

**HUMAN SERVICES
SUPPORT ENFORCEMENT**

Fiscal Year 2008

Goal Statement

To enforce all non IV-D child support and alimony cases referred by the Circuit Court Judges or qualifying non IV-D petitioners.

Performance Measures	FY06 Actual	FY07 Actual	FY08 Budget	FY08 Actual	% Change FY07 - FY08	Variance Number
Number of hearings scheduled	3,855	2,825	4,200	2,535	-10%	
Percent of Broward cases receiving payments	81	78	85	77	-2%	
Percent of Broward cases with pre-paid balance	9	9	9	6	-35%	1
External customer satisfaction rating	N/A	N/A	N/A	N/A	N/A	2, 3

Explanation of variances greater than 15 percent:

- 1** The measure has decreased due to the lower volume of cases resulting from the closing of Support Enforcement Section on 9/30/08.
- 2** Not applicable as Support Enforcement office was closed on September 30, 2008.
- 3** The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.