

Division of Child Support

Strategic Plan 2013-2018

MISSION

We provide child support and revenue recovery services that lead to economic stability and financial self-sufficiency for individuals, families and communities.

VISION

Individuals, families and communities have the resources they need to live better lives.

VALUES

- Excellence
- Collaboration
- Accountability
- Integrity
- Transparency
- Respect
- Innovation

GOALS

GOAL 1

Deliver services adapted to individual customer needs and circumstances

GOAL 2

Continually improve DCS operations and performance

GOAL 3

Strengthen partner and stakeholder relationships

GOAL 4

Effective and timely communication

GOAL 5

Sustain a highly skilled and engaged workforce

CURRENT PLAN

AS OF SEPTEMBER 2015

OBJECTIVES	STRATEGIES
Use technology and innovation to increase opportunities for customers to access DCS services	Accept more payment options ✓ Completed <i>(Exploration and development of new payment options is ongoing)</i>
Enhance or acquire new technology and tools to increase efficiency and effectiveness	<ul style="list-style-type: none"> • Improve the online handbook search option ✓ Completed • Increase percentage of current child support collected to 67% by the end of FFY 2017 ✓ New Strategy • Increase the accuracy rate for child support funds held in suspense appropriately to 95% by the end of FFY 2017 ✓ New Strategy
Base decision on analysis and evaluation	Develop a framework to implement the Plan-Do-Check-Act process Division wide ✓ Completed
Create a Culture of Communication	<ul style="list-style-type: none"> • Effective use of Today's News • Identifying critical versus non-critical information • Establishing internal communication tools
Improve work environment	Use staff feedback to develop local action plans to improve employee satisfaction
Improve training and professional growth opportunities for workforce development	<ul style="list-style-type: none"> • Provide staff with more opportunities for career development • Succession Planning

