

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment - 98.19%	Current Collections - 75.26%
Arrears Collections - 61.24%	Court Order Establishment Rate - 93.17%
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 - Currently training 1 Fiscal Associate, 1 Legal Specialists, and Specialist. Recruitment for 1 Fiscal Associate and 1 Legal Specialist. ▪ Planning coverage for staff out on leave. ▪ 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- resolution, Gov Listening Session, participation in WCSEA Legislative Committee ▪ Learning and streamlining process in collaboration with COC to use new WiKids/CCAP Interface- rollout was Dec 2022 ▪ Attending Director’s Dialogue in May 2023 with leadership team. ▪ Engaging staff in teambuilding activities and providing support as we navigate staffing changes. 	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none"> ▪ Hiring, Retention, and Succession Planning- anticipate two retirements this year. ▪ 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. ▪ Referrals for alternate care cases being reviewed- currently receive referrals to establish and collect child support for parents when children are placed in alternate care to recoup funds for DHS. Potential impact on our caseloads, which impacts funding. Efficiency of enforcement of these cases is a consideration. ▪ 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 ▪ Hire, train new staff/Succession Planning ▪ Maintain office morale ▪ Continue to develop policies and procedures 	