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 –October Data
Date: November 12, 2026

Child Support Services

The Child Support Unit has successfully met 12 out of 14 performance goals after four months into the fiscal year. Although the unit did not meet this month's on-track paternity-establishment goal, the supervisor and staff continue to manage their assigned caseloads while covering a vacant caseload and look for strategies to increase paternities.

Although the unit did not meet its collections goal, its results are consistent with statewide trends. Child Support staff continue to work with the state representative to review reports and identify activities that may increase collections.

In October, Child Support enforcement staff continued to prioritize timely review of the undistributed collections report. The state monitors collection disbursement monthly as a statewide and county continuous-improvement measure. Prompt distribution also helps families receive needed financial support sooner.

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

SFY2026- 2027 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%**
October 2026	**98.97%**	**80.38%**	**88.69%**	**97.63%**	**94.66%**	**85.26%**	**87.26%**	**99.64%**	**95.83%**

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Report Month	Paternity Establishment	Cases Under Order	Current Support	Cases Paying Towards Arrears	Total Collections
Goal	**98.09%**	**90.00%**	**68.78%**	**70.00%**	**$14,737,899.82**
October 2026	**91.72%** **No, our on-track goal for this month is 92.86%**	**88.47%** **Yes**	**69.18%** **Yes**	**56.00%** **Yes**	**$4,714,306.24** **Our on-track distribution goal is $4,857,138.76. We are short $142,532,52.**

Program Integrity

Program Integrity completed yearly refresher training on October 28th to align with the State ME review completed this summer. This training focused on documentation requirements to ensure that all investigators understand timelines and requirements to avoid potential audit findings.

Facilities, Fleet, Space planning, and Emergency Preparedness

- Working with General Services to obtain quotes for DSS carpet cleaning.
- DSS Agile Fleet Software training is being conducted, with go-live set for December 1st.
- FY26-27 Fleet Vehicle acquisition – two vehicles have been reserved, fund reservations are being finalized with anticipated delivery before the end of December.
- Review of DSS outreach equipment – canopies et al to improve support and upgrade: ongoing.
- Ongoing evaluation of space updates needed to support additional Medicaid positions.
- Continued Readiness for hurricane preparedness / sheltering operations. Refresher training provided to team captains on November 3rd.

Information Technology

The DSS Information Technology Division maintained strong service delivery performance throughout October 2026, closing 361 total service tickets, which was consistent with the prior year's volume and reflected an approximately 1% year-over-year variance. The team closed 132 Incidents and 229 Service Requests.

Project Updates:

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- DSS Fleet Management System - The fleet management implementation entered its final deployment phase. End-user training began during the reporting period, with production go-live targeted for December 1.
- CADB – finalizing training materials for rollout.
- Interpreter Services Modernization - The Interpreter Request form project entered its final implementation phase, with training materials and documentation nearing completion. Project closure is anticipated by year-end.

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