

DECEMBER 2021

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment- 95.29%	Current Collections- 72.39%
Arrears Collections- 47.18%	Court Order Establishment Rate - 94.75%
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. Planning for Specialist and Legal Specialist retirements in next few years.▪ Transitioning back to in-person court appearances- some FCC court hearings still held by Zoom▪ Implementing CSA scheduling own court hearings for FCC on Thursdays and Fridays (previously done by FCC Judicial Assistant)▪ Enforcing orders previously unenforceable due to COVID restrictions, working through back-log of hearings and cases▪ Coverage for open Fiscal Associate position▪ Start of new fiscal year was October 1. Currently on trend to improve in all 4 performance measures this fiscal year from last year.	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none">▪ Hiring and Succession Planning- Current recruitment for Fiscal Associate position▪ 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. Overall less birth costs being recouped as revenue.▪ WiKids/CCAP Interface scheduled to rollout in April 2022▪ Sixth court room- staffing and increased caseload▪ Continuing to navigate COVID-19 and impacts on operations and customers	
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	