

DECEMBER 2019

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment- 93.18%	Current Collections- 73.08%
Arrears Collections- 46.35%	Court Order Establishment Rate - 91.21%
SUMMARY OF CURRENT ACTIVITIES	
<ul style="list-style-type: none">▪ Monthly Job Fairs in partnership with WRI▪ Went live accepting credit cards as form of payment, collected \$5,627.67 in Dec (first month)▪ Continued training of our new staff/Succession Planning▪ Implemented first steps of plan to go paperless in CSA▪ Legislative efforts related to Birth Cost Recovery and Administrative Paternity▪ Data Reliability Audit by BCS/OCSE▪ Updating Cooperative Agreements with Sherriff's Office, Clerk of Courts, and Family Court Commissioner	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none">▪ Hiring and Succession Planning- staff leaving in Feb and June▪ Birth Cost recovery and possible change in legislation- unable to collect birth costs from intact families or non-custodial parents below 150% poverty level, no longer receive federal match for birth cost recovery▪ WiKids/CCAP Interface in 2021	
CURRENT COLLABORATIONS (INTERNAL AND EXTERNAL)	
<ul style="list-style-type: none">▪ Workforce Resource▪ Eau Claire County DHS- Economic Support Division▪ Eau Claire Public Library	
GOALS FOR NEXT MONTH	
<ul style="list-style-type: none">▪ Increase performance measures▪ Promote and increase participation in Job Fair▪ Continue training of new staff/Succession Planning▪ Next steps implementing the paperless project- testing	