

2017 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



**PARTNERSHIP
OF HEROES**

MAY 1-4, 2017 • GARDEN GROVE, CALIFORNIA

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

Motivation and its Effects on Work

Performance

Harriet Thomas

Child Support Officer III

Christian Collins

Child Support Officer I



Ice Breaker

Are you motivated?

Yes or No

What motivates you personally and professionally?

One or two words

How many years of service do you have in the public sector? _____

How many years with Child Support Services? _____

Public Perception



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Purpose

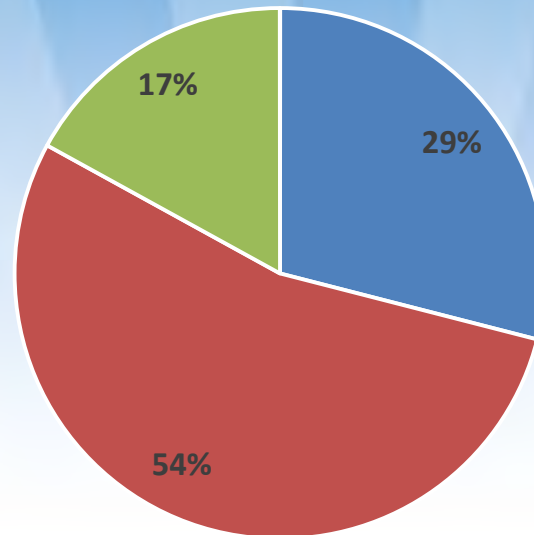
Reason for Workshop

Review

Ice Breaker Cards (results)

Gallup Poll- USA & Canada

Engagement



■ Engaged ■ Not Engaged ■ Actively Disengaged

<http://www.gallup.com/poll/165269/worldwide-employees-engaged-work.aspx>

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Stages of Motivation

Entering the Workforce

Why did you choose this field?

Current Status

Where are you now?

Has it changed?

Ultimate Goal

Getting Motivated and/or Staying Motivated

Types of Motivation

Extrinsic vs. Intrinsic

Extrinsic- motivation driven by outside factors effect how we are motivated-for example, money (raises/increase in pay/bonuses), fame/recognition, praise, rewards (or reprimand for someone else)

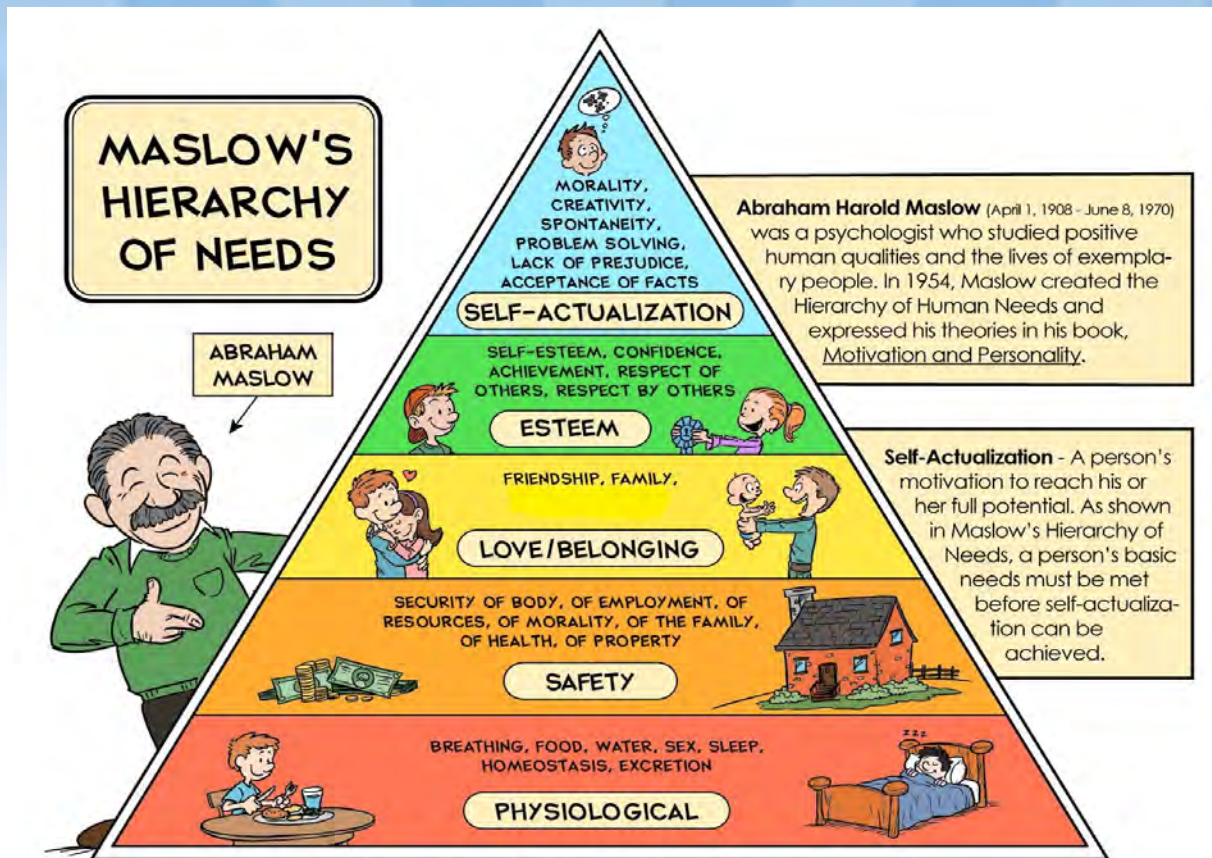
Examples- playing a sport to win a reward, competing to win a contest, For us, asking for child support payments so we can 'beef up' our stat sheets

Intrinsic- engaging in behavior because it is personally rewarding- for example, playing a sport because the sport is enjoyable, competing in a contest so you could challenge yourself mentally or physically, asking for a child support payment because it benefits someone else (i.e. the child or client who we serve) and not yourself.

<https://www.verywell.com/differences-between-extrinsic-and-intrinsic-motivation-2795384>

Types of Motivation

Maslow's Theory



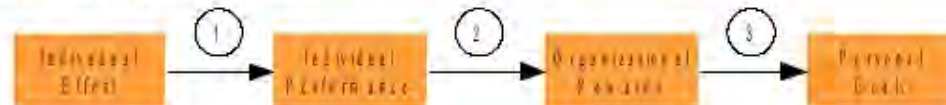
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Types of Motivation

EXPECTANCY THEORY

- The strength of a tendency to act in a certain way depends on the strength of an expectation that the act will be followed by a given outcome and on the attractiveness of that the outcome to the individual.



- The theory focuses on three relationships:
 - 1. Effort-performance.
 - 2. Performance-reward.
 - 3. Rewards-personal goals.

Types of Motivation

MOTIVATION AND ITS AFFECTS ON PERFORMANCE - ACTIVITY

Case Scenarios

NCP - Non-Custodial Parent (NCP)

Person Paying Support (PPS)

CP – Custodial Parent (CP)

Person Receiving Support (PRS)

Case Scenario #1

Scenario # 1: Your team has started a project in which calls are made to 'new' PPS'/NCPs to obtain first month payments.

Sample responses:

- a). Make one attempt to call PPS/NCP to make payment.
- b). Not call PPS/NCP because the case is too new.
- c). Call PPS/NCP to make payment, mail payment option flyer and free form letter to contact digit CSO directly.
- d). Keep calling PPS/NCP until he/she makes a payment and then immediately email your supervisor so that the information is placed in the weekly department announcement newsletter.

Case Scenario #2

Scenario # 2: You are reviewing a case and notice that a payment hasn't posted in 3 months.

Sample responses:

- a). Contact the PRS/CP and offer additional services which could help him/her with his/her immediate needs and request additional locate information on the PPS/NCP.
- b). Assume that the PPS/NCP won't pay and do nothing.
- c). Request tax return from the IRS.
- d). Call the PPS/NCP to request payment and if she/he doesn't answer search social media to locate the PPS/NCP whereabouts.

Case Scenario #3

Scenario # 3: You receive a random phone call from a person receiving support who wants case status on his/her case.

Sample responses:

- a). Tell the PRS/CP that you are not his/her case manager and to call the call center.
- b). Answer only the questions that PRS/CP asks and provide the case manager's phone number for future inquiries.
- c). Review that case for outstanding uncompleted tasks and email the case manager, his/her supervisor, the head supervisor, and the division administrator so that they are aware.
- d). Answer only the questions that PRS/CP asks, review the case for outstanding uncompleted tasks and email the case manager for follow up.

Case Scenario #4

Scenario # 4: You have volunteered to work an overtime project in which files are uploaded for imaging. While reviewing documents, you notice that the terms of a court order are incorrect on CSE.

Sample responses:

- a). You update the case correctly and move on to the next case.
- b). Bring it to your immediate supervisor's attention so that she/he can verify if this is a onetime occurrence or if other cases are incorrect as well.
- c). Update the case correctly and keep track yourself of how many court orders are incorrect.
- d). You do nothing and move on to uploading the next file.

Effects on Performance



Impact (internal & external customers)



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Closing

Purpose

Stages of Motivation

Types of Motivation

Best Practices

Q&A

Recommended Reading

Quote of the Day

“Be miserable, Or motivate yourself. Whatever has to be done, its always your choice.”-Wayne Dyer

Speaker Contact Information

Harriet Thomas

[\(661\)940-2011](tel:(661)940-2011)

harriet_thomas@cssd.lacounty.gov

Christian Collins

[\(661\)940-2013](tel:(661)940-2013)

Christian_collins@cssd.lacounty.gov

Please be sure to complete the session evaluation.



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