

# Child Support Program Performance Metrics for FFY 2019-2020

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KELLY GROSS, CHILD SUPPORT PROGRAM MANAGER

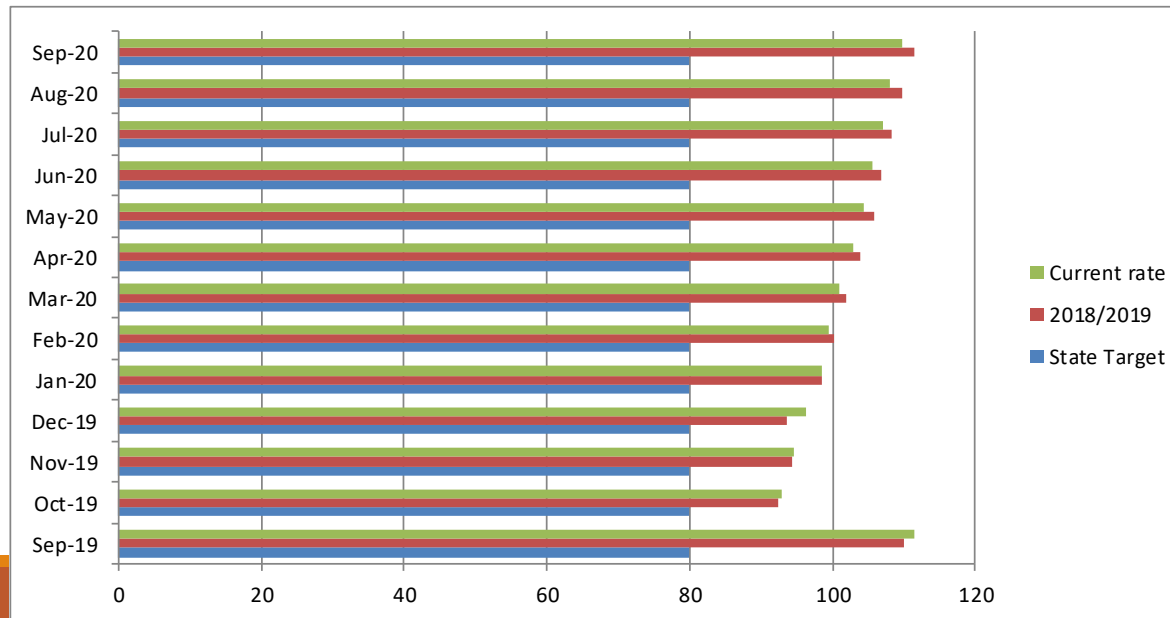
OCTOBER 21, 2020



	Sep-05	Sep-06	Sep-07	Sep-08	Sep-09	Sep-10	Sep-11	Sep-12	Sep-13	Sep-14	Sep-15	Sep-16	Sep-17	Sep-18	Sep-19
Unit	107.81	107.26	103.99	101.19	100.22	100.08	103.09	104.15	104.93	106.95	108.4	108.47	108.64	110.08	111.57
State Target	90	90	90	90	90	90	90	80	80	80	80	80	80	80	80

## Paternity Establishment

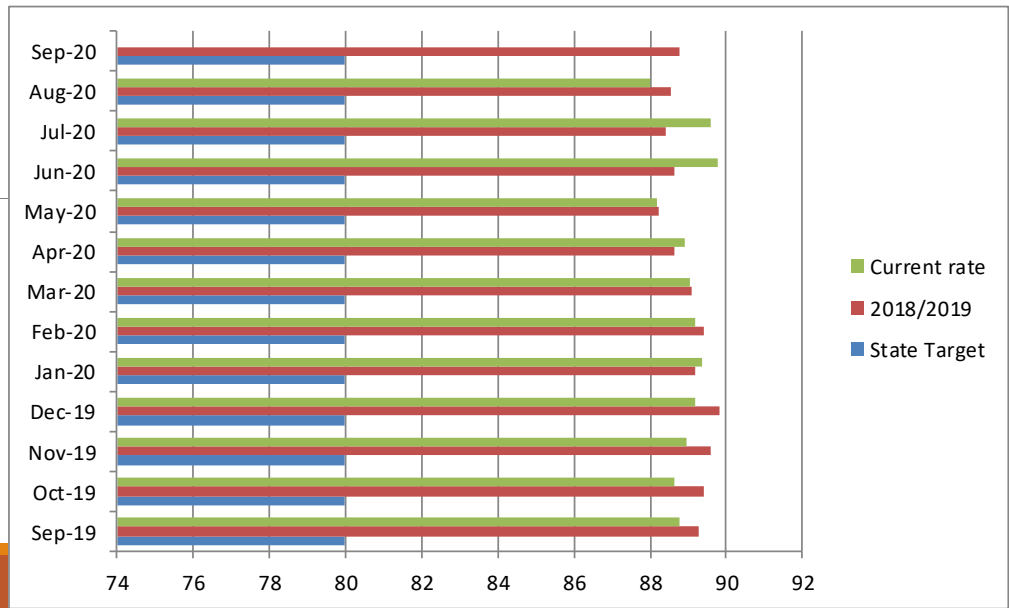
	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80
2018/2019	110.08	92.29	94.42	93.67	98.47	100.2	101.83	103.78	105.78	106.81	108.24	109.81	111.57
Current rate	111.57	92.78	94.58	96.31	98.46	99.45	100.99	102.85	104.27	105.57	107.09	108.09	109.63



	Sep-05	Sep-06	Sep-07	Sep-08	Sep-09	Sep-10	Sep-11	Sep-12	Sep-13	Sep-14	Sep-15	Sep-16	Sep-17	Sep-18	Sep-19
Unit	80.84	79.29	75.8	74.93	79.06	79.7	83.57	84.78	87.49	88.68	89.63	88.27	89.31	89.28	88.76
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80

## Support Order Establishment

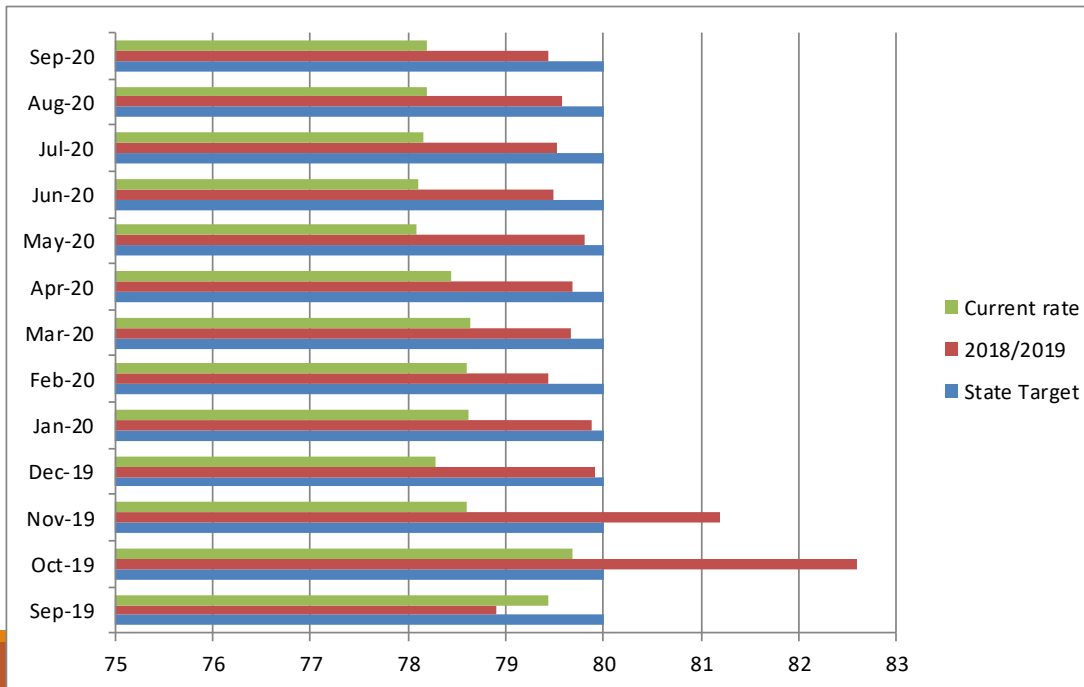
	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80
2018/2019	89.28	89.4	89.58	89.84	89.2	89.42	89.07	88.63	88.22	88.63	88.41	88.54	88.76
Current rate	88.76	88.64	88.94	89.18	89.36	89.2	89.03	88.89	88.18	89.77	89.61	88.02	88.61



	Sep-05	Sep-06	Sep-07	Sep-08	Sep-09	Sep-10	Sep-11	Sep-12	Sep-13	Sep-14	Sep-15	Sep-16	Sep-17	Sep-18	Sep-19
Unit	76.34	75.83	74.65	74.74	74.44	74.4	74.91	74.84	75.4	76.25	78.45	78.61	77.87	78.91	79.43
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80

## Child Support Collection

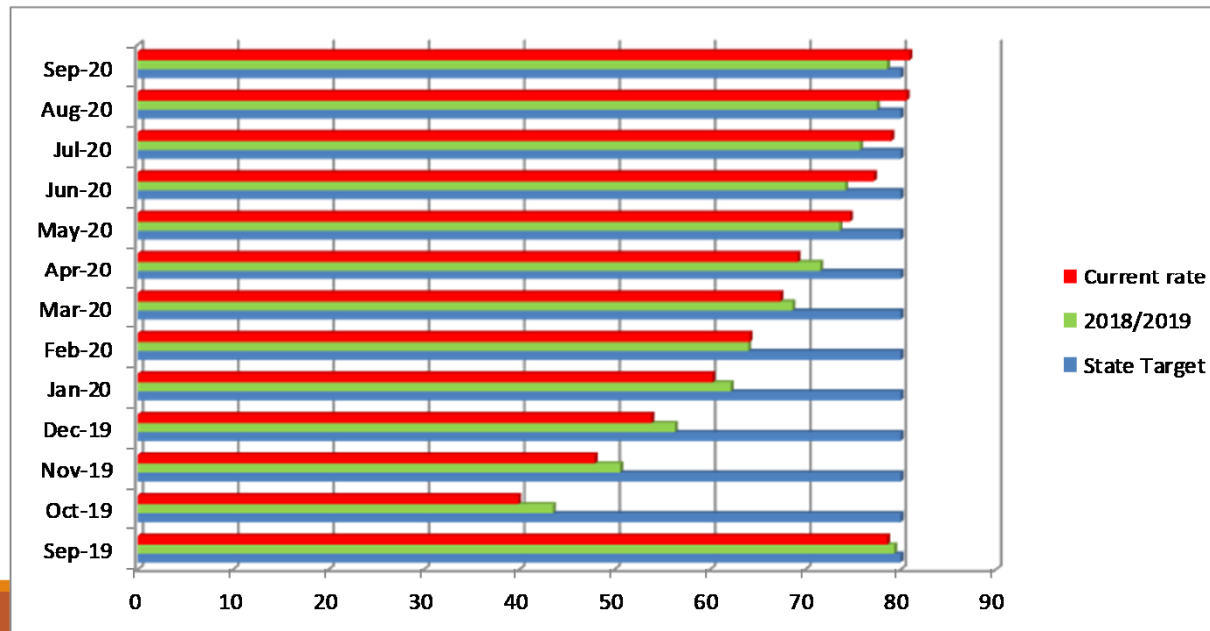
	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80
2018/2019	78.91	82.59	81.19	79.91	79.88	79.44	79.66	79.69	79.81	79.48	79.53	79.58	79.43
Current rate	79.43	79.69	78.6	78.28	78.61	78.6	78.63	78.44	78.08	78.1	78.16	78.19	78.2



	Sep-06	Sep-07	Sep-08	Sep-09	Sep-10	Sep-11	Sep-12	Sep-13	Sep-14	Sep-15	Sep-16	Sep-17	Sep-18	Sep-19
Unit	67.142	68.71	69.72	68.27	69.57	70.68	70.65	72.58	74.11	76.08	78.06	78.37	79.34	78.58
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80	80

## Arrears Collections

	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80
2018/2019	79.34	43.54	50.6	56.32	62.18	64.02	68.65	71.56	73.6	74.2	75.75	77.51	78.58
Current rate	78.58	39.9	47.92	53.86	60.26	64.17	67.4	69.21	74.67	77.2	79.03	80.62	80.92



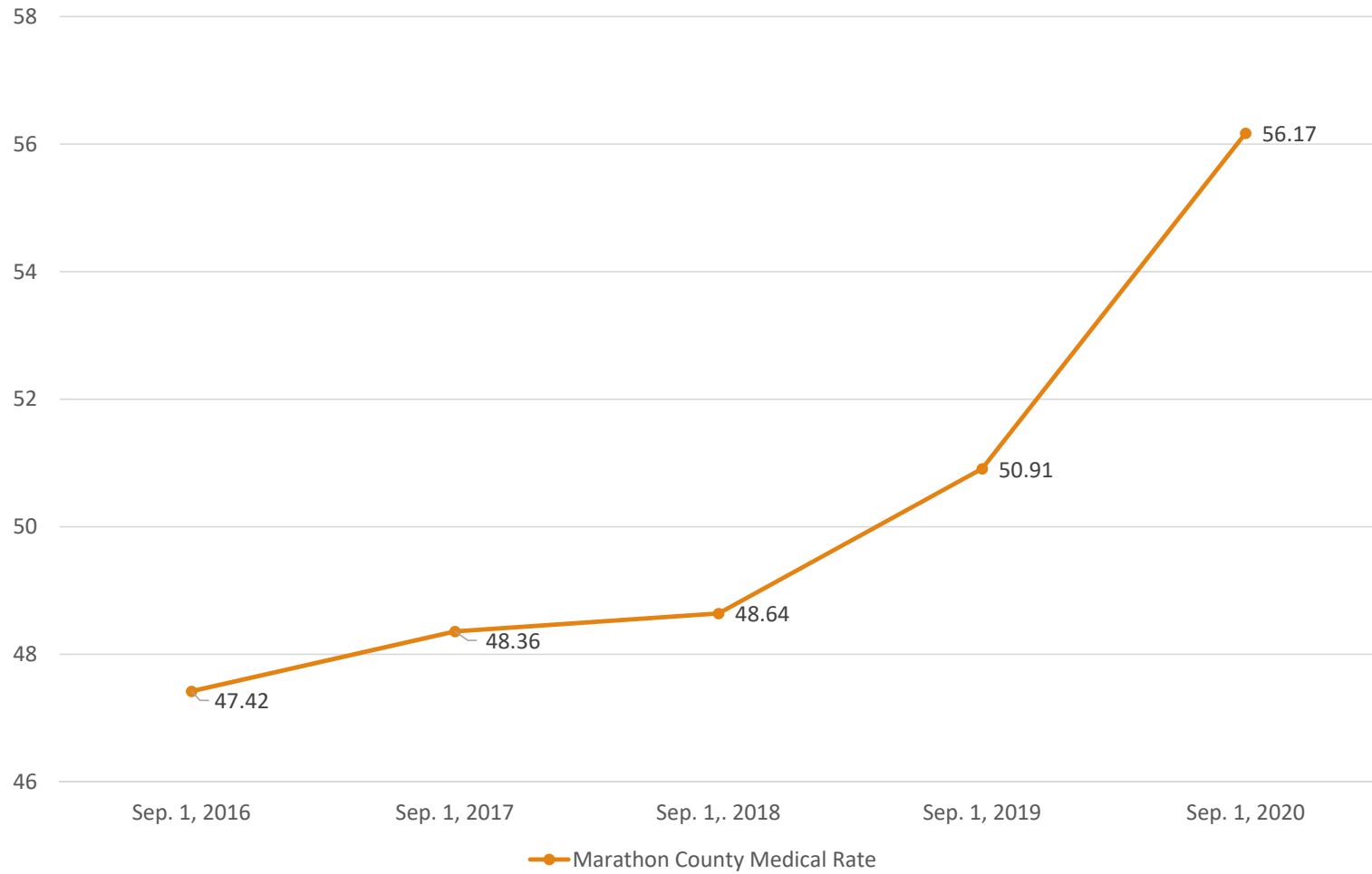
## Medical Support Rate – Sep. 1, 2020

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County	Cases w/Health Insurance ordered	Cases w/Health Insurance ordered & Provided	Medical Support Rate
MARATHON	3,760	2,112	56.17%

Sep. 1, 2020, result places Marathon County fifth highest in the state.

### Marathon County Medical Support Rate – Five-Year Trend



State Target: 100

## **MCDSS SOCIAL WORK SECTION- DIVERSITY AND INCLUSIVITY**

- Interpretation services (in person, phone, and written translation)
  - o SWITS. Offers English - Spanish, Hmong, Chinese Mandarin, Laotian, Vietnamese
- Community Groups/Committees focused on Diversity and Inclusivity
  - o Secondary Traumatic Stress
    - Internal committee dedicated to assisting staff to manage and prevent STS
  - o System Change Review Mapping Team
    - Representatives from various roles within Child Welfare who review egregious incidents to discuss overall system impacts on decision making.
  - o Sex Trafficking committee
    - Multidisciplinary team discusses and reviews cases with the goal of learning and improving approaches and services.
  - o Western Marathon County Health Communities Committee
    - Comprised of a diverse group of key stakeholders from each of the seven municipalities in Western Marathon County—Abbotsford, Athens, Colby, Edgar, Marathon, Stratford, and Spencer to share resources on a variety of areas/topics.
  - o Judicial Engagement Team
    - Diverse members of our community collaborate on how to improve our judicial system and move projects forward.
  - o MC Suicide Prevention and Review Team
    - Multidisciplinary team discusses and reviews cases with the goal of learning and improving approaches and services to prevent suicide.
  - o AODA GROUPS:
    - MC Fatal Overdose Review Team
      - Multidisciplinary team discusses adult overdoses with a goal to identify opportunities to improve member agency and system-level operations in a way that will prevent future similar deaths.
    - AODA partnership
      - Substance abuse prevention coalition
    - Central Area Drug Enforcement Group (CEADAG)
      - Information sharing between LE jurisdictions and close partners; trends
    - Drug Endangered Children Committee
      - Protocol development for service provisions – MOU in place.



- MC Child Death Review Team
  - Multidisciplinary team discusses child deaths with a goal to identify opportunities to improve member agency and system-level operations in a way that will prevent future similar deaths
- Safe Kids Coalition
  - based on the needs of the community, this coalition implements evidence-based programs, such as car-seat checkups, safety workshops and sports clinics, that help parents and caregivers prevent childhood injuries
- Early Years Coalition
  - Parents as First Teachers Action Team – promotion of early development by supporting/engaging parents and caregivers.
- United Way Groups
  - Workplace Volunteer counsel – increase volunteerism by identifying/promoting opportunities.
  - Women’s’ United and Emerging Leaders - Our Vision: United Way Emerging Leaders of Marathon County seeks to spark and sustain young professionals to improve the community and themselves through Connect, Serve and Lead opportunities.
- NTC Youth Apprenticeship Steering Committee
  - Provides academic and technical instruction with mentored, paid, on the job learning that makes connections for students.
- MLK Jr. Day On Planning Committee
- Trauma Informed Care Committee
- ACES Collaborative Group
- FOSTER CARE GROUPS:
  - Welcomed Advisory Panel
    - Support network for foster parents to receive meals etc.
  - Foster Care and Adoptive Resource Center advisory panel