

APRIL 2020

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment- 97.16%	Current Collections- 74.24%
Arrears Collections- 59.66%	Court Order Establishment Rate - 91.92%
SUMMARY OF CURRENT ACTIVITIES	
<ul style="list-style-type: none">▪ Monthly Job Fairs in partnership with WRI- on hold▪ Continued training of our new staff/Succession Planning▪ Paperless project▪ Assisting customers in navigating COVID-19 related to child support, rescheduling court dates, reviewing cases due to unemployment claims▪ Maintaining performance outcomes	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none">▪ Hiring and Succession Planning- staff retiring in June▪ Birth Cost recovery- 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▪ Impacts of COVID-19 on performance outcomes and funding	
CURRENT COLLABORATIONS (INTERNAL AND EXTERNAL)	
<ul style="list-style-type: none">▪ Workforce Resource▪ Other Counties/Child Support Agencies	
GOALS FOR NEXT MONTH	
<ul style="list-style-type: none">▪ Increase/maintain performance measures▪ Continue training of new staff/Succession Planning▪ Complete paperless project▪ Maintain office morale▪ Manage anticipated increase in workload when court restrictions lift	