



Social Services

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Maggie Clapp
DSS Director

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

Child Support Services

The Child Support Unit's August results show strong progress, with 12 of 14 annual goals on track. Paternity Established numbers continue to grow throughout the year, and although the unit did not reach its August on track collection target of \$ 2,471,237.69 for the month, collections historically improve in the following months as enforcement efforts take effect and payment reminders are sent. Early fiscal year trends typically show lower collections, with anticipated increases as compliance strategies ramp up and outreach intensifies. The unit remains confident collections will rise as these initiatives continue.

Child Support staff and county-assigned attorneys met to discuss strategies for increasing collections through judicial processes. Proposed actions include referring more noncompliance cases to court, requesting purge payments while considering the total arrears owed, requesting arrears-frequency orders as soon as they become available, and implementing measures for agents and attorneys to streamline court proceedings. Enforcement projects are a state focus area, so the unit is formulating some focused initiatives in this area.

Agents continue to utilize Wednesdays for "Calls for Collections", reaching out to non-custodial parents to collect delinquent payments, discuss options for payments and provide case updates. In addition, the unit is preparing to maximize court time during months where court availability is impacted by Holiday closures, etc.

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%
August 2026	98.97	89.02%	89.52%	97.06%	94.00%	85.27%	87.17%	99.76%	97.80%

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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%	\$14,699,646.71
August 2026	89.16% NO On track goal is 90.38%	89.63% Yes, we have exceeded our on-track goal of 88.96%	69.40% Yes, we have met the current support goal of 69.44%	46.07% Yes, we have met our on-track goal of 37.76%	\$2,346,922.78 Our on-track distribution goal is \$2,471,237.69.

Program Integrity

- Program Integrity is planning to host the Region III PI meeting in September.
- 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, installed, pending configuration, training and implementation.
- FY26-27 Fleet Vehicle acquisition – two vehicles have been reserved, fund reservations are being worked, pending processing. and vehicle delivery.
- Life cycle fleet vehicle turn-in – one 2009 Chevrolet Equinox with 130k+ miles will be turned-in
- Space planning continues for recently approved Medicaid positions
- Facilities team conducted Floor Captain/Safety refresher training on August 19th.
- Continued readiness for hurricane preparedness / sheltering operations.

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Information Technology

Overall ticket volume was 296 (118 incidents; 178 requests), for an overall closure rate of 88.6%. August saw a decrease in overall ticket volume, with strong performance in incident resolution and continued progress on key IT projects. The team maintained high efficiency in ticket handling and client engagement, with most tickets resolved promptly.

Time to Resolve (FY27 to-date):

Same-day: 87%
Within 2 days: 9%
Within 2–5 days: 4%

Projects Summary

County IT Managed Projects

Project	Status	Notes
DSS Fleet Management	Green	Deployment scheduled mid-October 2026
Personnel Action Request	Green	Implementation scheduled for late September 2026
CMDB Implementation	Green	Pending implementation Oct 1, 2026

DSS Managed Projects

Project	Status	Notes
DSS Offboarding Process Review	Green	Ongoing
DSS Interpreter Line Request Form	Green	UAT testing in progress

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