

# **Colorado Child Support Enforcement Program Strategic Plan 2011 – 2013**

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**Mission and Vision**  
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# **Colorado Child Support Enforcement Program**

## **Mission**

**The Mission of the Child Support Enforcement Program is to assure that parents support their children. This is accomplished by locating each parent, establishing paternity, establishing support obligations, and enforcing those obligations.**

## **Vision**

**Children can count on their parents for the financial, medical, and emotional support they need to be healthy and successful.**

# Partners and Stakeholders

The Colorado Child Support Enforcement Program is a partnership. The partners operate the program and must work together to achieve results for program customers.

Program partners include:

- Federal, state, and local child support enforcement agencies;
- Courts, law enforcement agencies, Colorado Works, Child Welfare, Department of Labor and Employment, Department of Regulatory Agencies, Judicial Department, Department of Revenue, Department of Health Care Policy and Financing, Department of Natural Resources, Department of Public Health & Environment, Department of Corrections, and Department of Public Safety;
- Employers, financial institutions, hospitals, the insurance community, and program contractors.

Many other groups have a legitimate interest in how our customers are served. These stakeholders make a contribution toward, and benefit from, a well-run child support enforcement program. They include national interest groups and community-based organizations that help serve the interests of program customers and partners; family law practitioners; congress; state legislators; taxpayers; and the public in general.

## **Strategic Goals**

- **Promote establishment of paternity for all children**
- **Establish financial support for all children in IV-D cases**
- **Ensure that all children in IV-D cases receive financial support from parents as ordered**
- **Ensure that all children in IV-D cases have medical support established and provided**
- **Operate the IV-D program in an effective and efficient manner**

## Program Objectives, Performance Indicators and Measures

**GOAL: Promote establishment of paternity for all children**

| <b>OBJECTIVE: Increase percentage of children with paternity established</b> |                                    |
|--|------------------------------------|
| <i>Performance Indicators</i>  | <i>Performance Measures</i>        |
| Statewide PEP  | Achieve 90% or higher in each year |
| IV-D PEP   | Achieve 90% or higher in each year |

**GOAL: Establish financial support for all children in IV-D cases**

| <b>OBJECTIVE: Increase percentage of IV-D cases with support orders</b> |                                    |
|---|------------------------------------|
| <i>Performance Indicator</i>  | <i>Performance Measure</i>         |
| Percentage of IV-D cases with support orders                            | Achieve 80% or higher in each year |

**GOAL: Ensure that all children in IV-D cases receive financial support from parents as ordered**

| <b>OBJECTIVE: Increase percentage of current support paid on IV-D cases</b> |  |
|---|--|
| <i>Performance Indicator</i>  | <i>Performance Measure</i>   |
| Percentage of current support paid  | Annual percentage point increase over previous year to be determined |

| <b>OBJECTIVE: Increase percentage of IV-D arrears cases with a payment on arrears</b> |  |
|---|--|
| <i>Performance Indicator</i>  | <i>Performance Measure</i>   |
| Percentage of IV-D cases with a payment on arrears                                    | Annual percentage point increase over previous year to be determined |

**GOAL: Ensure that all children in IV-D cases have medical support established and provided**

| <b>OBJECTIVE: Increase percentage of IV-D cases with orders for medical support</b>                             |   |
|---|---|
| <i>Performance Indicator</i>  | <i>Performance Measure</i>  |
| Percentage of IV-D cases with support orders (excluding arrears-only cases) in which medical support is ordered | Demonstrate consistent improvement until further direction is received from the Federal OCSE. |

| <b>OBJECTIVE: Increase percentage of IV-D cases in which medical support is provided</b>                         |   |
|--|---|
| <i>Performance Indicator</i>   | <i>Performance Measure</i>  |
| Percentage of IV-D cases with support orders (excluding arrears-only cases) in which medical support is provided | Demonstrate consistent improvement until further direction is received from the Federal OCSE. |

**GOAL: Operate the IV-D program in an effective and efficient manner**

| <b>OBJECTIVE: Operate a more efficient program</b>                             |  |
|--|--|
| <i>Performance Indicator</i>   | <i>Performance Measure</i>                       |
| Cost Effectiveness Ratio (CER): Total dollars collected per \$1 of expenditure | Demonstrate consistent improvement in each year. |

## **Strategies To Meet Goals for 2011-2013**

- **Maximize use of technology**
- **Develop a critical thinking approach to case management**
- **Collaborate with other agencies and stakeholders**
- **Strengthen and expand locate toolbox (manual and automated)**
- **Emphasize the prevention of arrears and early intervention**
- **Expand and improve enforcement tools**
- **Explore health care coverage options for children**