

OCTOBER 2022

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment - 104.92%	Current Collections - 73.71%
Arrears Collections - 71.36%	Court Order Establishment Rate - 93.53%
SUMMARY OF CURRENT ACTIVITIES	
<ul style="list-style-type: none">▪ Partnership with WRI -monthly jobs fairs and collaboration opportunities to assist customers with finding and maintaining employment▪ Training new staff/Succession Planning - Fully staffed and currently training 2 Fiscal Associates, 2 Legal Specialists, and Specialist.▪ Updating/creating policies and procedures to assist with training and ensure consistent practices within the agency▪ Collaboration with neighboring agencies to train staff and identify best practices.▪ Legislative efforts to request increased funding in upcoming State budget cycle.	
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 2022 (delayed multiple times).▪ Sixth court room - potential staffing need 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▪ Maintain office morale▪ Continue to develop policies and procedures	