tribal IV-D Cases Initiated in This State Open at the End of the Month	1			1
e. State/Tribal IV-D Cases Received From a Tribal IV-D Program Open at the End of the Month	0			0
f. International IV-D Cases Initiated in This State Open at the End of the Month	0			
g. International IV-D Cases Received From Another Country Open at the End of the Month	3			
2. Cases Open at the End of the Month with Support Orders Established	3,775	742	1,758	1,275
a. Interstate Cases Initiated in This State With Support Orders Established Open at the End of the Month	323	30	194	99
b. Interstate Cases Received From Another State With Support Orders Established Open at the End of the Month	215	1	52	162
c. Cases With Orders Established for Zero Cash Support Open at the End of the Month	573	324	184	65
d. Medicaid/Medi-Cal-Only IV-D Cases With Orders Established Open at the End of the Month				56
e. Arrears-Only IV-D Cases With Orders Established	545			

Divide line 2 by line 1 to calculate percent of orders established (FPM 2) 95.5%

Caseworker Performance Management

CS 1257

MONTHLY STATE PERFORMANCE REPORT (CS 1257)				
ITEMS	(a) TOTAL	(b) CURRENT ASSISTANCE	(c) FORMER ASSISTANCE	(d) NEVER ASSISTANCE
SECTION B: PATERNITY ESTABLISHMENT				
		Select PEP Option	IV-D	X Statewide
4. Number of Children in IV-D Cases Open at the End of the Month	4,472 ²⁷			
5. Children in IV-D Cases Open at the End of the Current Month Who Were Born Out-of-Wedlock	2,590 ²⁸			
a. Children in IV-D Cases Open at the End of the Month (Prior Year) Who Were Born Out-of-Wedlock	2,523 ¹³⁵			
6. Children in IV-D Cases Open During or at the End of the Month With Paternity Established or Acknowledged	2,667 ²⁹			
7. Children in the IV-D Cases Open at the End of the Month With Paternity Resolved	4,367 ³⁰			
8. Children in the State Born Out-of-Wedlock During the Current Month				
a. Children in the State Born Out-of-Wedlock During the Prior Year				
9. Children in the State With Paternity Established or Acknowledged During the Federal Fiscal Year	187 ⁹⁵			
10. Children in the State With Paternity Acknowledged During the Federal Fiscal Year	167 ⁹⁶			
SECTION C: SERVICES REQUIRED				
11. Reserved				
12. Cases Open at the End of the Month Requiring Services to Establish an Order	199	123 ³¹	24 ³²	52 ³³
13. Children Requiring Paternity Determination Services in Cases Open at the End of the Month	78	48 ³⁴	10 ³⁵	20 ³⁶
SECTION D: SERVICES PROVIDED				
14. Title IV-A Cases Closed During the Federal Fiscal Year Where a Child Support Payment Was Received	43 ³⁷			
15. Reserved				

Divide Line 6 by Line 5a to calculate paternity established (FPM 1)
 $2667/2523=105.7\%$

Caseworker Performance Management

CS 1257

SECTION E: MEDICAL SUPPORT				
21	Cases Open at the End of the Month In Which Medical Support is Ordered	3,141	85	
a	Cases Open at the End of the Month In Which Medical Support is Ordered and Provided	1,673	136	
22	Cases Open at the End of the Month Where Health Insurance is Ordered	3,141	86	
a	Cases Open at the End of the Month Where Health Insurance is <u>Provided</u> and Ordered	1,133	87	
SECTION F: COLLECTIONS DUE AND DISTRIBUTED				
24	Total Amount of Current Support Due for the Federal Fiscal Year	\$3,569,545.41		\$1,876,059.25 ⁷⁰
a	Total Amount of Current Support Due for the Month	\$1,206,387.68		\$635,686.76 ¹¹¹
25	Total Amount of Support Distributed as Current Support During the Federal Fiscal Year	\$2,767,744.21		\$1,535,415.98 ⁷³
a	Total Amount of Support Distributed as Current Support During the Month	\$941,921.10		\$523,937.82 ¹¹⁴
26	Total Amount of Arrears Due for All Fiscal Years Including Interest	\$35,163,931.07	\$1,841,752.43 ⁷⁴	\$19,622,254.19 ⁷⁵ \$13,699,924.46 ⁷⁶
27	Total Amount of Support Distributed as Arrears and Interest During the Federal Fiscal Year	\$673,073.64	\$61,624.38 ⁷⁷	\$314,943.04 ⁷⁸ \$296,506.22 ⁷⁹
a	Total Amount of Support Distributed as Arrears and Interest During the Month	\$226,925.57	\$8,933.27 ¹¹⁵	\$90,971.28 ¹¹⁶ \$127,021.02 ¹¹⁷
28	Cases <u>With</u> Arrears Due During the Federal Fiscal Year	2,557	80	
29	Cases Paying Toward Arrears During the Federal Fiscal Year	1,522	81	
SECTION G: STAFF				
30	Full-time Equivalent Employees of Local IV-D Offices on the Last Working Day in the Month	34	82	
31	Full-time Equivalent Employees Under Contract, Interagency or Cooperative Agreement on the Last Working Day in the Month	0.5	83	

Divide line 25 by line 24 to
calculate current support
collected for the FFY.
(FPM 3) 77.5%

Divide line 29 by line 28 to
calculate collection of arrears
(FPM 4) 59.5%

Caseworker Performance Management

CS 1257

CHILD SUPPORT SERVICES

MONTHLY STATE PERFORMANCE REPORT (CS 1257)

ITEMS	(a) TOTAL	(b) CURRENT ASSISTANCE	(c) FORMER ASSISTANCE	(d) NEVER ASSISTANCE
SECTION J: ADDITIONAL STATE MONTHLY REPORTING REQUIREMENTS				
43. Number of Cases <u>With</u> Alleged Fathers or Obligors Successfully Served <u>With</u> a Summons and Complaint During the Federal Fiscal Year	50			8 ₈₈
44. Cases <u>With</u> Current Support Due During the Federal Fiscal Year	2,545			1,038 ₉₁
45. Cases Paying Toward Current Support during the Federal Fiscal Year	2,176			926 ₉₄
46. New Cases Opened During the Month	90			24 ₉₉
47. Number of Cases Closed During the Month	90			25 ₁₀₂
48. Cases <u>With</u> Support Orders Established By Default During the Federal Fiscal Year	53	31 ₁₀₃	11 ₁₀₄	11 ₁₀₅
49. Cases <u>With</u> Support Orders Established By Default Using Presumed Income During the Federal Fiscal Year	9	6 ₁₀₆	2 ₁₀₇	1 ₁₀₈

Divide line 45 by line 44 to calculate percent of cases paying current support

(this is not an FPM)

 $2176/2545=85.5\%$

COMMENTS:

Caseworker Performance Management

SLO DCSS Caseload Assignments:

We have 12 caseworkers:

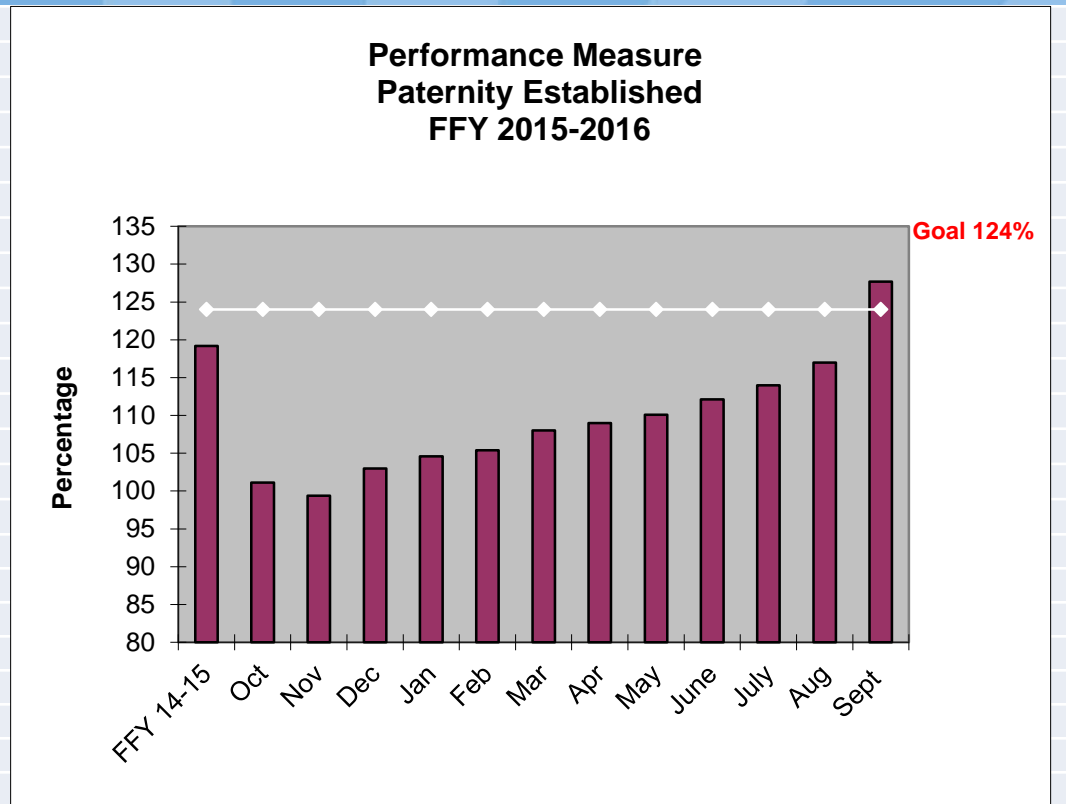
- 9 Enforcement CSO's; maintains a caseload of approximately 450-500 cases each.
 - 1.5 Establishment CSO's; approximately 200 cases total
 - .5 Special Projects CSO; Caseload size varies depending on incoming Uifsa and ICT requests
 - 1 Criminal Enforcement CSO; approximately 250 cases total and works closely with DA Investigator
- ❖ SLO DCSS prepares performance graphs and reports each month for staff as seen on the following slides.

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Caseworker Performance Management

Paternity Establishment Lines 5a & 6 (FPM 1)

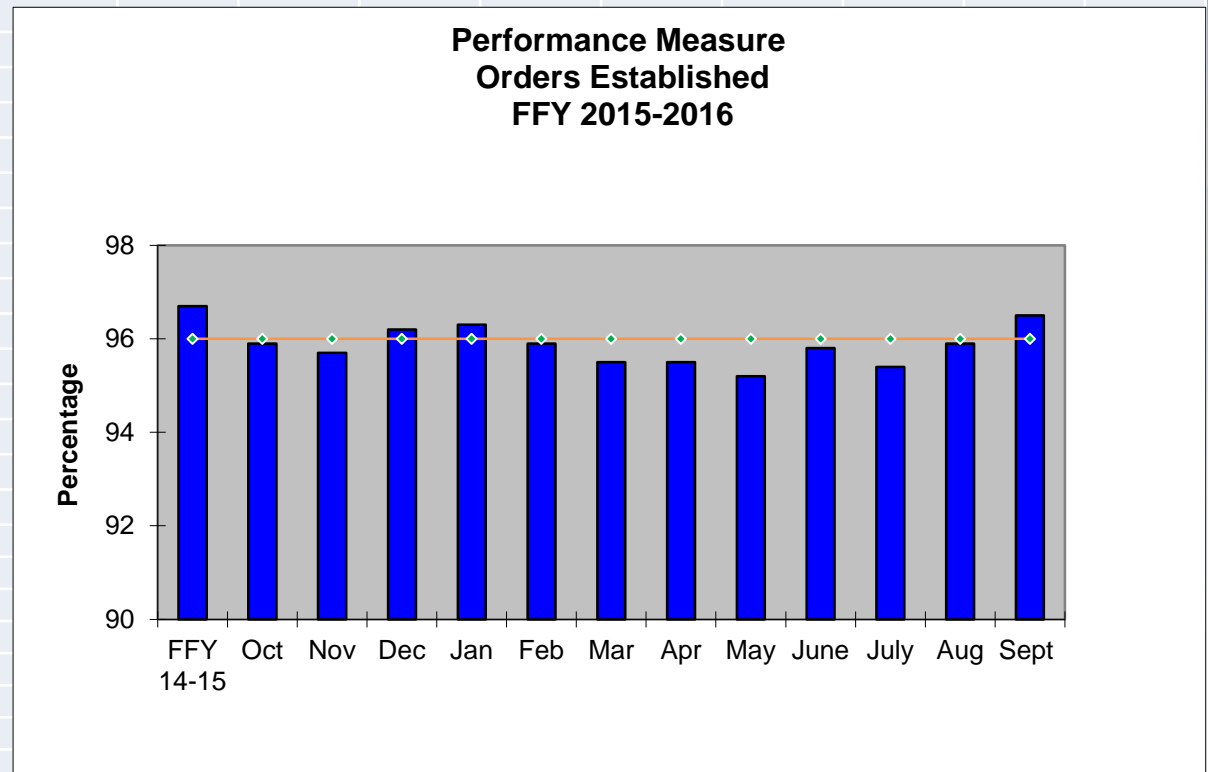
	FFY 15-16	FFY 15-16	FFY 14-15
	Monthly	Goal	Comparison
FFY 14-15	119.2	124	
Oct	101.1	124	99.1
Nov	99.4	124	100.7
Dec	103	124	103.2
Jan	104.6	124	105
Feb	105.4	124	106.4
Mar	108	124	108.2
Apr	109	124	109.4
May	110.1	124	112.2
June	112.1	124	113
July	114	124	115.2
Aug	117	124	117
Sept	127.7	124	119.2



Caseworker Performance Management

Orders Established Lines 1 & 2 (FPM 2)

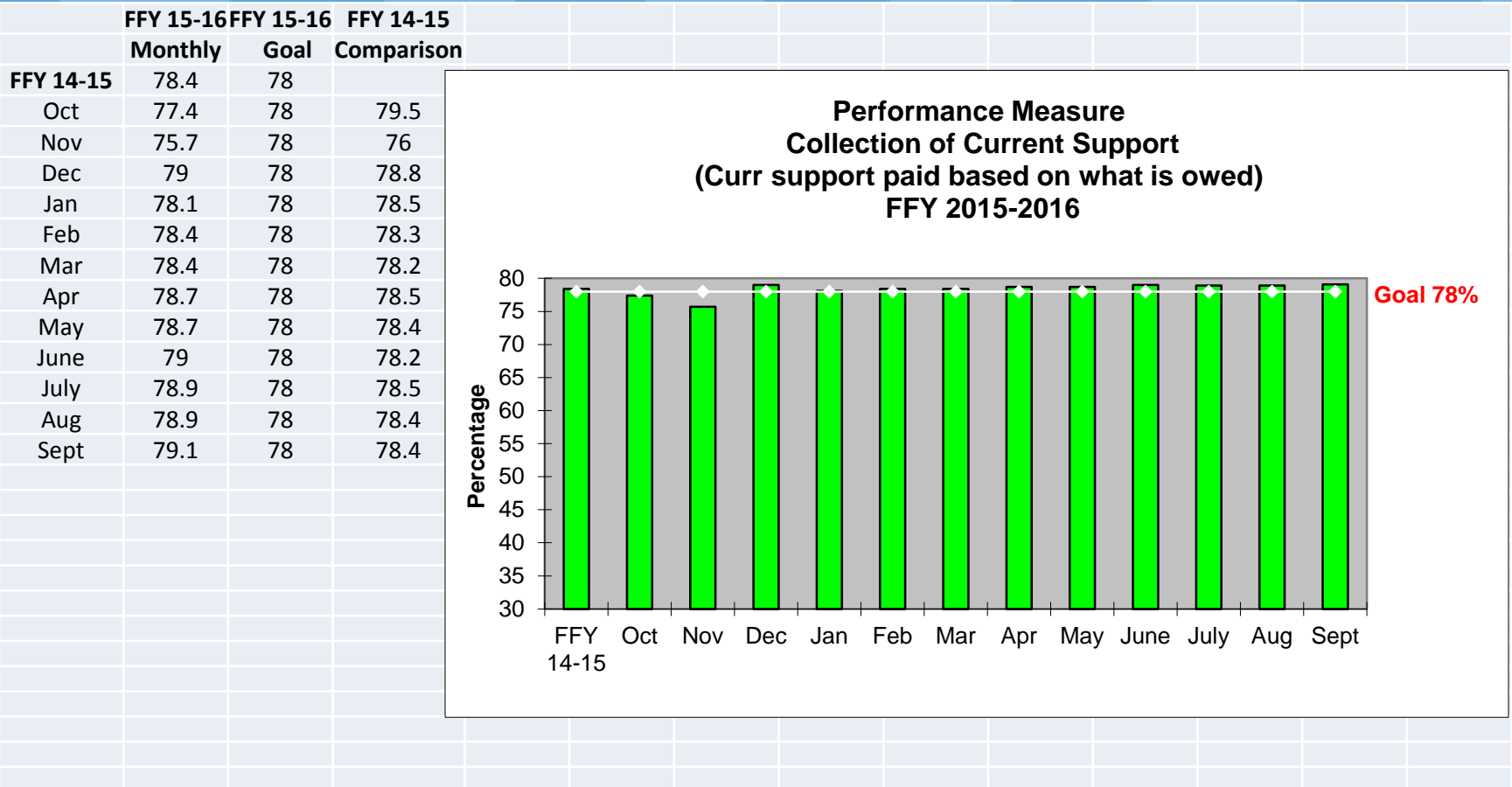
	FFY 15-16	FFY 15-16	FFY 14-15
	Monthly	Goal	Comparison
FFY 14-15	96.7	96	
Oct	95.9	96	96
Nov	95.7	96	95.7
Dec	96.2	96	95.5
Jan	96.3	96	95.8
Feb	95.9	96	95.9
Mar	95.5	96	95.8
Apr	95.5	96	96.1
May	95.2	96	96.1
June	95.8	96	96.1
July	95.4	96	96.5
Aug	95.9	96	95.5
Sept	96.5	96	96.7



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Caseworker Performance Management

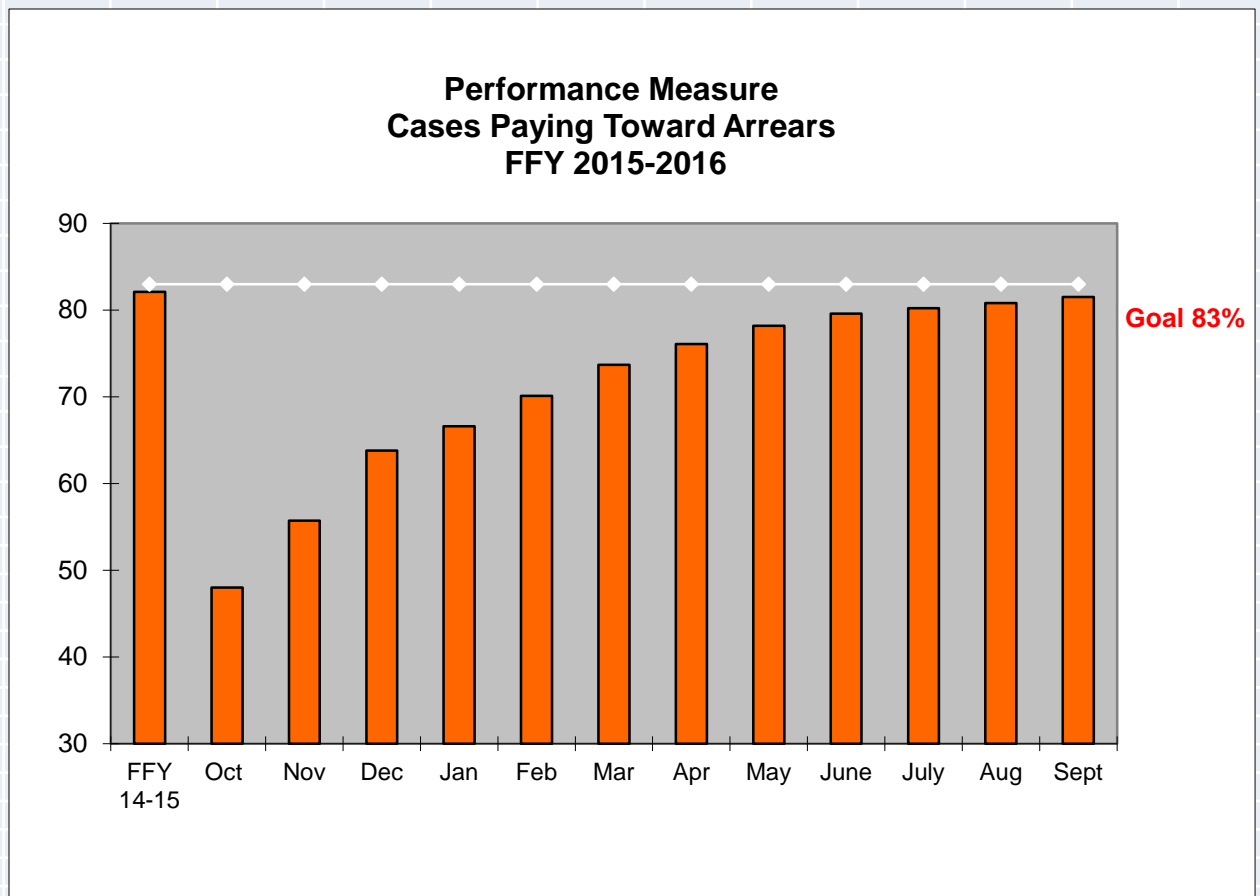
Collection of Current Support Lines 24 & 25 (FPM 3)



Caseworker Performance Management

Collection of Arrears Lines 28 & 29 (FPM 4)

	FFY 15-16	FFY 15-16	FFY 14-15
	Monthly	Goal	Comparison
FFY 14-15	82.1	83	
Oct	48	83	50.2
Nov	55.7	83	57.4
Dec	63.8	83	65.3
Jan	66.6	83	68.6
Feb	70.1	83	72.4
Mar	73.7	83	75.3
Apr	76.1	83	77
May	78.2	83	78.1
June	79.6	83	78.9
July	80.2	83	80.4
Aug	80.8	83	81.3
Sept	81.5	83	82.1



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FFY 2015/2016	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT
PATERNITY ESTABLISHMENT ACCUMULATIVE INCREASING MO.	101.10%	99.40%	103.00%	104.60%	105.40%	108.00%	109.00%	110.10%	112.1%	114%	117%	120%
COURT ORDER ESTABLISHMENT	95.90%	95.70%	96.20%	96.30%	95.90%	95.50%	95.50%	95.20%	95.8%	95.40%	95.90%	96.50%
CURRENT SUPPORT PAID BASED ON WHAT IS OWED	77.40%	75.70%	79.10%	78.10%	78.40%	78.40%	78.70%	78.70%	79.0%	78.90%	78.90%	79.10%
CASES W/ONE ARREARS PMT ACCUMULATIVE INCREASING MO.	48.00%	55.70%	63.80%	66.60%	70.10%	73.70%	76.10%	78.20%	79.6%	80.20%	80.80%	81.50%
MONTHLY COLLECTIONS	\$1,115,465.39	\$1,071,246.84	\$1,240,325.89	\$1,096,499.63	\$1,250,986.37	\$1,311,856.71	\$1,282,383.31	\$1,280,575.12	\$1,251,461.70	\$1,086,280.40	\$1,153,287.54	\$1,198,979.03
FFY COLLECTIONS TO DATE	\$1,115,465.39	\$2,186,712.23	\$3,427,038.12	\$4,523,537.75	\$5,774,524.12	\$7,086,380.83	\$8,368,764.14	\$9,649,521.26	\$10,900,982.96	\$11,987,263.36	\$13,140,550.90	\$14,339,529.93
CASELOAD SIZE	3921	3936	3940	3957	3958	3967	3970	3964	3950	3951	3946	3912
FFY 2014/2015	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT
PATERNITY ESTABLISHMENT ACCUMULATIVE INCREASING MO.	99.10%	100.70%	103.20%	105.00%	106.40%	108.20%	109.40%	112.20%	113.00%	115.20%	117.00%	119.20%
COURT ORDER ESTABLISHMENT	96.00%	95.70%	95.50%	95.80%	95.90%	95.80%	96.10%	96.10%	96.10%	96.50%	95.50%	96.70%
CURRENT SUPPORT PAID BASED ON WHAT IS OWED	79.50%	76.00%	78.80%	78.50%	78.30%	78.20%	78.50%	78.40%	78.20%	78.50%	78.40%	78.40%
CASES W/ONE ARREARS PMT ACCUMULATIVE INCREASING MO.	50.20%	57.40%	65.30%	68.60%	72.40%	75.30%	77.00%	78.10%	78.90%	80.40%	81.30%	82.10%
MONTHLY COLLECTIONS	\$1,209,836.93	\$1,075,615.53	\$1,257,289.16	\$1,269,553.67	\$1,151,159.84	\$1,328,923.25	\$1,369,471.24	\$1,216,477.43	\$1,166,224.75	\$1,183,427.26	\$1,084,417.71	\$1,143,885.61
FFY COLLECTIONS TO DATE	\$1,209,836.93	\$2,285,452.46	\$3,542,741.62	\$4,812,295.29	\$5,963,455.13	\$7,292,378.38	\$8,661,849.62	\$9,878,327.05	\$11,044,551.80	\$12,227,979.06	\$13,312,396.77	\$14,456,282.38
CASELOAD SIZE	3879	3885	3882	3888	3891	3911	3927	3915	3929	3892	3896	3839

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Practice Indicators

- PI-1: New Never Assisted Cases
- PI-4: Total Distributed Collections
- PI-22: Average Number of Days from Case Opening to Order to First Payment.
- PI-25: Average Number of Days from Case Opening with an Existing Order to First Payment
- PI-28: Percent of Total Collections by IWO

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New Never Assisted Cases – Practice Indicator #1

Month	Total	Quarter Total	Cumulative Total
Qtr 1			
October	92		
November	72		
December	90		
Qtr 1 Total		254	254
Qtr 2			
January	59		
February	71		
March	85		
Qtr 2 Total		215	215
Qtr 3			
April	77		
May	85		
June	89		
Qtr 3 Total		251	251
Qtr 4			
July	78		
August	101		
September	88		
Qtr 4 Total		267	267
			987

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Caseworker Performance Management

Average Number of Days from Case Opening to Order to First Payment - Practice Indicator #22
FFY 2015-16

County	Count of All Cases that Opened in Federal Fiscal Year 2015 *	Count of Cases with an Order as of 9/30/2016	Count of Cases without an Order as of 9/30/2016 *	Average Days from Case Opening to Any Order	Average Days from Monetary Order to First Payment
San Joaquin	3,082	2,004	1,078	167	56

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Caseworker Performance Management

Average Number of Days from Case Opening with Existing Order to First Payment – Practice Indicator #25
FFY 2015-16

County	Count of Cases with Existing Order at Case Opening	Average Days from Case Opening to First Payment	Number of Cases with a First Payment	Number of Cases with No Payment	Percent of Cases without Payment
San Joaquin	396	53	228	168	42.4

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Caseworker Performance Management

Practice Indicator 4: Total Distributed Collections

PI 4: Total Distributed Collections

Month	Total	Quarter Total	Cumulative Total	Total	Quarter Total	Cumulative Total	FFY Comparison	Notes
			FFY 14-15			FFY 15-16		
Qtr 1								
October	\$ 1,209,836.93			\$ 1,115,465.39				Baseline: \$14,456,282 FFY 2015-2016 Target: \$14,673,126
November	\$ 1,075,615.53			\$ 1,071,246.84				
December	\$ 1,257,289.16			\$ 1,240,325.89				
Qtr 1 Total		\$3,542,741.62	\$ 3,542,741.62		3,427,038.12	3,427,038.12	-\$115,703.50	
Qtr 2								
January	\$ 1,269,553.67			\$ 1,096,499.63				
February	\$ 1,151,159.84			\$ 1,250,986.37				
March	\$ 1,328,923.25			\$ 1,311,856.71				
Qtr 2 Total		\$3,749,636.76	\$ 7,292,378.38		3,659,342.71	7,086,380.83	-\$205,997.6	
Qtr 3								
April	\$ 1,369,471.24			\$ 1,282,383.31				
May	\$ 1,216,477.43			\$ 1,280,575.12				
June	\$ 1,166,224.75			\$ 1,251,461.70				
Qtr 3 Total		\$3,752,173.42	\$ 11,044,551.80		3,814,420.13	10,900,800.96	-\$143,750.8	
Qtr 4								
July	\$ 1,183,427.26			\$ 1,086,280.40				
August	\$ 1,084,417.71			\$ 1,153,287.54				
September	\$ 1,143,885.61			\$ 1,198,979.03				
Qtr 4 Total		\$ 3,411,730.58	\$ 14,456,282.38		3,438,546.97	14,339,347.93	-\$116,934.4	
Total Dollars Collected			\$ 14,456,282.38			\$ 14,339,347.93	\$ (116,934.45)	

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Practice Indicator 28: Increase Percentage of IWO Collections

PI 28: Increase Percentage of IWO Collections

Month/Year	Monthly IWO Collections	Total w/Stimulus	Monthly % of collection by IWO	Qtrly Average	Notes
Qtr 1					Baseline 64.40% FFY 2016 Target 68.10%
Oct-15	\$ 785,044.00	\$ 1,128,330.00	69.58%		
Nov-15	\$ 763,322.00	\$ 1,089,865.00	70.04%		
Dec-15	\$ 838,782.00	\$ 1,218,154.00	68.86%		
Qtr 1 Total	\$ 2,387,148.00	\$ 3,436,349.00		69.47%	
Qtr 2					
Jan-16	\$ 734,724.00	\$ 1,094,781.00	67.11%		
Feb-16	\$ 786,992.00	\$ 1,259,044.00	62.51%		
Mar-16	\$ 824,250.00	\$ 1,386,724.00	59.44%		
Qtr 2 Total	\$ 2,345,966.00	\$ 3,740,549.00		62.72%	
Qtr 3					
Apr-16	\$ 812,527.00	\$ 1,306,077.00	62.21%		
May-16	\$ 794,900.00	\$ 1,291,037.00	61.57%		
Jun-16	\$ 840,771.00	\$ 1,249,164.00	67.31%		
Qtr 3 Total	\$ 2,448,198.00	\$ 3,846,278.00		63.65%	
Qtr 4					
Jul-16	\$ 767,742.00	\$ 1,098,795.00	69.9%		
Aug-16	\$ 812,248.00	\$ 1,162,551.00	69.9%		
Sep-16	\$ 793,561.00	\$ 1,195,210.00	66.4%		
Qtr 4 Total	\$ 2,373,551.00	\$ 3,456,556.00		68.67%	
Cumulative Average	\$ 9,554,863.00	\$ 14,479,732.00		65.99%	

2017 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO

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Five Federal Performance Measures

1. Paternity Establishment
2. Percent of Cases with a Child support Order
3. Current Support Collections
4. Arrearage Collections
5. Cost Effectiveness

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1. Paternity Establishment:

- Measures the total number of children whom were born out of wedlock and Paternity was established or acknowledged; expressed as a percentage.
- The state may use one of the two options: IV-D Pep or Statewide Pep

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Statewide PEP or IV-D PEP:

1. Statewide Pep: total number of minor children born out of wedlock in CA the preceding fiscal year compared to those which paternity has been established or acknowledged this year.
2. IV-D Pep: Total number of children in IV-D caseload born out of wedlock compared to those which paternity is established or acknowledged during the fiscal year.

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2. Percent of Cases with a Child Support Order

- Measures cases with support orders compared with the total caseload count, expressed as a percentage.
- Includes orders for medical support and zero support.
- Example:
 - Total caseload is 4000.
 - Number of Cases with an order is 3500
 - 87.5% of all cases have an order for support.

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3. Current Support Collections

- Measures the amount of current support collected compared to the total amount of current support owed; expressed as a percentage.

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4. Arrearage Collections

- Measures the number of cases with an arrearage collection compared to the number of cases owing arrearages during the Federal Fiscal Year; expressed as a percentage.
- It's important to remember this is relative to number of cases with an arrears collection, NOT the number of arrears collected.

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5. Cost Effectiveness:

- Compares the total amount of distributed collections to the total amount of expenditures for the fiscal year; expressed as distributed collections per dollar of expenditure.

Caseworker Performance Management

Additional reports generated to monitor individual CSO performance:

- Top 5/1257 Performance Reports –located on LCSA secure Website
 - Detailed Listing of Fiscal YTD Distributions Report is used to manage individual CSO performance and reports total collections and percent collected for current and arrears.
 - *Path: LCSA Secure Website/DCSS Data Retrieval/CPQ/CS1257 Based Performance Reports/FFY 2016 2017 Reports/2017-03 Performance Reports*
 - Reports are shared with all CSO's and Management. (see next slide for example)

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Caseworker Performance Management

Caseload Performance by Team with Ranking

SEPTEMBER 2016 PERFORMANCE BY CASE ASSIGNMENT					
Team	Collection Curr	Ranking	Team	Arrears	Ranking
ENF 6	88.70%	1	ENF 7	85.10%	1
ENF 4	84.20%	2	ENF 5	83.90%	2
ENF 1	84.00%	3	ENF 1	83.90%	2
ENF 8	83.50%	4	ENF 9	83.90%	2
ENF 3	83.50%	4	ENF 8	83.80%	5
ENF 2	83.20%	6	ENF 6	83.30%	6
ENF 9	82.60%	7	ENF 4	82.30%	7
ENF 5	82.10%	8	ENF 2	81.60%	8
ENF 7	81.10%	9	ENF 3	78.60%	9
CEU	32.70%	10	CEU	73.30%	10
DAI	22.10%	11	DAI	47.50%	11
Team	Total \$ 09/16	Ranking	Team	Score	
ENF 5	\$1,818,864.79	1	ENF 1	8	
ENF 1	\$1,818,009.86	2	ENF 6	10	
ENF 6	\$1,716,724.68	3	ENF 5	11	
ENF 2	\$1,602,756.03	4	ENF 4	14	
ENF 4	\$1,577,443.95	5	ENF 8	15	
ENF 8	\$1,507,625.72	6	ENF 2	18	
ENF 3	\$1,395,868.32	7	ENF 7	18	
ENF 7	\$1,368,046.99	8	ENF 9	20	
ENF 9	\$972,133.61	9	ENF 3	20	
CEU	\$474,287.60	10	CEU	30	
DAI	\$64,037.71	11	DAI	33	

2017 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO

Caseworker Performance Management

Caseload Performance by Team

SEPTEMBER 2016 PERFORMANCE BY CASE ASSIGNMENT			
Team	Collection Curr	Team	
ENF 6	88.70%	ENF 7	85.10%
ENF 4	84.20%	ENF 5	83.90%
ENF 1	84.00%	ENF 1	83.90%
ENF 8	83.50%	ENF 9	83.90%
ENF 3	83.50%	ENF 8	83.80%
ENF 2	83.20%	ENF 6	83.30%
ENF 9	82.60%	ENF 4	82.30%
ENF 5	82.10%	ENF 2	81.60%
ENF 7	81.10%	ENF 3	78.60%
CEU	32.70%	CEU	73.30%
DAI	22.10%	DAI	47.50%
Team	Total \$ 09/16	Team	
ENF 5	\$1,818,864.79	<p>You should all be proud of the work that you do. Even while being shortstaffed and assuming extra duties, you all maintain a high standard and quality of work which surpasses most other counties. FSOs are the backbone of this department and you are all amazing. Because of your hard work, many families are receiving the support they deserve. Continue doing what you do best which is collecting the support for those who need it. Thank you all for your hard work and dedication to the job. Hopefully we can exceed our FFY2016 numbers in the upcoming year!!!</p>	
ENF 1	\$1,818,009.86		
ENF 6	\$1,716,724.68		
ENF 2	\$1,602,756.03		
ENF 4	\$1,577,443.95		
ENF 8	\$1,507,625.72		
ENF 3	\$1,395,868.32		
ENF 7	\$1,368,046.99		
ENF 9	\$972,133.61		
CEU	\$474,287.60		
DAI	\$64,037.71		

AUGUST 2016 PERFORMANCE BY CASE ASSIGNMENT			
Team	Collection Curr	Team	Arrears
ENF 6	89.00%	ENF 7	85.40%
ENF 1	84.40%	ENF 5	83.90%
ENF 4	83.60%	ENF 6	83.80%
ENF 8	83.40%	ENF 1	83.60%
ENF 2	83.10%	ENF 8	83.40%
ENF 3	82.80%	ENF 4	81.80%
ENF 9	82.80%	ENF 9	81.30%
ENF 5	81.30%	ENF 2	79.90%
ENF 7	81.10%	ENF 3	78.50%
CEU	32.30%	CEU	71.40%
DAI	22.80%	DAI	42.90%
Team	Total \$ 08/16	Team	
ENF 5	\$1,676,914.66	<p>Keep up the great job FSOs!!! As we near the end of the FFY, you should all be proud of the what you have accomplished this year. Although our total collections are slightly down from last year, we have still collected \$13,140,550.90. There are families that depend on us to collect the support that they need each month. Without your hard work and dedication, some of these families would never receive the support that they deserve. You should all be proud of the work that you do as it really changes the lives of the children in the families that we serve.</p>	
ENF 1	\$1,622,916.86		
ENF 6	\$1,584,507.26		
ENF 2	\$1,470,445.91		
ENF 4	\$1,431,504.13		
ENF 8	\$1,385,306.35		
ENF 3	\$1,273,980.95		
ENF 7	\$1,264,038.17		
ENF 9	\$892,297.58		
CEU	\$448,494.43		
DAI	\$54,896.79		

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Caseworker Performance Management

Manage, Monitor and Measure

An engaged employee – one who is fully focused on and enthusiastic about his or her work – is a RARE commodity these days.

- A company is only as good as the talent behind it
- High performance is only one piece of a balanced company culture
- Employees are more capable when they're properly educated about the tasks at hand



Caseworker Performance Management

Developing your employee(s)

The job of the manager / supervisor in the workplace is to develop employees to their fullest capacity in order to meet performance

- Motivation and education are ongoing efforts
- Hold frequent meetings
- Maintain a positive attitude
- Offer incentives for good performance – Wall of fame, Blue Jean Wednesday
- Employee engagement is based on trust, integrity, two-way commitment and communication



Caseworker Performance Management

An effective performance management plan assists the department in achieving its goals

- Hire good employees
- Develop their full potential
- Promote and improve employee effectiveness
- Employees understand the shared workforce
- Collaborative process for setting individual goals
- Align with organization's strategic direction and culture



Caseworker Performance Management

Monitor Performance

Work Product – The quality and quantity of work produced by the employee

- Monthly random case reviews
CMT Reports, CSE Reports, Monthly Stats sheets
- Employee annual performance reviews
Satisfactory, Special, or Unsatisfactory
- One on one assessment with immediate supervisor
Provides direct insight to employees understanding to their individual scope of work



Caseworker Performance Management

How do we measure performance?

- Punctuality - does the employee arrive on time ready to work, is the employee frequently absent?
- Quality of work – Is the work being carried out average or outstanding?
- Training issues – does the employee need to be re-trained, need a mentor / lead seasoned employee.
- Goals and objectives – does the employee have a clear understanding of performance goals?
- Progressive discipline – counseling, verbal, written, suspension, demotion.

Caseworker Performance Management

Positive employee performance:

- Employee is engaged
- Employee's skills are fully developed
- Employee's case related decisions reflective in quality of work, now subject matter expert (SME)
- Employee supports the vision and mission of the department
- Internal statistical reports reflect and confirm employee performance

Caseworker Performance Management

Negative (stagnant) employee performance:

- What are the underlying issues?
- Assess and evaluate employee challenges
- Institute a work plan that clearly defines performance goals, along with specialized training
- Weekly or bi-monthly meetings with employee to evaluate effectiveness of work plan
- Follow up with special or unsatisfactory performance evaluation if no improvement

Caseworker Performance Management

A **positive work environment** makes employees feel good about coming to **work**, and this provides the motivation to sustain them throughout the day.

- Give benefit of doubt
- Practice generosity of spirit
- Speak well of others
- Look at what works
- Show appreciation

Caseworker Performance Management



Did you know?

Ten workplace benefits in order of importance

Employers:	Employees:
<ul style="list-style-type: none"> Good Wages Job Security Promotion / growth opportunities Good working conditions Interesting work Personal loyalty to workers Tactful discipline Full appreciation for work done Sympathetic help with personal problems Feeling "in" on things 	<ul style="list-style-type: none"> Full appreciation for work done Feeling "in" on things Sympathetic help on personal problems Job Security Good wages Interesting work Promotion / growth opportunities Personal loyalty to workers Good working conditions Tactful discipline

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Please be sure to complete the session evaluation.



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