



Department of Revenue
1st Quarter FY 2016-17
Objective Performance Measures
(July 1 – September 30, 2016)

State Fiscal Year (SFY 7/1 – 6/30)
Federal Fiscal Year (FFY 10/1 – 9/30)

	Objective	Weight	Range	Result	Score	Weighted Score
1	Average number of days from receipt of payment to deposit	10%	5 = Less than 1 4 = 1-2 days 3 = 3-4 days 2 = 5-6 days 1 = 7 days or more	< 1 day	5	.50
2	Percent of revenue distributions made timely	15%	5 = 98 -100% 4 = 95 - 97% 3 = 92 - 94% 2 = 90 - 92% 1 = 87-89%	100%	5	.75
3	Median number of days to process a refund	5%	5 = Less than 30 days 4 = 30-39 days 3 = 40-49 days 2 = 50-59 days 1 = 60 days or more	32 days	4	.20
4	Percent of IV-D cases with an order of support (FFY)	10%	5 = 90-100% 4 = 80-89% 3 = 70-79% 2 = 60-69% 1 = 50-59%	82.8%	4	.40
5	Percent of current support collected (FFY)	5%	5 = 80-100% 4 = 60-79% 3 = 40-59% 2 = 20-39% 1 = Less than 19%	63.2%	4	.20
6	Percent of support collected and distributed during the year that was due within the federal fiscal year (FFY)	10%	5 = 90-100% 4 = 80-89% 3 = 70-79% 2 = 60-69% 1 = 50-59%	83.0%	4	.40
7	Percent of State Distributions Unit collections disbursed within two business days of receipt (SFY)	10%	5 = 100% 4 = 99% 3 = 98% 2 = 97% 1 = 96%	99.5%	4	.40
8	Statewide Level of Assessment for real property	10%	5 = 90% and up 1 = 89.9% and below	94.8%	5	.50
9	Percent of training participants satisfied with services provided	5%	5 = 100% 4 = 99% 3 = 96-98% 2 = 93-95% 1 = 90-92%	98.4%	3	.15
Total						3.50



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Highlights



General Tax Administration

During the first quarter of FY 2016-17, the General Tax Administration Program achieved a 15 percent, or \$441,103,021, reduction in total accounts receivables balance compared to the same period last fiscal year. This reduction was accomplished by an emphasis on early communication with taxpayers.



Child Support Program

End of Federal Fiscal Year Performance

The Child Support Program ended the federal fiscal year with the highest performance levels in the Program's history. Most noteworthy is the total child support collections distributed exceeding \$1.6 billion this year. The Program had an increase of over \$35 million over last year's collections. For the third consecutive year, the Program has increased its performance on several federal performance measures. The percent of support collected in the month that it is due increased from 62.5 percent last year to 63.2 percent this year. The percent of cases paying on arrears rose from 67.4 percent to 70.2 percent and the support collected that was due in the year increased from 81.4 percent to 83 percent. While the Program's performance on the cases with a support order remained the same at 82.8 percent, this is a significant accomplishment since the Program received 91,748 new service requests from families that needed a support order to be established.

Annually, the federal Office of Child Support Enforcement compares the cost effectiveness of each State's Child Support Program. This is measured by comparing the annual program costs to the annual child support collections. In federal fiscal year 2014-15, Florida's Program collected \$5.89 for every dollar spent. For federal fiscal year 2015-16, we increased our performance to collecting \$6.15 for every dollar spent.

New State Disbursement Unit Contract Implementation

The Child Support Program implemented the new State Disbursement Unit contract on October 3, 2016 with great success. The State Disbursement Unit collects and disburses over \$2 billion in child support annually. During the first three weeks of operations under the new contract, the Unit disbursed over 634,000 payments totaling more than \$113 million. Eighty-seven percent of the disbursements were sent electronically and over 7,440 new payment card and direct applications were processed for parents. The new contract provides new benefits for parents to receive their payments on the payment card, including the ability to receive text messages and emails when payments are made or disbursed.

In addition to bringing more services to families, the new contract will also save over \$4.6 million annually. The Department has proposed a budget reduction for the amount in the FY 2017-18 Legislative Budget Request.



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Bank Levy Actions

To help parents comply with their support orders, the Child Support Program partners with financial institutions to identify parents who owe past-due child support amounts that have funds in a financial account such as a bank account. After noticing and providing the ability to contest, the Program can levy the funds in the parent's financial account as payment toward past-due child support. The Program recently implemented process improvements to the bank levy process and we are seeing the positive outcomes of these changes. In the past, the Program collected, on average, \$581,036 each month through bank levy actions. In September, the Program collected over \$1.4 million and in October collections reached \$1.6 million. These increases have been accomplished with the same number of team members.

Electronic Certified Mail

In August, the Child Support Program implemented electronic certified mail delivery (eCert). Certified mail is used to serve notice of administrative proceedings on parents. Previously, we used hardcopy certified mail documents from the postal service. Team members were required to manually fold each card and insert them in envelopes. When the actual green card was returned, it was scanned and a task sent to a team member to review the image and update the system.

With the new eCert process, our electronic certified mail notices are sent to the post office with a simple coversheet rather than the hardcopy postal certified documents. The postal service sends a nightly interface file with notification of delivery status information and provides an electronic image of the signature. This data is loaded directly into our computer system for team members to review. This enhancement is estimated to have an annual cost savings of \$65,100.

Florida Child Support Identity Solution Pilot Project

The Program was recently awarded a grant from the National Institute of Standards and Technology (NIST) to pilot a new option for customers to access its online customer service portals. The new registration and authentication process will provide convenience through a single login and improve security by offering customers different registration options based on the type of device they are using. This project will also allow us to increase the effectiveness of our online services and continue to meet growing customer expectations to interact online.