

JULY 2022

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment - 100.56%	Current Collections - 73.34%
Arrears Collections - 65.81%	Court Order Establishment Rate - 93.88%
SUMMARY OF CURRENT ACTIVITIES	
<ul style="list-style-type: none">▪ Partnership with WRI -monthly jobs fairs and collaboration opportunities▪ Training new staff/Succession Planning - Currently training Fiscal Associate, Legal Specialist, and Specialist. LTE Legal Specialist helping with new Legal Specialists starting in mid-July and open position for Fiscal Associate (due to promotion).▪ Coverage for CSA Manager's leave▪ Updating/creating procedures to assist with training and ensure consistent practices within the agency	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none">▪ Hiring, Retention, and Succession Planning▪ Budget- 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, increased costs due to COVID-19▪ WiKids/CCAP Interface scheduled to rollout in Sept 2022.▪ Sixth court room - staffing and increased caseload	
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/Coverage▪ Maintain office morale▪ Continue to develop procedures	