

APRIL 2022

# Child Support Agency

<b>SELECTED PERFORMANCE MEASURES (80% GOAL)</b>	
Paternity Establishment - 98.51%	Current Collections - 72.90%
Arrears Collections - 60.46%	Court Order Establishment Rate - 94.53%
<b>SUMMARY OF CURRENT ACTIVITIES</b>	
<ul style="list-style-type: none"><li>▪ Partnership with WRI - resuming monthly jobs fairs and collaboration opportunities</li><li>▪ Training new staff/Succession Planning - currently training Fiscal Associate, Legal Specialist and Admin Associate. Planning for Specialist retirements in next few years.</li><li>▪ Planning for CSA Manager's maternity leave</li><li>▪ Planning for new Family Court Commissioner (FCC retirement in May)</li><li>▪ Enforcing orders previously unenforceable due to COVID restrictions, working through back-log of hearings and cases</li><li>▪ Coverage for open Fiscal Associate &amp; Legal Specialist positions</li><li>▪ Create procedures to assist with training and ensure consistent practices within the agency</li></ul>	
<b>ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS</b>	
<ul style="list-style-type: none"><li>▪ Hiring and Succession Planning - Current recruitment for Fiscal Associate &amp; Legal Specialist position</li><li>▪ 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</li><li>▪ WiKids/CCAP Interface scheduled to rollout was delayed into summer 2022</li><li>▪ Sixth court room - staffing and increased caseload</li><li>▪ Indirect Costs - evaluated at a lower rate than anticipated for 2022</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><li>▪ Bureau of Child Support</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 to develop procedures</li><li>▪ Training and preparing for manager's leave</li></ul>	