



Jefferson County Child Support Agency 2015 Annual Report To The Jefferson County Board of Supervisors

Child Support Agency Program Summary

Under contract with the Department of Children and Families (DCF), the Jefferson County Child Support Agency provides assistance to establish paternity and establish and enforce child support and health insurance. Some of the specific services provided by the Agency:

- Establish paternity on behalf of children whose parents are not married to each other at the time of the child's birth.
- Establish court orders requiring parents to pay child support and to provide health care coverage for their child (ren).
- Locate absent parents and assets as necessary to establish, enforce and collect child support and health insurance obligations.
- Enforce child support and health insurance orders. Take administrative, civil, interstate and criminal actions necessary to collect court ordered support.

2015 Program Funding

The Child Support Agency is funded with a combination of federal, state and county dollars. Federal administrative cost reimbursement is the principal funding for the Agency. The federal reimbursement rate for administrative costs is currently 66%. In addition to the administrative cost reimbursement, the Agency also receives performance incentives based on performance measures. The performance incentives are partially contingent upon the Agency meeting specific targets. The Agency was awarded a "Certificate of Excellence from the State Bureau of Child Support for meeting all four performance measures in 2015.

<u>Measure</u>	<u>Agency Target</u>	<u>Agency FFY 2013 Final</u>	<u>Agency FFY 2014 Final</u>	<u>Agency FFY 2015 Final</u>
Court Order Establishment	80% or greater	94.53%	94.27%	94.30%
Paternity Establishment	90% or greater	113.49%	112.02%	111.21%
Current Support Collections	80% or greater	80.25%	81.69%	82.42%
Arrears Cases with Collections	80% or greater	79.22%	81.45%	83.18%

The Agency collects various costs and fees from case participants. A large percentage of costs and fees are collected through the federal and state tax intercept program.

<u>Other Revenue Sources</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
Medical Support Liability (15% of birth expense collections)	\$20,339	\$24,798	\$20,240
Extradition Reimbursement	\$227	\$5,487	\$998
CS Program Fees (service fees, genetic test fees, BVS fee, payment record fees, application fees)	\$19,094	\$16,437	\$13,506
NIVD Fees (new fee in 2010)	\$1,540	\$1,295	\$1,575
	<u>\$41,200</u>	<u>\$48,017</u>	<u>\$36,319</u>

Under cooperative agreements the Agency has with the Sheriff's Department, the Clerk of Courts, Corporation Counsel and the District Attorney, the county received \$69,917 in direct reimbursement related to child support activities performed by staff in those departments.

2015 Program Service Highlights

- ❖ Agency successfully provided full services to 4,438 cases (I-VD), and provided partial services to an additional 1,034 (NIVD) cases
- ❖ \$14,356,180 total collections for all Jefferson County cases (IV-D and NIVD)
 - \$211,072 total collections from unemployment compensation
 - \$10,960,760 total collections from income assignment
 - \$3,184,347 From other collection sources: Federal Tax intercept, State Tax intercept, Other State Child Support Agencies, Other Sources, i.e. payer paid, account seizure, etc.,
- ❖ As of December 31, 2015, there were 1,124 fully enforceable administrative Jefferson County liens on the Wisconsin Administrative Lien Docket, representing \$8,343,192 in past due child support and other lien eligible debts.
 - The Agency continues to pursue collection through license suspensions, vehicle lien releases, unclaimed funds, passport denials, pension lump sum seizures and bank account seizures.
- ❖ Customer Service Call Center answered 11,052 calls in 2015. The center also provides translation services which greatly aids in reducing interpreter costs for the Agency.
- ❖ Provided order establishment and enforcement services by scheduling and attending 1633 hearings and 378 agency appointments in 2015.
- ❖ Successful Pilot County for efilng project with Jefferson County Clerk of Courts prior to mandatory efilng.
- ❖ Provided services to customers in 316 cases to add the father's name to a child's birth certificate.

2016 Program Service Goals

- ❖ Use all available Agency resources to provide mandated services to Jefferson County customers while striving to meet Agency performance measures and earn maximum Agency funding.
- ❖ Implement mandatory efilng with the Clerk of Courts and improve processes with the new CCAP system.
- ❖ Expand community outreach by participating in more "Reality Days" in the local school districts and provide more "What's the Rush" presentations in the Jefferson County schools.

- ❖ Continue to maintain an active role in policy and procedure issues at the state and local level by Jefferson County Agency staff participating in several workgroups and committees.
- ❖ Succeed as Pilot County for new WIKIDS docgen project. Preparation for pilot will begin in 2016 and rollout will occur in 2017

Child Support Agency Staff

Stacey Jensen, Child Support Agency Director
Sarana Stolar, Child Support Specialist II
Dale Talamantes, Customer Service
Laura Danielson, Child Support Specialist II
Michelle Rue-Miller, Child Support Specialist
Christina Miklavcic, Financial Specialist
*Kendall Wick, Assist. Corporation Counsel
Temp. Help- Coop-student

Amanda Saeger, Child Support Specialist II
Jennifer Zink, Child Support Specialist II
Tammy Tomczak, Child Support Specialist II
Ashley Uttech, Legal Assistant
Humberto Guerrero, Legal Assistant
*Thomas Antholine, Asst. Corporation Counsel
**Part of Corporation Counsel Organizational Chart*

Respectfully Submitted,

Stacey Jensen,
Agency Director

