

DEPARTMENT OF CHILD SUPPORT SERVICES
COUNTY OF SAN MATEO
GOALS - FFY <<FY-YEAR>>
Example Action Plan for a DCSS Case Worker

Alignment: What goal or priority of your supervisor, unit, division or department does your goal contribute to?

All children in the County of San Mateo receive financial support from their parents as ordered.

Your SMART Performance Goal Statement:

Oversee and manage my caseload such that I increase the percentage of current support collected from 62% to 63.5%; increase the total dollar amount collected on my caseload by 3%; increase the percentage of cases paying down the overdue support from 66.4% to 68% by <<DATE>>.

Goal Start Date: <<DATE>> _____

Goal End Date: <<DATE>> _____

Action Steps	Start Date	Target Date
#1: Make contact with the obligor 5 days after the judgment is entered	ongoing	ongoing
#2: Monitor compliance and make contact with the obligor/employer within 30 days of entry of judgment	ongoing	ongoing
#3: Ask for a payment when speaking to them	ongoing	ongoing
#4: Attend training to learn to accept payments over the phone	<<DATE>>	<<DATE>>
#5: Attend locate assets refresher course	<<DATE>>	<<DATE>>
#6: Prepare appropriate legal action after 60 days of non-compliance	ongoing	ongoing
#7: Monitor monthly performance reports to track my progress and identify any best practices in higher performing caseloads.	<<DATE>>	<<DATE>>

