



OUR MISSION

Promote parental responsibility to enhance the well-being of children by providing child support services to establish parentage and collect child support.



OUR VISION

All parents are engaged in supporting their children.



OUR VALUES

Children and Families

Customer Service Excellence

Operational Excellence and Innovation

Collaboration and Cooperation

Integrity, Fairness and Respect

Professional and Ethical Conduct

A Skilled and Knowledgeable Workforce

Goal 1: Facilitate Consistent Support for Children

- Increase child support collections and payment reliability
- Recognize and provide individualized services to customers

Goal 2: Strengthen Customer Engagement

- Reduce the complexity of the customer experience
- Develop and implement new options for communicating with customers
- Enhance program outreach to deliver a clear and accurate image of our program to the public
- Expand efforts on recruitment, retention and development of child support professionals

Goal 3: Enhance Program Performance

- Promote consistency of processes statewide
- Implement organization and program efficiencies

Goal 4: Build Collaborative Partnerships to Benefit Families

- Establish new partnerships to help reduce poverty
- Expand the use and sharing of data
- Build supportive-services partnerships that help parents succeed

Goal 5: Foster Innovation and Improve Service Delivery

- Expand data analytics
- Modernize the development and delivery of documents
- Expand customer self-service capabilities