

Economic Services Administration

Department of Social and Health
Services

Strategic Plan Metrics
2021-2023

Economic Services Administration

Success Measure #

Provide A Pathway Out of Poverty and Become Healthier

E1.3 Percent of current child support collected

[1.3.1](#)

Increase Organizational Efficiency, Performance and Effectiveness

E1.7 The average time to process initial disability determinations for Social Security Disability Insurance cases (Title II-SSDI), and for Supplemental Security Income cases (Title XVI-SSI)

[5.2.1](#)

EX.4 Initial claims accuracy rate

[5.2.2](#)

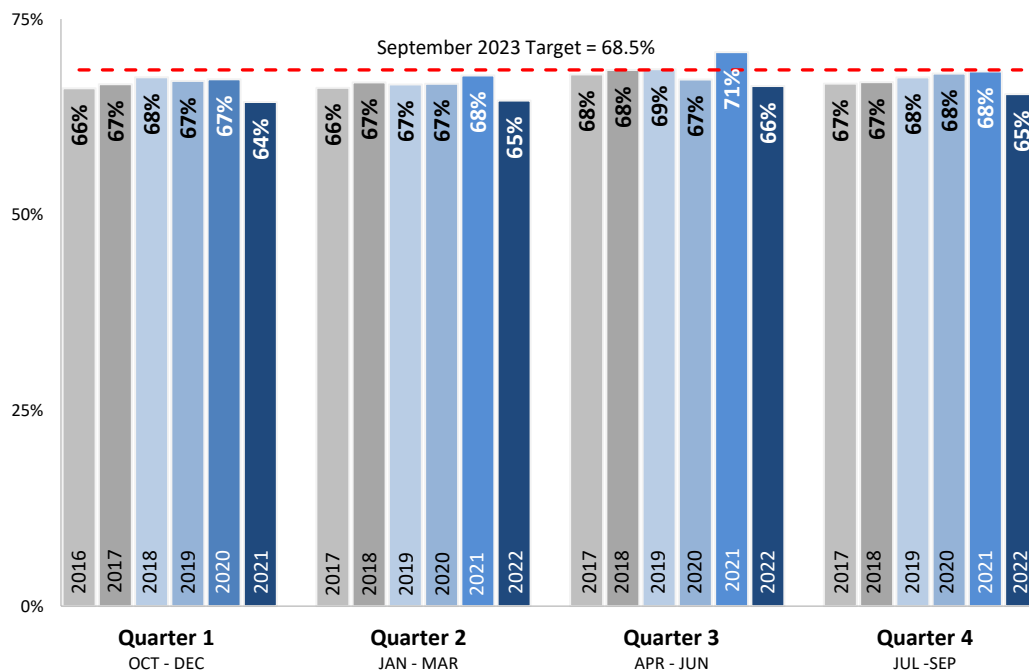
Economic Services Administration



Provide A Pathway Out of Poverty and Become Healthier

Percent of current child support collected

Federal Fiscal Year



SUMMARY

- In State Fiscal Year (SFY) 2017, DCS served approximately 980,000 clients and collected \$675.7 Million (current collections and payments in arrears) in child support; about 93% of this amount was disbursed to families.

- When both parents fulfill their obligation to financially care for their dependent children, poverty is decreased and the health and safety of children, families and communities is enhanced.

- The measure represents the percent of current child support collected on all cases with full collection services and includes child support payments that are either distributed to families or retained by the state as child support recoveries.

- Collections on cases with full collection services spike during tax refund season (Qtr 3) when IRS intercepts often augment regular on-going child support payments.

ACTION PLAN

- Updated Action Plans for this measure are located in the ESA Strategic Plan.

DATA SOURCE: Management Accountability and Performance Statistics (EMAPS), Office of Assistant Secretary, Economic Services Administration (ESA); supplied by Teri Lane.

MEASURE DEFINITION: Numerator: Total amount collected for current child support for all open cases. Denominator: Total amount owed for current child support for all open cases. Denominator is the sum of all dollars in the Monthly Order Amount (MOA) field at the end of the month for each IV-D Case. When this rate is calculated for the entire federal fiscal year, the equation is applied to cumulative collections and the cumulative sum of MOA.

DATA NOTES:

TO DATA: <https://www.dshs.wa.gov/data/metrics/E1.3.xlsx>

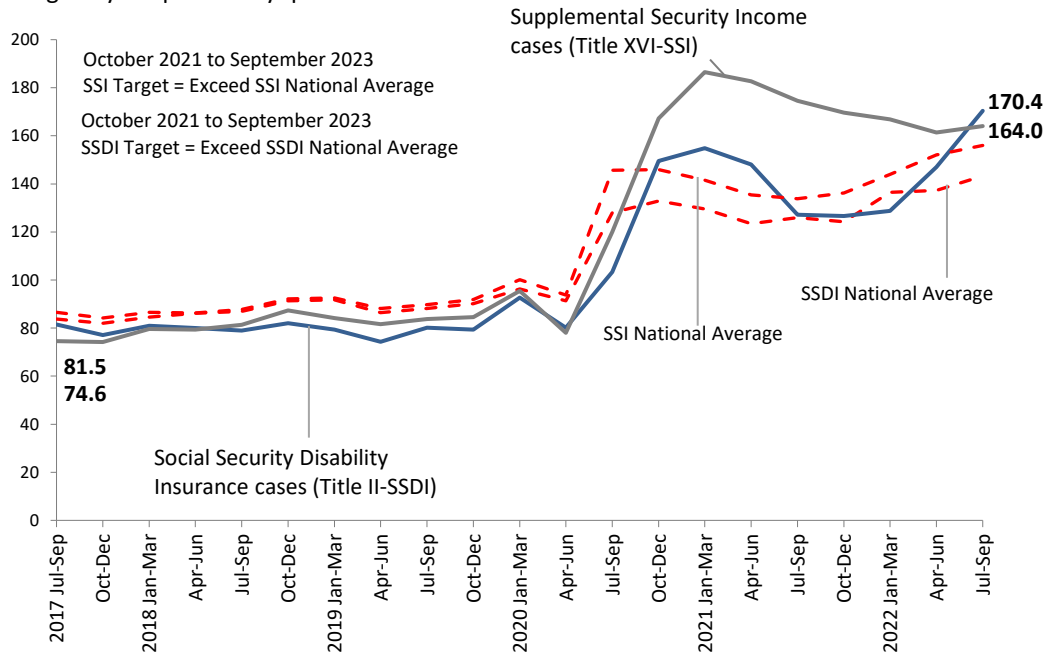
Economic Services Administration



Increase Organizational Efficiency, Performance and Effectiveness

The average time to process initial disability determinations for Social Security Disability Insurance cases (Title II-SSDI), and for Supplemental Security Income cases (Title XVI-SSI)

Average days to process by quarter



SUMMARY

- Social Security disability benefits are critical to individuals with disabilities to meet their basic needs, and timely processing is essential.
- Initial Disability Determinations are eligibility decisions, whether approved or denied, on an individual’s initial, or first time, application for Supplemental Security Income (Title XVI-SSI) and/or Social Security Disability Insurance (Title II-SSDI).

ACTION PLAN

- Updated Action Plans for this measure are located in the ESA Strategic Plan.

DATA SOURCE: Division of Disability Determination, Economic Services Administration; supplied by Christopher O’Neil, Division of Disability Determination, ESA.

MEASURE DEFINITION: The average time (number of days) from when DDDS receipts an initial claim, to when DDDS makes a determination and sends the claim back to the Social Security Administration field office.

DATA NOTES: 1 Initial Disability Determinations are eligibility decisions, whether approved or denied, on an individual’s initial, or first time, application for Supplemental Security Income (Title XVI-SSI) and/or Social Security Disability Insurance (Title II-SSDI).

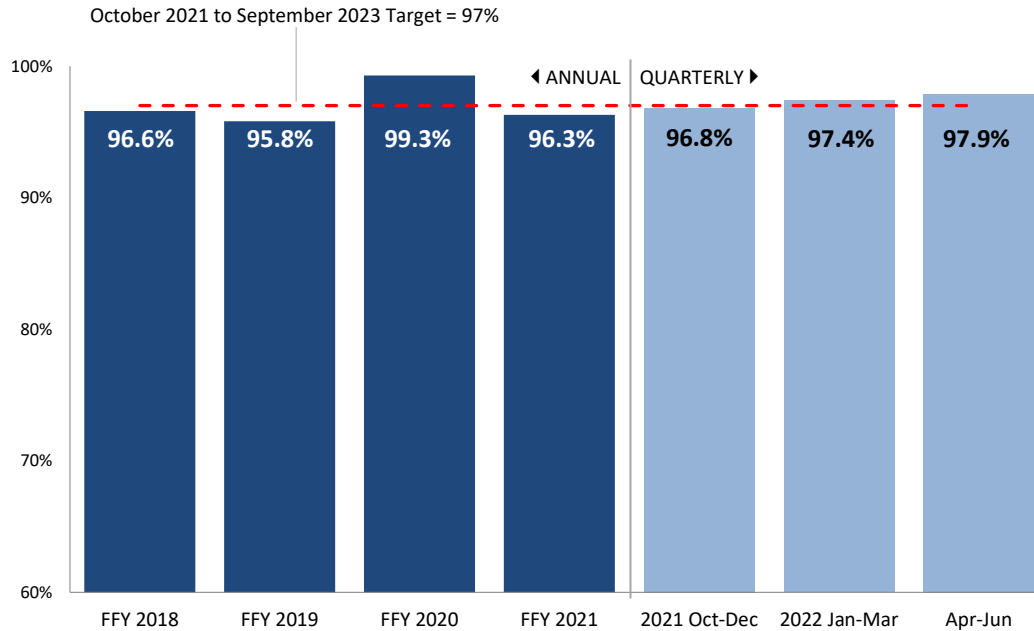
TO DATA <https://www.dshs.wa.gov/data/metrics/E1.7.xlsx>

Economic Services Administration



Increase Organizational Efficiency, Performance and Effectiveness

Initial Claims Accuracy Rate



SUMMARY

- Updated discussion and action plans for this measure are located in the ESA Strategic Plan.

DATA SOURCE: Division of Disability Determination, Economic Services Administration; supplied by by Christopher O’Neil, Division of Disability Determination, ESA and James Shuck, DDDS, ESA.

MEASURE DEFINITION: Percent weighted net accuracy rate of initial disability determinations.

DATA NOTES: 1 Beginning in quarter July-September 2017, a new methodology has been used resulting in an official weighted net accuracy number. 2 Annual (FFY) data shown is the quarterly data for the last quarter in that FFY.

TO DATA: <https://www.dshs.wa.gov/data/metrics/EX.4.xlsx>