

## **Child Support Agency**

The Child Support Agency (CSA) is responsible for establishing paternity and establishing and enforcing child support orders and health insurance orders provided for by Title IV of the federal social security act. Provision of these services by Wisconsin counties is mandated by Wis. Stat. § 59.53(5).

### **2023 Accomplishments**

Maintained performance outcomes in areas of paternity establishment and court order establishment, increased performance outcome in area of current support collections.

\$15,871,780.92 in child support collected.

Co-Hosted 2023 WCSEA Statewide Spring Roundtable with Dunn and Chippewa Counties.

Hosted 2023 December WCSEA Board of Directors Meeting.

Participated in 2023 CAP Day, Governor Ever's Listening Session, testified before Joint Finance Committee, and met with local Legislators to request funding and support for our program. Child Support funding was increased by \$5M GPR per year (about \$50,000 for Eau Claire) in the Governor's 2023-2025 budget.

CSA continued collaboration with Workforce Resource, Inc. by referring non-custodial parents to Workforce Resource for employment and training assistance and holding monthly job fairs. Job fair attendance was over 225 people in 2023.

Updated printers in collaboration with IS to be in compliance with IRS requirements.

Collaborated with courts system to implement new process for treatment court participants.

Hired and trained three Child Support Specialists, two Legal Specialist II, one Administrative Associate, and two Fiscal Associate III staff over the year.

Managed caseload challenges and maintained office morale while hiring and training staff.

Participated in relevant trainings. Leadership participated in Management Development Series and Culture First Mindset.

Staff actively participated in the following statewide organizations:

- Wisconsin Child Support Enforcement Association Board of Directors- Board Member
- Wisconsin Child Support Enforcement Association Child Support Training Advisory Committee
- Wisconsin Child Support Enforcement Association Legislative Committee
- Wisconsin Child Support Enforcement Fall Conference Planning Committee
- Wisconsin Child Support Enforcement Awards, Nominations, and Scholarship Committee- Committee Co-chair

- Wisconsin Child Support Enforcement Association Website Committee

Staff actively participated in the following county committees:

- United Way

## 2024 Opportunities

Continue to review and revise policies and procedures.

Continue training newer staff.

Continue to participate in statewide committees and WCSEA Board to provide input and stay up to date on changes to policy and law.

Host the 2024 WCSEA Statewide Spring Roundtable.

Focus on performance to increase current support and arrears outcomes which affects performance based funding. Conducted caseload change in January 2024, in effort to boost performance outcomes.

Implementation of changes in state and federal law, including changes to Personally Identifiable Information (PII) requirements to be compliant with State contract.

Attend 2024 National Child Support Enforcement Leadership Symposium in August in Detroit, MI.

Continue to lobby the Legislature to support funding increases and the child support program. Continue to keep up to date with proposed legislation and providing recommendations and feedback for proposed legislation.

Continue to host Job Fairs in collaboration with Workforce Resource, Inc.

## Alignment with Strategic Plan

<b>2023 Strategic Priority: Quality and Meaningful Relationships</b>		
<b>Initiative: Pursue Strategies to enhance fiscal resilience and operational effectiveness</b>	<b>Initiative: Enhance employment engagement and resilience.</b>	<b>Initiative: Identify opportunities to strengthen partnerships and collaboration.</b>
Maintain and improve performance to increase child support funding	Review and update departmental policies and procedures to better align with post-COVID practices and workforce.	Connect with community resources to assist/refer non-custodial parents.
Establish and enforce child support and medical support to ensure children are supported by both parents		Continued collaboration with Workforce Resource Inc. to host monthly job fairs to assist customers with finding and maintain employment.
Continued advocacy for increased child support funding from the State		
Continue to evaluate and identify potential areas for increased efficiencies, funding sources, and reduced costs		

<b>#5 Child Support</b>			2023 Budget	2023 Levy	FTE's
			\$1,426,703	\$114,439	16.02
			<b><u>2021</u></b>	<b><u>2022</u></b>	<b><u>2023</u></b>
Full service (IV-D) cases:			5,455	5,208	5,106
Financial record-keeping only cases (non IV-D):			1,834	1,954	2,101
Performance Goal	Outcome Measures	Benchmark	2021	2022	2023
Maximize performance-based funding and medical support incentives to minimize county levy for the program.	Court ordered rate will meet or exceed the federal/state target of 80%.	80%	93.94%	93.53%	93.55%
	Paternity establishment rate will meet or exceed federal/state target of 80%.	80%	104.43%	104.92%	104.54%
	Arrears collection rate will meet or exceed federal/state target of 80%.	80%	72.35%	71.36%	70.16%
	Current support collection rate will meet or exceed federal/state target of 80%.	80%	72.81%	73.71%	75.01%
Obtain birth cost repayments and health insurance orders when appropriate to maximize MSL incentives	Receipt of budgeted amount		14,087	5,963	11,569
Provide services per State and Federal regulations, and State/County contract.	There will be no substantiated administrative customer complaints.	None	None	None	None
	100% of contracts will be in compliance with state/county contract requirements.	100%	100%	100%	100%
	There were no violations of federal regulations cited during the fiscal year.	None	None	None	None