

APRIL 2021

# Child Support Agency

<b>SELECTED PERFORMANCE MEASURES (80% GOAL)</b>	
Paternity Establishment- 97.99%	Current Collections- 72.10%
Arrears Collections- 59.81%	Court Order Establishment Rate - 92.63%
<b>SUMMARY OF CURRENT ACTIVITIES</b>	
<ul style="list-style-type: none"><li>▪ Partnership with WRI- planning future job fairs and collaboration opportunities</li><li>▪ Training new staff/Succession Planning</li><li>▪ Finalizing implementation of department paperless project</li><li>▪ Assisting customers in navigating COVID-19 related to child support and stimulus payments, rescheduling court dates, reviewing cases due to unemployment</li><li>▪ Maintaining performance outcomes</li><li>▪ Increased legislative efforts to request increased funding</li><li>▪ Co-hosting 2021 WCSEA Fall Conference- planning statewide conference held in October 2021.</li></ul>	
<b>ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS</b>	
<ul style="list-style-type: none"><li>▪ Hiring and Succession Planning- currently training staff in 3 roles (Coordinator, Fiscal Associate, Administrative Associate), hiring process started for retirement of a Legal Specialist.</li><li>▪ 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.</li><li>▪ Legislative efforts to secure increased funding for loss in birth cost match revenue- plan to testify before Joint Finance Committee on 04/22/21.</li><li>▪ WiKids/CCAP Interface scheduled to rollout in December 2021</li><li>▪ Impacts of COVID-19 on performance outcomes and funding</li></ul>	
<b>CURRENT COLLABORATIONS (INTERNAL AND EXTERNAL)</b>	
<ul style="list-style-type: none"><li>▪ Workforce Resource</li><li>▪ Other Counties/Child Support Agencies</li></ul>	
<b>GOALS FOR NEXT MONTH</b>	
<ul style="list-style-type: none"><li>▪ Increase/maintain performance measures</li><li>▪ Continue training new staff/Succession Planning</li><li>▪ Maintain office morale</li><li>▪ Continue legislative efforts to secure increased funding</li><li>▪ Continue planning for 2021 WCSEA Fall Conference</li></ul>	