

DECEMBER 2020

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment- 94.12%	Current Collections- 71.10%
Arrears Collections- 46.01%	Court Order Establishment Rate - 91.94%
SUMMARY OF CURRENT ACTIVITIES	
<ul style="list-style-type: none">▪ Partnership with WRI- planning future job fairs and collaboration opportunities▪ Training new staff/Succession Planning▪ Finalizing implementation of department 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▪ Legislative efforts to request increased funding▪ Maintaining office morale with COVID-19▪ Co-hosting 2021 WCSEA Fall Conference (October 2021)	
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)▪ 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.▪ Legislative efforts to secure increased funding for loss in birth cost match revenue.▪ WiKids/CCAP Interface scheduled to rollout in October 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▪ Maintain office morale▪ Continue legislative efforts to secure increased funding▪ Continue planning for 2021 WCSEA Fall Conference	