

Department of Family Services

• *Mission and philosophy*

In partnership with all available resources, the Department of Family Services will provide temporary assistance in the development of responsible, productive and self-sufficient individuals in Wyoming; provide treatment for, and hold emotionally and troubled youth accountable for behaviors; provide protective services for all individuals in Wyoming when they are unable to protect themselves; administer programs consistently and in compliance with federal and state statutory and executive order requirements.

• *Results of outcomes*

Goal I; Objective A: Strategy 3

Output Measure A

Additions to the EBT process include health programs which include WIC and Health Passport.

Output Measure B

The Electronic Benefit Transfer program has provided substantial savings in several areas which include mail loss, inventory maintenance, replacement of food stamp coupons, etc.; however, the exact dollar amount cannot be measured.

Goal IV; Objective A: Strategy 1

Deleted due to the vagueness and overly broad strategy.

Goal IV; Objective B

Reduced staff turnover

The Human Resources/Payroll Unit provided turnover statistics from its human resources software program which indicated turnover for the Department of Family Services (DFS) for FY98 was 2.4 percent higher than in FY97.

Recruitment policies and procedures are developed

Recruitment policies have been incorporated into the on-line Administrative Policy and Procedure Manual.

Closer match of position descriptions to jobs the agency needs to carry out agency programs and services

Through June 30, 1998, approximately 645 of 690 (93 percent) authorized positions have had updated Position Description Questionnaires (PDQs) submitted to the State Division of Human Resources.

Goal IV; Objective B: Strategy 1

Output Measure A

Ninety-seven percent of the department's employees were trained in one or more of the categories named in the strategy.

Output Measure B

Fifty-six percent of the managers and staff were provided technical assistance.

Output Measure C

Training programs developed and provided were one economic assistance conference, one social worker conference,

General information

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Other locations

Afton, Buffalo, Casper, Cheyenne, Cody, Douglas, Evanston, Gillette, Greybull, Jackson, Kemmerer, Lander, Laramie, Lusk, Lyman, Newcastle, Pinedale, Powell, Rawlins, Riverton, Rock Springs, Sheridan, Sundance, Thermopolis, Torrington, Wheatland and Worland

Year established

1989

Statutory references

W.S. 9-2-2006, and W.S. 9-2-2102

Number of authorized personnel

Full-time 643, part-time 47

Organization structure

Director, Deputy Director, Field Operations, Juvenile Services Division, Programs and Policy Division, Child Support Enforcement Division, Information Services Division and Financial Services Division

Clients served

Wyoming residents in need or at risk.

Budget information

Director's office

General funds \$898,506

Federal funds 4,018,190

Trust and agency funds 262,428

Total \$5,179,124

Department

General funds \$34,700,022

Trust and agency funds 6,899,566

Federal funds 32,228,464

Total \$73,828,052

two CORE trainings for social workers, 13 training programs offered at the Boys' and Girls' Schools, one training for licensed shelter care, eight training opportunities offered for staff to learn new WYCAPS computer software and one adult protection services training program.

Output Measure D

Measurement was dropped as "training levels" were never defined and do not appear to be anything which makes sense.

Goal IV; Objective B: Strategy 2

Output Measure A

Partnership with the University of Wyoming was dropped so this measurement is inappropriate.

Output Measure B

Ten different programs were developed and presented by internal staff.

Output Measure C

Two programs were offered through the Social Services Block Grant (SSBG).

Goal IV; Objective B: Strategy 3

Output Measure A

Thirty-five employees were promoted and received salary increases within DFS for FY98, and 26 employees were reclassified and received salary increases.

Output Measure B

The number of better qualified applicants applying for positions proved to be too subjective and vague to be of any use and was not tracked.

Output Measure C

No job fairs were attended as higher priorities took employees' time.

Output Measure D

During this year 6 percent of the PDQs were completed in the broad banding process.

Output Measure E

A formal exit interview program was not conducted during FY98. However, some department offices continue the use of forms from a previous program. Additionally, some employees included reasons for leaving and what DFS could do differently to improve employee retention in their letters of resignation. The department has been able to gather some information from these sources but nothing consistent nor frequent enough to help the department focus its efforts at employee retention. An effort to put such a program in place is currently in development for FY99.

Goal IV; Objective B: Strategy 4

Output Measure A

Measurement was ineffective due to the vast number of different and small awards given in the vastly different communities

Output Measure B

All 29 field offices and the state office participated, each running different recognition programs

Goal IV; Objective B: Strategy 5

Output Measure A

A new employee handbook was developed, initial training was given, and copies distributed to all employees during FY96.

Output Measure B

Every office has at least one person trained in the use of the handbook. The handbook continues to be distributed to new employees in their new hire packets. For FY98 there were 106 new hires.

Output Measure D

This item was probably entered by mistake since it has nothing to do with developing and distributing an employee handbook. This item was therefore not tracked for this purpose. However, a review of files kept on adverse actions reveals about 54 adverse actions occurred within the applicable time frame for the strategic plan.

• **Strategic plan changes**

Please refer to the agency strategic plan submitted September 2, 1997.

Child Support Enforcement Division

General information

William D. Schaad, Administrator

Agency contact

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Other locations

There are nine judicial districts within Wyoming. Six contractors (two private and four public) provide child support enforcement services through 17 local field offices. Receipt and disbursement of child support payments are accomplished through cooperative agreements with all 23 Wyoming clerks of district court.

Year established and reorganized

1998

Statutory references

W.S. 9-2-2006, 9-2-2104, 14-2-104, 105, 310, 313, 112, 20-6-101-402, and 42-4-206-207.

Number of authorized personnel

7

Organization structure

Director, Administrator, Operations Management and Program Management.

Clients served

Public assistance recipients and private customers.

Budget information

General funds	\$149,924
Federal funds	5,940,289
Trust and agency funds	2,960,398
Total	\$9,050,611

☛ **Results of outcomes**

Goal 1, Objective B

Outcome Measure A

Not measurable.

Outcome Measure B

IVD child support collections increased by 31 percent or just under \$8.5 million dollars.

Outcome Measure C

The percentage of children receiving child support increased 31 percent between FY 97 and FY 98.

Outcome Measure D

Household contributions for financial support of children and youth increased by \$95,618.89.

Strategy 1

Output Measure A

Not measurable.

Output Measure B

Paternity was established for 780 children.

Output Measure C

Approximately 13,700 cases realize either current or past due child support payments monthly.

Output Measure D

There was \$1,466,776 current support paid in TANF and foster care cases; \$23,325,325 combined total paid for all TANF and non-TANF cases.

Output Measure E

There was \$4,427,812 due in TANF and foster care cases with \$1,466,776 being paid.

There was \$46,337,666 due in non-TANF with total due in all cases of \$50,765,478.

Output Measure F

Arrears cumulatively total approximately \$247 million, which can not be depicted as stated in the strategic plan.

Efficiency Measure

The cost per dollar of support collected is \$.22.

Field Operations Division

General information

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Other locations

There are 27 full-time offices and three part-time offices located in four regions throughout Wyoming.

Year established and reorganized

1995

Statutory references

W.S. 9-2-2006, and W.S. 9-2-2102

Number of authorized personnel

Full-time 363, part-time 40

Organization structure

Director, Deputy Director, Field Operations Manager, Region Managers, District and County Managers

Clients served

Children and the elderly who are at risk or unable to protect themselves, and families who need temporary financial assistance.

Budget information

General funds	\$13,997,140
Trust and agency funds	191,571
Federal funds	11,502,242
Total	\$25,690,953

☛ **Results of outcomes**

Field Operations is responsible for delivery of services for all programs administered by the Department except those services provided by the Wyoming Boys' School and the Wyoming Girls' School. For specifics please see reports for other departmental divisions.

Financial Services Division

General information

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Year established and reorganized

Established 1989, reorganized 1990

Statutory references

W.S. 9-2-2102, W.S. 9-2-2104, 42-2-101 to 103, 42-2-108, 42-2-112, 42-2-114, 42-2203, 42-3-101, 42-3-103, and 42-2-207.

Number of authorized personnel

Full-time 40

Organization structure

Director, Deputy Director, Division Administrator, Quality Control/PRICE Manager, Accounting Unit Manager and Budget/Cost Allocation Manager

Clients served

Residents on Personal Opportunities with Employment Responsibilities (POWER), food stamps or Supplemental Security Income; vendors; field office workers; clients with overpayments; and federal agencies

Budget information

General funds	\$763,547
Federal funds	530,722
Trust and agency funds	96,210
Total	\$1,390,479

• Results of outcomes

Goal I; Objective A, Strategy I Overpayment Recovery/Quality Control

Output Measure A

Quality Control (QC) conducted 1,003 federally mandated Food Stamp and Medicaid reviews.

Prosecution Recovery Investigation Collection Enforcement(PRICE) conducted 1,640 investigations for possible fraud.

Output Measure B

PRICE collected \$517,556 on overpayments.

Output Measure C

QC completed 46 training sessions of various eligibility issues.

PRICE completed 31 training sessions of various PRICE issues.

Output Measure D

PRICE did not conduct any preliminary investigations regarding overpayment recovery.

Output Measure E

Eight cases were prosecuted for welfare fraud by PRICE.

PRICE filed civil action in 64 cases.

PRICE found 209 cases guilty of fraud and disqualified for 12 months.

Output Measure F

All error cases were reviewed with the caseworker by QC.

Output Measure G

All QC reviews met federal deadline.

Output Measure I

PRICE cannot determine the percent of the case-load worked representing cases more than three years old, as the data is not collected for cases worked by case year.

Output Measure J

Average dollars collected per case by PRICE is \$98.15.

Output Measure K

Average dollars collected per PRICE investigator is \$86,259.

Output Measure L

An average of 274 pre-reviews/desk audits was completed by each Quality Control Investigator.

Output Measure M

An average of 398 reviews was conducted per Quality Control investigator.

An average of 273 cases was investigated and completed per each PRICE Investigator.

Efficiency Measure A

Average cost per review conducted by QC was \$139.39.

Average cost per case conducted by PRICE is \$219.74.

Efficiency Measure B

QC conducted 3,187 reviews with expenditures of \$421,933.21.

PRICE conducted investigations on 1,640 cases with expenditures of \$360,374.00.

Efficiency Measure D

PRICE collected per program dollars:

Dollars Collected Dollars Spent

AF-\$120,099.00 AF-\$228,918

FS-281,057.00 FS-225,539

ME-102,437.00 ME-43,617

OT-13,963.00

(Other Programs) Other-55,362

Total \$517,556.00 Total \$553,436

Information taken from quarterly cost allocations from October 1996 through July 1998.

Goal 1 Objective B

Outcome Measures H

PRICE is unable to determine reduction in fraud by program at this time, as the information is not being retrieved from the eligibility system.

Goal I Objective B Strategy 3

The PRICE policy has been updated and distributed in the combined manual.

Outcome Measure A

The eligibility system does not provide fraud cases by type data at this time.

Outcome Measure D

Six cases reported to PRICE resulted in prosecution.

Efficiency Measures A

Average number of new open claims is 1,798, and the number of claims closed is 1,448.

Data is currently available by number of claims only. A full year's data has not been obtained from the system to give a comparison of the information by cases.

Efficiency Measures B

Average dollars collected per number of cases reviewed is \$315.58.

Goal IV; Objective E: Strategy 1.

Output Measure A

Forty of 42 federal reports were submitted by the due dates.

Output Measure B

All 42 federal reports were subjected to internal second party reviews.

Output Measure C

Seven of the 42 federal reports required revision after submission.

Output Measure D

All federal programs and operating units with an approved cost allocation plan.

Output Measure E

All federal reports subjected to internal second party reviews.

Goal IV; Objective E: Strategy 2

Output Measure A

Not measurable.

Goal IV; Objective E: Strategy 3

Output Measure A

Twenty-four reports were submitted to managers in a timely manner (two per month).

To lower the department's error rate in the Food Stamp Program, Quality Control staff continued their aggressive Simple Targeted Accurate reviews and training to field staff. This year field staff and program managers worked as a team to meet the challenge of lowering error rates in order to achieve enhanced funding.

In the Prosecution/Recovery/Investigation/Collection/Enforcement (PRICE) section more than 200 people were found guilty of fraud in public assistance programs and more than \$500,000 was collected in overpayments. PRICE staff has undertaken initiatives to file for overpayment collections via Small Claims Courts and the statewide unclaimed property account.

The division processes an enormous amount of financial transactions yearly (more than 500,000) to

support 27 field offices, two youth correctional institutions, 23 Clerks of District Court and nine Child Support Enforcement districts.

The division forecasts shrinking federal budgets over the next biennium which has already been budgeted. It will be a challenge for the department to continue its high quality of service to thousands of clients with fewer dollars.

As the division prepares for the next budget session, it becomes paramount for the department to secure critical data to explain the projected increase in state funding.

Juvenile Services Division

General information

Les Pozsgi, Administrator

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Other locations

Wyoming Boys' School in Worland and Wyoming Girls' School in Sheridan

Year established and reorganized

1995

Statutory references

W.S. 9-2-101; W.S. 9-2-2006; W.S. 9-2-2102 - 9-2-2106; W.S. 14-3-213 - 14-3-214; W.S. 14-4-101 - 14-6-243; W.S. 14-6-301 - 14-6-308; W.S. 25-1-201; W.S. 25-3-103; 25-3-105; and 25-4-101 - 25-4-102.

Number of authorized personnel

Division of Juvenile Services, Central Office
Full-time 12, part-time 5, contract employees 2
Wyoming Boys' School
Full-time 93
Wyoming Girls' School
Full-time 70, part-time 2

Organization structure

Director, Deputy Director, Administrator, Central Registry for Child Abuse and Neglect, Child Care Licensing, Certification of Providers of Substitute Care Services for Children, Juvenile Justice, Interstate Compact on Juveniles, Criminal Background Checks and Institutions

Clients served

Youth and their families, those in residence at the Wyoming Boys' School and the Wyoming Girls'

School. Regulatory services for child care licensers and 24-hour care providers.

Budget information

General funds	\$7,805,851
Trust and agency funds	1,894,239
Federal funds	1,015,455
Total	\$10,715,544

➤ **Results of outcomes**

Goal II; Objective C: Strategy 3

Output Measure A

JSD processed 200 applications.

Output Measure B

JSD performed 966 inspections.

Output Measure C

JSD received and investigated 259 complaints.

Output Measure D

Certification actions by type :revocation 18, denial 34.

Output Measure E

Three actions related to CPS.

Output Measure F

Two fair hearings were requested.

Output Measure G

One fair hearing was overturned.

Goal III; Objective A: Strategy 1

Output Measure A

Direct probation supervision provided to 1,000 youth per month within communities.

Output Measure B

There were 14 in-state residential treatment centers certified.

There were 15 group homes certified.

Output Measure C

There were 6,120 DFS background checks performed.

There were 566 DCI pre-screens performed.

Output Measure D

There were 36 staff members who have been trained in juvenile probation.

Goal III; Objective B: Strategy 1

Output Measure A

Inventories of community services were conducted in three counties.

Goal III; Objective B: Strategy 2

Output Measure A

Three communities were selected to participate as pilot projects.

Goal III; Objective C: Strategy 4

Output Measure A

Screening assessments conducted on 90 percent of troubled youth per month.

Goal III; Objective F: Strategy 3

Output Measure A

Wyoming Boys' School received 250 delinquent male offenders.

Goal III; Objective G: Strategy 3

Output Measure A

Wyoming Girls School received 123 delinquent female offenders.

Ombudsman Division

General information

William D. Schaad
 Administrator, Ombudsman Division
 (Division dissolved April 1, 1998)

Agency contact

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Year established and reorganized

Established 1989, reorganized 1998

Statutory references

W.S. 9-2-2006, and 9-2-2104

Number of authorized personnel

5

Organization structure

Director, Administrator, Weatherization/LIEAP Program Operations, Staff Assistance Visit Program Management and Legal Assistance Office

Clients served

Private citizens and department staff

Budget information

The budget for this division is included in the director's division budget.

➤ **Results of outcomes**

Goal IV; Objective B

Measurement Outcome

Added recognition of outstanding performers to Staff Assistance (Field Office) Visit (SAV) Program. Designation is published in each SAV report.

Goal I;, Objective D

Measurement Outcome A

Measurement could not be achieved. Goal was deleted.

Measurement Outcome B

Not measurable.

Measurement Outcome C

Not measurable.

Measurement Outcome D

All agency contracts were reviewed, rewritten and/or amended to contain specific, measurable performance outcomes.

Measurement Outcome E

All field offices and institutions have now been visited at least once since SAV inception in January 1996. Second rounds began in January 1998 and will provide measurement and evaluation of local programs from benchmarks established in 1996. SAVs have identified management, policy and program corrections and have identified deficiencies requiring resolution by state staff. Approach blends state and field staff which enhances perspectives for both central office and field participants.

Strategy 1

Strategy proved unsuccessful and was not measured.

Strategy 2

Measurement Output A

There were 277 agency contracts evaluated. At the onset, the number of agency contracts was unknown.

Measurement Output B

Determined inaccurate assessment of the strategy.

Strategy 3

Measurement Output A

A total of 23 visits were made to field offices and institutions during the fiscal period.

Measurement Output B

A total of 545 economic assistance and 712 social service cases were reviewed.

Measurement Output C

A total of 23 policies or procedures were identified for central office resolution during the fiscal period.

Goal IV; Objective F

Measurement Outcome A

Fifty press releases were generated and released throughout the state.

Measurement Outcome B

Through stakeholder surveys used in conjunction with staff assistance visits, distribution of the DFS newsletter and town meetings, the department solicited input from 800 constituents statewide.

Measurement Outcome C

Rules for Contested Case Hearings were published which now require formal review at field office levels. Prior to promulgation, all hearing requests were merely forwarded to the state office.

Measurement Outcome D

There were 127 hearings scheduled for FY97 versus 97 scheduled for FY98. Of hearings scheduled in FY97, 43 were held and 84 were withdrawn. Of hearings scheduled in FY98, 27 were held versus 73 withdrawn. Number of hearings were reduced during FY98.

Measurement Outcome E

Not measurable.

Measurement Outcome F

Not measurable.

Measurement Outcome G

Measurement proved unrealistic and was not measured.

Strategy 1

Measurement Output

Approximately 850 constituents contacted the Ombudsman for assistance throughout the fiscal year. At one point or another all 61 programs which the department administers were a topic of assistance.

Strategy 2

Measurement Output A

Requests for FY98 totaled 97.

Measurement Output B

Twenty-seven hearings were held during FY98

Measurement Output C

Ninety-three percent of agency decisions were upheld during hearings. The department reversed two decisions as the result of hearings.

Measurement Output D

Training has not yet occurred.

Efficiency measure

Average cost per administrative hearing was \$237.26 at the rate of \$65.00 per hour for a total FY expenditure of \$23,013.95.

Strategy 3

Measurement Output

Fifty news releases were initiated and distributed throughout the state.

Strategy 4

Measurement Output A

Through public information and staff assistance efforts, approximately 200 stakeholders have been specifically identified.

Measurement Output B

Four newsletters were distributed throughout the fiscal year to 168 external and 700 internal stakeholders.

Measurement Output C

Measurement proved unrealistic.

Programs and Policy Division

General information

Marianne Lee, Administrator

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Year established and reorganized

Established 1989, reorganized 1995

Statutory references

W.S. 9-2-2006, and W.S. 9-2-2102

Number of authorized personnel

23

Organization structure

Director, Deputy Director, Programs and Policy Administration, Child Welfare Team, Economic Assistance Team and Support Staff Team

Clients served

Needy Wyoming families, individuals and the disabled who need temporary assistance while they work to become self-sufficient. Adults and children in need of protective services.

Budget information

General funds	\$9,235,993
Trust and agency funds	(38,931)
Federal funds	5,598,428
Total	\$14,795,490

Results of outcomes

Goal I; Objective A: Strategy 1

Output Measure A

It took 14 days to process an application.

Output Measure B

The average monthly caseload was 3,706.

Output Measure C

The average cost of each benefit grant per eligible household was \$258.

Output Measure D

The accuracy rate of all benefits issued was 75 percent.

Goal I; Objective A: Strategy 4

Output Measure A

All staff were trained regarding client eligibility for specific programs.

Goal I; Objective A: Strategy 5

Output Measure A

Complete compliance with federal and state planning requirements was achieved.

Goal I; Objective A: Strategy 6

Output Measure A

State-funded burials resulted in \$197,671.08 annual expenditure (FY98).

Output Measure B

Burials totaled 205 (FY98).

Goal I; Objective A: Strategy 7

Output Measure A

Implementation and monitoring for compliance with one contractor annually.

Goal I; Objective B: Strategy 2

Output Measure A

Average time saved in duties of fiscal personnel as a result of paying clients directly still pending.

Output Measure B

Reduction in expenditures for child care still pending.

Goal I; Objective B: Strategy 4

Output Measure A

The average number of participants in the program is 1,509.

Output Measure B

Participants who find work numbered 833.

Output Measure C

Participants who retain employment numbered 768.

Goal I; Objective B: Strategy 5

Output Measure A

There are nine Wyoming communities with successful Family Preservation Programs.

Output Measure B

Family Preservation served 550 families.

Goal II; Objective A: Strategy 1

Output Measure A

The number of referrals/complaints is not measurable at this time.

Output Measure B

Measurement for the length of time a case remains open was not available at time of publication of the annual report.

Output Measure C

There were 853 Child Protective Services (CPS) placements.

Output Measure D

Measurement of the average number of cases closed showing improvement was not available at time of publication of the annual report.

Output Measure E

The average length of placement is 272 days.

Output Measure :

There was no increase in non-social services block grant funding.

Goal II; Objective B: Strategy 1

Output Measure A

There were 3,383 reports of child abuse/neglect annually.

Output Measure B

Sixteen percent of case substantiations.

Output Measure C

No fair hearings overturning substantiated reports.

Output Measure D

There were 1,241 reports rejected.

Goal II; Objective B: Strategy 2

Output Measure A

Measurement of the percentage reduction in number of CPS placements was not available at time of publication of annual report.

Goal II; Objective B: Strategy 3

Output Measure A

There were 402 certified foster homes.

Output Measure B

There were 341 children placed through Interstate Compact on Placement of Children (ICPC).

Output Measure C

The average times a child is placed is three.

Output Measure D

There were 3,177 abused/neglected children in out-of-home placements:

- 75 in "long term" foster care.
- 256 were with relatives.
- 114 were for subsidized adoptions.

Output Measure E

Complete compliance with federal audits was achieved.

Goal II; Objective B: Strategy 4

Output Measure A

The number of staff trained annually for placement requirements could not be obtained.

Output Measure B

There were 3,177 of out-of-home placements:

- 256 in relative care.
- 1,039 in foster care.
- 377 in residential treatment in/out of state.
- 114 for subsidized adoption.
- 15 in independent living.
- 24 with a guardian.

Output Measure C

Thirty-three percent of children in "kinship care."

Goal II; Objective B: Strategy 5

Output Measure A

Thirty-four prevention projects.

Output Measure B

One statewide prevention initiative>

Goal II; Objective D: Strategy 1

Output Measures

Ninety-seven social workers certified through training to provide adult protection services.

Goal II; Objective D: Strategy 2

Output Measures

The number of cases completed in 45 days is unattainable at this time.

Information Services Division

General information

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Year established and reorganized

1989

Statutory references

W.S. 9-2-2006, and W.S. 9-2-2102

Number of authorized personnel

19

Organization structure

Director, Deputy Director, Administrator, Legacy Systems Support Program, POSSE Programming Support Program, Legacy Programming Support Program and Information Systems Support Program.

Clients served

Department staff

Budget information

General funds	\$1,849,061
Trust and agency funds	1,533,650
Federal funds	3,623,138
Total	\$7,005,849

Results of outcomes

Goal IV; Objective C: Strategy 1

Output Measure A

All applications installed perform to user specs.

Output Measure B

Ninety-eight percent up time during prime hours.

Output Measure C

All staff trained within two weeks of installation/operation.

Goal IV; Objective C: Strategy 2

Output Measure A

All factors accurately reported.

Output Measure B

There are 30 management reports in Wyoming Children's Assistance and Protection System (WYCAPS).

Output Measure C

A risk assessment module is an integral part of WYCAPS.

Output Measure D

WYCAPS interfaces with five external systems.

Output Measure E

All federal reporting requirements have been satisfied.

Goal IV; Objective C: Strategy 3

Output Measure A

Sixty-five percent of network services are on-line.

Output Measure B

All PC hardware/software installations completed on time.

Output Measure C

Ninety percent of offices are connected.

Output Measure F

All staff were trained on computers.

Goal IV; Objective C: Strategy 4

Output Measure A

Output not measurable as of this time.

Output Measure B

All planned applications were installed this year.

Output Measure C

Achieved 98 percent up time during prime hours.

Output Measure D

Achieved 98 percent up time during prime hours.

Goal IV; Objective C: Strategy 5

Output Measure A

All factors were accurately reported.

Output Measure B

There are 30 management reports in WYCAPS.

Output Measure C

A risk assessment module is an integral part of WYCAPS.

Output Measure D

WYCAPS interfaces with five external systems

Output Measure E

All federal reporting requirements have been satisfied.

Output Measure F

All development was completed on schedule.

Output Measure G

All development was completed within budget.

Output Measure H

All applications installed perform to user specs.

Output Measure I

Achieved 98 percent up time during prime hours.

Output Measure J

All staff were trained within two weeks of installation/operation.

Output Measure K

WYCAPS is available 98 percent of the time.

Goal IV; Objective C: Strategy 6

Output Measure A

One office is currently accessing data utilizing creative selection criteria.

Output Measure B

Two data based systems are accessible to PC reports.

Goal IV; Objective D: Strategy 4.

Output Measure A

Achieved 85 percent of users PC and print capability.

Output Measures B and D

Sixty-five percent of users are on-line, connected via LAN.

Output Measure E

All PC hardware/software installations were completed on time.

Electronic Benefit Transfer Smart Card technology, operational in Natrona County for the delivery of food stamps, plans for a statewide roll out.

The Eligibility Payment Information Computer System (EPICS) is undergoing a conceptual redesign.

Year 2000 changes have all been made and are undergoing testing.

Wyoming Children's Assistance and Protection System (WYCAPS) is operational.

Staffing shortages continue to press the envelope. Single-staffed in most areas, ISD was blessed with good health and extreme dedication, allowing the above to be accomplished. Luck must remain on our side.

There are only three people in the PC/LAN group, as augmented by three AWECS employees. But this is only a short-term solution. In addition to setting up networks in every field office they need to maintain the newly installed networks and respond to calls for help from DFS employees around the state. The increased workload coupled with the amount of travel time needed is resulting in delays in providing assistance to DFS users. This challenge is minimized by using a cellular phone so users can always contact the PC/LAN group regardless of their location. This situation is expected to continue until additional personnel are assigned to help cope with the workload. PCS and LANs are projected to be in place in the two institutions (Wyoming Boys' and Girls' Schools) and on the Wind River Reservation (WRR) by December 31, 1998.

Department of Family Services organization chart

