



*Providing quality, innovative, and cost-effective services that safeguard and enhance well-being.*

## 2024 QUARTER 3 | CHILD SUPPORT AGENCY

### SELECTED PERFORMANCE MEASURES

Target performance outcome of 80%, per federal standards set by OCSE

- Paternity Establishment: 107.43%
- Court Order Establishment: 92.04%
- Current Support Collections: 74.02%
- Arrears Collections: 69.55%

### SUMMARY OF CURRENT ACTIVITIES

- Partnership with WRI- hosting monthly job fairs and sending weekly referral list to WRI to assist customers with finding and maintaining employment.
- Training new staff/Succession Planning- over half of our team has been with our department for about a year or less.
- Updating/Creating policies and procedures to assist with training and ensure consistent practices within the agency.
- Focus on strategies to maintain and increase performance measures. End of Federal Fiscal Year Sept 30, 2024.
- Collaboration with neighboring and regional agencies to train staff and identify best practices- Assist with recruitment for Dunn County and training for Douglas County
- Collaboration with courts and treatment courts to identify mutual customers, efficiencies, and budgetary needs
- Collaboration with Jail- created communication guidelines for mutual customers
- Statewide participation- WCSEA Board of Directors, Legislative Committee, co-host of Awards and Nominations Committee, WCSEA Website Committee, Fall Conference Planning Committee (2 members), Child Support Training Advisory Committee, WCSEA New Director Mentor, Centralized Mail and Document Processing Workgroup
- Hosted WCSEA Board of Director's Meeting and State Meeting in July 2024
- 2025 budget

### ISSUES ON THE HORIZON AND SIGNIFICANT TRENDS

- Budget- increased cost for products and services, less revenue collected for birth costs due to loss of federal match and law change.
- 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. Starting to see cases scheduled in Br 6.
- Ability to take administrative action to suspend licenses being reviewed on State level- potential (unknown) impact to collections and enforcement.

### STRATEGIC INITIATIVES (GREEN / AMBER / RED)

**Strategic Priority A:** A Healthy, Safe Community

**Strategic Initiative:** Enhance the health and safety of Eau Claire community members.

**Action Item:** Identify resources for educating the public and making connections with community organizations by collaborating with internal and external committees and providing training.

**Status:** Green

Partnerships with Workforce Resource Inc., courts, other child support agencies, and State

Our Core Behaviors:

Proactive Ownership | Infinite Possibilities | Customer First | Stronger Together | Ardent Learners | Unwavering Respect

## GOALS FOR NEXT QUARTER

- Continued learning and staff development- attending Fall Conference in October, relevant trainings from BCS
- Continued focus on developing policies and procedures
- Completion of Performance Management- goal setting check-ins
- Maintain office morale
- Meeting with Judiciary scheduled in October and January to focus on collaboration and education

### Our Core Behaviors:

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