



## Minnesota Department of **Human Services**

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December 2, 2009

Minnesota's child support program is nationally recognized for its leadership in providing high-quality services to promote the well-being of children and the self-sufficiency of families. We take our mission very seriously. We continually strive to improve our services, service delivery and performance for the families and children we serve to remain leaders in this program. However, like many other states, Minnesota's child support program is facing some serious challenges: increasing customer service demands, a leveling off of collections, declining budget resources, increasingly complex program policy, an aging computer system and mounting concerns about overall cost-effectiveness.

To begin to address these inter-related policy, infrastructure and service delivery issues we sought the independent perspective of an outside consultant with expertise in both organizational design and child support systems. We asked for two detailed studies: one on policy and systems and another on the program's service delivery model.

The service delivery study began this spring and will be completed by the end of the year. The study identifies state administration of the child support program as the service delivery model that best aligns with the program's strategic plan and addresses the weaknesses documented in the current model. We expect the study will generate much discussion, and therefore, we want to share its findings and recommendations widely as they become available.

We could not have gotten to this point without the cooperation and participation of our county partners. Along with other stakeholders, more than 30 counties allowed staff to participate in the project meetings. Others served on a steering committee. Still others responded to data requests. All this assistance is greatly appreciated.

No contracted study will dictate what direction the Minnesota child support program will take. That decision will ultimately be made by the Governor and the Legislature with input from all the program's stakeholders—parents and families, county human service agencies, the private bar, county attorneys' offices, the courts, employers, advocates, the general public and many others. But sharing all of this information with you is a good way to get the public discussion started.

Sincerely,

Wayland Campbell, Director  
Child Support Enforcement Division

These links should bring you to the documents:

[Existing Service Delivery Model Executive Summary](#)

[Existing Model Complete report \(473 pages, includes bookmarks to main sections and appendices\)](#)

[Implementation Plan](#)

[Final report and Integrated Roadmap](#)