

HUMAN SERVICES SUPPORT ENFORCEMENT

**Fiscal Year 2008
1st Quarter**

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	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of hearings scheduled	784	659	4,200	
Percent of Broward cases receiving payments	75	78	85	
Percent of Broward cases with pre-paid balance	9	7	9	
External customer satisfaction rating	N/A	N/A	N/A	1,2

Notes:

- 1 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.
- 2 Measure reported annually.