



# Essential Supervisory Skills Program

## *High Performance and Engagement Through Strong, Supported Supervisors*

### PERFORMANCE GOAL ACTION PLAN (Sample)

**Alignment to Mission/Outcomes:** Write your work unit’s mission statement here. What is the purpose of your unit? Why does it exist?

The mission of Child Support Services is to enhance the quality of life for children and their families by helping parents meet the financial and emotional needs of their children by establishing and enforcing child support orders in an effective, efficient, and professional manner.

**Alignment to Supervisor/Organization Goals:** What goal/priority of your supervisor, unit, division or department does your goal contribute to?

**Goal 3:** All children in the CA Child Support Program have medical coverage. **Objective:** The percentage of children with support orders in which medical support is ordered and provided will increase from 49% to 60%

**Performance Measure: “What Gets Measured Gets Done” -- Move the Needle. Make a Difference.**

How will you measure your goal? Focus on mission and client outcomes (effect); and faster, cheaper, better quality service delivery (effort).

% of children in SMC Child Support Program with support orders in which medical support is ordered and provided.

**Your SMART Performance Goal Statement:** Build on the performance measure above to create your SMART goal.

By September 30, 20XX, improve or maintain percentage of children in the program with support orders in which medical support is ordered and provided at 60% by asking clients at intake for health insurance information, collaborating with the State and community partners to expand healthcare coverage under the Affordable Care Act (ACA), and providing ACA training to Child Support professionals.

**GETTING IT DONE!** List all major action steps, and review on a regular basis with your direct reports and supervisor or manager to stay on track.

**Goal Start Date:** October 1, 20XX **Goal End Date:** September 30, 20XX (Federal Fiscal Year)

<b>Action Steps</b>	<b>Responsible</b>	<b>Start Date</b>	<b>Target Date</b>
<b>#1:</b> Educate parents about accessibility to health insurance and the requirement to provide health insurance as ordered	All Case Workers	Ongoing	Ongoing
<b>#2:</b> Develop data queries that identify uninsured families who may be eligible to obtain Health Insurance under ACA	IMR/KAC	October 1	October 31
<b>#3:</b> Perform activities to notify uninsured parents' of open enrollment timeframes and the access points to enroll in a health insurance plan	IMR/KAC	October 1	December 31
<b>#4:</b> Schedule training from Human Services Agency and State DCSS. Child support professionals will understand the fundamentals of ACA and how it relates to the Child Support Program. Health Insurance plan coverage is actively captured to improve performance outcomes	All Managers	September 1	September 30



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**Goal Start Date:** \_\_\_\_\_

**Goal End Date:** \_\_\_\_\_

Action Steps	Responsible	Start Date	Target Date
#1:			
#2:			
#3:			
#4:			