



Measure What Matters: Practice Indicators

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What is the 1st thing that comes into your mind when you think of the Federal Performance Measures?



Why Practice Indicators?

- The Problem with FPMs...
- Measuring Meaningful Outcomes for Families
- Is it Good Enough for You?



#WICSEC2018





Practice Indicators (PI)

- Timeliness of Service Delivery
- Reliability of Payments



8-Key Statewide Practice Indicators (PI)

- Practice Indicator #4
Total Distributed Collections

Federal Fiscal Years	2016	2017	2016 - 2017 Percent Change
STATEWIDE	\$2,408,779,246	\$2,438,063,294	1.2%



8-Key Statewide Practice Indicators (PI)

- Practice Indicator #6

Percent of Current Support Paid by Percentage Band
Federal Fiscal Year 2017

County	Assistance Type	Percentage Bands					
		0.00%	00.01 - 25.00%	25.01 - 50.00%	50.01 - 75.00%	75.01 - 90.00%	90.01% or more
STATEWIDE	Current	30.07	14.73	10.43	11.34	9.03	24.40
	Former	18.01	10.21	8.35	11.01	10.75	41.66
	Never	12.03	8.40	7.59	10.88	11.60	49.51
	Total	19.52	10.92	8.70	11.06	10.53	39.27



8-Key Statewide Practice Indicators (PI)

- Practice Indicator #8
Percent of Stipulated Orders
Federal Fiscal Year 2017

County	(a) Count of all Orders	(b) Count of all Stipulated Orders	(c) Count of all Zero Dollar Orders	(d) Count of all Zero Dollar Stipulated Orders	(e) Percent Stipulated Orders Compared to all Orders (b/a)	(f) Percent Zero Dollar Stipulated Orders Compared to all Stipulated Orders (d/b)
STATEWIDE	135,804	37,564	39,248	12,567	27.7%	33.5%



8-Key Statewide Practice Indicators (PI)

- Practice Indicator #10

Percent of Cases with Support Orders Established by Default

Federal Fiscal Years	Assistance Type	2016	2017	2016 - 2017 Percent Change
STATEWIDE	Current	66.6%	62.4%	-6.3%
	Former	59.1	54.2	-8.3
	Never	39.6	35.3	-10.9
	Total	59.0	54.1	-8.3



8-Key Statewide Practice Indicators (PI)

- Practice Indicator #22

Average Number of Days from Case Opening to Order to First Payment
Federal Fiscal Year 2016

County	Count of All Cases that Opened in Federal Fiscal Year 2016*	Count of Cases with an Order as of 9/30/2017	Count of Cases without an Order as of 9/30/2017*	Average Days from Case Opening to Any Order	Average Days from Monetary Order to First Payment
STATEWIDE	114,100	56,762	57,338	185	63



8-Key Statewide Practice Indicators (PI)

- Practice Indicator #24

Average Days from Summons and Complaint to Default Order
Federal Fiscal Year 2017

County	Average Days from Summons and Complaint Filed Date to Service Date	Average Days from Summons and Complaint Service Date to Default Date
STATEWIDE	41	63



8-Key Statewide Practice Indicators (PI)

- Practice Indicator #25

Average Number of Days from Case Opening with an Existing Order to First Payment Federal Fiscal Year 2017

County	Count of Cases with Existing Order at Case Opening	Average Days from Case Opening to First Payment	Number of Cases with a First Payment	Number of Cases with No Payment	Percent of Cases without Payment
STATEWIDE	12,526	59	8,125	4,401	35.1%



Local Implementation



Local Implementation

San Joaquin

- PI 6- Collections of Current Support Paid by Percentage Band
- PI 22- Case Opening to Order Establishment to First Payment



PI 6- Percentage of Current Support Collected by Percentage Band

Data As Of 8/31/2018 / Run Date 9/19/2018											
Case ID	Caseworker	Last_Name		Line 24	Line 25	PI6	PI6 Band	Vs Prior Year	Movement	Assistance	Current Support
	lopez.mary	TRUITT		\$1,830.00	\$0.00	0.00%	0.00%	Decrease	(2)	Former	\$0.00
	nusaath.gina	SANCHEZ		\$4,785.00	\$3,394.99	70.95%	50.01-75.00%	Decrease	(2)	Current	\$435.00
	rivera.christopher	ROBINSON		\$5,071.00	\$2,756.46	54.36%	50.01-75.00%	Decrease	(2)	Current	\$461.00
	martinez.susanb	FLEMING		\$1,540.00	\$1,368.46	88.86%	75.01-90.00%	Decrease	(1)	Former	\$140.00
	amezquita.megan	ELOLA		\$10,450.00	\$285.00	2.73%	0.01-25.00%	Decrease	(2)	Former	\$950.00
	thornburg.lisa	DODSON		\$714.00	\$0.00	0.00%	0.00%	Decrease	(1)	Former	\$0.00
	guzman.ana	FERNANDEZ		\$2,387.00	\$1,810.98	75.87%	75.01-90.00%	Decrease	(1)	Former	\$217.00
	muhlbeier.dede	PHILLIPS		\$5,841.00	\$1,644.30	28.15%	25.01-50.00%	Decrease	(3)	Former	\$531.00
	diaz.anita	RICHMOND	R	\$2,519.00	\$466.00	18.50%	0.01-25.00%	Decrease	(3)	Former	\$229.00
	hale.jeanette	BUSH		\$7,909.00	\$6,968.56	88.11%	75.01-90.00%	Decrease	(1)	Former	\$719.00
	taing.toean	JEFFERSON		\$1,716.00	\$624.00	36.36%	25.01-50.00%	Decrease	(3)	Never	\$156.00
	agualo.michelle1	MILLIGAN		\$4,664.00	\$855.91	18.35%	0.01-25.00%	Decrease	(2)	Former	\$424.00
	thornburg.lisa	DEL TORO		\$3,025.00	\$0.00	0.00%	0.00%	Decrease	(4)	Former	\$275.00
	estrada.laura	ASUNCION		\$3,158.00	\$1,366.43	43.27%	25.01-50.00%	Decrease	(1)	Current	\$193.00
	hughes.pov	NASIR		\$6,817.00	\$6,039.00	88.59%	75.01-90.00%	Decrease	(1)	Former	\$389.00
	thornburg.lisa	DENNIS		\$5,220.00	\$4,657.84	89.23%	75.01-90.00%	Decrease	(1)	Former	\$522.00
	amezquita.megan	DUNN		\$4,840.00	\$3,502.29	72.36%	50.01-75.00%	Decrease	(2)	Current	\$440.00
	rivera.christopher	ROBINSON		\$242.00	\$154.00	63.64%	50.01-75.00%	Decrease	(1)	Former	\$22.00
	amezquita.megan	EDWARDS		\$1,443.00	\$118.40	8.21%	0.01-25.00%	Decrease	(2)	Current	\$140.00
	estrada.laura	BAILEY		\$4,015.00	\$2,383.99	59.38%	50.01-75.00%	Decrease	(2)	Never	\$365.00
	ayers.amanda	CORREA		\$1,881.00	\$1,545.74	82.18%	75.01-90.00%	Decrease	(1)	Former	\$171.00
	nusaath.gina	RUIZ		\$1,168.00	\$1,004.54	86.01%	75.01-90.00%	Decrease	(1)	Never	\$0.00
	neal.my	KNIGHT		\$5,654.00	\$2,544.01	44.99%	25.01-50.00%	Decrease	(3)	Never	\$514.00
	speers.jimmie	WILLIS		\$4,103.00	\$0.00	0.00%	0.00%	Decrease	(3)	Former	\$373.00
	ollis.alma	VALENCIA		\$4,873.00	\$0.00	0.00%	0.00%	Decrease	(1)	Never	\$443.00
	lane.teresa	ALLEN	I	\$3,240.00	\$2,520.00	77.78%	75.01-90.00%	Decrease	(1)	Former	\$0.00



Case ID	Caseworker	Last_Name	Line 24	Line 25	PI6	PI6 Band	Vs Prior Year	Movement	Assistance	Current Support
	agualo.michelle1	MEZA	\$6,182.00	\$0.00	0.00%	0.00%	Decrease	(1)	Former	\$562.00
	agualo.michelle1	MOAYER	\$397.00	\$0.00	0.00%	0.00%	Decrease	(1)	Former	\$0.00
	agualo.michelle1	MCLEOD	\$1,500.00	\$0.00	0.00%	0.00%	Decrease	(2)	Never	\$0.00
	agualo.michelle1	MENDOZA	\$3,097.00	\$0.00	0.00%	0.00%	Decrease	(1)	Former	\$305.00
	agualo.michelle1	MINER	\$1,650.00	\$0.00	0.00%	0.00%	Decrease	(2)	Never	\$150.00
	agualo.michelle1	MEDINA	\$12,447.00	\$0.00	0.00%	0.00%	Decrease	(4)	Former	\$0.00
	agualo.michelle1	MIDDLETON	\$3,388.00	\$0.00	0.00%	0.00%	Decrease	(2)	Former	\$308.00
	agualo.michelle1	MODESTO	\$2,200.00	\$0.00	0.00%	0.00%	Decrease	(2)	Former	\$200.00
	agualo.michelle1	MEZA	\$7,733.00	\$0.00	0.00%	0.00%	Decrease	(1)	Former	\$703.00
	agualo.michelle1	MELGOZA	\$1,947.00	\$0.00	0.00%	0.00%	Decrease	(1)	Current	\$177.00
	agualo.michelle1	MENDOZA	\$352.00	\$0.00	0.00%	0.00%	Decrease	(1)	Former	\$0.00
	agualo.michelle1	MOHSINI	\$251.00	\$0.00	0.00%	0.00%	Decrease	(2)	Current	\$0.00
	agualo.michelle1	MERCADO	\$2,040.00	\$0.00	0.00%	0.00%	Decrease	(1)	Current	\$408.00
	agualo.michelle1	MILLER	\$869.00	\$0.00	0.00%	0.00%	Decrease	(2)	Current	\$79.00
	agualo.michelle1	MILLER	\$4,862.00	\$0.00	0.00%	0.00%	New	-	Former	\$442.00
	agualo.michelle1	MONTES	\$165.00	\$0.00	0.00%	0.00%	New	-	Never	\$55.00
	agualo.michelle1	MILLER	\$4,250.00	\$0.00	0.00%	0.00%	New	-	Never	\$850.00
	agualo.michelle1	MONTERO	\$22,198.00	\$0.00	0.00%	0.00%	New	-	Current	\$2018.00
	agualo.michelle1	MIMMS	\$72.00	\$0.00	0.00%	0.00%	New	-	Current	\$72.00
	agualo.michelle1	MONJES	\$253.00	\$0.00	0.00%	0.00%	New	-	Current	\$0.00
	agualo.michelle1	MIRANDA	\$200.00	\$0.00	0.00%	0.00%	New	-	Current	\$200.00
	agualo.michelle1	MELGAR	\$1,232.00	\$0.00	0.00%	0.00%	New	-	Current	\$112.00
	agualo.michelle1	MENDEZ	\$1,148.00	\$0.00	0.00%	0.00%	New	-	Former	\$0.00
	agualo.michelle1	MENDOZA	\$843.00	\$0.00	0.00%	0.00%	New	-	Current	\$0.00
	agualo.michelle1	MERRIMAN	\$922.00	\$0.00	0.00%	0.00%	New	-	Former	\$461.00
	agualo.michelle1	MEDINA	\$730.00	\$0.00	0.00%	0.00%	New	-	Former	\$365.00

PI6 Detail Case List

PI 22- Case Opening to Order Establishment to First Payment

Case_Number	FFY	Caseworker	Last_Name	IG	Opened	Days Open Without an Order
	2017	morales.moana	BRADFORD		10/3/2016	715
	2017	soulyalangsy.souk	GONZALEZ		10/4/2016	714
	2017	morales.moana	BONDERER		10/6/2016	712
	2017	chea.chenda	THOMPSON		10/7/2016	711
	2017	palmore.myron	RIVERA		10/8/2016	710
	2017	anguiano.stephanie	DOMINGUEZ VASQUEZ		10/10/2016	708
	2017	lane.teresa	MARTINEZ	I	10/11/2016	707
	2017	christian.tammy	HUNTER		10/11/2016	707
	2017	white.hamisi			10/12/2016	706
	2017	little.barbie	ACCHER		10/12/2016	706
	2017	morales.moana	BRANCH-ROBINSON		10/13/2016	705
	2017	strong.brian	WILLIAMS		10/13/2016	705
	2017	white.hamisi	HOKES		10/14/2016	704
	2017	ollis.alma	VARGAS DIAZ		10/17/2016	701
	2017	guzman.ana	GARCIA		10/17/2016	701
	2017	ollis.alma	SANTOYO		10/17/2016	701
	2017	strong.brian	YOUNG		10/18/2016	700
	2017	little.barbie	BAKER		10/20/2016	698
	2017	soulyalangsy.souk	GARCIA		10/24/2016	694
	2017	morales.moana	BORJA		10/24/2016	694
	2017	green.tannesha	SINGH		10/24/2016	694
	2017	soulyalangsy.souk	ESCOBEDO JR		10/25/2016	693
	2017	chea.chenda	TURNER		10/25/2016	693
	2017	anguiano.stephanie	COLEMAN		10/26/2016	692
	2017	hawelu.lavonda	SCOTT	I	10/27/2016	691
	2017	hawelu.lavonda	VORNG	I	10/28/2016	690

	Case_Number	FFY	Caseworker	Last_Name	IG	Opened	First Order	Monetary Order Date	Open Date to First Order	Days Without a Payment	
1											
2		2017	agualo.michelle1	MIMS		11/29/2016	2/16/2017	2/16/2017	78	580	10.31 court date
29		2017	agualo.michelle1	MEGINES		6/23/2017	10/5/2017	10/5/2017	103	349	
36		2017	agualo.michelle1	MENDEZ		2/3/2017	10/25/2017	10/25/2017	263	329	
79		2017	agualo.michelle1	MENDOZA		9/18/2017	2/1/2018	2/1/2018	135	230	
107		2017	agualo.michelle1	MIRAMONTES		8/4/2017	3/14/2018	3/14/2018	221	189	NP in home
174		2018	agualo.michelle1	MEYER		2/21/2018	5/25/2018	5/25/2018	92	117	iwo served on new empr
181		2017	agualo.michelle1	MILES		3/31/2017	6/6/2018	6/6/2018	431	105	
185		2018	agualo.michelle1	MOFFITT		2/24/2018	6/8/2018	6/8/2018	103	103	
189		2018	agualo.michelle1	MOODY		2/23/2018	6/14/2018	6/14/2018	110	97	stip and no pay?
289		2017	agualo.michelle1	MERRICK		3/1/2017	8/20/2018	8/20/2018	536	30	
297		2018	agualo.michelle1	MENDOZA		6/4/2018	8/21/2018	8/21/2018	77	29	
OpenCasesWithoutPmt CasesWithoutCurrCharging CasesWithoutMonetaryOrder CasesWithNoOrder ClosedCases CasesWithPayments CasesWithPayments_Exceptions											

Cases without a Payment

Cases without Current Charging Instructions

Cases without a Monetary Order

Cases with No Order

Closed Cases

Cases with Payments

Cases with Payment Exceptions

How do you Measure Success?

Group Exercise



Questions?

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