

Performance Management Workgroup (PMW) Review Summary Report – SAMPLE

The PMW provides this report to the Office of Child Support (OCS) and the Program Leadership Group (PLG) at the conclusion of the fiscal year (FY) to identify county offices that have met the Contract Performance Standards (CPS) and those that may need additional actions.

The following offices, listed alphabetically by office type, have met all relevant standards for FY 2019, either by meeting the benchmark or by improving the prior year’s performance by at least five percentage points. OCS contract managers will provide each office with a formal response on or before October 31, 2019 to acknowledge the office’s accomplishment.

Prosecuting Attorney (PA):

Alcona	Grand Traverse	Midland
Alger	Gratiot	Missaukee
Alpena	Hillsdale	Montcalm
Antrim	Houghton	Montmorency
Arenac	Huron	Newaygo
Baraga	Ingham	Oakland
Bay	Ionia	Oceana
Benzie	Iron	Ogemaw
Berrien	Isabella	Ontonagon
Branch	Jackson	Osceola
Calhoun	Kalamazoo	Oscoda
Cass	Kalkaska	Otsego
Charlevoix	Keweenaw	Presque Isle
Cheboygan	Lake	Roscommon
Chippewa	Lapeer	Saginaw
Clare	Leelanau	Saint Clair
Clinton	Lenawee	Sanilac
Crawford	Livingston	Schoolcraft
Dickinson	Macomb	Shiawassee
Eaton	Manistee	Tuscola
Emmet	Marquette	Washtenaw
Genesee	Mason	Wexford
Gladwin	Mecosta	
Gogebic	Menominee	

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Friend of the Court (FOC):

Alcona	Grand Traverse	Midland
Alger	Gratiot	Missaukee
Alpena	Hillsdale	Montcalm
Antrim	Houghton	Montmorency
Arenac	Huron	Newaygo
Baraga	Ingham	Oakland
Bay	Ionia	Oceana
Benzie	Iron	Ogemaw
Berrien	Isabella	Ontonagon
Branch	Jackson	Osceola
Calhoun	Kalamazoo	Oscoda
Cass	Kalkaska	Otsego
Charlevoix	Keweenaw	Presque Isle
Cheboygan	Lake	Roscommon
Chippewa	Lapeer	Saginaw
Clare	Leelanau	Saint Clair
Clinton	Lenawee	Sanilac
Crawford	Livingston	Schoolcraft
Dickinson	Macomb	Shiawassee
Eaton	Manistee	Tuscola
Emmet	Marquette	Washtenaw
Genesee	Mason	Wexford
Gladwin	Mecosta	
Gogebic	Menominee	

Combined:

Allegan	Luce	Ottawa
Barry	Mackinac	Saint Joseph
Delta	Monroe	Van Buren
Iosco	Muskegon	Wayne

Note: For Locate and Medical Support, PA and FOC scores are "rolled up" for a combined PA/FOC office: (Numerator plus numerator) divided by (denominator plus denominator)

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The following offices did not meet one or more standards in FY 2019 (i.e., did not meet the benchmark and did not improve five percentage points over last year's performance):

County	Office	Standard(s) Needing Improvement
County A	FOC	Timely Enforcement
County B	FOC	Timely Enforcement, Review and Modification
County C	PA	Locate, CAR Processing
County D	Combined	Order Establishment, Locate

OCS contract managers will inform these offices on or before October 31, 2019 and provide them with a Response Questionnaire (RQ). The office will use the RQ to explain why the office did not meet the standard(s) and to provide information on any initiatives to meet the goal going forward. The RQ is due back to the contract manager by November 15, 2019.

Offices with fewer than 10 employees are not required to submit an RQ if they do not meet the one-year measurement for MiCSES training or Customer Service training.

Additionally, the PMW has observed the following trends or anomalies during this fiscal year:

- The PM-102 did not correctly differentiate between 75-day and 90-day locate needs for most of FY 2019. This may have caused some offices difficulty in passing the locate standard.
- The JAD group that designed the reports assumed that the vast majority of locate needs would be satisfied through the automatic National Change of Address (NCOA) submission process. This has not been the case.
- The PM-100 and PM-101 were not measuring Medical Support correctly throughout the majority of FY 2019. Offices that did not meet the 75 percent benchmark at the end of FY 2019 may not have been aware of shortfalls during the course of the year.
- Statewide, offices have shown a vast improvement on the CAR Processing standard over FY 2018.