

## Feedback from WICSEC Workshop – Measure What Matters

### What Should We Measure?

- Cases transitioned from aided to non-aided as a direct result of child support
- Family engagement
- Impact of receipt of child support on the community economy
- Develop a PI that highlights cases with an active employer and no payments
- Customer satisfaction
- Meaningful engagement (multiple references)
- Preventing attrition (losing millennials too quickly)
- Right sized orders
- Closures
- How long intergovernmental cases take
- Undistributed funds
- Arrears balances
- What is a good caseload size for success
- Customer service (came up repeatedly)
- Community engagement (can you measure strong families and individuals)
- Measure barriers to non-payment by ncps
- How long does it take to modify orders for incarcerated ncps

Note: These ideas were submitted to OCSE on 10/22/2018. Thank you for your participation and great ideas!