

## LGFCU Excellence in Innovation Award Project Evaluation

<b>Project ID</b>	HS-2
<b>Title of Program</b>	Child Support Incentive Goals
<b>Program Category</b>	Human Services
<b>Submission Date</b>	6/22/2016 3:50:11 PM
<b>County</b>	Scotland
<b>Employee</b>	Child Support Unit
<b>Employee title</b>	Child Support Unit
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<b>County Manager</b>	Kevin Patterson
<b>Supervisor</b>	Carolyn Lewellen
<b>Implementation Date</b>	5/1/2015
<b>FLSA Designation</b>	Both (if applicable to a team)
<b>Project Team Members</b>	Carolyn Lewellen, Supervisor...Angela Townsend, Leadworker...Joy Hine, CS Agent II...Rhonda Cox, CS Agent II, Tracy Lytch, CS Agent II... Jenny Valdaliso, CS Agent II... Laura Gardner, CS Agent II...Judy Dubois, CS Agent II... Nicole McLaurin, CS Agent II...Latisha Manning, CS Agent II...Deborah Starr, CS Agent II...Mia Armstrong, CS Agent II...Margaret English, CS Agent I

### Description of Productivity Improvement

The Scotland County Child Support Unit historically has not met the eleven incentive and self assessment goals set by the state and federal governments. These goals are based on establishment of child support cases and enforcement of those cases. By using methods not commonly used and new to the agency, the unit has seen the number of individuals tested to establish child support cases and the number of individuals located to pursue child support payments increase. Methods used included posting those "most wanted" individuals names and pictures on public viewing boards in the DSS lobby and working in conjunction with the Scotland County Sheriff's Department to post those individual on it's facebook page. These measures have proven successful, as the Department and the Sheriff's Department receive information from the public of the location and contact information for those "most wanted." Often this leads to the establishment of a case and/or the ability to move forward with payment collections. In turn, child support goals are obtainable and a higher level of service is provided to the community at no additional county cost.

### **Description of why this project was initiated**

The Child Support Unit within DSS is charged with meeting eleven goals set by state and federal governments. These goals determine the county's performance and the amount of incentive funding the unit will receive for the following fiscal year. Until recently, the Scotland County Child Support Unit was not consistent in meeting each goal. Problems identified which prevented the unit from reaching these goals including location of those people who were potentially biological parents and needed to be tested to determine this and location of those who were determined as the biological parent but were not consistently making child support payments.

### **Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).**

#### **Indication of what resources were used and what was done with any accrued time savings**

Using the methods described to locate individuals has been done at no additional expense to the agency. Time saved by establishment and enforcement staff has provided the ability to give attention to additional cases and expedite processing for cases. With the beginning of the project 156 alleged biological parents that were considered hard to locate were identified. At this time 141 of those "most wanted" have been located and tested for paternity. In addition, of the 41 identified as "most wanted" for failure to pay child support, 28 are now under order to make child support payments. Through the use of a project that has little to no cost, 169 individuals have active cases and custodial parents have begun to see movement in their child support cases. The project is a direct correlation to the eleven goals the unit desires to achieve. For the 2016 fiscal year, the Scotland County Child Support Unit is on track to meet all eleven goals, and has already met nine goals. With each goal met, additional incentive funds will be generated for reinvestment by the unit into the child support program in Scotland County.

### **Other descriptive information**

The Scotland County Child Support Unit has 12 current staff members and maintains approximately 4517 cases at this time.