

OCTOBER 2020

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment- 103.54%	Current Collections- 73.02%
Arrears Collections- 72.32%	Court Order Establishment Rate - 92.29%
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▪ Maintaining office morale with COVID-19 and start of new fiscal year (FFY Oct 1-Sept 30)	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none">▪ Hiring and Succession Planning- currently training staff in 3 roles (Coordinator, Fiscal Associate, Administrative Associate)▪ 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▪ CVCAPA- Presented at Payroll Conference	
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	