

**Policy Studies Inc.**

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# PSI's Background and Organizational History

Policy Studies Inc. is a privately held Colorado corporation (subchapter S), established in early 1984 to offer consulting and research services for public sector human service agencies. In 1991, PSI added the direct administration of local child support programs and services (privatization) as a major line of business. In addition to privatization, PSI provides information technology, management analysis, program evaluation, technical assistance, and policy research services. PSI's major area of specialization has been, and continues to be, child support, but the corporation has also conducted projects and studies relating to public welfare, health, child welfare, nutrition, employment, and court management.

PSI personnel include corporate staff who variously provide research, consulting, and technology services and also perform internal management functions for the corporation. The remainder of our personnel are dedicated to the direct provision of privatized child support services. PSI also has ongoing relationships with various individual consultants who have specialized expertise in strategic planning, child support operations, training, and court management.

Over the past two years, PSI has created important new management units within the company to support outsourcing projects:

- ***Training Department.*** *This Department is responsible for developing and delivering comprehensive curricula to staff assigned to our privatized child support operations. For larger operations, the Training Department works closely with full-time training personnel in the field.*
- ***Quality Assurance Unit.*** *These staff are responsible for ensuring that all of our offices have systems to measure their internal quality (e.g. compliance with federal self-assessment and performance standards) and that they continuously use those systems.*
- ***Management Information Systems Unit.*** *This staff defines performance indicators and collect data to assess the effectiveness of each privatized operation.*

Because more than 80 percent of PSI's revenue comes from privatized operations, all of our staff assigned to corporate support functions are unusually knowledgeable about child support. For example, our Human Resources Department has in-depth experience in recruiting staff for child support operations and has developed unusual expertise in evaluating individual qualities that are associated with long-term effectiveness. Similarly, our PSI Technologies Division provides specialized support for our child support staff in the

field, applying knowledge gained in working for our many external child support clients, as well as in supporting our own internal applications.

In addition, since PSI has consistently grown at compound annual rates averaging 30 - 50 percent during the past decade, PSI is geared to support ongoing expansion of staff and facilities. Our staff routinely start up several offices per year from scratch, including locating and equipping facilities, recruiting and training staff, and installing technological infrastructure. Click [here](#) to find out where PSI has offices.

PSI has a history of steadily-increasing financial strength and enjoys a broad and stable client base.

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