Colorado Child Support Enforcement Program
Strategic Plan 2011 – 2013

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

OBJECTIVE: Increase percentage of children with paternity established	
Performance Indicators	***Performance Measures***
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

OBJECTIVE: Increase percentage of IV-D cases with support orders	
Performance Indicator	***Performance Measure***
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

OBJECTIVE: Increase percentage of current support paid on IV-D cases	
Performance Indicator	***Performance Measure***
Percentage of current support paid	Annual percentage point increase over previous year to be determined

OBJECTIVE: Increase percentage of IV-D arrears cases with a payment on arrears	
Performance Indicator	***Performance Measure***
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

OBJECTIVE: Increase percentage of IV-D cases with orders for medical support	
Performance Indicator	***Performance Measure***
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.

OBJECTIVE: Increase percentage of IV-D cases in which medical support is provided	
Performance Indicator	***Performance Measure***
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

OBJECTIVE: Operate a more efficient program	
Performance Indicator	***Performance Measure***
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**