

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment - 94.57%	Current Collections - 73.98%
Arrears Collections - 47075%	Court Order Establishment Rate - 93.74%
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 2 Fiscal Associates, 1 Legal Specialists, and 3 Specialists. ▪ Updating/creating policies and procedures to assist with training and ensure consistent practices within the agency. ▪ Presenting local Legislators with WCSEA "Friend of Child Support Program" certificates for support of our State budget ask. ▪ Focus on identifying strategies to maintain and increase performance measures. ▪ Collaboration with neighboring agencies to train staff and identify best practices- participation in regional monthly regional meetings. ▪ Statewide participation- WCSEA Board, Legislative Committee, Awards and Nominations Committee, WCSEA Website Committee ▪ Engaging staff in teambuilding activities and providing support as we navigate changes. ▪ New Director Mentor ▪ Collaborating with courts for treatment court participants. 	
ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS	
<ul style="list-style-type: none"> ▪ Hiring, Retention, and Succession Planning- recently had two long time staff members retire, loss of over 60 of job knowledge. ▪ 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 for products and services. ▪ 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 (WRI) ▪ Other Counties/Child Support Agencies ▪ Bureau of Child Support 	
GOALS FOR NEXT MONTH	

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