

JULY 2020

Child Support Agency

| SELECTED PERFORMANCE MEASURES (80% GOAL) | |
|--|---|
| Paternity Establishment- 100.2% | Current Collections- 73.39% |
| Arrears Collections- 69.61% | Court Order Establishment Rate - 90.98% |
| SUMMARY OF CURRENT ACTIVITIES | |
| <ul style="list-style-type: none">▪ Monthly Job Fairs in partnership with WRI- on hold▪ Training new staff/Succession Planning▪ Paperless project▪ Assisting customers in navigating COVID-19 related to child support and stimulus payments, rescheduling court dates, reviewing cases due to unemployment▪ Maintaining performance outcomes▪ August- Child Support Awareness Month | |
| ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS | |
| <ul style="list-style-type: none">▪ Hiring and Succession Planning- currently training staff in 3 roles▪ 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. State holding counties harmless for 2021. For every \$100 received in birth cost recovery, we will lose \$194 in federal match. Potential funding deficit of about \$48,000 in 2022.▪ 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 new staff/Succession Planning▪ Complete paperless project▪ Maintain office morale▪ Manage anticipated increase in workload when court restrictions lift▪ Complete Annual Budget | |