

Child Support Agency

SELECTED PERFORMANCE MEASURES (80% GOAL)	
Paternity Establishment - 98.94%	Current Collections - 74.32%
Arrears Collections - 58.37%	Court Order Establishment Rate - 92.50%
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. ▪ Hiring/Training new staff/Succession Planning - Currently have an open Specialist position that has been posted twice for recruitment ▪ Updating/creating policies and procedures to assist with training and ensure consistent practices within the agency. ▪ 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. ▪ Planning/co-hosting WCSEA Spring Roundtable ▪ Planning/hosting WCSEA July Board of Directors and State Meetings ▪ Statewide participation- WCSEA Board, Legislative Committee, co-host of Awards and Nominations Committee, WCSEA Website Committee, Child Support Training Advisory Committee ▪ Engaging staff in teambuilding activities and providing support as we train and cover the current vacancy. ▪ WCSEA New Director Mentor ▪ Collaborating with courts for treatment court participants. ▪ Preparing for Triennial Review 	
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 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
- Maintain office morale
- Continue to develop policies and procedures