

OCTOBER 2023

# Child Support Agency

<b>SELECTED PERFORMANCE MEASURES (80% GOAL)</b>	
Paternity Establishment - 104.54%	Current Collections - 75.01%
Arrears Collections - 70.16%	Court Order Establishment Rate - 93.55%
<b>SUMMARY OF CURRENT ACTIVITIES</b>	
<ul style="list-style-type: none"><li>▪ Partnership with WRI -monthly jobs fairs and collaboration opportunities to assist customers with finding and maintaining employment</li><li>▪ Training new staff/Succession Planning - Currently training 2 Fiscal Associates, 2 Legal Specialists, and 2 Specialists. Recruitment for 1 Specialist due to retirement.</li><li>▪ Updating/creating policies and procedures to assist with training and ensure consistent practices within the agency.</li><li>▪ Collaboration with neighboring agencies to train staff and identify best practices.</li><li>▪ Preparing for potential IRS Audit- working with IS (new printers installed in CSA that require badge scan)</li><li>▪ EOY Fiscal Year- Sept 30</li><li>▪ Participated on Child Support panel in Monroe County for Secretary Amundson's visit</li><li>▪ Statewide Committee participation- Legislative Committee, Awards and Nominations Committee</li><li>▪ Fall Conference in October</li><li>▪ Engaging staff in teambuilding activities and providing support as we navigate staffing changes.</li><li>▪ New Director Mentor</li><li>▪ Collaborated with courts and implemented of new process for treatment court participants.</li></ul>	
<b>ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS</b>	
<ul style="list-style-type: none"><li>▪ Hiring, Retention, and Succession Planning- one staff retired Aug 4, one staff retiring November 3</li><li>▪ 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. Expected to be short on our budget this year (health insurance changes and payout for retirements and staff leaving).</li><li>▪ 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.</li><li>▪ Sixth court room - potential staffing need and increased caseload.</li></ul>	
<b>CURRENT COLLABORATIONS (INTERNAL AND EXTERNAL)</b>	
<ul style="list-style-type: none"><li>▪ Workforce Resource (WRI)</li><li>▪ Other Counties/Child Support Agencies</li><li>▪ Bureau of Child Support</li></ul>	
<b>GOALS FOR NEXT MONTH</b>	

- Increase/maintain performance measures
- Hire, train new staff/Succession Planning
- Maintain office morale
- Continue to develop policies and procedures