



## 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 – July Data  
Date: August 19, 2026

### **Child Support Services**

#### **Performance Overview**

The Child Support Unit has received its July statistics and successfully met 12 out of 14 performance goals established for this fiscal year. Although the unit did not achieve its on-track total collection goal of \$1,295,926.54 for July, it is important to note that this is the first month of the new fiscal year. Historically, collections tend to increase in subsequent months as enforcement actions take effect and payment reminders are issued. Early fiscal year patterns often reflect lower collection rates, with anticipated improvements as compliance strategies are implemented and outreach efforts intensify. The office is confident that collections will rise as these initiatives continue.

#### **Enforcement Strategies and Outcomes**

This fiscal year, the Self-Assessment process will specifically focus on Enforcement, including a review of cases in delinquency status. Staff are actively identifying delinquent cases and taking necessary actions to bring them into compliance, which directly contributes to increased collections. Additionally, every Wednesday is designated as “Contact for Collections” day, during which the enforcement team conducts focused outreach—such as phone calls and direct contacts—to non-custodial parents who are delinquent in payments. These actions are already showing early successes and are expected to further support the unit’s mission by improving compliance and overall collection rates.

#### **Child Support Awareness Activities**

Since August is Child Support awareness month, the unit kicked off the month with an outreach opportunity at the Sheriff’s “Stop the Violence – Back to School” event. In addition, the unit hosted the “Ask an Agent” outreach in the lobby of Human Services Building on August 6<sup>th</sup>. Throughout the month, the unit donated school supplies as their service project to support the community and delivered them to an area elementary school and the Boys and Girls club on August 19<sup>th</sup>. In addition, the unit had a court refresher training on August 19<sup>th</sup> and will cap off the month with a Goal Recognition Unit meeting on September 2<sup>nd</sup>.

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## Child Support Performance Update

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%    |
| July 2026    | 98.97        | 80.73%      | 89.51%        | 96.83%        | 91.44%       | 87.69%     | 86.83%  | 99.88% | 99.07% |

| 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                                                                                           |
| July 2026    | 87.97%<br><b>NO</b><br>On tract goal is 89.72% | 89.85%<br>Yes, we have exceeded our on-track goal of 89.23% | 69.39%<br>Yes, we have exceeded the current support goal | 38.18%<br>Yes, we have met our on-track goal of 37.76% | \$1,202,807.96<br><b>NO</b><br>Our on-track distribution goal is \$1,295,926.54. We are short \$93,118.58 |
|              |                                                |                                                             |                                                          |                                                        |                                                                                                           |

## Program Integrity

- Program Integrity is planning to host the Region III PI meeting in September.
- High collections in July are the result of Tax intercept payments being recorded.
- Program Integrity continues to prepare for the impacts of HR 1 and continues to monitor recurring trends in cases to inform the agency about training focus areas.
- PI continues with recruitment efforts for one investigator vacancy.

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

- DSS fleet vehicle scheduling and management through Agile Fleet – Contract awarded for FY26-27. DSS fleet will have a centralized key box and online reservation system for 31 fleet vehicles expandable to 40. Equipment received and data submitted. Project on track.
- FY26-27 Fleet Vehicle acquisition – 1 vehicle submitted within budget submittal with 1 lifecycle vehicle turn-in. In discussion for replacement of 1 total loss vehicle.
- Off cycle vehicle request will be made for a vehicle replacement for a vehicle with collision damage (salvage). No injuries and DCo driver not responsible for damage.
- Space planning underway for recently approved Medicaid positions
- Updated Building external signage (hours of operations) in coordination with Public Health
- Facilities team conducted Floor Captain/Safety refresher training on August 19th.

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## **Information Technology**

- DSS IT processed **339 total tickets** in July, consisting of **156 incidents** and **183 service requests**, showing a continued upward trend in monthly workload while maintaining strong throughput.
- **Service Levels (Time to Close)**  
The team maintained high responsiveness with:
  - **74%** of all tickets closed same day
  - **8%** within 2 days
  - **11%** within 2–5 days
- **Key Monthly Insights**  
Application and access-related needs continue to dominate incident categories.  
Major deliverables remain on track:  
Fleet Management (Oct 2026)  
Personnel Action Request (Sep 2026)  
Interpreter Line in User Testing  
Conducted demos of 3 new apps to increase productivity and improve training capabilities

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