

Transforming Lives...

DIVISION OF CHILD SUPPORT STRATEGIC PLAN 2013-2018

AUGUST 2014

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

CURRENT PLAN

OBJECTIVES	STRATEGIES
<i>Use technology and innovation to increase opportunities for customers to access DCS services</i>	Accept more payment options
<i>Enhance or acquire new technology and tools to increase efficiency and effectiveness</i>	<ul style="list-style-type: none"> • Replace OFR systems • Improve the online handbook search option.....Completed but will continue to do Check-Act of PDCA!
<i>Base decision on analysis and evaluation</i>	Develop timeframes at the time of implementation (Plan-Do-Check-Act)
<i>Improve communication within the Division</i>	Culture of Communication <ul style="list-style-type: none"> ○ Use Today's News to share local news ○ Identify critical vs. non-critical information ○ Internal tool for communication and feedback
<i>Improve work environment</i>	<ul style="list-style-type: none"> • Use staff feedback to develop local action plans in response to employee satisfaction survey results.....New Strategy
<i>Improve training and professional growth opportunities for workforce development</i>	Provide staff with more opportunities for career development..... New Strategy

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:

Communicate effectively and timely

Goal 5:

Sustain a highly skilled and engaged workforce