

**FINANCE AND ADMINISTRATIVE SERVICES
SUPPORT ENFORCEMENT**

Fiscal Year 2007 - 3rd Quarter

Goal Statement

To collect, process, and disperse payments on child support and alimony cases, IV-D and non IV-D alike; and to enforce all non IV-D cases referred by the Circuit Court Judges or qualifying non IV-D petitioners.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Total dollar amount of collections (millions)	15.63	15.10	20.00	
Number of hearings scheduled	3,042	2,246	4,200	1
Cost per thousand of payment processed	7.87	8.87	7.00	
Percent of Broward Cases receiving payments	82	79	85	2
Percent of Broward cases with pre-paid balance	9	9	9	
External customer satisfaction rating (%)	66	50	70	3

Notes:

- 1 This measure is lower than this time last year due to a hiring freeze which has resulted in vacancies in positions specifically related to scheduled hearings.
- 2 This measure is lower than this time last year due to a hiring freeze which has resulted in a higher than normal vacancy rate coupled with the consequent reduction in scheduled hearings.
- 3 The overall satisfaction rate decrease is a result of a higher than normal vacancy rate which has reduced staff available to respond to client inquiries and set cases for hearings.