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**Evaluation of Minnesota  
Child Support Enforcement Mechanisms and Programs:  
Report to the Minnesota Legislature**

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Prepared by the Minnesota Department of Human Services  
Child Support Enforcement Division

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## Executive Summary

The Minnesota Legislature requires the Department of Human Services to evaluate all child support programs and enforcement mechanisms and to report a variety of measures to the legislature every two years.<sup>1</sup> This report includes information on programs and measures for the child support program in areas specified by the legislature, including:

- Minnesota's performance on federal incentive measures
- Minnesota's performance relative to other states
- Individual county performance
- Recommendations for improvement of the child support program
- Report of federal, state, and local government costs, and costs to private employers
- Amount of child support arrears and amount of arrears determined to be uncollectible
- Information about driver's license suspension and limited licenses

The following sections provide a brief summary of the detailed information provided in subsequent sections of this report.

### *Federal Incentive Measures*

The federal Office of Child Support Enforcement requires states to meet performance standards in specific program areas. If a state meets the minimum standard in the federal performance measures it is eligible to receive a portion of federal financial incentives, states can maximize their incentives at the federal benchmarks shown in the following table. In FFY 2007, Minnesota's child support program achieved the results presented below.

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<b>Federal Performance Measures (FFY 2007)</b>	<b>Score</b>	<b>Federal Benchmark</b>
Paternity Establishment Percentage (IV-D PEP)	96%	90%*
Percent of IV-D Cases with a Support Order	82%	80%
IV-D Collection Rate for Current Support Due	69%	80%
Percent of IV-D Cases with Arrears with a Collection	66%	80%
Dollars Collected per Dollar of Administrative Expenditure	4.01	5.00

\*Federal regulations require states to improve performance by 2 percentage points each year until they attain 90%.

### *Performance Relative to Other States*

Minnesota continues to perform well in critical program areas as indicated by the state's performance on the five federal performance measures. Each year the federal Office of Child Support Enforcement publishes a report that includes the ranking of all states and territories. Minnesota's performance relative to other states is portrayed below. Minnesota is ranked near the top in current support collections.

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<sup>1</sup> Refer to Appendix E of this document for statutory authority and expenditures to produce this report.

Minnesota Ranking on Federal Performance Measures (FFY 2007)	
Measure	Rank for Minnesota
Paternity establishment	21 <sup>st</sup>
Order establishment	22 <sup>nd</sup>
Current support collections	6 <sup>th</sup>
Cases with arrears collections	15 <sup>th</sup>
Cost effectiveness	42 <sup>nd</sup>

On a related measure that is important to many customers of the child support program, Minnesota continues to perform above the national average in collections per open case, collecting an average of \$2,379. The chart below depicts the top five states in collections per open case for federal fiscal year 2007.

Child Support Collections per Open Case, by State (Top 5 States) (FFY 2007)	
Pennsylvania	\$2,874
New Jersey	\$2,830
<b>Minnesota</b>	<b>\$2,379</b>
New Hampshire	\$2,325
Texas	\$2,150
National Average	\$1,578

### *Individual County Performance*

Minnesota's county administrators and child support workers are essential to state performance on the federal performance measures described above. Detailed federal fiscal year information about performance by individual Minnesota counties is presented in a later section of this report. Together, these counties contributed to the following results for the entire state:

- **Collections:** Minnesota's child support program collected and disbursed \$596 million in FFY 2007.
- **Collections per Case:**
  - The average annual collection per case was \$2,379.
  - The average annual collection for a public assistance case was \$489.
  - The average annual collection for a non-public assistance case was \$2,437.

### *Federal, State, and County Costs and Costs to Private Employers*

Total spending on the Minnesota child support program in state fiscal year 2007 was \$151.9 million, funded as follows:

- **Federal, State and County Costs:**
  - County share: \$23.3 million (15 %)
  - State share: \$16.5 million (11 %); and
  - Federal share: \$112.2 million (74 %).

To assess employer's costs relating to child support, the Department of Human Services conducted a random survey of 400 employers, including nonprofit organizations. Based on the survey results, the burden to employers for providing the mandatory child support services is not overwhelming and the public-private partnership between the government and employers is generally positive.

### *Child Support Arrears and Amount Uncollectible*

As of June 30, 2008, total arrearage owed on open Minnesota child support cases was approximately \$1.67 billion. Of this:

- \$1.49 billion is unpaid child support,
- \$83.6 million is unpaid medical support, and
- \$100.3 million is unpaid child care, spousal maintenance, and fees.

The debt is owed to custodial parents and public assistance. Of this:

- \$483 million is owed on cases that have public assistance arrears
- \$963 million is owed for cases that have no public assistance arrears, and
- \$225 million is accrued interest and fees.

\$120 million is owed on interstate cases in which one parent lives outside Minnesota, and another state is responsible for collecting those arrears.

The vast majority (84%) of the total arrears amount is more than one year old. The Child Support Enforcement Division estimates that approximately \$1.12 billion of the total arrears amount is uncollectible.

### *Driver's License Suspension*

An individual may have their driver's license suspended by the court if they fail to pay their child support obligation. Minnesota law sets criteria for suspending an obligor's driver's license and provides due process safeguards for using this law as a child support enforcement tool. As of June 30, 2008, data from the child support program indicate that approximately:

- 30,000 driver's licenses were suspended for failure to pay child support. There were 33,330 cases associated with these parents. About one-half of these individuals have had their license suspended more than once.
- \$35.4 million was collected on cases associated with the licenses suspended in SFY 2008.

### *Limited Licenses*

On July 1, 2002, at the direction of the Minnesota Legislature, the Minnesota Department of Public Safety began offering provisional, time-limited driver's licenses to individuals whose driver's license had been suspended for failure to pay child support. These are known as "limited licenses."

- Between July 1, 2006 and June 30, 2008 the Minnesota Department of Public Safety issued 1,745 limited licenses to MN Child Support cases.

- The cases related to these licenses indicate that 885 individuals initiated a payment agreement after receiving the limited license and that 54 people paid their case in full.

*Format of this report*

The remaining sections of this report provide detailed information about the major program areas described in this Executive Summary. These sections address each of the major areas for which the Legislature has requested information.



## Performance on Federal Incentive Measures

Each year, state child support programs report on several performance measures to the federal Office of Child Support Enforcement (OCSE). The data are analyzed by OCSE and published during the summer of the following year. The table below shows Minnesota's performance on the five federal performance measures in Federal Fiscal Year (FFY) 2007.

Federal Performance Measures	Score	Federal Benchmark
Paternity Establishment Percentage (IV-D PEP)	96%	90%*
Percent of IV-D Cases with a Support Order	82%	80%
IV-D Collection Rate for Current Support Due	69%	80%
Percent of IV-D Cases with Arrears with a Collection	66%	80%
Dollars Collected per Dollar of Administrative Expenditure	4.01	5.00

\*Federal regulations require states to improve performance by 2 percentage points each year until they attain 90%.

## Performance Relative to Other States

Minnesota continues to strive to be among the top performing states on the five federal performance measures and in other key program areas. Major program areas are highlighted in the following section. To view detailed state-by-state data please refer to Appendix A. Specific definitions and formulas for the measures described are in Appendix C.

As indicated in the following table, Minnesota performs reasonably well, compared to other states, on the five federal performance measures. Minnesota is 15<sup>th</sup> among all states in cases with collections on arrears, which is the most challenging portion of the caseload to achieve a collection. Also, the state is 6<sup>th</sup> in collection of current support, collecting 69 percent of the amount due for current support obligations. Minnesota ranks 22<sup>nd</sup> on order establishment and has been consistently improving by one or two percentage points each federal fiscal year since FFY 2000. For paternity establishment, Minnesota uses the measure that tends to be lower but has better data reliability. Many states use a measure that tends to be higher but has less data reliability. Yet we still rank 21<sup>st</sup> among all states for paternity establishment. Minnesota's cost effectiveness ranking of 42<sup>nd</sup> places the state in the lower portion of all states. However, we still receive eighty percent of our possible incentive funding for this measure.

Federal Performance Measures	Minnesota Ranking (FFY 2007)
Paternity establishment	21 <sup>st</sup>
Order establishment	22 <sup>nd</sup>
Current support collections	6 <sup>th</sup>
Cases with arrears collections	15 <sup>th</sup>
Cost effectiveness	42 <sup>nd</sup>

As indicated in the table below, Minnesota ranks 3<sup>rd</sup> among all states in collections on open cases, 10<sup>th</sup> in former assistance cases and 17<sup>th</sup> in never assistance cases. Minnesota ranks 14<sup>th</sup> in

total dollars collected while having only the 24<sup>th</sup> largest caseload (see full data in Appendix A), an indication of high collections on cases. Minnesota's ranking of 16<sup>th</sup> on collections for current assistance cases reflects that this is often the most difficult portion of the caseload for which to achieve a child support collection.

Collection Measures	Minnesota Ranking (FFY 2007)
Total Dollars Collected	14 <sup>th</sup>
Collections per Open Case	3 <sup>rd</sup>
Collections per Current Assistance Case	16 <sup>th</sup>
Collections per Former Assistance Case	10 <sup>th</sup>
Collections per Never Assistance Case	17 <sup>th</sup>

### Individual County Performance

The following pages contain maps that depict each county's performance on the five federal performance measures. Generally, these figures indicate that the majority of Minnesota's counties perform between 70 and 80 percent for the various performance measures. The 80 percent threshold is significant because it is the threshold the federal Office of Child Support Enforcement has set as the point at which a state can attain the highest incentive amount for the performance measure, except for cost effectiveness. The cost effectiveness threshold is \$5.00 collected for every dollar spent. In addition, federal regulations require improvement in paternity establishment of two percentage points, annually, until the state attains a paternity establishment rate of 90%. A brief description for each map is included below.

***Paternity Establishment.*** The map depicting county performance on paternity establishment for FFY 2007 shows that 85 Minnesota counties achieved a paternity establishment percentage of 90% or above. This performance helped the state to achieve its overall performance of 96%, and meeting the performance target established by the federal Office of Child Support Enforcement. Attaining the federal target makes the state eligible to receive full incentive funding for this measure.

***Order Establishment.*** Seventy-five counties are achieving order establishment rates of 80% or above, which helped the state maintain its overall performance of 82% for this measure. We have met the federal performance target in FFY 2004 - 2007, making the state eligible to receive full incentive funding for this measure.

***Current Support Collections.*** The statewide average for this measure is 69 percent. Only five counties have met the federal performance target of 80%. This is an area where improved performance would enhance outcomes for families, improve the overall performance of the child support program, and lead to additional incentive funds for the state.

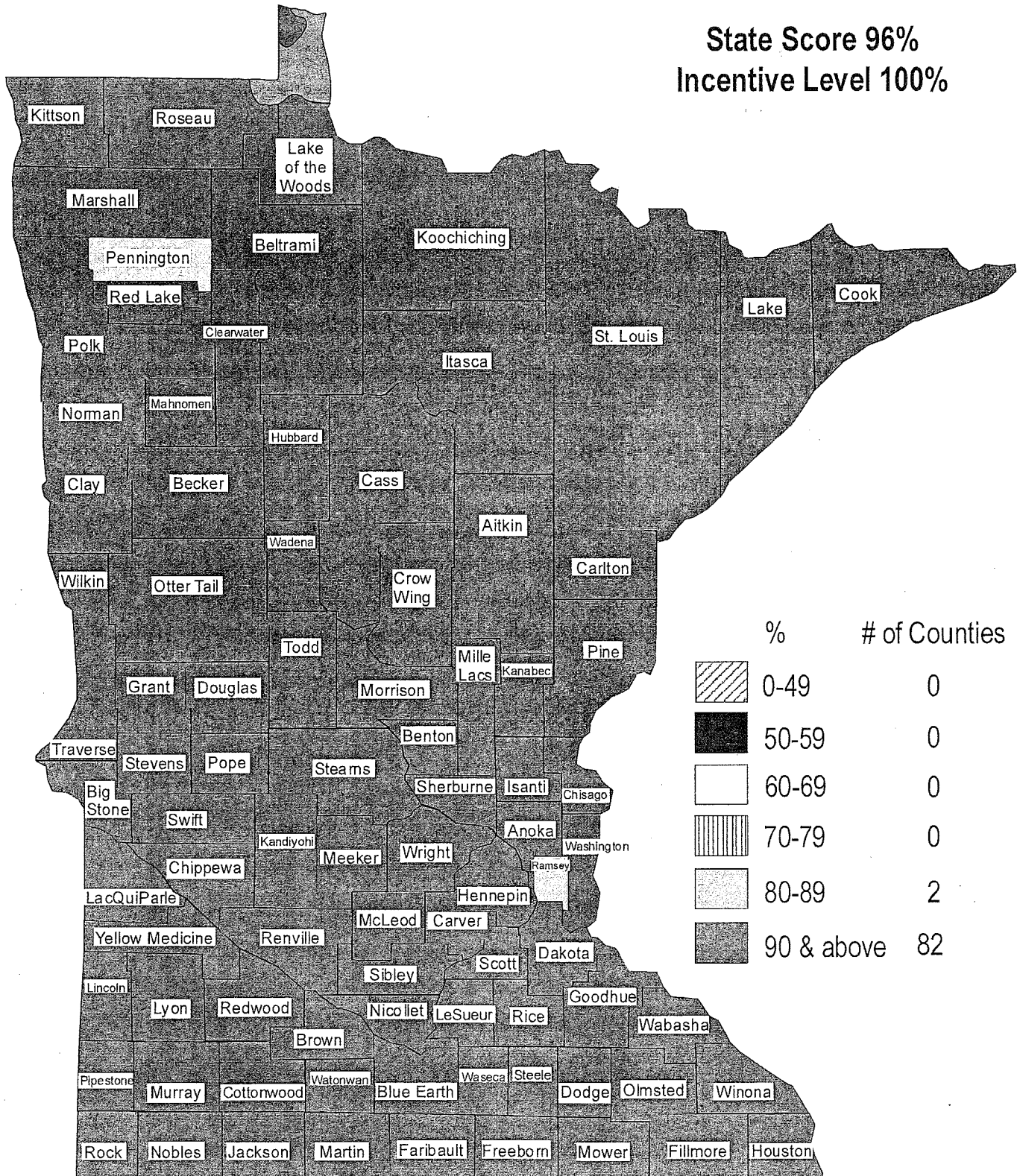
***Arrears Collections.*** Six Minnesota counties achieved performance at or above the federal performance target of 80 percent for this measure. Overall the state collects and distributes support on arrears for 66% of cases with arrears. Improvement in this area would improve the

overall performance of the child support program, and lead to additional incentive funds for the state.

*Cost Effectiveness.* Overall, the state has a cost effectiveness ratio of 4.01, which means that for each dollar invested in the child support program, more than four dollars is collected for Minnesota families. Generally, individual counties perform well in this area with 56 counties achieving a cost effectiveness ratio at or above the 5.00 federal performance target for FFY 2007. The overall state ratio includes state expenditures and therefore is lower than the county average.

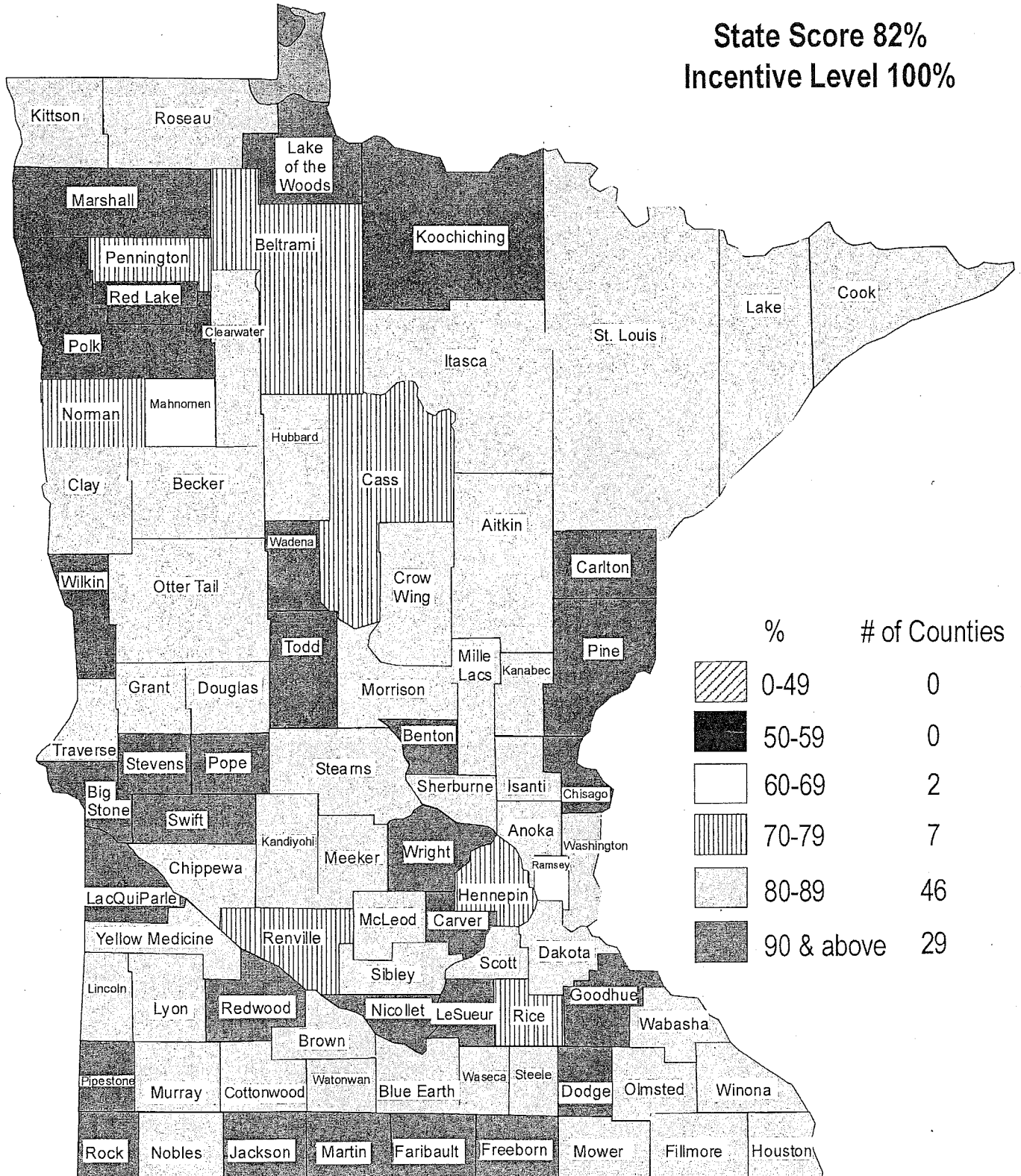
# Paternity Establishment Map FFY 2007

State Score 96%  
Incentive Level 100%



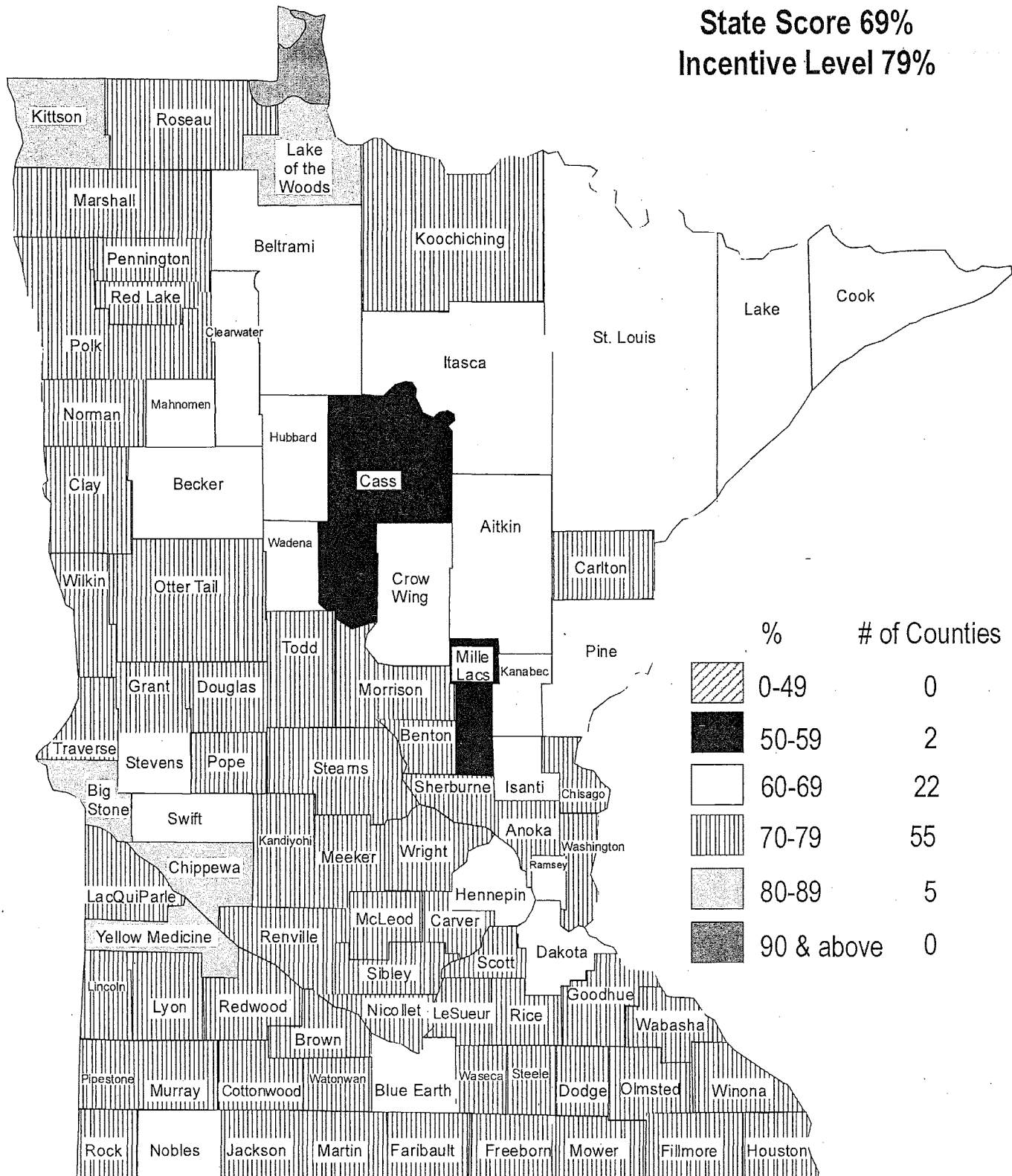
# Order Establishment Map FFY 2007

**State Score 82%**  
**Incentive Level 100%**



# Current Support Collections Map FFY 2007

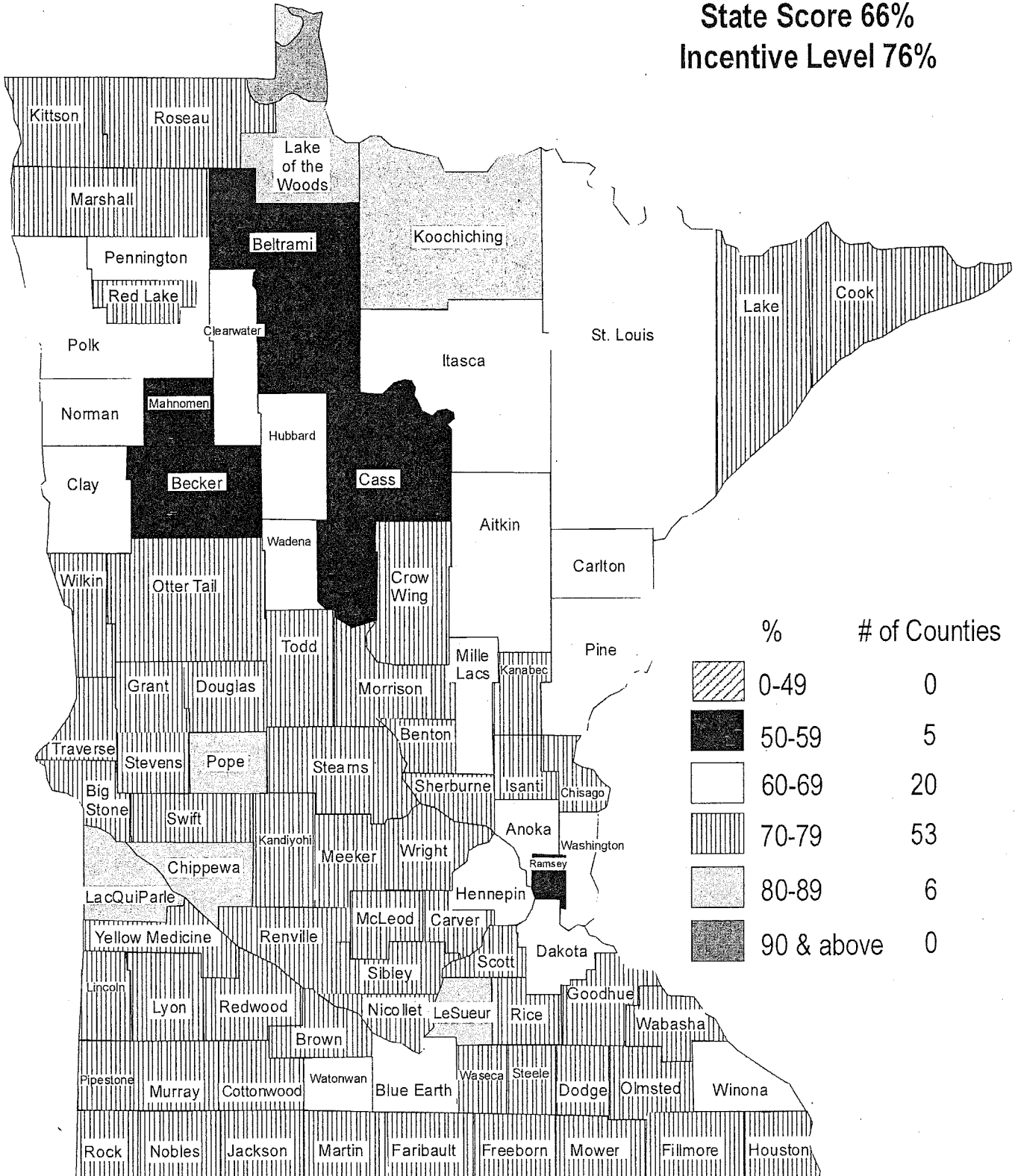
State Score 69%  
Incentive Level 79%



%	# of Counties
0-49	0
50-59	2
60-69	22
70-79	55
80-89	5
90 & above	0

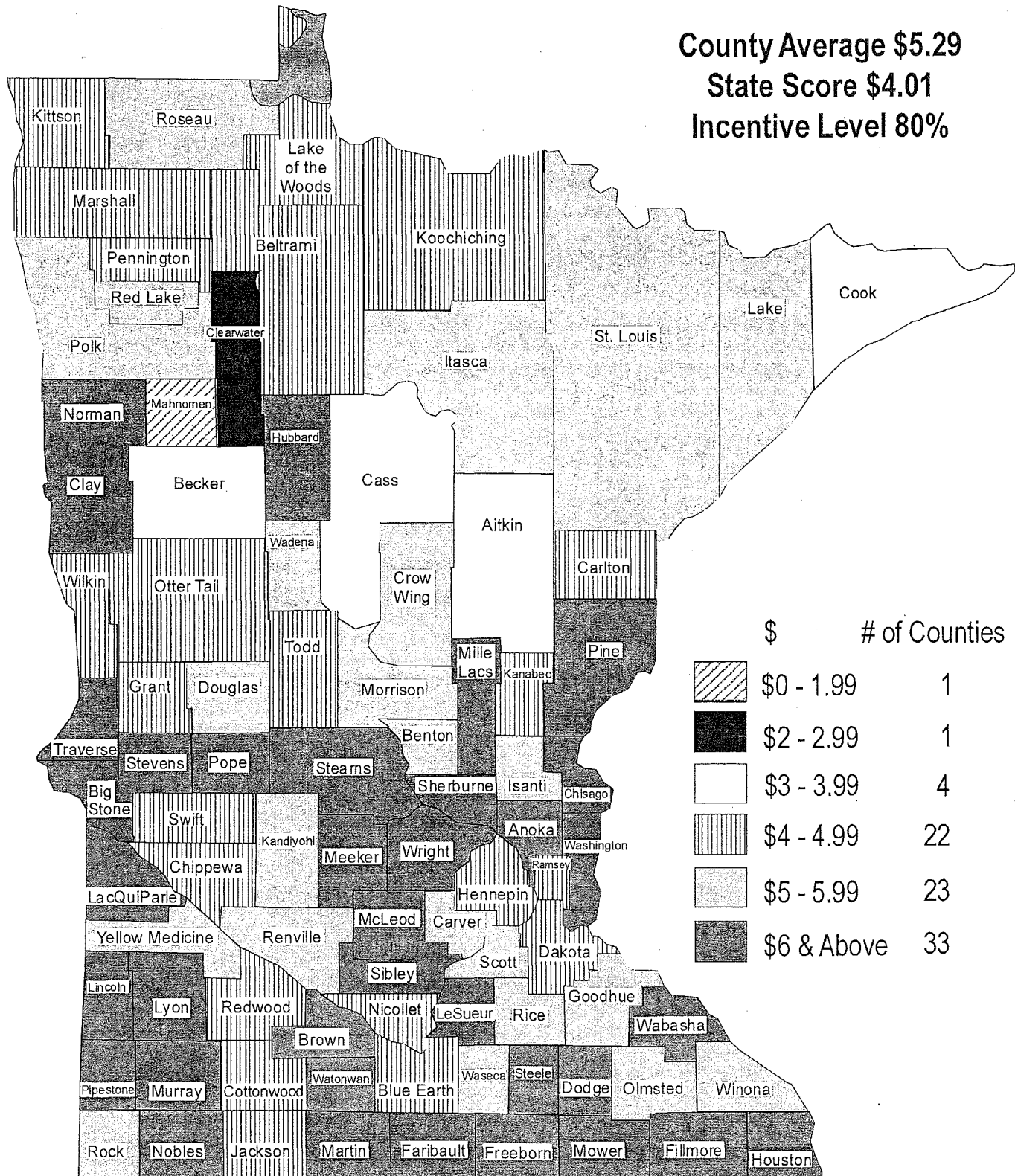
# Arrears Map FFY 2007

State Score 66%  
Incentive Level 76%



# Cost Effectiveness Map FFY 2007

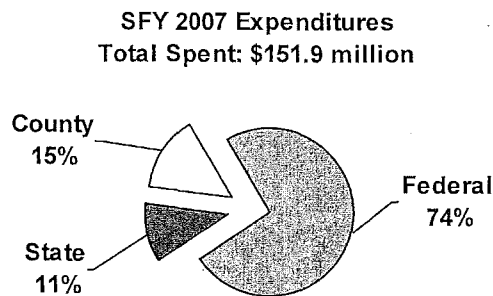
County Average \$5.29  
 State Score \$4.01  
 Incentive Level 80%





## Federal, State, and County Costs & Costs to Private Employers

Federal, state and local government resources fund Minnesota's child support program. As indicated in the chart below, 75 percent of funding is from federal resources, 15 percent from county government, and 11 percent from Minnesota state government.



**Federal Funding** Federal funding is comprised of federal financial participation (FFP), which reimburses the state 66 cents for every state and local dollar spent on eligible child support services. In addition, there is federal funding in the form of performance incentive dollars. In SFY 2007 the federal share of funding for Minnesota's child support program was \$112.2 million. One change in the federal funding starting October 1, 2006, due to the federal Deficit Reduction Act of 2005, is that federal performance incentive dollars can no longer be submitted for FFP. This effectively causes an annual loss of \$24 million to the statewide child support program. The 2007 state legislature passed a one-time funding measure to fill the budget gap for SFY 2008.

**Federal Performance Incentive Funding:** The table below shows Minnesota's 2007 results for the five federal performance measures:<sup>3</sup>

Paternity Establishment Percentage (IV-D PEP)	96%
Percent of IV-D Cases with a Support Order	82%
IV-D Collection Rate for Current Support Due	69%
Percent of IV-D Cases with Arrears with a Collection	66%
Dollars Collected per Dollar of Administrative Expenditure	4.01

These results are used to calculate Minnesota's share of federal incentive funding for the child support program. In State Fiscal Year 2007 Minnesota received about \$12.4 million or 2.62% of the national pool in federal incentive funding. This amount is determined by applying a formula that incorporates Minnesota's performance and the total amount of anticipated federal incentive funding available to all states. This formula includes a maximum amount that the state can earn, based on its collections. This incentive funding is distributed to counties according to individual county performance on the same measures used by the federal government.

<sup>3</sup> The formulas used to calculate these performance measures can be found in Appendix C.

**State Funding** State funding for the child support program has three components: general program spending, fees, and incentives. General program spending includes expenditures that are eligible for FFP. In SFY 2007, the state contribution to total program funding was \$16.5 million, or 11 percent of total program spending after FFP. There are fees assessed on child support enforcement customers. There is a one-time \$25 fee for new non-public assistance applicants to the child support enforcement program. Under the new federal legislation, the Deficit Reduction Act of 2005, beginning October 1, 2006 all never public assistance clients are assessed an annual \$25 fee after \$500 has been collected on their case.

Effective July 1, 2004, the Child Support Enforcement Division (CSED) started deducting a one percent fee from child support and maintenance collections sent to nonpublic assistance obligees that are applicants or were referred to IV-D for child support services. Effective July 1, 2005, the Child Support Enforcement Division (CSED) started charging a one percent fee on child support and maintenance owed by obligors on nonpublic assistance who applied for services.

The Minnesota child support program provides incentive funding to counties, funded with state dollars that reward counties for outcomes in key program functions. Seventy-five percent of the funding is from the state general fund, while the remaining twenty-five percent is revenue from the 1% cost recovery fee. Counties are required by federal regulations to reinvest all child support incentives into child support activities. These activities may include traditional child support activities or approved non-traditional activities.

The state incentive measures, along with the money earned by counties in State Fiscal Year 2007, are contained in the table below.<sup>4</sup>

<b>State Incentive</b>	<b>Amount Paid (SFY 2007)</b>
Paternity establishment	\$589,400
Child Support order establishment	\$1,500,900
Child Support order modification	\$634,800
Medical support order establishment, enforcement	\$476,350
Public Assistance State Incentive	\$813,9131

**County Funding** County funding in SFY 2007 was \$23.3 million, or 15 percent of total expenditures. The county portion of overall program funding has increased from 2004.

#### ***Costs to Private Employers***

Private businesses are essential to collecting child support in Minnesota. The state depends on thousands of employers to withhold child support amounts from earnings, submit collected amounts to the state, and maintain records necessary to properly administer the program. Federal and state laws require employers to perform these essential services, which include:

- Submitting newly hired employees to a central database

<sup>4</sup> See Appendix C for an explanation of how each incentive is calculated.

- Responding to requests for employment verification
- Responding to requests for medical insurance information
- Processing of income withholding
- Transmitting child support payments to the State

To assess employers' costs relating to child support, the Department of Human Services conducted a random survey in 2002, 2004, 2006 and again in 2008 of 400 employers, including nonprofit organizations. Comparing the results of this survey to the one conducted in 2006 (which had a similar response rate of 33%), it appears that employers find the child support collection process and its impact on their respective businesses less burdensome than in previous years.

Detailed results from this survey are described below.<sup>5</sup> The results indicate the majority of the businesses report little to minimal impact to their operations. Responses to the service aspect of the survey seem to indicate that employers are happy with the contacts they have had with the Child Support Payment Center in particular and to CSED in general.

The overall response rate for the survey was 28.5 percent (114 surveys returned)

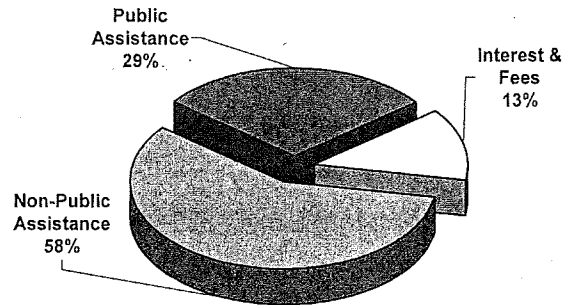
- A majority of the employers reported that the required child support activities are not burdensome or only slightly burdensome using the four-point scale.
- Eleven employers (10 percent) reported that employees had left their jobs after they learned of the child support action taken.
- Twenty-Four employers (21 percent) rated at least one of the six categories as moderately or very burdensome.

Activity	Rating			
	Not Burdensome	Slightly Burdensome	Moderately Burdensome	Very Burdensome
New Hire Information	48	23	9	2
Income Withholding	33	28	12	8
Transmitting Payments	39	29	14	7
Cost of Living Adjustments	34	17	9	6
Employment Identification	29	31	13	7
Medical Insurance Information Verification	32	23	13	11

<sup>5</sup> See Appendix D for additional detail.

## Child Support Arrears and Amount Uncollectible

As of June 30, 2008, child support arrears of approximately \$1.67 billion were owed on open Minnesota child support cases. This total includes unpaid support obligations, interest, and fees. Of the total arrearage amount, \$482 million in unpaid support is owed on cases for which public assistance was issued to the family at some point and about \$963 million in non-public assistance arrears.



Approximately \$1.49 billion, or 89 percent, of the total \$1.67 billion represents unpaid child support obligations. The remaining 11 percent is comprised of other obligations, including child care and medical support obligations. Approximately \$84 million in outstanding arrears is owed for medical support and birthing expenses and another \$100 million is owed for such things as child care, spousal maintenance and fees.

**Interstate Cases** A significant portion of the arrears owed for child support in Minnesota is for cases where one parent lives outside the state. These are referred to as interstate cases. Almost \$120 million, or 7 percent of the \$1.67 billion total arrears, is owed on interstate cases initiated in Minnesota that other states are responsible for collecting. Of the 163,468 child support cases with arrears, 17 percent are this type of interstate case.

**Age of Arrears and Uncollectible Amount** The vast majority (84% or \$1.4 billion) of child support arrears are more than 1 year old. The table below gives a breakdown of arrears by age.

Current Receivables	Balances by Aging (SFY 2008)
1 – 30 days	\$28,660,905
31 – 60 days	\$23,920,290
61 – 90 days	\$23,980,597
91 – 120 days	\$21,723,731
121 – 365 days	\$163,649,032
Greater than 1 year	\$1,409,505,639
<b>Total Value</b>	<b>\$1,671,440,197</b>

The Child Support Enforcement Division currently estimates that at least \$1.12 billion of the total arrearage (67%) is uncollectible. This is a weighted average based on the aging of the debt. To determine the uncollectible amount, total arrears are aged into six categories from greater than one month to greater than one year. Each category is weighted as to the probability of collection.

Cases in which debt is not likely to be collected include an obligor who:

- has a history of bankruptcy;
- is incarcerated;
- is institutionalized;
- resides in a country or territory where Minnesota has no jurisdiction; or
- received General Assistance.

While these amounts have been determined to be uncollectible, there are very limited circumstances in which the amounts can be removed from child support cases. Generally, amounts that are owed to custodial parents cannot be written off without the consent of the individual. The state may choose to forgive or write off the unpaid amounts that are owed to the state for child support accrued during periods when public assistance was received and child support obligations were assigned to the state.

The following chart shows a breakdown of arrears balances in child support as of June 30, 2008. Using the amount of current support due as a proxy for the financial resources of the obligor, we see that the majority of cases and dollars owed in arrears are attributed to those with the least ability to pay. The SHLIF project is working to address these types of issues.

Current Due per month	# cases	Total non-medical arrears	Total medical arrears
0.00	156,644	\$487,937,527	\$21,301,042
0.01-100	12,248	\$24,710,656	\$2,843,371
100.01-200	22,939	\$144,893,405	\$11,006,901
200.01-300	26,024	\$188,012,338	\$17,025,808
300.01-400	30,054	\$249,379,886	\$24,288,799
400.01-500	22,180	\$175,083,975	\$15,429,132
500.01-600	14,614	\$109,393,145	\$8,536,859
600.01-700	9,389	\$66,192,896	\$4,874,226
700.01-800	5,710	\$40,890,454	\$2,843,130
800.01-900	3,675	\$27,727,703	\$1,689,722
900.01-1000	2,340	\$16,725,672	\$1,019,942
1000.01-1100	1,664	\$11,323,163	\$618,405
1100.01-1200	1,064	\$8,035,261	\$473,519
1200.01-1300	780	\$5,491,704	\$284,408
1300.01-1400	528	\$4,711,754	\$212,771
1400.01-1500	403	\$4,699,431	\$196,180
1500.01-2000	1,056	\$10,350,983	\$293,969
2000.01+	838	\$14,492,113	\$201,720
<b>Totals</b>	<b>155,506</b>	<b>\$1,590,052,066</b>	<b>\$113,139,904</b>

## Driver's License Suspension

Minnesota law establishes criteria for suspending an obligor's driver's license and provides due process safeguards for using this law as a child support enforcement tool. See Minn. Stat., §518A subd. 65(f) (2006).

Minnesota has an automated process for driver's license suspension. The automated system reviews all cases to identify those cases that meet established criteria.<sup>6</sup> The county worker may override the referral for suspension if there are known reasons that the obligor's license should not be suspended. If a case is determined to be eligible for license suspension, the obligor on that case is sent a notice regarding the license suspension. The notice states that the obligor can prevent the suspension by: (1) requesting a hearing to contest the suspension in writing and showing the court good reason why their license should not be suspended, (2) paying their arrears in full, (3) making and complying with an approved payment plan, or (4) providing the county good reason as to why their license should not be suspended. Any of these actions must be initiated within timeframes specified by law.

If a hearing is not requested and the obligor fails to enter into a payment agreement or to pay all outstanding amounts within 90 days the child support agency notifies the Department of Public Safety to suspend the obligor's license. The Department of Public Safety then sends the obligor a notice regarding the driver's license suspension. The notice states that the obligor must contact the county within 14 days or the driver's license will be suspended. If there is no response to this notice, the Commissioner of Public Safety must suspend the obligor's driver's license.

To have a driver's license reinstated after suspension for failure to pay child support, all of the obligor's child support cases must be current or must have approved payment plans. The Department of Public Safety must not reinstate the license or issue a new license to the obligor until notified by the child support agency or a court that the obligor is current on all their cases or in compliance with all payment agreements.

***Outcomes for Driver's License Suspension*** As of June 30, 2008, there were 30,000 driver's licenses suspended for noncompliance with child support. There were 33,330 cases associated with these parents. During SFY 2008 \$35.4 million was collected on cases associated with the licenses suspended. These collections cannot be directly attributed as a response to the suspension of the driver's license because the collection may have resulted from ongoing collection activities such as income withholding or tax intercept. A specific collection is not connected to a specific collection mechanism.

During SFY 2008, there were 12,449 parents who received a notice of intent to suspend their driver's license. Of these parents, 2,143 entered into payment agreements and avoided suspension. Collections from these payment agreements totaled \$4.3 million. There were also 1,478 parents who paid their case in full and avoided suspension, resulting in \$4 million in

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<sup>6</sup> The obligor must have a case that 1) is in arrears in court-ordered child support, spousal maintenance payments, or both; 2) the arrears are at least three times the obligor's total monthly support obligation; and 3) is not in compliance with a written payment agreement for current support and arrears owed that has been approved by the court or a child support agency.

collections. Of those parents who received a notice of intent to suspend their driver's license, over one-third of them have had their license suspended more than once.

Costs of administering driver's license suspension cannot be isolated from ongoing enforcement activities of state and county child support staff.

**Limited Driver's Licenses** Effective July 1, 2002, Minn. Stat. §171.186 was amended to allow issuance of a one time, 90-day Limited Driver's License for an obligor whose driver's license is suspended for non-payment of child support, and who otherwise qualifies for a limited license under §171.30.

An obligor whose driver's license has been suspended for nonpayment of child support may complete an application for a limited license with the Department of Public Safety (DPS). The Department of Public Safety will evaluate the obligor's application and driving record to determine if a one time, 90-day limited license will be granted. The driver is required to pay a \$20 fee for the limited license, in addition to any reinstatement fees.<sup>7</sup>

**Outcomes for Limited Licenses** Between July 1, 2006 and June 30, 2008 the Department of Public Safety granted 1,745 limited licenses to obligors. Of this group, 885 entered into payment agreements and 54 paid their case in full. These actions may have taken place as the result of other circumstances and the Child Support Enforcement Division are unable to isolate the impact of receiving a limited license.

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<sup>7</sup> A Limited License is a one time only, 90-day license. An obligor can get only one license in his/her lifetime. If the limited license is revoked or the driver's license reinstated (for example, due to a payment plan) before the full 90 days is up, the obligor is NOT eligible for an additional limited license.

## Recommendations for Program Improvement

The Child Support Enforcement Division (CSED) is undertaking critical activities in order to preserve the integrity of the program. We have updated our strategic plan to focus on finding efficiencies and greater effectiveness while preserving the functioning of the program. Using the vision of the strategic plan we have also contracted with vendors to perform vital studies of the program; a Business Process Redesign analysis of MN Child Support and an analysis of program's Service Delivery methods. Specific details can be found below.

CSED worked with our county partners and other stakeholders to update the strategic plan for Minnesota Child Support for FY 2008 - 2012. The plan will be used by the state and county child support offices, as well as teams and individual child support professionals across the state. The following are the priority objectives to focus our efforts on in the next one to two years:

- **Be efficient, consistent, and responsive in our operations.** We need to maintain and improve a sustainable infrastructure to enhance productivity through technology. Child support must also simplify and create user-friendly policies and legal processes in establishing statewide delivery standards.
- **Be effective, maximize overall performance and outcomes.** In these challenging economic times we need to meet or exceed federal upper thresholds for earning incentives by setting and attaining performance goals for counties and the state.
- **Be responsive, provide consistent high quality customer service.** The program needs to be made more accessible to those who need it by providing program participants with the information necessary to meet program requirements.

## Business Process Redesign

**In 2008 CSED contracted with Deloitte Consulting to perform a Business Process Redesign Analysis of the Policies and Procedures used in the MN Child Support Program.**

### Purpose

- Analyze and assess existing program policies and procedures to determine where improvements may be made to simplify, enhance, and streamline (administratively or legislatively) existing processes both manually and through automation.
- Consider how any potential changes will impact Minnesota's automated mainframe child support system (PRISM).



### **Importance**

Various legislative and policy changes as well as an increasing number of clients requiring child support services have started to tax the PRISM system. The most notable impact of these changes is on the financial subsystem, which performs the distribution of funds. Future policy changes and increases in the child support population may further burden the PRISM system. Simplifying policies and procedures and improving efficiencies is a vital step to making the Minnesota child support program stronger, more effective and making the automated system sustainable.

### **Areas of Inquiry**

- A comprehensive review of all IV-D program policy and an analysis of the procedures, which will include policy validation sessions with county and state staff.
- Comparison of Minnesota's interpretation of federal requirements with at least five other states, including 3 states that are state-supervised, county administered programs.
- A review of manual and automated PRISM processes currently being employed.
- Identification of manual functions that could be automated.

### **Key Deliverables**

- An assessment of existing program policies and procedures.
- An assessment of automated processes.
- Periodic updates and a final report containing recommended business processes and system changes, as well as a cost benefit analysis and return on investment for each recommended change.

## **Service Delivery**

**CSED is in the final stages of contracting with a vendor to perform an analysis of how services are delivered in the MN Child Support Program.**

### **Purpose**

- Analyze and assess the existing program organization and administrative structure and recommend service delivery model options that foster greater performance and cost effectiveness.
- Provide an implementation plan(s) for transitioning to the proposed model(s).

### **Importance**

Faced with reductions in federal incentive revenues as a result of the Deficit Reduction Act and weakening relative performance, stagnating collections, and a relatively low cost-effectiveness ratio, state and county administrators are looking for ways to increase performance and cut costs. Changes just at the margins cannot address current circumstances. Administrative structure is a major factor in determining program costs and effectiveness. To that end, DHS is seeking recommendations for a service delivery model that will result in the highest benefit for the program as a whole.

### Areas of Inquiry

- Review of the current service delivery model, including interviews with managers and line staff
- Assessment of state's current performance level and costs associated with the program.
- Assessment of the effectiveness, efficiency and viability of the state's current program administrative structure.
- Comparison of Minnesota's organizational structure to other states with similar characteristics.
- Alternative service delivery models that would streamline service delivery and maintain or *enhance* program performance.
- Potential costs and benefits of alternative service delivery models
- Implementation barriers (including impacts on current staff), transitional impacts and the projected program savings associated with alternative service delivery models.

### Key Deliverables

- New organizational model (or model options) for service delivery that could be adopted by Minnesota.
- Plan for transitioning Minnesota's program from the current model to the proposed model(s) to include: timing, implementation steps, staffing needs, statutory changes, any political implications, and means to ensure that customer service and performance will not suffer during the transition to a new model.

## **Other Initiatives**

The following are additional efforts under way to improve performance.

- ***Responsive Policies & Services:***

The Strategies to Help Low Income Families (SHLIF) project has a three-pronged approach to benefit families:

- by working to establish appropriate & reasonable orders,
- by preventing the build up of arrears by working to establish payment compliance as soon as the order is set, and
- to manage existing arrears making obligations more equitable for those persons without an ability to pay.

CSED issued the pilot SHLIF policy in October 2006. After evaluating the results we adopted some of the strategies and then issued a final policy in September 2007. Preliminary data indicate that this policy is making positive impacts to our performance in collections on arrears and collections on current support.

The new child support guidelines went into effect on January 1, 2007. CSED has been monitoring the implementation to ensure it is working, and that people

perceive the new method to be responsive, accessible and equitable, as it is intended to be.

- ***Program Effectiveness:***

In 2008 CSED applied for and was awarded a federal 1115 grant for the purposes of streamlining and simplifying our order modification process. CSED has proven with the SHLIF project that families who have appropriate orders pay more regularly, and accrue arrears at lower rate than those cases not set appropriately. Currently, the order modification process can take in excess of 9 months to complete. This grant allows us to dedicate resources specifically to reviewing this process.

A two-year project is nearing completion to update our online library of policies and procedures. This online reference site gives our county partners and CSED staff access to timely and accurate information to assist them in effectively administering the child support program.

Discussions are occurring between the Department of Employment and Economic Development (DEED) and DHS concerning an enterprise level approach to data sharing between the two agencies.

CSED is working in collaboration with the Minnesota Family Investment Program (MFIP) and DEED to learn more about the needs of each area and how work in one area can affect another. We are continuing to strengthen partnerships at the state and county level that result in improved service and performance.

- ***Child Support in the Community:***

As part of the SHLIF project, CSED is reaching out to our community partners to get their input on what we can do to help them provide better services to our mutual clients. A paternity position in CSED has been established for outreach to hospitals and other organizations that help parents fill out Recognition of Paternity (ROP) forms. CSED is also coordinating with the Department of Corrections at St. Cloud Correctional Institution to work with incarcerated parents on child support issues. We are broadening this proven approach by beginning to partner with county correction facilities in the same manner.

## **Appendix A: State Comparison (FFY 2007)**

# Preliminary Federal Fiscal Year 2007 State Comparison

State	Total collections FFY 2007	Current assistance collections FFY 2007	Former assistance collections FFY 2007	Medicaid never assistance FFY 2007	Other never assistance collections FFY 2007
Alabama	\$ 258,198,784	\$ 6,101,037	\$ 101,636,526	\$ 2,467	\$ 150,458,754
Alaska	90,888,031	3,717,720	42,942,476	159,267	44,068,568
Arizona	306,245,961	11,086,445	186,777,769	956,197	107,425,550
Arkansas	177,341,031	3,578,071	62,478,882	70,404,060	40,880,018
California	2,182,599,062	253,297,203	1,125,522,091	80,233,901	723,545,867
Colorado	262,509,170	12,986,530	108,818,985	4,004,273	136,699,382
Connecticut	245,655,157	17,994,787	144,134,187	36,241,212	47,284,971
Washington, DC	70,738,973	3,233,359	27,584,277	9,102,575	30,818,762
Delaware	49,904,765	4,042,241	20,147,271	8,916,188	16,799,065
Florida	1,153,348,047	177,419,952	553,851,009	392,499,356	189,255,730
Georgia	550,671,301	12,517,142	267,659,828	79,786,142	190,708,189
Guam	9,416,252	1,117,593	2,508,993	0	5,789,666
Hawaii	90,747,169	4,325,217	42,755,772	2,062,681	41,603,499
Idaho	128,910,337	1,318,974	30,577,866	38,867,014	58,146,483
Illinois	678,478,223	13,421,084	231,294,917	0	433,762,222
Indiana	536,260,330	14,080,769	252,856,620	0	269,322,941
Iowa	310,152,651	11,975,015	153,749,134	80,231,727	64,196,775
Kansas	165,557,836	10,192,263	91,166,144	39,494,371	24,705,058
Kentucky	371,819,368	19,361,450	187,150,131	36,441,956	128,865,831
Louisiana	309,513,137	5,767,933	137,801,890	94,709,899	71,233,415
Maine	101,355,354	16,037,455	54,690,505	5,075,754	25,551,640
Maryland	474,869,470	8,617,326	100,126,297	0	366,125,847
Massachusetts	503,899,504	21,945,815	211,936,384	7,356,243	262,661,062
Michigan	1,415,729,990	42,958,488	454,829,499	292,651,008	625,290,995
<b>Minnesota</b>	<b>596,202,761</b>	<b>16,782,175</b>	<b>292,124,998</b>	<b>92,928,526</b>	<b>194,367,062</b>
Mississippi	218,495,922	2,702,030	66,957,123	11,525,508	137,311,261
Missouri	512,349,285	18,446,854	219,196,201	146,885,166	127,821,064
Montana	51,768,012	1,710,991	25,841,357	2,954,137	21,261,527
Nebraska	173,130,103	5,291,995	72,955,882	55,592,515	39,289,711
Nevada	135,861,520	2,153,879	33,557,529	22,794,265	77,355,847
New Hampshire	83,804,870	4,352,175	37,497,758	15,243,698	26,711,239
New Jersey	1,004,134,768	31,107,668	270,154,895	0	702,872,205
New Mexico	78,857,101	2,822,620	41,581,073	7,920,685	26,532,723
New York	1,510,321,473	52,927,112	417,209,377	39,225,302	1,000,959,682
North Carolina	624,554,095	14,120,385	311,593,032	153,378,097	145,462,581
North Dakota	70,957,415	1,622,805	26,582,434	26,017,581	16,734,595
Ohio	1,704,625,248	30,290,680	487,306,048	132,167,812	1,054,860,708
Oklahoma	223,556,571	4,760,209	93,907,240	75,274,453	49,614,669
Oregon	331,889,435	12,932,659	103,457,902	31,330,056	184,168,818
Pennsylvania	1,452,239,214	58,544,262	369,483,566	0	1,024,211,386
Puerto Rico	285,076,968	1,402,860	11,180,781	0	272,493,327
Rhode Island	55,940,799	6,610,613	34,405,708	4,774,055	10,150,423
South Carolina	242,819,338	13,309,889	111,655,551	34,873,056	82,980,842
South Dakota	66,651,152	1,400,897	36,791,605	13,874,907	14,583,743
Tennessee	482,043,978	48,030,722	184,842,629	51,923,055	197,247,572
Texas	2,233,345,738	13,655,116	760,895,208	475,672,199	983,123,215
Utah	164,763,306	6,326,605	74,441,214	35,826,678	48,168,809
Vermont	46,771,660	4,416,661	24,975,927	501,471	16,877,601
Virgin Islands	8,215,320	69,608	998,920	8,641	7,138,151
Virginia	559,994,892	18,749,382	179,871,482	52,459,716	308,914,312
Washington	644,221,050	33,315,057	283,836,317	54,855,963	272,213,713
West Virginia	179,519,305	4,991,602	81,833,512	46,141,937	46,552,254
Wisconsin	611,627,268	15,606,864	201,261,101	239,383,868	155,375,435
Wyoming	56,220,018	412,978	20,476,561	13,588,084	21,742,395
<b>National</b>	<b>\$ 24,854,768,488</b>	<b>\$ 946,283,222</b>	<b>\$ 9,469,870,384</b>	<b>\$ 3,116,317,722</b>	<b>\$ 11,322,297,160</b>

Note: Collections totals do not include collections or fees sent to other states.

Source: OCSE FFY 2007 Preliminary Data Report

# Preliminary Federal Fiscal Year 2007 State Comparison

continued

State	Total expenditures FFY 2007	FTEs FFY 2007	Total caseload FFY 2007	Current assistance cases FFY 2007
Alabama	\$ 62,797,981	757	224,763	27,855
Alaska	23,327,695	247	45,120	3,733
Arizona	81,449,461	1,088	212,524	38,311
Arkansas	47,968,535	783	123,404	14,748
California	1,136,343,159	9,842	1,659,287	393,358
Colorado	71,734,494	657	142,318	11,285
Connecticut	76,184,231	456	192,903	23,174
Delaware	25,256,239	220	59,192	6,931
Washington, DC	23,378,975	211	69,587	18,150
Florida	268,145,149	3,048	766,612	55,546
Georgia	113,673,594	1,514	430,919	54,427
Guam	4,529,670	48	10,650	686
Hawaii	17,981,796	207	97,155	15,403
Idaho	25,997,952	162	116,398	3,993
Illinois	175,720,098	1,579	557,730	69,933
Indiana	54,766,680	931	352,540	41,276
Iowa	56,584,574	617	188,030	21,733
Kansas	52,251,252	600	129,257	23,322
Kentucky	61,526,519	799	322,681	37,236
Louisiana	70,966,048	883	289,488	30,062
Maine	23,565,974	293	67,894	14,157
Maryland	117,063,928	1,052	260,419	24,816
Massachusetts	77,560,097	793	273,565	41,755
Michigan	227,507,429	2,346	942,130	110,349
<b>Minnesota</b>	<b>153,593,104</b>	<b>1,601</b>	<b>250,598</b>	<b>34,307</b>
Mississippi	27,767,327	457	314,138	19,532
Missouri	85,893,717	938	360,440	49,719
Montana	14,551,005	168	39,283	4,573
Nebraska	43,672,650	504	106,211	9,636
Nevada	46,516,256	469	112,157	8,760
New Hampshire	20,650,540	199	36,049	5,534
New Jersey	230,201,602	2,169	354,832	61,184
New Mexico	44,619,633	399	67,693	10,560
New York	350,075,044	3,207	879,968	135,261
North Carolina	128,744,451	1,687	415,831	40,265
North Dakota	14,041,975	161	41,582	3,927
Ohio	262,269,907	4,448	979,798	124,322
Oklahoma	61,065,670	707	180,130	21,674
Oregon	59,849,575	741	240,143	35,578
Pennsylvania	228,260,855	2,959	505,350	75,363
Puerto Rico	42,730,626	854	250,200	45,468
Rhode Island	9,195,677	104	57,771	11,288
South Carolina	37,316,848	269	219,116	31,237
South Dakota	8,101,199	109	43,308	5,515
Tennessee	84,698,396	1,043	406,400	88,893
Texas	284,365,470	2,680	1,038,992	77,328
Utah	44,345,072	516	76,984	8,801
Vermont	14,139,576	129	23,162	6,760
Virgin Islands	4,425,283	51	11,708	1,593
Virginia	87,637,646	996	348,487	42,195
Washington	149,171,728	1,621	351,495	50,187
West Virginia	36,639,552	533	114,733	11,670
Wisconsin	112,188,122	1,048	358,830	31,106
Wyoming	10,854,206	204	35,367	2,218
<b>National</b>	<b>\$ 5,593,864,242</b>	<b>60,103</b>	<b>15,755,322</b>	<b>2,136,693</b>

# Preliminary Federal Fiscal Year 2007 State Comparison

continued

State	Former assistance cases FFY 2007	Never assistance cases FFY 2007	Collections per current assistance case FFY 2007	Collections per former assistance case FFY 2007
Alabama	99,619	97,289	\$ 219	\$ 1,020
Alaska	25,519	15,868	996	1,683
Arizona	122,717	51,496	289	1,522
Arkansas	48,492	60,164	243	1,288
California	825,958	439,971	644	1,363
Colorado	80,832	50,201	1,151	1,346
Connecticut	107,323	62,406	777	1,343
Delaware	29,461	22,800	467	936
Washington, DC	30,933	20,504	223	651
Florida	347,203	363,863	319	1,595
Georgia	200,402	176,090	230	1,336
Guam	6,264	3,700	1,629	401
Hawaii	53,329	28,423	281	802
Idaho	38,770	73,635	330	789
Illinois	240,545	247,252	192	962
Indiana	158,136	153,128	341	1,599
Iowa	106,638	59,659	551	1,442
Kansas	65,593	40,342	437	1,390
Kentucky	138,607	146,838	520	1,350
Louisiana	144,266	115,160	192	955
Maine	35,590	18,147	1,133	1,537
Maryland	114,149	121,454	347	877
Massachusetts	152,762	79,048	526	1,387
Michigan	433,049	398,732	389	1,050
<b>Minnesota</b>	<b>136,536</b>	<b>79,755</b>	<b>489</b>	<b>2,140</b>
Mississippi	115,287	179,319	138	581
Missouri	183,559	127,162	371	1,194
Montana	24,394	10,316	374	1,059
Nebraska	54,598	41,977	549	1,336
Nevada	38,266	65,131	246	877
New Hampshire	17,622	12,893	786	2,128
New Jersey	157,111	136,537	508	1,720
New Mexico	30,503	26,630	267	1,363
New York	422,415	322,292	391	988
North Carolina	222,350	153,216	351	1,401
North Dakota	12,390	25,265	413	2,145
Ohio	396,206	459,270	244	1,230
Oklahoma	76,284	82,172	220	1,231
Oregon	108,063	96,502	364	957
Pennsylvania	198,352	231,635	777	1,863
Puerto Rico	19,264	185,468	31	580
Rhode Island	31,366	15,117	586	1,097
South Carolina	116,357	71,522	426	960
South Dakota	22,386	15,407	254	1,644
Tennessee	180,644	136,863	540	1,023
Texas	412,816	548,848	177	1,843
Utah	38,279	29,904	719	1,945
Vermont	10,332	6,070	653	2,417
Virgin Islands	2,867	7,248	44	348
Virginia	153,945	152,347	444	1,168
Washington	188,848	112,460	664	1,503
West Virginia	56,273	46,790	428	1,454
Wisconsin	147,875	179,849	502	1,361
Wyoming	13,653	19,496	186	1,500
<b>National</b>	<b>7,194,998</b>	<b>6,423,631</b>	<b>\$ 443</b>	<b>\$ 1,316</b>

# Preliminary Federal Fiscal Year 2007 State Comparison

continued

State	Collections per never assistance case FFY 2007	\$ Collected per case FFY 2007	Cost per case FFY 2007	Collections/expense ratio (CSPIA) FFY 2007	Cases per FTE FFY 2007
Alabama	\$1,547	\$1,149	\$279	\$4.54	297
Alaska	2,777	2,014	517	4.41	183
Arizona	2,086	1,441	383	4.27	195
Arkansas	679	1,437	389	4.07	158
California	1,645	1,315	685	2.01	169
Colorado	2,723	1,845	504	4.12	217
Connecticut	758	1,273	395	3.47	423
Delaware	1,352	1,195	427	3.14	269
Washington, DC	819	717	336	2.42	330
Florida	520	1,504	350	4.80	252
Georgia	1,083	1,278	264	5.43	285
Guam	1,565	884	425	2.21	222
Hawaii	1,464	934	185	5.40	469
Idaho	790	1,107	223	5.39	719
Illinois	1,754	1,216	315	4.26	353
Indiana	1,759	1,521	155	9.93	379
Iowa	1,076	1,649	301	5.75	305
Kansas	612	1,281	404	3.60	215
Kentucky	878	1,152	191	6.36	404
Louisiana	619	1,069	245	4.66	328
Maine	1,408	1,493	347	4.53	232
Maryland	3,015	1,823	450	4.35	248
Massachusetts	3,323	1,842	284	6.81	345
Michigan	1,568	1,503	241	6.38	402
<b>Minnesota</b>	<b>2,437</b>	<b>2,379</b>	<b>613</b>	<b>4.01</b>	<b>157</b>
Mississippi	766	696	88	8.28	687
Missouri	1,005	1,421	238	6.27	384
Montana	2,061	1,318	370	4.12	234
Nebraska	936	1,630	411	4.22	211
Nevada	1,188	1,211	415	3.51	239
New Hampshire	2,072	2,325	573	4.35	181
New Jersey	5,148	2,830	649	4.59	164
New Mexico	996	1,165	659	2.07	170
New York	3,106	1,716	398	4.62	274
North Carolina	949	1,502	310	5.23	246
North Dakota	662	1,706	338	5.59	258
Ohio	2,297	1,740	268	6.70	220
Oklahoma	604	1,241	339	4.00	255
Oregon	1,908	1,382	249	5.98	324
Pennsylvania	4,422	2,874	452	6.58	171
Puerto Rico	1,469	1,139	171	7.03	293
Rhode Island	671	968	159	6.53	555
South Carolina	1,160	1,108	170	6.83	815
South Dakota	947	1,539	187	9.09	397
Tennessee	1,441	1,186	208	6.11	390
Texas	1,791	2,150	274	8.29	388
Utah	1,611	2,140	576	3.97	149
Vermont	2,780	2,019	610	3.47	180
Virgin Islands	985	702	378	2.22	230
Virginia	2,028	1,607	251	7.01	350
Washington	2,421	1,833	424	4.60	217
West Virginia	995	1,565	319	5.22	215
Wisconsin	864	1,705	313	5.65	342
Wyoming	1,115	1,590	307	5.77	173
<b>National</b>	<b>\$1,763</b>	<b>\$1,578</b>	<b>\$355</b>	<b>\$4.73</b>	<b>262</b>



# FFY07 State Rankings

Min = 50%, Max = 80%		Min = 50%, Max = 80%		Min = 40%, Max = 80%		Min = 40%, Max = 80%		Min = \$2.00, Max = \$5.00	
Paternity		Orders		Current		Arrears		Cost Effectiveness	
Oklahoma	119.29	South Dakota	93.56	Pennsylvania	77.96	Pennsylvania	75.77	Indiana	\$9.93
New Jersey	110.13	Alaska	92.29	North Dakota	74.18	Wyoming	72.33	South Dakota	9.09
Arizona	108.89	Washington	89.97	South Dakota	71.13	New Hampshire	71.91	Texas	8.29
California	106.65	Wyoming	89.24	Wisconsin	70.60	Vermont	70.72	Mississippi	8.28
Utah	105.94	Maine	88.90	Nebraska	69.33	North Dakota	70.25	Puerto Rico	7.03
West Virginia	105.68	Utah	88.66	Minnesota	69.20	South Dakota	70.24	Virginia	7.01
New Hampshire	105.65	Montana	88.49	Ohio	68.94	Utah	69.67	South Carolina	6.83
Montana	105.43	Pennsylvania	88.43	Iowa	68.18	Colorado	69.55	Massachusetts	6.81
Maine	105.39	North Dakota	87.10	Wyoming	67.57	Iowa	68.67	Ohio	6.70
North Dakota	104.94	Colorado	86.76	Vermont	67.36	Montana	67.62	Pennsylvania	6.58
Illinois	102.78	West Virginia	86.11	Massachusetts	66.44	Texas	67.30	Rhode Island	6.53
Wisconsin	101.07	Iowa	85.93	North Carolina	66.41	Washington	67.12	Michigan	6.38
Vermont	100.99	Vermont	85.06	West Virginia	66.36	Nebraska	67.09	Kentucky	6.36
Pennsylvania	100.47	Virginia	84.54	New Jersey	65.72	Ohio	67.06	Missouri	6.27
Puerto Rico	99.99	New Hampshire	83.92	Washington	65.69	Minnesota	67.00	Tennessee	6.11
Washington	99.31	Missouri	83.86	New York	65.55	Alaska	66.75	Oregon	5.98
North Carolina	98.69	Texas	83.55	Utah	64.92	New Mexico	64.60	Wyoming	5.77
Florida	98.11	Arkansas	83.21	Maryland	63.77	Kansas	64.26	Iowa	5.75
Ohio	97.64	New Jersey	83.15	Texas	63.43	North Carolina	64.17	Wisconsin	5.65
Hawaii	96.84	Wisconsin	82.97	Montana	63.41	Arkansas	64.03	North Dakota	5.59
Massachusetts	96.43	Alabama	82.54	New Hampshire	63.19	New Jersey	63.87	Georgia	5.43
Minnesota	96.39	Minnesota	82.35	Michigan	62.20	West Virginia	63.69	Hawaii	5.40
Arkansas	96.16	Kentucky	82.26	Oregon	62.04	Oregon	63.41	Idaho	5.39
Michigan	95.95	California	82.05	Virginia	61.97	Maryland	62.26	North Carolina	5.23
Virginia	95.16	North Carolina	81.70	Maine	60.99	Georgia	62.16	West Virginia	5.22
South Dakota	94.95	New York	81.64	Colorado	60.26	Washington, DC	62.08	Florida	4.80
Indiana	93.67	Idaho	80.39	Washington, DC	60.24	Mississippi	61.46	Louisiana	4.66
Iowa	93.56	Michigan	80.09	Arkansas	59.91	Oklahoma	61.29	New York	4.62
Kansas	93.56	Georgia	79.72	Hawaii	58.76	Wisconsin	60.46	Washington	4.60
Texas	93.16	Maryland	78.93	Rhode Island	58.32	New York	60.02	New Jersey	4.59
New York	92.48	Nebraska	78.82	Puerto Rico	57.39	Florida	59.93	Alabama	4.54
Connecticut	91.81	Arizona	78.39	Kentucky	56.89	Indiana	59.57	Maine	4.53
Alaska	91.58	Kansas	77.07	Alaska	56.62	Tennessee	59.39	Alaska	4.41
Missouri	91.40	Massachusetts	76.22	Connecticut	56.50	Massachusetts	59.35	Maryland	4.35
Idaho	91.32	Illinois	74.47	Kansas	56.30	Connecticut	59.18	New Hampshire	4.35
Oregon	91.30	Florida	74.30	Louisiana	56.10	Rhode Island	58.54	Arizona	4.27
Virgin Islands	90.94	Washington, DC	74.29	Missouri	56.01	Virginia	58.51	Illinois	4.26
Mississippi	90.92	Ohio	73.85	Georgia	55.86	Idaho	57.47	Nebraska	4.22
Georgia	90.72	Louisiana	73.22	Idaho	55.85	California	57.09	Colorado	4.12
Maryland	90.57	Connecticut	71.82	Tennessee	55.80	Kentucky	57.05	Montana	4.12
Kentucky	90.18	Oklahoma	70.87	Mississippi	55.34	Arizona	56.88	Arkansas	4.07
Tennessee	90.14	Oregon	69.94	Indiana	54.77	Louisiana	56.21	Minnesota	4.01
South Carolina	88.85	Indiana	69.58	Virgin Islands	54.59	South Carolina	55.71	Oklahoma	4.00
Rhode Island	88.79	Nevada	68.81	New Mexico	54.36	Michigan	55.35	Utah	3.97
Nebraska	87.02	Puerto Rico	68.59	Delaware	54.25	Maine	54.80	Kansas	3.60
Alabama	85.41	New Mexico	65.37	Oklahoma	53.80	Missouri	54.65	Nevada	3.51
Colorado	84.46	Tennessee	63.97	Illinois	53.12	Guam	54.53	Connecticut	3.47
Louisiana	83.98	South Carolina	63.33	Alabama	52.22	Alabama	54.07	Vermont	3.47
Wyoming	83.32	Guam	61.92	Florida	51.75	Illinois	53.65	Washington, DC	3.14
Washington, DC	83.07	Hawaii	61.87	California	51.53	Nevada	51.74	Delaware	2.42
Delaware	81.10	Rhode Island	60.44	South Carolina	51.39	Puerto Rico	50.86	Virgin Islands	2.22
Nevada	79.60	Virgin Islands	55.56	Arizona	49.44	Virgin Islands	48.64	Guam	2.21
Guam	78.32	Mississippi	54.14	Guam	48.47	Delaware	44.74	New Mexico	2.07
New Mexico	65.01	Delaware	50.38	Nevada	47.63	Hawaii	42.01	California	2.01

## **Appendix B: County Comparisons (SFY 2008)**

# Minnesota County Disbursements and Total Expenditures SFYs 2007 and 2008

County	Collections disbursed SFY 2008	Expenditures SFY 2008	Disbursement expenditure ratio SFY 2008	Collections disbursed SFY 2007	Expenditures SFY 2007	Disbursement expenditure ratio SFY 2007
Aitkin	\$ 1,830,962	\$ 585,903	\$ 3.13	\$ 1,832,719	\$ 546,002	\$ 3.36
Anoka	49,478,053	7,519,843	6.58	49,455,610	6,787,216	7.29
Becker	3,654,336	1,137,890	3.21	3,644,301	1,083,890	3.36
Beltrami	4,714,753	1,147,232	4.11	4,621,894	1,084,604	4.26
Benton	4,885,535	919,143	5.32	4,835,921	956,847	5.05
Big Stone	676,857	112,261	6.03	630,787	106,431	5.93
Blue Earth	6,460,868	1,252,738	5.16	6,223,646	1,279,851	4.86
Brown	3,994,520	531,255	7.52	4,016,724	522,122	7.69
Carlton	5,280,295	1,356,042	3.89	5,177,360	1,230,208	4.21
Carver	8,655,895	1,783,716	4.85	8,381,287	1,602,180	5.23
Cass	2,549,437	774,653	3.29	2,307,233	742,980	3.11
Chippewa	1,827,956	348,773	5.24	1,784,263	412,737	4.32
Chisago	7,641,861	1,296,598	5.89	7,470,394	1,174,270	6.36
Clay	7,954,624	1,279,669	6.22	7,712,131	1,116,767	6.91
Clearwater	1,094,876	384,865	2.84	1,026,480	361,269	2.84
Cook	435,880	130,931	3.33	416,643	143,459	2.90
Cottonwood	1,338,166	267,009	5.01	1,316,118	289,872	4.54
Crow Wing	7,867,761	1,375,399	5.72	7,398,258	1,447,378	5.11
Dakota	48,230,656	10,765,025	4.48	48,099,726	9,539,283	5.04
Dodge	3,178,405	454,815	6.99	2,967,853	457,806	6.48
Douglas	3,977,862	707,077	5.63	3,967,239	738,122	5.37
Faribault/Martin	5,429,415	869,034	6.25	5,075,265	815,099	6.23
Fillmore	2,167,266	349,640	6.20	2,207,211	318,163	6.94
Freeborn	5,052,610	721,794	7.00	4,711,629	634,693	7.42
Goodhue	5,743,047	1,148,360	5.00	5,586,932	1,080,061	5.17
Grant	725,727	162,880	4.46	685,347	161,464	4.24
Hennepin	112,764,728	27,922,377	4.04	112,293,325	25,665,474	4.38
Houston	2,295,650	318,535	7.21	2,281,943	303,886	7.51
Hubbard	2,268,800	342,887	6.62	2,172,335	314,225	6.91
Isanti	5,386,590	1,120,470	4.81	5,331,138	992,693	5.37
Itasca	6,368,252	1,307,683	4.87	6,266,871	1,179,436	5.31
Jackson	1,627,085	354,378	4.59	1,465,769	321,212	4.56
Kanabec	2,378,518	483,654	4.92	2,224,128	454,390	4.89
Kandiyohi	5,299,035	996,018	5.32	5,091,378	980,298	5.19
Kittson	390,579	92,741	4.21	360,712	84,882	4.25
Koochiching	2,444,964	547,443	4.47	2,271,975	521,840	4.35
Lac Qui Parle	678,623	94,619	7.17	672,718	99,134	6.79
Lake	1,361,659	266,106	5.12	1,252,211	248,554	5.04
Lake of the Woods	555,911	133,002	4.18	581,232	133,149	4.37
Le Sueur	3,659,289	540,614	6.77	3,619,996	469,722	7.71
LLM*	5,197,800	728,455	7.14	4,917,986	663,634	7.41
Mahnomen	449,949	262,309	1.72	462,287	356,386	1.30
Marshall	1,167,721	251,348	4.65	969,506	327,134	2.96
McLeod	4,908,825	628,264	7.81	4,791,695	429,555	11.16
Meeker	3,154,006	431,451	7.31	2,945,597	401,325	7.34

# Minnesota County Disbursements and Total Expenditures SFYs 2007 and 2008 - continued

County	Collections disbursed SFY 2008	Expenditures SFY 2008	Disbursement expenditure ratio SFY 2008	Collections disbursed SFY 2007	Expenditures SFY 2007	Disbursement expenditure ratio SFY 2007
Mille Lacs	\$ 3,794,133	\$ 575,825	\$ 6.59	\$ 3,614,058	\$ 539,142	\$ 6.70
Morrison	4,585,971	899,120	5.10	4,481,517	820,696	5.46
Mower	6,414,475	998,238	6.43	6,318,032	895,645	7.05
Nicollet	4,959,515	945,324	5.25	4,628,835	961,366	4.81
Nobles	2,708,795	395,402	6.85	2,533,896	399,600	6.34
Norman	715,334	67,264	10.63	641,979	69,639	9.22
Olmsted	17,326,161	3,175,097	5.46	16,791,631	2,904,121	5.78
Otter Tail	5,963,054	1,441,477	4.14	5,911,029	1,476,045	4.00
Pennington	1,769,282	401,765	4.40	1,960,791	386,953	5.07
Pine	4,921,960	694,222	7.09	4,784,494	695,312	6.88
Pipestone	1,509,499	211,589	7.13	1,480,056	181,537	8.15
Polk	4,838,237	849,314	5.70	4,754,274	870,201	5.46
Pope	1,194,251	193,305	6.18	1,115,387	158,508	7.04
Ramsey	59,590,745	13,418,067	4.44	59,554,354	13,343,095	4.46
Red Lake	506,550	88,955	5.69	518,230	84,092	6.16
Redwood	2,660,801	636,467	4.18	2,637,956	561,705	4.70
Renville	1,713,471	321,970	5.32	1,646,896	270,815	6.08
Rice	6,364,101	1,222,970	5.20	6,412,070	1,055,767	6.07
Rock	1,100,050	199,715	5.51	1,122,074	196,152	5.72
Roseau	2,247,801	413,258	5.44	2,321,647	367,583	6.32
St. Louis	25,871,062	4,726,147	5.47	25,732,821	4,602,015	5.59
Scott	12,323,895	2,056,855	5.99	11,387,106	2,005,598	5.68
Sherburne	10,450,970	1,499,492	6.97	10,074,805	1,347,338	7.48
Sibley	1,674,765	337,180	4.97	1,778,195	279,464	6.36
Stearns	14,890,888	2,422,347	6.15	14,721,022	2,303,694	6.39
Steele	5,007,400	736,498	6.80	4,845,709	699,601	6.93
Stevens	785,731	123,632	6.36	778,345	144,076	5.40
Swift	1,182,362	268,528	4.40	1,123,391	269,403	4.17
Todd	3,101,949	656,181	4.73	3,193,775	630,749	5.06
Traverse	440,051	61,044	7.21	357,680	67,241	5.32
Wabasha	2,179,050	323,682	6.73	2,303,088	306,221	7.52
Wadena	2,226,836	401,425	5.55	2,159,754	419,458	5.15
Waseca	2,882,828	546,290	5.28	2,831,404	535,466	5.29
Washington	26,316,348	3,282,359	8.02	25,331,146	3,155,509	8.03
Watsonwan	1,863,706	290,951	6.41	1,909,612	283,488	6.74
Wilkin	932,819	250,945	3.72	899,387	206,387	4.36
Winona	5,556,467	892,958	6.22	5,520,309	963,493	5.73
Wright	14,078,605	1,866,854	7.54	13,923,416	1,797,151	7.75
Yellow Medicine	1,361,665	270,970	5.03	1,283,568	251,547	5.10
<b>All Counties</b>	<b>\$ 625,217,190</b>	<b>\$ 122,368,581</b>	<b>\$ 5.11</b>	<b>\$ 614,909,511</b>	<b>\$ 115,085,576</b>	<b>\$ 5.34</b>
<b>State Administration</b>		<b>\$ 36,550,243</b>			<b>\$ 36,841,055</b>	
<b>Total Expenditures</b>		<b>\$ 158,918,824</b>	<b>\$ 3.93</b>		<b>\$ 151,926,631</b>	<b>\$ 4.05</b>

\* Lincoln, Lyon and Murray counties

Source: QQ640201, DHS Financial Operations Division Report

# Disbursements per Open Support Case SFYs 2007 and 2008

County	Collections disbursed SFY 2008	Open cases SFY 2008	Average disbursement per open case SFY 2008	Average disbursement per open case SFY 2007	Percentage change
Aitkin	\$ 1,830,962	923	\$ 1,984	\$ 2,016	-2%
Anoka	49,478,053	15,285	3,237	3,243	0%
Becker	3,654,336	2,134	1,712	1,648	4%
Beltrami	4,714,753	3,567	1,322	1,291	2%
Benton	4,885,535	1,881	2,597	2,625	-1%
Big Stone	676,857	208	3,254	2,867	13%
Blue Earth	6,460,868	2,501	2,583	2,560	1%
Brown	3,994,520	1,236	3,232	3,190	1%
Carlton	5,280,295	2,196	2,405	2,371	1%
Carver	8,655,895	1,958	4,421	4,166	6%
Cass	2,549,437	1,841	1,385	1,334	4%
Chippewa	1,827,956	610	2,997	3,060	-2%
Chisago	7,641,861	2,138	3,574	3,494	2%
Clay	7,954,624	3,185	2,498	2,409	4%
Clearwater	1,094,876	661	1,656	1,514	9%
Cook	435,880	179	2,435	2,422	1%
Cottonwood	1,338,166	524	2,554	2,371	8%
Crow Wing	7,867,761	3,577	2,200	2,156	2%
Dakota	48,230,656	14,985	3,219	3,248	-1%
Dodge	3,178,405	807	3,939	3,659	8%
Douglas	3,977,862	1,477	2,693	2,734	-1%
Faribault/Martin	5,429,415	1,893	2,868	2,735	5%
Fillmore	2,167,266	666	3,254	3,460	-6%
Freeborn	5,052,610	1,980	2,552	2,457	4%
Goodhue	5,743,047	2,105	2,728	2,635	4%
Grant	725,727	262	2,770	2,809	-1%
Hennepin	112,764,728	56,418	1,999	1,979	1%
Houston	2,295,650	796	2,884	2,944	-2%
Hubbard	2,268,800	1,238	1,833	1,884	-3%
Isanti	5,386,590	1,818	2,963	2,983	-1%
Itasca	6,368,252	2,852	2,233	2,183	2%
Jackson	1,627,085	601	2,707	2,415	12%
Kanabec	2,378,518	868	2,740	2,673	3%
Kandiyohi	5,299,035	2,405	2,203	2,167	2%
Kittson	390,579	121	3,228	2,957	9%
Koochiching	2,444,964	772	3,167	2,970	7%
Lac Qui Parle	678,623	216	3,142	3,003	5%
Lake	1,361,659	519	2,624	2,593	1%
Lake of the Woods	555,911	168	3,309	3,321	0%
Le Sueur	3,659,289	930	3,935	3,905	1%
LLM*	5,197,800	1,983	2,621	2,574	2%
Mahnomen	449,949	559	805	778	3%
Marshall	1,167,721	350	3,336	2,947	13%
McLeod	4,908,825	1,730	2,837	2,920	-3%
Meeker	3,154,006	1,029	3,065	2,960	4%

# Disbursements per Open Support Case

## SFYs 2007 and 2008 - continued

County	Collections disbursed SFY 2008	Open cases SFY 2008	Average disbursement per open case SFY 2008	Average disbursement per open case SFY 2007	Percentage change
Mille Lacs	3,794,133	1,694	2,240	2,230	0%
Morrison	4,585,971	1,851	2,478	2,406	3%
Mower	6,414,475	2,645	2,425	2,489	-3%
Nicollet	4,959,515	1,484	3,342	3,023	11%
Nobles	2,708,795	1,113	2,434	2,318	5%
Norman	715,334	269	2,659	2,423	10%
Olmsted	17,326,161	5,522	3,138	2,996	5%
Otter Tail	5,963,054	2,252	2,648	2,489	6%
Pennington	1,769,282	854	2,072	2,221	-7%
Pine	4,921,960	2,189	2,248	2,246	0%
Pipestone	1,509,499	575	2,625	2,539	3%
Polk	4,838,237	1,923	2,516	2,485	1%
Pope	1,194,251	381	3,135	3,073	2%
Ramsey	59,590,745	34,278	1,738	1,672	4%
Red Lake	506,550	158	3,206	3,301	-3%
Redwood	2,660,801	871	3,055	3,025	1%
Renville	1,713,471	664	2,581	2,447	5%
Rice	6,364,101	2,147	2,964	2,959	0%
Rock	1,100,050	359	3,064	3,100	-1%
Roseau	2,247,801	736	3,054	3,104	-2%
St. Louis	25,871,062	11,324	2,285	2,287	0%
Scott	12,323,895	3,150	3,912	3,742	5%
Sherburne	10,450,970	3,022	3,458	3,556	-3%
Sibley	1,674,765	656	2,553	2,727	-6%
Stearns	14,890,888	5,127	2,904	2,979	-2%
Steele	5,007,400	1,736	2,884	2,835	2%
Stevens	785,731	240	3,274	2,770	18%
Swift	1,182,362	469	2,521	2,437	3%
Todd	3,101,949	1,218	2,547	2,578	-1%
Traverse	440,051	123	3,578	2,649	35%
Wabasha	2,179,050	770	2,830	3,075	-8%
Wadena	2,226,836	844	2,638	2,402	10%
Waseca	2,882,828	929	3,103	3,025	3%
Washington	26,316,348	6,816	3,861	3,799	2%
Watonwan	1,863,706	770	2,420	2,477	-2%
Wilkin	932,819	302	3,089	2,776	11%
Winona	5,556,467	2,165	2,566	2,556	0%
Wright	14,078,605	4,164	3,381	3,430	-1%
Yellow Medicine	1,361,665	409	3,329	3,115	7%
White Earth	N/A	5	N/A	N/A	N/A
<b>All Counties</b>	<b>\$ 625,217,190</b>	<b>250,356</b>	<b>\$ 2,497</b>	<b>\$ 2,456</b>	<b>2%</b>

\* Lincoln, Lyon and Murray counties  
Source: QQ640201, QQ320803

# Disbursements per Case with Court Order SFYs 2007 and 2008

County	Collections disbursed SFY 2008	Court order caseload SFY 2008	Average disbursement per case with order SFY 2008	Average disbursement per case with order SFY 2007	Percentage change
Aitkin	\$ 1,830,962	821	\$ 2,230	\$ 2,195	2%
Anoka	49,478,053	13,343	3,708	3,710	0%
Becker	3,654,336	1,812	2,017	1,908	6%
Beltrami	4,714,753	2,601	1,813	1,791	1%
Benton	4,885,535	1,670	2,925	2,891	1%
Big Stone	676,857	190	3,562	3,107	15%
Blue Earth	6,460,868	2,246	2,877	2,832	2%
Brown	3,994,520	1,077	3,709	3,847	-4%
Carlton	5,280,295	2,000	2,640	2,582	2%
Carver	8,655,895	1,802	4,803	4,540	6%
Cass	2,549,437	1,396	1,826	1,739	5%
Chippewa	1,827,956	518	3,529	3,360	5%
Chisago	7,641,861	1,983	3,854	3,750	3%
Clay	7,954,624	2,699	2,947	2,769	6%
Clearwater	1,094,876	580	1,888	1,764	7%
Cook	435,880	152	2,868	2,741	5%
Cottonwood	1,338,166	468	2,859	2,691	6%
Crow Wing	7,867,761	3,215	2,447	2,387	3%
Dakota	48,230,656	12,975	3,717	3,782	-2%
Dodge	3,178,405	741	4,289	4,000	7%
Douglas	3,977,862	1,284	3,098	3,104	0%
Faribault/Martin	5,429,415	1,755	3,094	2,956	5%
Fillmore	2,167,266	596	3,636	3,754	-3%
Freeborn	5,052,610	1,776	2,845	2,666	7%
Goodhue	5,743,047	1,876	3,061	2,937	4%
Grant	725,727	235	3,088	3,006	3%
Hennepin	112,764,728	44,926	2,510	2,465	2%
Houston	2,295,650	695	3,303	3,298	0%
Hubbard	2,268,800	1,075	2,111	2,151	-2%
Isanti	5,386,590	1,595	3,377	3,517	-4%
Itasca	6,368,252	2,545	2,502	2,447	2%
Jackson	1,627,085	580	2,805	2,523	11%
Kanabec	2,378,518	774	3,073	3,006	2%
Kandiyohi	5,299,035	2,014	2,631	2,590	2%
Kittson	390,579	112	3,487	3,340	4%
Koochiching	2,444,964	738	3,313	3,187	4%
Lac Qui Parle	678,623	196	3,462	3,298	5%
Lake	1,361,659	451	3,019	2,879	5%
Lake of the Woods	555,911	163	3,410	3,610	-6%
Le Sueur	3,659,289	845	4,331	4,239	2%
LLM*	5,197,800	1,759	2,955	2,876	3%
Mahnomen	449,949	395	1,139	1,111	3%
Marshall	1,167,721	317	3,684	3,189	16%
McLeod	4,908,825	1,483	3,310	3,330	-1%
Meeker	3,154,006	940	3,355	3,284	2%

# Disbursements per Case with Court Order

## SFYs 2007 and 2008 - continued

County	Collections disbursed SFY 2008	Court order caseload SFY 2008	Average disbursement per case with order SFY 2008	Average disbursement per case with order SFY 2007	Percentage change
Mille Lacs	3,794,133	1,514	2,506	2,480	1%
Morrison	4,585,971	1,706	2,688	2,660	1%
Mower	6,414,475	2,169	2,957	2,984	-1%
Nicollet	4,959,515	1,375	3,607	3,290	10%
Nobles	2,708,795	940	2,882	2,736	5%
Norman	715,334	211	3,390	3,101	9%
Olmsted	17,326,161	4,637	3,737	3,553	5%
Otter Tail	5,963,054	2,035	2,930	2,769	6%
Pennington	1,769,282	654	2,705	3,007	-10%
Pine	4,921,960	2,000	2,461	2,441	1%
Pipestone	1,509,499	537	2,811	2,782	1%
Polk	4,838,237	1,763	2,744	2,701	2%
Pope	1,194,251	337	3,544	3,330	6%
Ramsey	59,590,745	24,262	2,456	2,408	2%
Red Lake	506,550	143	3,542	3,624	-2%
Redwood	2,660,801	788	3,377	3,318	2%
Renville	1,713,471	538	3,185	3,161	1%
Rice	6,364,101	1,585	4,015	3,965	1%
Rock	1,100,050	325	3,385	3,390	0%
Roseau	2,247,801	606	3,709	3,715	0%
St. Louis	25,871,062	9,832	2,631	2,646	-1%
Scott	12,323,895	2,607	4,727	4,459	6%
Sherburne	10,450,970	2,737	3,818	3,870	-1%
Sibley	1,674,765	584	2,868	3,098	-7%
Stearns	14,890,888	4,232	3,519	3,558	-1%
Steele	5,007,400	1,562	3,206	3,190	0%
Stevens	785,731	227	3,461	3,052	13%
Swift	1,182,362	423	2,795	2,650	5%
Todd	3,101,949	1,135	2,733	2,770	-1%
Traverse	440,051	110	4,000	2,981	34%
Wabasha	2,179,050	628	3,470	3,610	-4%
Wadena	2,226,836	814	2,736	2,541	8%
Waseca	2,882,828	837	3,444	3,347	3%
Washington	26,316,348	6,152	4,278	4,213	2%
Watonwan	1,863,706	685	2,721	2,889	-6%
Wilkin	932,819	274	3,404	2,978	14%
Winona	5,556,467	1,881	2,954	2,912	1%
Wright	14,078,605	3,747	3,757	3,797	-1%
Yellow Medicine	1,361,665	360	3,782	3,667	3%
White Earth	N/A	0	N/A	N/A	N/A
<b>All Counties</b>	<b>\$ 625,217,190</b>	<b>208,366</b>	<b>\$ 3,001</b>	<b>\$ 2,952</b>	<b>2%</b>

\* Lincoln, Lyon and Murray counties  
Source: QQ640201, QQ320803



# Child Support Caseload Comparisons

## SFYs 2007 and 2008

County	Open cases SFY 2008	Open cases SFY 2007	Percentage change	FTE - child support workers SFY 2008	Open caseload to worker ratio SFY 2008	Open caseload to worker ratio SFY 2007	FTE - cooperative agreement workers SFY 2008	Total FTE staff SFY 2008	Open caseload to total FTE staff ratio SFY 2008
Aitkin	923	909	2%	6.0	154	152	0.2	6.2	149
Anoka	15,285	15,248	0%	60.0	255	254	18.8	78.8	194
Becker	2,134	2,211	-3%	12.9	165	173	0.5	13.4	159
Beltrami	3,567	3,581	0%	14.0	255	254	0.1	14.1	253
Benton	1,881	1,842	2%	9.4	200	196	0.4	9.8	192
Big Stone	208	220	-5%	1.5	139	147	0.1	1.6	130
Blue Earth	2,501	2,431	3%	11.5	217	229	1.4	12.9	194
Brown	1,236	1,259	-2%	7.1	174	177	0.2	7.3	169
Carlton	2,196	2,184	1%	14.0	157	156	0.4	14.4	153
Carver	1,958	2,012	-3%	13.2	148	152	1.1	14.3	137
Cass	1,841	1,729	6%	7.5	245	231	0.3	7.8	236
Chippewa	610	583	5%	3.5	174	167	0.1	3.6	169
Chisago	2,138	2,138	0%	11.0	194	194	1.0	12.0	178
Clay	3,185	3,202	-1%	14.7	217	218	0.4	15.1	211
Clearwater	661	678	-3%	3.5	189	205	0.2	3.7	179
Cook	179	172	4%	1.0	179	172	0.1	1.1	163
Cottonwood	524	555	-6%	3.6	146	154	0.1	3.7	142
Crow Wing	3,577	3,431	4%	15.1	237	220	0.3	15.4	232
Dakota	14,985	14,811	1%	70.4	213	220	12.9	83.3	180
Dodge	807	811	0%	4.0	202	203	0.1	4.1	197
Douglas	1,477	1,451	2%	11.0	134	145	0.2	11.2	132
Faribault/Martin	1,893	1,856	2%	8.8	215	211	0.1	8.9	213
Fillmore	666	638	4%	3.0	222	182	0.2	3.2	208
Freeborn	1,980	1,918	3%	7.3	271	304	0.3	7.6	261
Goodhue	2,105	2,120	-1%	9.7	217	219	0.4	10.1	208
Grant	262	244	7%	1.5	175	174	0.2	1.7	154
Hennepin	56,418	56,735	-1%	271.0	208	200	27.6	298.6	189
Houston	796	775	3%	4.2	190	194	0.3	4.5	177
Hubbard	1,238	1,153	7%	4.5	275	256	0.6	5.1	243
Isanti	1,818	1,787	2%	11.0	165	170	2.5	13.5	135
Itasca	2,852	2,871	-1%	12.5	228	230	1.0	13.5	211
Jackson	601	607	-1%	2.8	215	217	0.1	2.9	207
Kanabec	868	832	4%	6.1	142	134	0.4	6.5	134
Kandiyohi	2,405	2,350	2%	11.0	219	214	0.5	11.5	209
Kittson	121	122	-1%	0.9	134	122	0.2	1.1	110
Koochiching	772	765	1%	4.5	172	170	0.4	4.9	158
Lac Qui Parle	216	224	-4%	1.3	166	172	0.1	1.4	154
Lake	519	483	7%	2.3	226	210	0.1	2.4	216
Lake of the Woods	168	175	-4%	1.5	112	125	0.1	1.6	105
Le Sueur	930	927	0%	7.0	133	155	0.4	7.4	126
LLM*	1,983	1,911	4%	9.9	200	230	0.3	10.2	194
Mahnomen	559	594	-6%	3.1	180	198	0.1	3.2	175
Marshall	350	329	6%	2.6	135	127	0.1	2.7	130
McLeod	1,730	1,641	5%	8.8	197	186	1.2	10.0	173
Meeker	1,029	995	3%	5.0	206	195	0.1	5.1	202

# Child Support Caseload Comparisons

## SFYs 2007 and 2008 - continued

County	Open cases SFY 2008	Open cases SFY 2007	Percentage change	FTE - child support workers SFY 2008	Open caseload to worker ratio SFY 2008	Open caseload to worker ratio SFY 2007	FTE - cooperative agreement workers SFY 2008	Total FTE staff SFY 2008	Open caseload to total FTE staff ratio SFY 2008
Mille Lacs	1,694	1,621	5%	7.5	226	249	0.4	7.9	214
Morrison	1,851	1,863	-1%	8.6	215	214	0.5	9.1	203
Mower	2,645	2,538	4%	10.4	254	270	0.3	10.7	247
Nicollet	1,484	1,531	-3%	9.0	165	170	2.0	11.0	135
Nobles	1,113	1,093	2%	4.2	265	260	0.4	4.6	242
Norman	269	265	2%	0.6	448	442	0.2	0.8	336
Olmsted	5,522	5,604	-1%	26.5	208	211	3.0	29.5	187
Otter Tail	2,252	2,375	-5%	13.0	173	183	2.0	15.0	150
Pennington	854	883	-3%	4.1	208	173	0.3	4.4	194
Pine	2,189	2,130	3%	10.5	208	224	0.1	10.6	207
Pipestone	575	583	-1%	2.1	274	292	0.1	2.2	261
Polk	1,923	1,913	1%	11.0	175	174	0.4	11.4	169
Pope	381	363	5%	2.0	191	259	0.0	2.0	191
Ramsey	34,278	35,623	-4%	157.2	218	227	12.9	170.1	202
Red Lake	158	157	1%	1.0	158	157	0.0	1.0	158
Redwood	871	872	0%	7.3	119	119	0.3	7.6	115
Renville	664	673	-1%	3.6	184	187	0.1	3.7	179
Rice	2,147	2,167	-1%	9.0	239	241	2.8	11.8	182
Rock	359	362	-1%	2.3	156	157	0.0	2.3	156
Roseau	736	748	-2%	4.4	167	170	0.3	4.7	157
St. Louis	11,324	11,253	1%	46.8	242	251	10.9	57.7	196
Scott	3,150	3,043	4%	16.0	197	190	2.1	18.1	174
Sherburne	3,022	2,833	7%	12.9	234	238	0.3	13.2	229
Sibley	656	652	1%	4.4	149	192	0.2	4.6	143
Stearns	5,127	4,942	4%	23.9	215	229	1.0	24.9	206
Steele	1,736	1,709	2%	9.3	187	188	0.6	9.9	175
Stevens	240	281	-15%	1.3	185	176	0.1	1.4	171
Swift	469	461	2%	2.2	213	192	0.3	2.5	188
Todd	1,218	1,239	-2%	6.0	203	207	0.2	6.2	196
Traverse	123	135	-9%	0.3	410	450	0.2	0.5	246
Wabasha	770	749	3%	3.1	248	242	0.2	3.3	233
Wadena	844	899	-6%	4.4	192	209	0.2	4.6	183
Waseca	929	936	-1%	5.8	160	151	0.2	6.0	155
Washington	6,816	6,667	2%	30.5	223	222	6.4	36.9	185
Watonwan	770	771	0%	3.2	241	234	0.4	3.6	214
Wilkin	302	324	-7%	2.6	116	125	0.4	3.0	101
Winona	2,165	2,160	0%	13.3	163	166	0.6	13.9	156
Wright	4,164	4,059	3%	21.5	194	189	2.2	23.7	176
Yellow Medicine	409	412	-1%	3.1	132	133	0.3	3.4	120
White Earth	5	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<b>All Counties</b>	<b>250,356</b>	<b>250,399</b>	<b>-0.02%</b>	<b>1200.1</b>	<b>209</b>	<b>210</b>	<b>129.1</b>	<b>1329.2</b>	<b>188</b>
<b>State Administration</b>				<b>191.0</b>			<b>89.7</b>	<b>280.7</b>	
<b>Total FTE</b>				<b>1391.1</b>			<b>218.8</b>	<b>1609.9</b>	

\* Lincoln, Lyon and Murray counties  
Source: QQ320803, County and State Surveys

# County Court Order Summaries

## SFY 2008

County	Open cases SFY 2008	Court order caseload SFY 2008	Open cases with no court order SFY 2008	% Open cases with court order SFY 2008	Open cases with current support due SFY 2008	Open cases with current support disbursed SFY 2008	% Open cases with current support disbursed SFY 2008	% Disbursed of current support due SFY 2008
Aitkin	923	821	102	89%	502	399	79%	69%
Anoka	15,285	13,343	1,942	87%	9,629	7,427	77%	71%
Becker	2,134	1,812	322	85%	1,033	770	75%	69%
Beltrami	3,567	2,601	966	73%	1,481	957	65%	61%
Benton	1,881	1,670	211	89%	1,182	951	80%	72%
Big Stone	208	190	18	91%	141	124	88%	82%
Blue Earth	2,501	2,246	255	90%	1,567	1,182	75%	69%
Brown	1,236	1,077	159	87%	826	710	86%	79%
Carlton	2,196	2,000	196	91%	1,242	987	79%	74%
Carver	1,958	1,802	156	92%	1,449	1,207	83%	75%
Cass	1,841	1,396	445	76%	810	546	67%	59%
Chippewa	610	518	92	85%	366	311	85%	79%
Chisago	2,138	1,983	155	93%	1,464	1,227	84%	76%
Clay	3,185	2,699	486	85%	1,696	1,379	81%	74%
Clearwater	661	580	81	88%	352	239	68%	68%
Cook	179	152	27	85%	108	83	77%	68%
Cottonwood	524	468	56	89%	330	280	85%	76%
Crow Wing	3,577	3,215	362	90%	2,022	1,574	78%	68%
Dakota	14,985	12,975	2,010	87%	9,783	7,348	75%	69%
Dodge	807	741	66	92%	632	547	87%	79%
Douglas	1,477	1,284	193	87%	921	752	82%	74%
Faribault/Martin	1,893	1,755	138	93%	1,275	1,078	85%	76%
Fillmore	666	596	70	89%	493	432	88%	79%
Freeborn	1,980	1,776	204	90%	1,265	1,028	81%	74%
Goodhue	2,105	1,876	229	89%	1,300	1,022	79%	71%
Grant	262	235	27	90%	164	144	88%	73%
Hennepin	56,418	44,926	11,492	80%	28,030	19,602	70%	66%
Houston	796	695	101	87%	533	438	82%	78%
Hubbard	1,238	1,075	163	87%	700	527	75%	64%
Isanti	1,818	1,595	223	88%	1,172	912	78%	67%
Itasca	2,852	2,545	307	89%	1,610	1,268	79%	69%
Jackson	601	580	21	97%	373	330	88%	79%
Kanabec	868	774	94	89%	520	425	82%	69%
Kandiyohi	2,405	2,014	391	84%	1,297	1,040	80%	75%
Kittson	121	112	9	93%	97	88	91%	83%
Koochiching	772	738	34	96%	544	460	85%	79%
Lac Qui Parle	216	196	20	91%	154	131	85%	79%
Lake	519	451	68	87%	304	248	82%	70%
Lake of the Woods	168	163	5	97%	136	127	93%	82%
Le Sueur	930	845	85	91%	705	596	85%	77%
LLM*	1,983	1,759	224	89%	1,189	967	81%	75%
Mahnomen	559	395	164	71%	183	118	64%	62%
Marshall	350	317	33	91%	245	217	89%	80%
McLeod	1,730	1,483	247	86%	1,120	935	83%	75%
Meeker	1,029	940	89	91%	694	559	81%	73%

# County Court Order Summaries

## SFY 2008 - continued

County	Open cases SFY 2008	Court order caseload SFY 2008	Open cases with no court order SFY 2008	% Open cases with court order SFY 2008	Open cases with current support due SFY 2008	Open cases with current support disbursed SFY 2008	% Open cases with current support disbursed SFY 2008	% Disbursed of current support due SFY 2008
Mille Lacs	1,694	1,514	180	89%	981	682	70%	60%
Morrison	1,851	1,706	145	92%	1,081	835	77%	70%
Mower	2,645	2,169	476	82%	1,457	1,142	78%	72%
Nicollet	1,484	1,375	109	93%	1,053	862	82%	76%
Nobles	1,113	940	173	84%	686	535	78%	70%
Norman	269	211	58	78%	171	144	84%	74%
Olmsted	5,522	4,637	885	84%	3,656	2,998	82%	76%
Otter Tail	2,252	2,035	217	90%	1,501	1,226	82%	71%
Pennington	854	654	200	77%	468	392	84%	74%
Pine	2,189	2,000	189	91%	1,191	896	75%	64%
Pipestone	575	537	38	93%	372	315	85%	78%
Polk	1,923	1,763	160	92%	1,180	969	82%	77%
Pope	381	337	44	88%	266	234	88%	78%
Ramsey	34,278	24,262	10,016	71%	15,505	10,109	65%	61%
Red Lake	158	143	15	91%	124	108	87%	81%
Redwood	871	788	83	90%	539	452	84%	77%
Renville	664	538	126	81%	377	327	87%	81%
Rice	2,147	1,585	562	74%	1,237	1,002	81%	74%
Rock	359	325	34	91%	261	223	85%	75%
Roseau	736	606	130	82%	490	432	88%	79%
St. Louis	11,324	9,832	1,492	87%	6,727	5,090	76%	70%
Scott	3,150	2,607	543	83%	2,062	1,727	84%	76%
Sherburne	3,022	2,737	285	91%	2,049	1,619	79%	73%
Sibley	656	584	72	89%	421	339	81%	74%
Stearns	5,127	4,232	895	83%	3,125	2,508	80%	74%
Steele	1,736	1,562	174	90%	1,184	978	83%	75%
Stevens	240	227	13	95%	184	144	78%	73%
Swift	469	423	46	90%	285	233	82%	71%
Todd	1,218	1,135	83	93%	762	629	83%	72%
Traverse	123	110	13	89%	90	75	83%	79%
Wabasha	770	628	142	82%	483	403	83%	77%
Wadena	844	814	30	96%	570	483	85%	72%
Waseca	929	837	92	90%	662	528	80%	73%
Washington	6,816	6,152	664	90%	4,696	3,731	79%	74%
Watonwan	770	685	85	89%	473	377	80%	72%
Wilkin	302	274	28	91%	201	178	89%	82%
Winona	2,165	1,881	284	87%	1,265	1,003	79%	75%
Wright	4,164	3,747	417	90%	2,798	2,290	82%	73%
Yellow Medicine	409	360	49	88%	267	238	89%	80%
White Earth	5	0	5	0%	0	0	N/A	N/A
<b>All Counties</b>	<b>250,356</b>	<b>208,366</b>	<b>41,990</b>	<b>83%</b>	<b>142,539</b>	<b>108,148</b>	<b>76%</b>	<b>70%</b>

\* Lincoln, Lyon and Murray counties

Source: QQ320803

# County Results: Federal Performance Measures FFY 2007

County	Children in open IV-D cases with paternity established FFY 2007	Children in open IV-D cases not born in marriage FFY 2006	Paternity measure FFY 2007	Open cases with orders established FFY 2007	Open cases FFY 2007	Establishment measure FFY 2007	Current support collected FFY 2007	Current support due FFY 2007	Current support measure FFY 2007
Aitkin	582	568	102%	827	922	89%	\$1,180,343	\$1,861,740	63%
Anoka	9,047	9,010	100%	13,180	15,264	86%	39,388,128	55,376,922	71%
Becker	1,433	1,434	99%	1,878	2,211	84%	2,569,270	3,982,607	64%
Beltrami	2,110	2,305	91%	2,550	3,531	72%	3,270,351	5,436,615	60%
Benton	1,334	1,268	105%	1,655	1,829	90%	3,766,382	5,164,542	72%
Big Stone	113	113	100%	194	208	93%	501,580	620,301	80%
Blue Earth	1,573	1,511	104%	2,200	2,462	89%	4,612,694	6,788,375	67%
Brown	777	785	98%	1,053	1,273	82%	3,198,911	4,036,919	79%
Carlton	1,262	1,170	107%	1,974	2,148	91%	3,839,075	5,465,830	70%
Carver	1,247	1,212	102%	1,805	1,953	92%	6,619,988	8,956,593	73%
Cass	1,282	1,352	94%	1,363	1,819	74%	1,642,008	2,909,647	56%
Chippewa	368	356	103%	519	595	87%	1,446,949	1,767,118	81%
Chisago	1,441	1,366	105%	1,953	2,097	93%	5,847,715	7,924,339	73%
Clay	2,020	2,031	99%	2,760	3,244	85%	5,876,457	7,982,618	73%
Clearwater	410	410	100%	592	685	86%	706,827	1,093,098	64%
Cook	105	99	106%	151	174	86%	324,286	510,258	63%
Cottonwood	334	331	100%	476	565	84%	1,029,779	1,404,212	73%
Crow Wing	2,125	2,093	101%	3,092	3,489	88%	5,355,783	8,042,538	66%
Dakota	10,268	10,361	99%	12,679	14,901	85%	37,734,199	54,849,571	68%
Dodge	501	448	111%	744	818	90%	2,384,837	3,089,820	77%
Douglas	856	854	100%	1,278	1,467	87%	3,023,403	4,168,452	72%
Faribault/Martin	1,234	1,110	111%	1,708	1,875	91%	3,859,422	5,209,781	74%
Fillmore	397	378	105%	575	639	89%	1,710,501	2,174,445	78%
Freeborn	1,350	1,289	104%	1,731	1,912	90%	3,662,385	5,153,213	71%
Goodhue	1,428	1,351	105%	1,882	2,085	90%	4,240,088	6,000,341	70%
Grant	140	141	99%	229	259	88%	520,204	740,676	70%
Hennepin	40,183	42,835	93%	44,946	56,815	79%	85,950,684	131,327,426	65%
Houston	488	504	96%	682	763	89%	1,802,716	2,369,269	76%
Hubbard	706	695	101%	1,024	1,180	86%	1,511,515	2,508,526	60%
Isanti	1,175	1,101	106%	1,509	1,808	83%	4,013,407	5,953,115	67%
Itasca	1,710	1,725	99%	2,521	2,832	89%	4,617,505	6,660,572	69%
Jackson	347	307	113%	568	593	95%	1,149,339	1,502,030	76%
Kanabec	555	524	105%	745	863	86%	1,698,322	2,451,024	69%
Kandiyohi	1,597	1,594	100%	1,960	2,429	80%	3,856,994	5,199,956	74%
Kittson	85	84	101%	107	119	89%	303,312	365,176	83%
Koochiching	505	485	104%	707	750	94%	1,738,535	2,275,083	76%
Lac Qui Parle	129	116	111%	197	211	93%	540,682	704,007	76%
Lake	269	246	109%	432	493	87%	921,152	1,345,659	68%
Lake of the Woods	114	103	110%	169	179	94%	418,522	495,461	84%
LeSueur	659	623	105%	835	920	90%	2,796,922	3,659,939	76%
LLM*	1,155	1,131	102%	1,710	1,910	89%	3,871,768	5,212,619	74%
Mahnomen	528	479	110%	386	563	68%	337,921	562,876	60%
Marshall	187	187	100%	312	339	92%	808,073	1,037,540	77%
McLeod	984	963	102%	1,462	1,678	87%	3,743,381	5,039,327	74%
Meeker	660	636	103%	904	1,009	89%	2,277,811	3,181,907	71%

# County Results: Federal Performance Measures

## FFY 2007 - continued

County	Children in open IV-D cases with paternity established FFY 2007	Children in open IV-D cases not born in marriage FFY 2006	Paternity measure FFY 2007	Open cases with orders established FFY 2007	Open cases FFY 2007	Establishment measure FFY 2007	Current support collected FFY 2007	Current support due FFY 2007	Current support measure FFY 2007
Mille Lacs	1,072	1,047	102%	1,465	1,648	88%	\$2,489,116	\$4,183,368	59%
Morrison	1,151	1,131	101%	1,664	1,866	89%	3,323,915	4,701,214	70%
Mower	1,612	1,720	93%	2,137	2,616	81%	4,600,254	6,463,192	71%
Nicollet	1,049	1,026	102%	1,387	1,513	91%	3,606,146	4,986,335	72%
Nobles	782	756	103%	925	1,108	83%	1,880,472	2,694,999	69%
Norman	189	184	102%	211	272	77%	539,125	749,079	71%
Olmsted	3,847	3,854	99%	4,657	5,566	83%	13,511,431	18,070,285	74%
Otter Tail	1,442	1,410	102%	2,084	2,323	89%	4,534,973	6,388,117	70%
Pennington	496	589	84%	637	869	73%	1,504,327	1,962,089	76%
Pine	1,296	1,261	102%	1,966	2,159	91%	3,255,252	5,173,666	62%
Pipestone	362	348	104%	536	574	93%	1,119,696	1,464,107	76%
Polk	1,334	1,230	108%	1,732	1,921	90%	3,716,760	4,904,757	75%
Pope	214	197	108%	332	365	90%	910,463	1,157,701	78%
Ramsey	23,442	28,384	82%	24,326	35,273	68%	42,781,313	71,202,234	60%
Red Lake	110	106	103%	145	156	92%	391,053	504,194	77%
Redwood	587	561	104%	794	875	90%	2,004,106	2,723,261	73%
Renville	430	448	95%	516	671	76%	1,259,870	1,625,865	77%
Rice	1,347	1,465	91%	1,588	2,171	73%	4,808,129	6,588,629	72%
Rock	243	220	110%	337	369	91%	860,781	1,140,768	75%
Roseau	392	426	92%	599	727	82%	1,808,886	2,280,927	79%
St. Louis	7,660	7,452	102%	9,647	11,209	86%	19,901,156	28,567,605	69%
Scott	1,832	1,801	101%	2,556	3,071	83%	9,268,758	12,366,032	74%
Sherburne	1,807	1,779	101%	2,599	2,906	89%	8,024,436	11,044,148	72%
Sibley	422	416	101%	569	654	87%	1,352,930	1,877,318	72%
Stearns	3,041	3,020	100%	4,121	5,015	82%	11,378,459	15,473,182	73%
Steele	1,140	1,068	106%	1,518	1,715	88%	3,894,149	5,222,375	74%
Stevens	183	187	97%	249	276	90%	572,265	817,892	69%
Swift	299	288	103%	429	469	91%	846,980	1,217,070	69%
Todd	791	780	101%	1,135	1,238	91%	2,269,274	3,097,323	73%
Traverse	116	111	104%	122	143	85%	296,823	411,975	72%
Wabasha	424	420	100%	626	751	83%	1,812,106	2,277,984	79%
Wadena	563	569	98%	821	891	92%	1,621,864	2,345,787	69%
Waseca	666	649	102%	831	925	89%	2,217,434	3,075,914	72%
Washington	4,320	4,162	103%	6,007	6,675	89%	20,949,184	28,384,067	73%
Watonwan	516	554	93%	666	768	86%	1,440,200	2,009,530	71%
Wilkin	193	178	108%	300	323	92%	711,139	913,122	77%
Winona	1,273	1,251	101%	1,886	2,152	87%	4,139,654	5,574,572	74%
Wright	2,500	2,358	106%	3,668	4,069	90%	11,166,682	15,310,148	72%
Yellow Medicine	226	235	96%	346	423	81%	1,003,523	1,237,720	81%
<b>All Counties</b>	<b>165,142</b>	<b>171,325</b>	<b>96%</b>	<b>206,358</b>	<b>250,594</b>	<b>82%</b>	<b>\$472,443,207</b>	<b>\$682,750,635</b>	<b>69%</b>
<b>OCSE 157**</b>	<b>163,130</b>	<b>169,243</b>	<b>96%</b>						
<b>**FFY 2007 Submission (without duplicate children)</b>									

\* Lincoln, Lyon and Murray counties

Source: QQ320920 and QQ320921

\*\* This number represents the unduplicated count of children. Some children may appear on more than one child support case, so the total for all counties contains a duplicate count of children.

# County Results: Federal Performance Measures FFY 2007

County	Open cases with collections on arrears FFY 2007	Open cases with arrears due FFY 2007	Arrears collection measure FFY 2007	Collections disbursed FFY 2007	Expenditures FFY 2007	Cost effectiveness measure FFY 2007
Aitkin	533	777	68%	\$1,779,879	\$571,419	\$3.11
Anoka	8,600	12,739	67%	49,549,377	6,745,479	7.34
Becker	1,044	1,745	59%	3,567,475	1,088,690	3.27
Beltrami	1,456	2,535	57%	4,651,838	1,111,545	4.18
Benton	1,137	1,546	73%	4,844,363	952,832	5.08
Big Stone	148	193	76%	641,115	104,800	6.11
Blue Earth	1,486	2,162	68%	6,235,383	1,306,231	4.77
Brown	774	985	78%	4,007,299	542,458	7.38
Carlton	1,283	1,937	66%	5,150,694	1,254,552	4.10
Carver	1,400	1,844	75%	8,499,261	1,699,851	5.00
Cass	738	1,324	55%	2,368,978	755,266	3.13
Chippewa	395	477	82%	1,789,613	417,322	4.28
Chisago	1,456	1,933	75%	7,504,582	1,200,022	6.25
Clay	1,759	2,779	63%	7,725,786	1,156,542	6.68
Clearwater	354	564	62%	1,029,738	378,914	2.71
Cook	98	139	70%	417,368	138,560	3.01
Cottonwood	326	452	72%	1,338,765	268,809	4.98
Crow Wing	2,090	2,962	70%	7,530,328	1,417,210	5.31
Dakota	8,517	12,711	67%	47,919,826	9,712,901	4.93
Dodge	578	743	77%	3,057,351	452,173	6.76
Douglas	884	1,188	74%	3,990,764	707,506	5.64
Faribault/Martin	1,258	1,685	74%	5,113,896	825,804	6.19
Fillmore	425	543	78%	2,180,537	328,261	6.64
Freeborn	1,251	1,698	73%	4,781,830	642,899	7.43
Goodhue	1,354	1,908	70%	5,603,779	1,079,320	5.19
Grant	147	199	73%	683,401	160,764	4.25
Hennepin	26,153	41,932	62%	112,587,386	26,469,115	4.25
Houston	515	703	73%	2,280,861	306,519	7.44
Hubbard	691	1,029	67%	2,151,405	329,752	6.52
Isanti	1,042	1,456	71%	5,326,535	1,025,222	5.19
Itasca	1,629	2,424	67%	6,278,589	1,186,344	5.29
Jackson	398	533	74%	1,494,302	343,547	4.34
Kanabec	498	664	75%	2,268,270	458,391	4.94
Kandiyohi	1,354	1,796	75%	5,145,173	983,356	5.23
Kittson	81	108	75%	358,791	85,089	4.21
Koochiching	576	717	80%	2,355,140	535,748	4.39
Lac Qui Parle	154	189	81%	687,260	94,553	7.26
Lake	322	434	74%	1,278,520	243,483	5.25
Lake of the Woods	129	150	86%	580,583	135,054	4.29
LeSueur	688	860	80%	3,610,517	477,348	7.56
LLM*	1,172	1,550	75%	4,980,844	676,688	7.36
Mahnomen	153	277	55%	459,107	278,768	1.64
Marshall	226	297	76%	1,021,563	248,538	4.11
McLeod	1,043	1,415	73%	4,796,045	567,818	8.44
Meeker	626	834	75%	3,017,672	412,905	7.30

# County Results: Federal Performance Measures

## FFY 2007 - continued

County	Open cases with collections on arrears FFY 2007	Open cases with arrears due FFY 2007	Arrears collection measure FFY 2007	Collections disbursed FFY 2007	Expenditures FFY 2007	Cost effectiveness measure FFY 2007
Mille Lacs	957	1,424	67%	\$ 3,638,699	\$ 541,778	\$ 6.71
Morrison	1,188	1,576	75%	4,539,653	880,646	5.15
Mower	1,510	2,080	72%	6,349,587	935,250	6.78
Nicollet	968	1,354	71%	4,700,995	988,684	4.75
Nobles	638	904	70%	2,579,943	389,401	6.62
Norman	135	197	68%	658,044	70,742	9.30
Olmsted	3,272	4,592	71%	16,852,392	2,948,929	5.71
Otter Tail	1,438	2,033	70%	5,961,314	1,479,655	4.02
Pennington	414	605	68%	1,938,262	401,575	4.82
Pine	1,290	1,864	69%	4,837,166	682,066	7.09
Pipestone	380	505	75%	1,467,188	191,497	7.66
Polk	1,145	1,673	68%	4,776,095	875,642	5.45
Pope	265	326	81%	1,124,790	173,458	6.48
Ramsey	13,779	23,511	58%	59,401,567	13,284,168	4.47
Red Lake	114	149	76%	503,885	86,942	5.79
Redwood	570	764	74%	2,637,023	576,048	4.57
Renville	354	488	72%	1,637,406	283,932	5.76
Rice	1,121	1,557	71%	6,321,380	1,068,901	5.91
Rock	261	347	75%	1,131,053	193,634	5.84
Roseau	414	574	72%	2,287,906	384,203	5.95
St. Louis	6,134	9,216	66%	25,532,472	4,518,855	5.65
Scott	1,712	2,418	70%	11,619,141	1,945,729	5.97
Sherburne	1,793	2,466	72%	10,170,122	1,378,570	7.37
Sibley	384	538	71%	1,727,610	282,439	6.11
Stearns	2,721	3,832	71%	14,732,866	2,340,548	6.29
Steele	1,124	1,502	74%	4,814,655	712,936	6.75
Stevens	186	254	73%	772,090	125,354	6.15
Swift	299	401	74%	1,147,006	268,476	4.27
Todd	852	1,084	78%	3,187,989	646,116	4.93
Traverse	94	133	70%	367,766	56,029	6.56
Wabasha	455	601	75%	2,286,555	312,241	7.32
Wadena	569	825	68%	2,169,170	410,980	5.27
Waseca	589	807	72%	2,858,038	539,422	5.29
Washington	3,782	5,586	67%	25,557,708	3,200,854	7.98
Watonwan	441	634	69%	1,902,026	284,506	6.68
Wilkin	205	291	70%	903,697	214,000	4.22
Winona	1,248	1,793	69%	5,557,586	939,730	5.91
Wright	2,566	3,450	74%	14,005,303	1,827,972	7.66
Yellow Medicine	227	324	70%	1,294,401	243,807	5.30
<b>All Counties</b>	<b>132,535</b>	<b>197,814</b>	<b>66%</b>	<b>\$ 616,592,341</b>	<b>\$ 116,564,083</b>	
<b>State Collections</b>				<b>\$ 19,783</b>		
<b>State Administration</b>					<b>\$ 36,997,106</b>	
<b>Totals</b>				<b>\$ 616,612,124</b>	<b>\$ 153,561,189</b>	<b>\$ 4.01</b>

\* Lincoln, Lyon and Murray counties

Source: QQ32092i, QQ640201

Note: Expenditures include prior quarter adjustments.



## **Appendix C: Glossary of Terms and Formulas**

## Glossary from Annual Performance Report

**\$ Collected per case:** This is the total dollars of collections disbursed by each state during the federal fiscal year, divided by each state's total caseload.

**% Disbursed of current support due:** This is the total collections disbursed in current support, divided by the total dollars of current support due.

**% Open cases with court order:** This is the number of cases with court orders established at the end of the fiscal year, divided by the number of open cases at the end of the fiscal year.

**% Open cases with current support disbursed:** This is the number of cases that have a court order and received a current support disbursement divided by the total number of court order cases with a current charging amount.

**AFDC:** Aid to Families with Dependent Children (AFDC) was the national income maintenance program, replaced with Temporary Assistance for Needy Families (TANF) during the 1996 welfare reform legislation passed by the United States Congress.

**Arrears collection measure:** This is the total number of cases that had a collection on arrears during the federal fiscal year, divided by the number of cases that had arrears due during the fiscal year.

**Average disbursement per case with order:** This is the total collections disbursed divided by the number of open support cases with a support order in place.

**Average disbursement per open case:** This is the total collections disbursed for all cases, divided by the total number of open cases.

**Cases per FTE:** Total active IV-D cases divided by the total Full Time Equivalent (FTE) Staff associated with child support activities.

**Case Count Beginning:** The total count of the cases at the beginning of the measured period.

**(New) Cases Added:** The total count of the cases added to the measured caseload.

**Cases Reopened:** The total count of the cases reopened during the measured period.

**Cases Closed:** The total count of the cases closed during the measured period

**(Total) Case Transactions:** The total of new cases added + reopened + closed

**Case Count End:** The total count of the cases at the end of the measured period.

**Children in open IV-D cases not born in marriage:** This is the number of children in open IV-D cases that were not born in marriage.

**Children in open IV-D cases with paternity established:** This is the number of children in open IV-D cases with paternity established as of the end of federal fiscal year.

**Collections disbursed:** These are child support dollars collected and sent to persons or agencies.

**Collections/expense ratio (CSPIA):** This is the total dollars collected by each state during the federal fiscal year, divided by the total dollars spent by each state to provide child support services. CSPIA is the Child Support Performance and Incentives Act.

**Collections per current assistance case:** This is the total collections disbursed for current assistance cases, divided by the number of current assistance cases. This is also referred to as collections per current assistance case in the federal fiscal year section of this report.

**Collections per former assistance case:** This is the total collections disbursed for former assistance cases, divided by the number of former assistance cases. This is also referred to as collections per former assistance case in the federal fiscal year section of this report.

**Collections per never assistance case:** This is the total collections disbursed for never assistance cases, divided by the number of never assistance cases. This is also referred to as collections per never assistance case in the federal fiscal year section of this report.

**Cost effectiveness measure:** This is the total dollars collected during the federal fiscal year divided by the total dollars spent for providing child support services during the same year. It is also called the CSPIA collections/expense ratio in this report.

**Cost per case:** This is total dollars spent for providing child support services, divided by the number of open cases.

**Court order caseload:** This is the total number of cases currently served by Minnesota's child support program that have a support order in place at the end of the fiscal year, federal or state.

**Current Support:** Current support is an ongoing court-ordered obligation for support due each month and is either received by the Minnesota Child Support Center or withheld by the obligor's employer or other payor of funds.

**Current assistance case:** This is the number of open cases that currently receive public assistance, which includes MFIP, AFDC, and IV-E Foster Care.

**Current assistance collections:** This is the total amount of collections made on current assistance cases.

**Current support collected:** This is the total dollars collected toward the current support obligation (as opposed to arrears) during the federal fiscal year.

**Current support due:** This is the total dollars due in current support obligations during the federal fiscal year.

**Current support measure:** This is the total dollars collected toward current support obligations divided by the total dollars due in current support obligation.

**Disbursement:** Disbursement is the process that sends funds to a payee by warrant or electronic funds transfer.

**Disbursement expenditure ratio:** This is the total collections disbursed divided by the total dollars spent for child support services. This is also referred to as the cost effectiveness measure and the collections/expense ratio.

**DRA:** Title IV of the Social Security Act, requires the Office of Child Support Enforcement's (OCSE) Office of Audit to conduct *Data Reliability Audits* (DRAs) to evaluate the completeness, reliability, security and accuracy of the performance measure data reported by the states. This audit is conducted annually.

**Establishment measure:** This is the total number of open cases with orders established as of the end of the federal fiscal year divided by the number of open cases as of the end of the fiscal year.

**Expenditures:** These are dollars spent by each county for providing child support services. They are also referred to as "costs" in this report.

**Federal Fiscal Year 2007 ("FFY 2007"):** This is the time period from October 1, 2006 through September 30, 2007.

**Federal incentive:** This is the total amount of money each county earned by its performance during the federal fiscal year on the five federal performance measures. For the definition of these measures, please refer to the inside back cover page of this report.

**Federal performance measures:** Five measures are used to evaluate the performance of each state IV-D agency: *Establishments* - 1) Paternity and 2) Orders; *Collections* - 3) Current Support and 4) Arrears; and 5) *Cost Effectiveness*.

**Federal tax offset:** These are collections made through intercepting federal tax refunds of noncustodial parents who are behind in their child support payments.

**Former assistance case:** Any IV-D case in which the recipient was once eligible for the programs of AFDC, Title IV-E Foster Care, and Minnesota Family Investment Program (MFIP) cash assistance, or no longer receiving IV-A assistance in another state is classified as a former assistance case.

**Former assistance collections:** This is the total amount of collections made on cases that received MFIP, AFDC or IV-E Foster Care at some point in the past.

**FTEs:** (Full Time Equivalent) This is each state's/county's count of total staff dedicated to providing child support services.

**FTE - child support workers 6/30/2008:** This is the count of the number of Full Time Equivalent staff dedicated to working directly on and supporting child support cases.

**FTE - cooperative agreement workers 6/30/2008:** This is the count of the number of Full Time Equivalent staff on contract to support the effort associated with child support cases.

**Full Child Support (IV-D) Services:** Full child support services provided by state and county child support agencies for the purposes of processing child support and spousal maintenance is a child support is also being collected on the same cases including:

- locating parents
- establishing paternity
- establishing court orders
- reviewing and modifying support orders
- enforcing support orders
- working with other states to enforce support orders
- collecting and processing payment for support orders

**Income withholding:** These are collections where a portion of a noncustodial parent's paycheck is withheld and then sent to the Child Support Payment Center to pay toward that parent's child support obligation.

**Income Withholding-only Services:** Child support agencies provide income withholding-only services to record and process Child support agencies provide income withholding-only services to record and process child support and maintenance payments that an obligor's employer or payor of funds withholds from the obligor's wages. The child support agency charges the obligor \$15 per month for income withholding-only services. The child support agency does not provide any other services or enforcement activities for income withholding-only cases.

**IV-D Services:** Services provided by state and county child support agencies for the purpose of Services provided by state and county child support agencies for the purpose of processing child support and spousal maintenance. Full services include locating parents, establishing paternity, establishing court orders, reviewing and modifying support orders, enforcing support orders, working with other states to enforce support orders, and collecting and processing payments for support orders. Also called "Full Child Support Services".

**IV-D:** A IV-D case is one maintained by a state child support program. IV-D refers to Title IV-D of the Social Security Act, which federally mandated creation of state operated child support programs throughout the country.

**MFIP:** Minnesota Family Investment Program is Minnesota's income maintenance program under TANF, the federal income maintenance program.

**Never assistance case:** This is the number of open cases that have never received MFIP, AFDC or IV-E Foster Care.

**Never assistance collections:** This is the total amount of collections made on cases that have never received MFIP, AFDC or IV-E Foster Care.

**Open caseload to total FTE staff ratio 6/30/2008:** This is the total number of open cases as of 6/30/2008 divided by the total number of FTE staff, including cooperative agreement staff.

**Open caseload to worker ratio 6/30/2008:** This is the total number of open cases divided by the number of FTE child support workers. This ratio excludes cooperative agreement staff.

**Open cases:** This is the total number of cases being served by Minnesota's child support program as of the end of the fiscal year, which could be a federal or state fiscal year.

**Open cases with arrears due:** This is the total number of open cases that have arrears due during the federal fiscal year.

**Open cases with collections on arrears:** This is the total number of open cases with arrears due that also had a collection toward arrears during the federal fiscal year.

**Open cases with current support due:** This is the number of cases that have a court order and have a current charging amount due.

**Open cases with current support disbursed:** This is the number of cases that have a court order that also received a current support disbursement during the fiscal year.

**Open cases with no court order:** This is the number of open cases at the end of the fiscal year that require services to establish a child support order.

**Open cases with orders established:** This is the number of open cases that also have a court order establishing child support. This is also referred to as court order caseload in this report.

**Other state collections:** These are collections made by other states for a Minnesota case.

**Paternity:** Paternity is the state of being a father. This state exists whether the child is biological or adopted.

**Paternity measure:** This is the number of children in open IV-D cases with paternity established as of the end of the current federal fiscal year divided by the number of children in open IV-D cases not born in marriage as of the end of the previous federal fiscal year.

**Regular collections:** These are collections made directly by the noncustodial parent to the Child Support Payment Center.

**(State) Establishment incentive:** This is a \$100 bonus paid (from Minnesota) to counties for each support order they establish.

**(State) Medical support bonus:** This is a \$50 per child bonus paid (from the State of Minnesota) to counties, for each medical assistance or MNCARE child, for whom health insurance is either identified or enforced.

**(State) Modification incentive:** This is a \$100 bonus paid (from Minnesota) to counties for each modification where the county successfully completes a legal action resulting in a court order.

**(State) PA incentive:** This is an incentive paid to counties based on "total public assistance collections" defined as current and former assistance recoveries and foster care recoveries. Medical assistance recoveries are not included in determining the incentive.

**(State) Paternity incentive:** This is a \$100 bonus paid (from Minnesota) to counties for each parentage order they establish, and for each Recognition of Parentage form signed in their county office.

**State Fiscal Year 2008 ("SFY 2008"):** This is the time period from July 1, 2007 through June 30, 2008.

**State tax offset:** These are collections made through intercepting state tax refunds of noncustodial parents who are behind in their child support payments.

**Temporary Assistance for Needy Families (TANF):** TANF is program that provides time-limited public assistance payments to needy families based on Title IV-A of the Social Security Act. TANF also provides parents with job preparation, work, and support services to help them become self sufficient. Applicants for TANF are automatically referred to the state IV-D agency to establish paternity and child support for their children, if not already established. TANF replaced Aid to Families with Dependent Children (AFDC) in 1996.

**Total caseload:** This is the count of each state's open cases, as of the end of the fiscal year.

**Total collections (state counts):** This is the total dollars collected by each state during Federal Fiscal Year 2007.

**Total expenditures (state counts):** This is the total money spent by each state to provide child support services.

**Total federal and state incentives:** This is each county's sum of all federal and Minnesota funded incentives received during the state fiscal year.

**Total FTE staff 6/30/2008:** This is the total number of Full Time Equivalent staff dedicated to overseeing and working on child support issues, although sometimes not directly with child support cases. This total also includes cooperative agreement staff.

**Total state incentive:** This is each county's sum of all the Minnesota funded incentives received during the state fiscal year.

**Unemployment compensation offset:** These are collections made through intercepting a portion of a noncustodial parents' unemployment compensation check to pay toward their child support obligation.

### **Sources of Information:**

**DHS Financial Management:** Department of Human Services, Financial Management - collects, tabulates and produces county financial data information

**County Survey:** Department of Human Services, Child Support Enforcement Division - collects, tabulates and produces county FTE (Full Time Equivalency) information.

**OCSE Preliminary Data Report:** The Federal Office of Child Support Enforcement collects, tabulates and produces state information received from OCSE 157 submittals.

### **CSED InfoPac Reports:**

**QQ320803:** Quarterly OCSE157 Federal Performance Measures – SUMMARY

**QQ320920:** Annual OCSE157 Paternity Establishment - SUMMARY

**QQ320921:** Annual OCSE157 Federal Performance - SUMMARY

**QQ640201:** Quarterly OCSE34A Collect and Disburse - SUMMARY

**QW260104:** Caseflow Analysis - SUMMARY

Glossary from Annual Performance Report  
(pages 55-60 of the 2008 Annual Performance Report)



## **Appendix D: Employer Survey Form and Results**

# Survey of Employers on Child Support Compliance for the Minnesota Legislature

## Biennial Employer Survey

(RESULTS BASED ON 114 RESPONSES FROM THE 400 SURVEYS SENT)

### Survey of Employers on Child Support Compliance for the Minnesota Legislature

**1. What is the nature of your business in Minnesota?** \_\_\_\_\_

Enter the number from the following list:

2	1) Ag, Forestry and Fishing	3	8) Public Administration	2	15) Travel
0	2) Mining	15	9) Electric, Fuel Distribution	0	16) Biosciences
17	3) Construction	6	10) Transportation	0	17) Environmental Tech
3	4) Manufacturing	0	11) Communications	1	18) Medical Tech
5	5) Wholesale Trade	0	12) Sanitary Services	2	19) Printing/Publishing
10	6) Retail Trade	11	13) Non-profit Entity	2	20) Sware/Computer Svcs
5	7) Finance, Insur, Real Estate	8	14) Service Sector	20	21) Other, Specify below
				2	BLANK

**2. How many employees do you have?**

21	0-5	26	6-20	24	21-50	37	>50	6	BLANK
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**3. How would you rate your satisfaction with the Child Support Payment Center (CSPC)?**

Use the following scale (circle one):

60	1 = Satisfied	4	BLANK
6	3 = Dissatisfied	33	2 = Neither Satisfied / Dissatisfied
		11	4 = N/A - Have Not Used

**4. With respect to the activities listed in the table below; please provide your estimate of the amount of time it takes each month to complete the activity, the cost of the activity, then, using the scale, tell us the relative burden of the activity on your business operations.**

**MONTHLY AVERAGES OF THE RESPONDENT'S ENTRIES**

Activity	Hours	Cost	Burden*
Submit New Hire Information	1.02	\$28.89	3.43
Process Notice of Income Withholding	1.05	32.21	3.06
Send/Transmit Child Support Payments to the CSPC	1.35	27.04	3.12
Make Cost of Living Adjustments to CS payments	0.82	20.43	3.20
Employment Verification Form	1.03	28.06	3.03
Answer requests for insurance information	1.04	28.31	2.96

\*Use the following scale:

1 = Very Burdensome	2 = Moderately Burdensome
3 = Slightly Burdensome	4 = Not Burdensome

**5. Do you pass along any of the income withholding costs to the employees from whom income is withheld? (State statute allows**

16	YES	96	NO
2	BLANK	0	N/A

**6. Have any of your employees left employment as a direct result of income withholding or reporting their employment to the child support office?**

97	NO	11	YES	IF KNOWN - HOW MANY?
5	BLANK	1	OTHER	1=8x    4=1x    BLANK=105x

**7. In the past year, have you called the state child support office for any reason?**

32	YES	78	NO	4	BLANK
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If you called the state office, what was the purpose of the call?

8. During the phone contact:

Was the question answered to your satisfaction?

YES  NO  BLANK  N/A

Was the response time to your satisfaction?

YES  NO  BLANK  N/A

9. If you have called the state office, have you used the interactive voice response (IVR) system?

YES  NO  BLANK  N/A

If you have used the IVR system, please indicate your satisfaction with it using the following scale (circle one):

1 = Satisfied      2 = Neither Satisfied / Dissatisfied      3 = Dissatisfied  
 Satisfied       Neither       Dissatisfied  
 BLANK       N/A

10. Do you have any suggestions on how we can improve the service we provide to you over the phone?

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11. Have you used the New Hire website: (<http://www.mn-newhire.com>) to report newly hired employees at your business?

YES  NO  
 BLANK  N/A

Has it been helpful?

YES  NO  
 BLANK  N/A

12. Do you have any suggestions on how we can improve our New Hire reporting process?

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13. Have you used the Minnesota Child Support Enforcement website: (<http://www.dhs.state.mn.us>) to review the latest program policies and procedures.

YES  NO  BLANK

Has it been helpful?

YES  NO  BLANK  N/A

14. Are you enrolled in the 'electronic fund transfer' program to transfer your child support payments, to the payment center?

YES  NO  BLANK

If not, please check out this feature on website:

(<http://www.dhs.state.mn.us>)

15. What features would you most want on an electronic payment website such as Minnesota Child Support Online? <http://www.childsupport.dhs.state.mn.us/Action/Welcome>

16. What is the one thing you would like to see the child support program improve upon or change, as it relates to your business? \_\_\_\_\_

17) Any other comments? \_\_\_\_\_

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**Appendix E: Statutory Authority and Costs of Producing this  
Report**

*Statutory Authority*

**This Report To The Legislature Is Mandated By 1998 Minnesota Laws, Chapter 382, Article 1, Section 34:**

Sec. 34. [REPORT]

- (a) The commissioner of human services shall evaluate all child support programs and enforcement mechanisms to determine the following:
  - (1) Minnesota's performance on the child support and incentive measures submitted by the federal Office of Child Support Enforcement to the United States Congress;
  - (2) Minnesota's performance relative to other states;
  - (3) individual county performance; and
  - (4) recommendations for further improvement.
- (b) The commissioner shall evaluate in separate categories the federal, state, and local government costs of child support enforcement in the state. The evaluation must also include a representative sample of private business costs relating to child support enforcement based on a survey of at least 50 Minnesota businesses and nonprofit organizations.
- (c) The commissioner shall also report on the amount of child support arrearages in this state with separate categories for the amount of child support in arrears for 90 days, six months, one year, and two or more years. The report must establish a process for determining when an arrearage is considered uncollectible based on the age of the arrearage and likelihood of collection of the amount owed. The amounts determined to be uncollectible must be deducted from the total amount of outstanding arrearages for purposes of determining arrearages that are considered collectible.
- (d) The first report on these topics shall be submitted to the Legislature by January 1, 1999, and subsequent reports shall be submitted biennially before January 15 of each odd-numbered year.

**The section on driver's license suspension in this report to the Legislature is mandated by Minn. Stat., Sec. 518A, Subdivision 65(f) (2006) as amended in 2002:**

Subd. 13 Driver's license suspension

- (f) On January 15, 1997 and every two years after that, the commissioner of human services shall submit a report to the Legislature that identifies the following information relevant to the implementation of this section:
  - (1) The number of child support obligors notified of an intent to suspend a driver's license;
  - (2) the amount collected in payments from the child support obligors notified of an intent to suspend a driver's license;
  - (3) the number of cases paid in full and payment agreements executed in response to notification of a intent to suspend a driver's license;
  - (4) the number of cases in which there has been notification and no payments or payment agreements;
  - (5) the number of driver's licenses suspended;
  - (6) the cost of implementation and operation of the requirements of this section; and

- (7) the number of limited licenses issued and number of cases in which payment agreements are executed and cases are paid in full following issuance of a limited license.

*Cost to Produce this Report*

The following is a summary of the costs of preparing this report, as mandated by the Laws of 1994:

State Staff Assistance	\$5,453
Printing and Mailing	\$150
<b>TOTAL COST</b>	<b>\$5,603</b>

## **Appendix F: Federal Performance Measures Summary**

# Federal Performance Measures

	Formula	FFY02	FFY03	FFY04	FFY05	FFY06	FFY07
Paternity	$\frac{\text{Children in Open IV-D Cases with Paternity Established}^1}{\text{Children in Open IV-D Cases Born outside of Marriage}^1}$	82%	84%	98%	96%	96%	96%
Orders Established	$\frac{\text{Cases open at the End of Fiscal Year with Support Orders Established}^2}{\text{Cases Open at End of Fiscal Year}^2}$	78%	79%	80%	82%	82%	82%
Collections on Current Support	$\frac{\text{Total Amount of Support Distributed as Current Support During Fiscal Year}^2}{\text{Total Amount of Current Support Due for the Fiscal Year}^2}$	72%	69%	69%	69%	68%	69%
Collections on Arrears	$\frac{\text{Total Cases with Support Distributed as Arrears During Fiscal Year}^2}{\text{Total Cases with Arrearages Due for All Fiscal Years}^2}$	65%	68%	66%	66%	66%	66%
Cost Effectiveness	$\frac{\text{Collections Forwarded to Other States + Total Collections Distributed + Fees Retained by Other States}^4}{\text{Total IV-D Dollars Expended}}$	\$4.05	\$4.04	\$4.10	\$4.21	\$4.04	\$4.01

- Sources:
- 1- QQ320920
  - 2- QQ320921
  - 3- QQ640201
  - 4- DHS Financial Operations Division Report



## **Appendix G: Office of the Legislative Auditor Recommendations**

The State of Minnesota, Office of the Legislative Auditor, conducted a program evaluation of Child Support Enforcement and released their findings in a February 2006 report. Below is the summary list of recommendations for program improvement they included in their report.<sup>1</sup>

1. The Legislature and Department of Human Services should strengthen program accountability for child support enforcement by (1) strengthening the cooperative agreements between the department and counties, (2) setting specific performance targets for each county, (3) establishing statewide service delivery standards, (4) rewarding counties for achieving the performance targets, (5) withholding funds from counties that do not meet the service delivery standards, and (6) providing grants to implement innovative strategies.
2. The Department of Human Services should improve or replace its online library, eMILO, so that it is easier for county child support officers to find relevant policies and procedures.
3. The Department of Human Services and partner agencies should designate liaisons to exchange information about possible changes to data or computer systems that might affect the child support enforcement program.
4. The Legislature should require state agencies to make reasonable efforts to coordinate with the Department of Human Services any activities that might affect data or computer systems used by the child support enforcement program.
5. The Department of Human Services and counties should establish and communicate clear expectations that public assistance workers will collect as much information about non-custodial parents as possible before referring cases to the child support enforcement program.
6. The Legislature should require the Department of Human Services to propose arrears management policies to the 2009 Legislature. In addition, the Legislature should require the department to base the proposed policies on an assessment of the state's arrears caseload and on pilot tests of policy alternatives.

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<sup>1</sup> Office of the Legislative Auditor, State of Minnesota, Evaluation Report: Child Support Enforcement, February 2006, page 75.