

# OKLAHOMA CHILD SUPPORT SERVICES STRATEGY MAP (2012 - 2014)

## ULTIMATE GOAL: HEALTHY FAMILIES

*Healthy Families work together to provide an environment where their children are physically, emotionally, and financially secure. Healthy Families know how to access resources to meet current and future needs.*

**MISSION STATEMENT:** To promote healthy families, we establish, monitor and enforce reliable support while encouraging self-sufficiency and strengthening relationships.

**VISION STATEMENT:** As a respected partner in the community, we are the first choice for families seeking quality support services. We are an innovative team dedicated to improving the lives of children and families.

### STRATEGIC OBJECTIVES

**QUALITY CUSTOMER SERVICE:** Quality services are readily accessible and provided with consistency. OCSS is a welcoming environment for individuals in need of services.

**FLEXIBILITY:** OCSS remains flexible to meet the individual needs of customers and responds to new challenges and opportunities for our program.

**HIGH-PERFORMANCE ORGANIZATION:** To better serve our customers, OCSS fosters a caring organizational culture that improves the skills of all of our staff and the effectiveness of our work.

**PARTNERSHIPS & COLLABORATION:** Partnerships are pursued to provide high quality services for families and support for our program.

**COMMUNICATION & PUBLIC AWARENESS:** OCSS enhances communication, education, and outreach to promote our programs and improve services for our customers.

**TECHNOLOGY TRANSFORMATION:** OCSS uses technological advances through a planned change process to better serve the needs of all customers.

#### OUTCOME #1

More customers participate in the support of their children.

#### OUTCOME #2

More customers have skills and resources to overcome barriers to support themselves and their families.

#### OUTCOME #3

More customers have improved family relationships.

#### GOAL #1: RELIABLE SUPPORT:

Establish and enforce fair and equitable orders that support the best possible outcomes for all involved.

#### GOAL #2: SELF-SUFFICIENCY:

Help individuals and families overcome barriers to achieve self-sufficiency.

#### GOAL #3: STRONGER FAMILY RELATIONSHIPS:

Parents and custodians work cooperatively to support children physically, emotionally, and financially.

#### THE 4DX WAR OBJECTIVE 1.1

Increase current support collection from 54% to 60%, using methods that promote healthy families, by 6/30/14.

#### OBJECTIVE 2.1

Expand resources to assist customers with self-sufficiency by 6/30/14.

#### OBJECTIVE 3.1

Identify and secure additional services to improve family relationships by 6/30/14.

#### THE 4DX WAR OBJECTIVE 1 Objective 1.1.1

Decrease the number of NCPs paying less than 75% from 63% to 59% by 6/30/12; from 59% to 56% by 6/30/13; and from 56% to 53% by 6/30/14.

#### OBJECTIVE 2.2

Increase referrals to programs promoting self-sufficiency by 6/30/14.

#### Objective 3.1.1

Identify and utilize mediation service resources for customers by 6/30/14.

#### THE 4DX WAR OBJECTIVE 1 Objective 1.1.2

Decrease from 28% to 21% the number of NCPs paying zero current support by 12/31/12.

#### Objective 3.1.2

Identify and utilize resources for family violence prevention by 6/30/13.

#### Objective 3.1.3

Increase access and visitation services by 6/30/14.