

Corporation Counsel & Child Support Agency

The Office of Corporation Counsel provides civil legal services including legal advice, assistance, formal opinions and court representation to the County Board, County departments, elected officials and County commissions, boards and committees. The duties of the Corporation Counsel's Office are established by Wis. Stat. § 59.42, and Chapter 2.07 of the Eau Claire County Code of General Ordinances.

The Child Support Agency (CSA) is responsible for establishing paternity and establishing and enforcing child support orders and health insurance orders provided for by Title IV of the federal social security act. Provision of these services by Wisconsin counties is mandated by Wis. Stat. § 59.53(5).

2019 Accomplishments

\$ 16,289,989.20 in child support collected (increase of \$130,450.82 from previous year).

CSA hosted a WCSEA Spring Roundtable.

CSA gave away an estimated 200 books to children in their lobby.

Customer outreach conducted through CSA Question and Answer sessions and promotion of Child Support Awareness month.

CSA continued collaboration with Workforce Resource by referring non-custodial parents to Workforce Resource for employment and training assistance. CSA also fostered new collaboration with Workforce Resource, Inc. to host monthly job fairs at the courthouse for Eau Claire County residents and Child Support customers.

Child Support Manager met with local legislature to discuss birth cost recovery and testified before Joint Finance Committee on the birth cost recovery issue.

Successful implementation to accept credit cards as accepted form of payment.

Implementation of eFiling for juvenile cases.

Hired Corporation Counsel, Assistant Corporation Counsel, Legal Specialist II's in Corp. Counsel and Child Support.

Created new more comprehensive Legal Specialist Manual in Corporation Counsel.

Obtained addition evaluators for Ch. 51 cases.

Developed New Truancy Plan for Eau Claire County School Districts.

Organized a Mock Trial for the Eau Claire Police Dept. Jr. Police Academy participants.

Presented to area law enforcement procedures on Ch. 51/55 cases. (Emergency Detention and Emergency Protective Placement)

\$31,480.00 collected in Guardianship Case types.

\$132.50 collected in collection referral fees by Corporation Counsel's Office.

\$7178.58 collected in bad debt for fees from Juvenile Detention/ Foster Home Fees and Process Service fees for Sheriff Office

\$48,370.42 collected for Parks and Forest from Bergman Logging

Participated in relevant training.

Staff actively participated in the following statewide organizations:

- Wisconsin Association of County Corporation Counsel
- Wisconsin Child Support Enforcement Association Board
- Wisconsin Child Support Enforcement Association Child Support Training Advisory Committee
- Wisconsin Child Support Enforcement Association Legislative Committee
- Wisconsin Child Support Enforcement Fall Conference Planning Committee
- State Bar Government Lawyer's Division CLE Committee

Staff actively participated in the following local organizations, committees and teams:

- 980 Supervised Release Committee
- Eau Claire Alliance
- Mental Health Court Team member and member of Triage Committee
- Eau Claire County's PORCH Committee (Progressive Outreach with our Communities Homeless)
- Drug Endangered Children Committee
- Child Death Review Team
- Coordinated Services Across the Lifespan Committee
- Juvenile Justice Collaborating Committee
- Multi-Disciplinary Team
- Suicide Death Review Team
- Presenter for ECASD Mandatory Reporting in Eau Claire Schools, Head Start & 4K
- Crisis Team
- Youth Leadership Eau Claire
- SPARC Substance Free Pregnancy and Recovery Coalition
- ICM (Interdisciplinary Case Management Team)
- Eau Claire Bar Association
- Eau Claire Chamber Diversity and Inclusion Taskforce

Staff actively participated in the following county committees:

- Wellness
- United Way
- Scholarship
- Diversity & Inclusion

Alignment with Strategic Plan

Ensure Financial Stability.	Innovate and adapt.	Improve Collaboration
Improve performance to increase child support funding	Revise county code and administrative policies	Reach out to community resources to assist non-custodial parents
Establish and enforce child support and medical support to ensure children are supported by both parents	Prepare for department succession due to anticipated retirements in next 5 years	Work closely with clerk of court's office to transition to eFiling

2020 Opportunities

Continue review and revision of county code and administrative policies, including complete rewrite of Title 18.

Implementation of eFiling for juvenile cases.

Managing increasing caseloads in child support, guardianship and mental commitments.

Continue to develop and refine strategies to address shortage of psychiatrists to provide evaluations and testimony.

Implementation of changes in state and federal law.

Continue to lobby the Legislature to support funding increases and issues related to birth cost recovery.

Continue to work with Corporation Counsel attorneys from around the state and the legislature to amend certain provisions of Ch. 980 related to Supervised Release of Sexually Violent Persons.

Continue to work with Corporation Counsel attorneys and legislature to support funding increases for inpatient behavioral health units for juveniles at Sacred Heart and Mayo Health Systems.

Continue to work with the County Administrator and the Human Resources Department concerning the unique issues created by the COVID-19 crisis.

Continue to work with the Department of Human Services and other county departments to provide state and federally mandated services in a manner that is as efficient as possible.

Initiating CSA paperless project to improve efficiency and record keeping procedures.

PERFORMANCE MANAGEMENT PROGRAMS, GOALS AND OUTCOME MEASUREMENTS

			2019 Budget	2019 Levy	FTE's
#1 General Legal Services			\$253,121	\$250,371	2.27
			2017	2018	2019
Number of Child Abuse Restraining Orders opened			33	29	32
Number of claims reviewed			39	31	45
Number of contracts reviewed			81	92	73
Number of contracts (all) maintained			296	257	255
Number of county ordinance violations pretrials held			26	29	28
Number of foreclosure cases reviewed			6	5	3
Number of ordinances and resolutions drafted			50	41	36
Number of ordinances and resolutions reviewed and/or revised			177	123	115
Number of juvenile guardianship cases opened			1	3	17
Performance Goal	Outcome Measures	Benchmark	2017	2018	2019
To provide timely review and drafting of contracts, resolutions and ordinances.	97% of contracts will be reviewed within 7 days of receipt.	97%	97.5%	100%	100%
	97% of resolutions and ordinances referred for drafting will be returned for review or additional information within 7 days.	97%	100%	100%	100%
To provide cost-effective services.	100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in annual local attorney rate survey.	100%	100%	100%	100%
To process claims filed against the County within two days of receipt by Corporation Counsel, excluding weekends and holidays.	95% of claims filed against the county, will be processed within 2 days of receipt of the claim by Corporation Counsel, excluding weekends and holidays.	95%	100%	100%	100%
#2 CHIPS, JIPS, TPR'S AND DHS LEGAL SERVICES			2019 Budget	2019 Levy	FTE's
			\$166,123	\$166,123	1.51
			2017	2018	2019
Number of CHIPS cases opened			216	165	128
Number of CHIPS cases involving Meth			66	88	67
Number of CHIPS Petitions filed			83	112	89
Number of CHIPS Petitions filed involving Meth:			52	75	52
Number of JIPS cases opened:			161	182	146
Number of TPR cases opened:			17	26	18
Performance Goal	Outcome Measures	Benchmark	2017	2018	2019
To provide timely support and competent representation to DHS staff in prosecuting CHIPS and JIPS cases.	100% of CHIPS and JIPS referrals will be responded to within 20 days of Corporation Counsel's receipt.	100%	100%	100%	100%
To provide cost-effective services.	100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in annual local attorney rate survey.	100%	100%	100%	100%

#3 CHAPTERS 51, 54 AND 55 AND ANNUAL REVIEWS			2019 Budget	2019 Levy	FTE's
			\$254,265	\$234,765	2.27
			<u>2017</u>	<u>2018</u>	<u>2019</u>
Number of Chapter 51 cases opened			352	371	360
Number of Chapter 51 (New) cases committed			49	48	63
Number of Chapter 51 recommitment cases continued:			51	53	51
Number of Chapter 51 recommitment cases completed by stipulation:			48	39	41
Number of Chapter 51 recommitment cases requiring court appearances:			11	9	10
Number of Chapters 54 and 55 cases opened:			40	32	52
Number of Chapter 54 Temporary Guardianship cases opened:			24	24	29
Number of Protective Placement Annual Reviews scheduled:			306	297	305
Total of 54 & 55 and Annual Review fees collected			\$20,270	\$25,095	31,480
Performance Goal	Outcome Measures	Benchmark	2017	2018	2019
To provide timely support and competent representation to DHS staff prosecuting Chapter 51 mental commitments.	100% of Chapter 51 emergency detentions and recommitments, and Chapter 54 annual Watt's reviews will be processed and completed within the statutory time requirements.	100%	100%	100%	100%
To provide timely support and competent representation to DHS staff prosecuting Chapters 54 and 55 guardianship and protective placements and annual reviews.	100% of Chapter 54 guardianship and protective placement petitions will be completed within the statutory time requirement.	100%	100%	100%	100%
To provide cost-effective services.	100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in annual local attorney rate survey.	100%	100%	100%	100%
#4 BUILDING, ZONING AND HEALTH CODE ENFORCEMENT			2019 Budget	2019 Levy	FTE's
			\$31,049	\$31,049	.33
			<u>2017</u>	<u>2018</u>	<u>2019</u>
Number of Building, Zoning and Health Code cases opened during year:			1	3	2
Number of Building, Zoning and Health Code cases resolved during year:			0	1	0
Performance Goal	Outcome Measures	Benchmark	2017	2018	2019
To provide timely support and competent representation to the Planning and Development Department staff in prosecution of building and zoning code violations.	100% of zoning matters referred will be reviewed on a monthly basis with zoning staff until resolved.	100%	100%	100%	100%
To provide cost-effective services.	100% of in-house legal services will be provided at a rate less expensive than local private attorney rates as illustrated in annual local attorney rate survey.	12/yr.	Yes	Yes	Yes

			2019 Budget	2019 Levy	FTE's
#5 Child Support			\$1,251,174	\$36,222	15.77
			2017	2018	2019
Full service (IV-D) cases:			5766	5864	5,858
Financial record-keeping only cases (non IV-D):			1548	1640	1,650
Performance Goal	Outcome Measures	Benchmark	2017	2018	2019
Maximize performance-based funding and medical support incentives to minimize county levy for the program.	Court ordered rate will meet or exceed the federal/state target of 80%.	80%	91.11%	90.55%	90.93%
	Paternity establishment rate will meet or exceed federal/state target of 80%.	80%	105.38%	105.88%	103.53%
	Arrears collection rate will meet or exceed federal/state target of 80%.	80%	71.90%	68.37%	69.51%
	Current support collection rate will meet or exceed federal/state target of 80%.	80%	73.12%	72.17%	72.66%
Obtain birth cost repayments and health insurance orders when appropriate to maximize MSL incentives	Receipt of budgeted amount		54,195	45,487	35,304
Provide services per State and Federal regulations, and State/County contract.	There will be no substantiated administrative customer complaints.	None	None	None	None
	100% of contracts will be in compliance with state/county contract requirements.	100%	100.0%	100%	100%
	There were no violations of federal regulations cited during the fiscal year.	None	None	None	None
			2019 Budget	2019 Levy	FTE's
#6 COLLECTIONS			\$9158.00	\$(342)	.08
			2017	2018	2019
Number of collections cases referred, and files opened			80	0	0
Number of tax intercept filed			5	0	16
Number of payments received from tax intercept					15
Number of payments received, excluding tax intercepts					26
Amount of payments received from tax intercept			\$8,079	\$5,862	\$6159.56
Amount of payments received, excluding tax intercepts			\$2,698	\$1,599	\$1151.52
Total amount collected			<u>\$8,560</u> \$133,560*	<u>\$10,237</u> \$85,237*	<u>\$7,311.08</u> \$55,681.50*
2017 *\$133,560 includes \$125,000 collected in '17 from Bergman Logging which is deposited into Parks & Forest accounts. 2018 *\$ 85,237 includes \$ 75,000 collected in '18 from Bergman Logging which is deposited into Parks & Forest accounts. 2019 *\$55,681.50 includes \$48,370.42 collected in '19 from Bergman Logging which is deposited into Parks & Forest accounts					
Performance Goal	Outcome Measures	Benchmark	2017	2018	2019
To provide cost-effective services	The cost of collections will be less than the amount of money collected	Yes	Yes	Yes	Yes
Totals			2019 Budget	2019 Levy	FTE's
			\$1,964,890	\$718,188	22.23