



# Social Services

## Social Services Board

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## Maggie Clapp

DSS Director

To: Maggie Clapp  
From: Kelly Inman, Chief Operations Officer  
Re: Business Operations Division Report – March Data  
Date: April 16, 2026

### DSS Information Technology

DSS IT operations remained stable throughout March with no major outages that impacted support for DSS staff. Key project initiatives progressed on schedule with 2 being moved into production, support metrics remain stable month-over-month. IT remains well-positioned heading into April with stable operations and project activities aligned with organizational goals. Ongoing digital modernization projects hit March milestones and application enhancements were deployed with positive feedback from business units.

#### 2. Key Metrics

Category	Metrics	Percentage	Status
System Uptime	99.9%	99.95%	✓
Ticket Resolution	318	134 B/F & 184 Request	✓
Ticket Resolution		4% decrease compared to 2025	✓
Project Milestones	100%	100%	✓

#### 3. Project Updates

- Daysheets Application Upgrade
  - Status: Complete
- DSS Facility Incident Reporting
  - Status: Complete
- DSS Personnel Change Notice Form Revision
  - Status: 90% complete
  - Progress: Design being built
  - Risks: Low

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## **Facility/Fleet/Support/Space Planning/Emergency Response Readiness:**

- A request for a replacement vehicle was submitted as part of the 26-27 Budget.
- Contract work for facilities operations is underway for FY27
- Work continues on the project to update family rooms – estimated completion mid to late May
- Break Room wall décor hung – DSS Strategic Plan and All Hands Meeting products are now displayed in all break rooms.
- Facilities continues to work on a project to automate aspects of fleet vehicle issue/maintenance reporting

## **Program Integrity**

The unit welcomed a new Senior Processing Assistant to the team on March 16th.

## **Child Support Services**

The Establishment group interview project was held on March 24, 2026. The Establishment team delivered a PowerPoint presentation outlining the Child Support process, after which clients were given the opportunity to ask questions and receive clarification. Following the presentation and discussion, clients completed the required documents needed for their cases to move forward to the next step of scheduling interviews with the Non-Custodial Parent. (NCP)

- 16 clients appeared, and 15 cases were able to move forward with scheduling the NCP appointment.
- 2 Voluntary Support Agreements have been established since the group.

Client feedback on the group interview process was very positive. The Unit will conduct another group interview event in June, with plans to increase the number of scheduled clients and implement additional strategies to improve client attendance and support meeting our order incentive goals.

Each Wednesday the Enforcement team has a group project to make contacts for collections to any delinquent NCP.

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## Child Support Performance Update

Our Self-Assessment score remains above the goal of 75%.

### SFY2026- 2025 Child Support Performance Self-Assessment

Report Month	Case Closure	Enforcement	Establishment	Exp. 12 month	Exp. 6 month	Interstate	Medical	RA Inc	RA_N
Goal	90%	75%	75%	90%	75%	75%	75%	75%	75%
March 2026		77.38%	86.69%	95.78%	89.70%	86.67%	85.51%	99.67%	97.56%

Report Month	Paternity Establishment	Cases Under Order	Current Support	Cases Paying Towards Arrears	Total Collections
Goal	95.52%	90.00%	68.80%	70.00%	14,737,899.82
March 2026	95.56% Yes	90.27% Yes	68.62% No (Need .18%)	67.80% Yes	\$10,761,489.30 (No should be at \$10,927,068.41- short \$165,579.11

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