

OCTOBER 2021

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment- 103.38%	Current Collections- 72.91%
Arrears Collections- 71.84%	Court Order Establishment Rate - 93.10%
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- currently training Fiscal Associate, Legal Specialist and Admin Associate▪ Transitioning back to in-person court appearances- some FCC court hearings still held by Zoom▪ Enforcing orders previously unenforceable due to COVID restrictions, working through back-log of hearings and cases▪ Maintaining performance outcomes- end of FFY September 30th▪ Co-hosting 2021 WCSEA Fall Conference- planning statewide conference held in October 2021.▪ Completed Triennial Review with Bureau of Child Support	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none">▪ Hiring and Succession Planning▪ Reduced Birth Cost Recovery collections- No longer receive federal match for birth cost recovery. For every \$100 received in birth cost recovery, we lost \$194 in federal match.▪ WiKids/CCAP Interface scheduled to rollout in 2021/2022▪ Sixth court room- staffing and increased caseload▪ 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▪ Bureau of Child Support	
GOALS FOR NEXT MONTH	
<ul style="list-style-type: none">▪ Increase/maintain performance measures▪ Continue training new staff/Succession Planning▪ Maintain office morale▪ 2021 WCSEA Fall Conference in October	