



Marathon County FY 2022 Child Support Performance

Kelly Gross

Child Support Program Manager



Child Support Program Basics:

- **Federal Mandates**
 - Fiscal Responsibility
 - Medical Responsibility
- **State Mandates**
 - Partial Services
 - Full Case Management Services



Child Support Program Basics:

- Referral sources:
 - Economic Support Unit
 - Child Welfare Unit
 - Other States
 - Parent/Guardian Applications
- Who can request services through an application?
 - Parents
 - Guardians
 - Non-Legally Responsible Relatives
 - Others



Child Support Program Funding Sources:

Mixture of sources

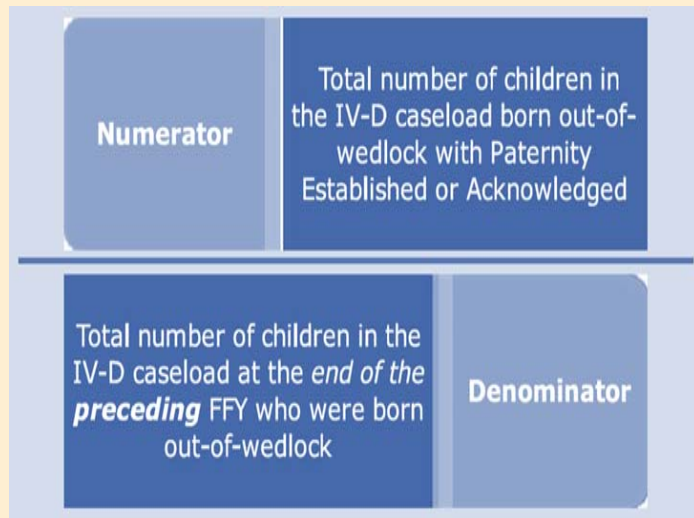
- State Funding
- Federal Funding
- County Levy



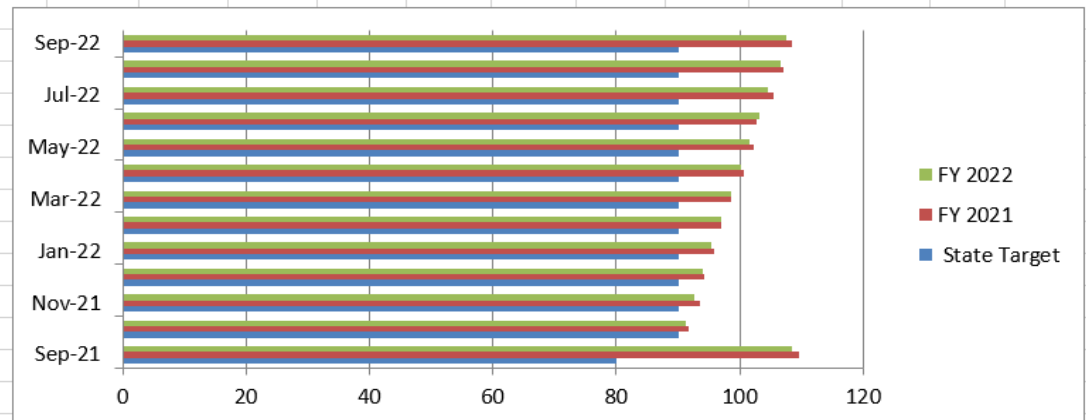
Comprised of 5 Areas:

- Paternity Establishment
- Court Order Establishment
- Child Support Collections
- Arrears Collections
- Caseload

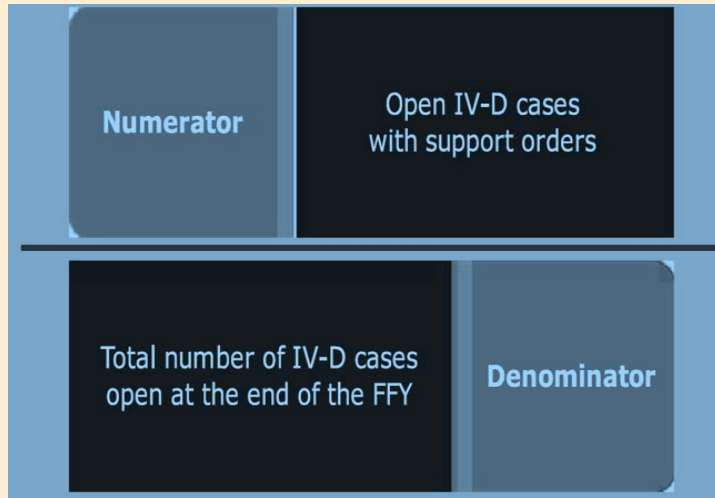
Paternity Establishment



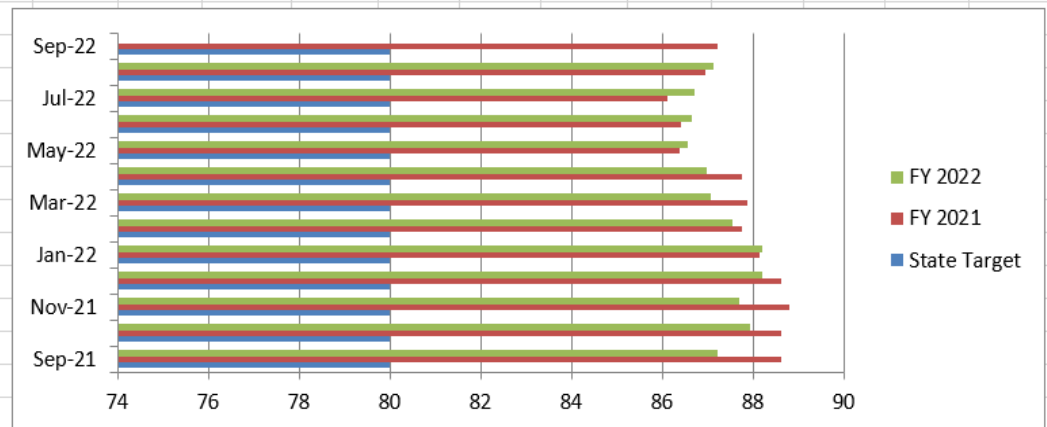
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Historical	100.22	100.08	103.09	104.15	104.9	107	108.4	108.5	108.64	110.08	111.6	109.63	108.38
State Target	80	90	90	90	90	90	90	90	90	90	90	90	90
FY 2021	109.63	91.7	93.46	94.29	95.72	97.06	98.63	100.8	102.21	102.62	105.4	106.95	108.38
Current	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
FY 2022	108.38	91.25	92.7	94.07	95.46	96.94	98.47	100.1	101.61	103.28	104.5	106.5	107.54



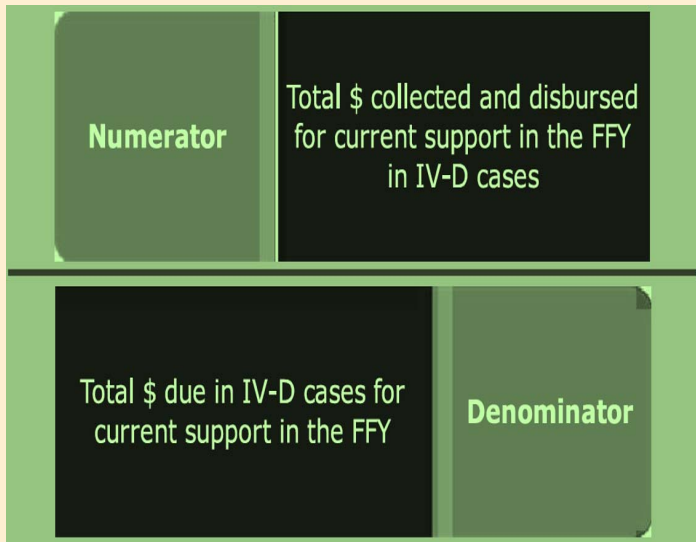
Court Order Establishment



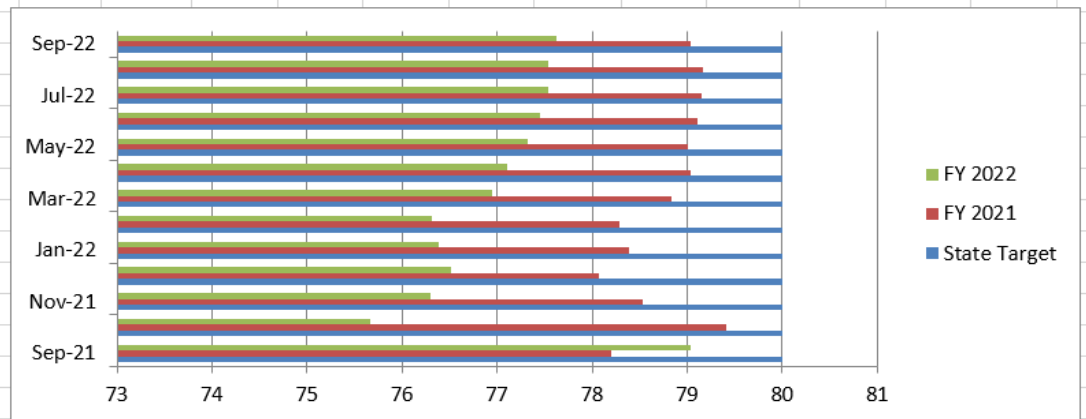
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Unit	79.06	79.7	83.57	84.78	87.49	88.68	89.63	88.27	89.31	89.28	88.76	88.61	87.21
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80
FY 2021	88.61	88.61	88.79	88.62	88.13	87.75	87.89	87.75	86.39	86.4	86.13	86.94	87.21
Current	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	/1/2021	Jul-22	/1/2021	Sep-22
FY 2022	87.21	87.94	87.71	88.2	88.19	87.55	87.08	86.99	86.56	86.65	86.7	87.14	87.78



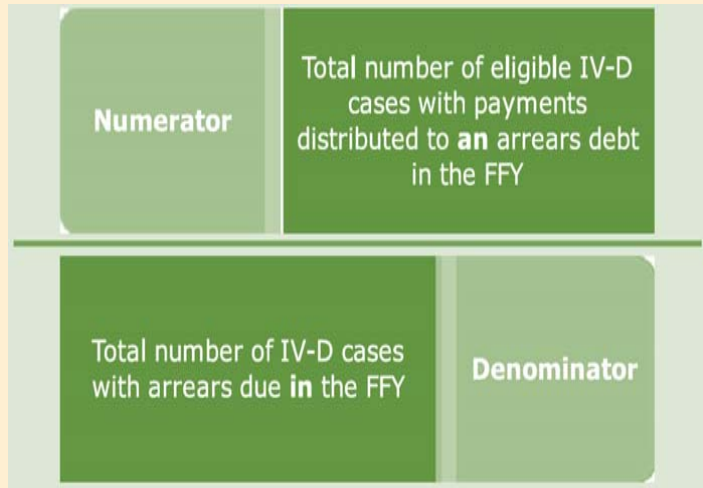
Current Support Collections



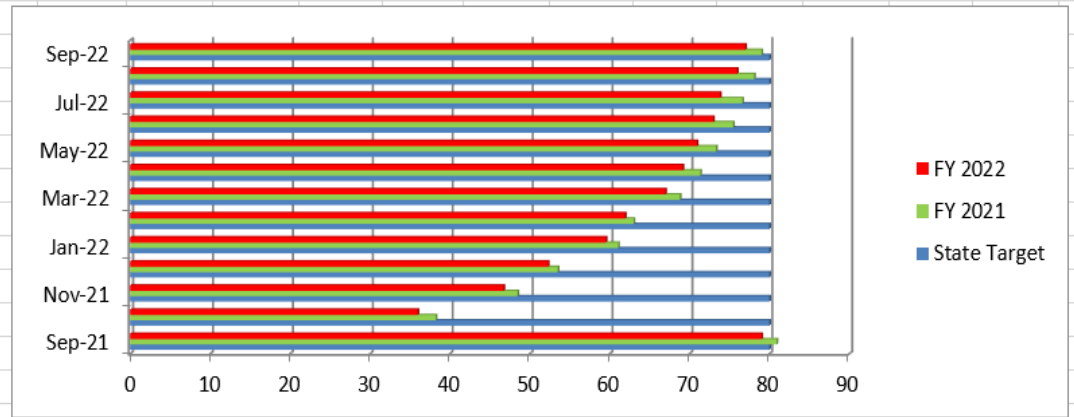
	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Unit	74.44	74.4	74.91	74.84	75.4	76.25	78.45	78.61	77.87	78.91	79.43	78.2	79.03
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80
FY 2021	78.2	79.41	78.53	78.07	78.39	78.28	78.83	79.04	79.01	79.1	79.15	79.16	79.03
Current rate	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
FY 2022	79.03	75.67	76.3	76.52	76.39	76.31	76.94	77.11	77.32	77.45	77.54	77.53	77.62



Arrears Collections



	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Unit	68.27	69.57	70.68	70.65	72.58	74.11	76.08	78.06	78.37	79.34	78.58	80.92	79.02
State Target	80	80	80	80	80	80	80	80	80	80	80	80	80
FY 2021	80.92	38.25	48.49	53.53	61.08	63.02	68.81	71.37	73.34	75.47	76.62	78.1	79.02
Current rate	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
FY 2022	79.02	35.99	46.74	52.29	59.53	61.94	66.98	69.16	70.93	72.97	73.83	75.96	76.99



Caseload

Performance Allocation:

$$\frac{\text{Marathon Co Caseload } 5,066}{\text{Total Statewide Caseload } 337,233} = 1.50\%$$

1.50% x total State allocation for this measure = Marathon County's portion



Determining the Caseload

Open IV-D cases that meet the following criteria would be removed from each county's IV-D caseload.

1. No Court Order and No Paternity Established
 - Case opened > 1 yr
 - No appropriate locate/caseworker activity
2. No payments and no appropriate locate/caseworker activity
3. Missing components of orders
 - Medical Support Order
 - Financial Obligation



Bonus Incentive Medical Support

- Total of \$300,000 GPR available each State fiscal year
- Purpose is to reward County CSAs that find private insurance for Medicaid children
- Reward is also eligible for matching funds at 66%

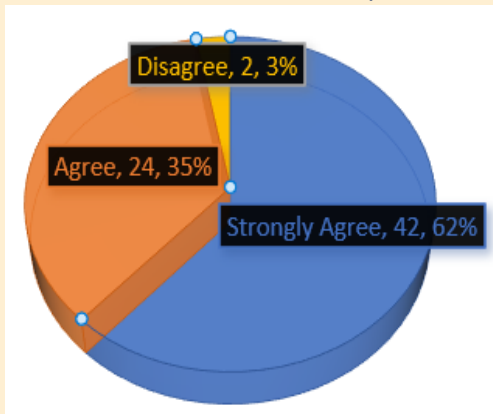
- 59.52% of our cases had private insurance in place and we received additional funding of \$17,815.00.



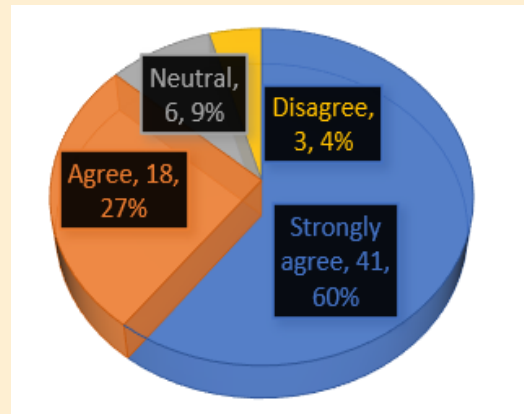
2022 Customer Service Survey

Sampled 25% of 256 call center calls

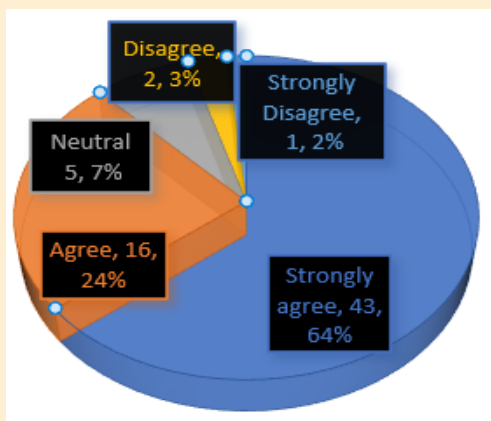
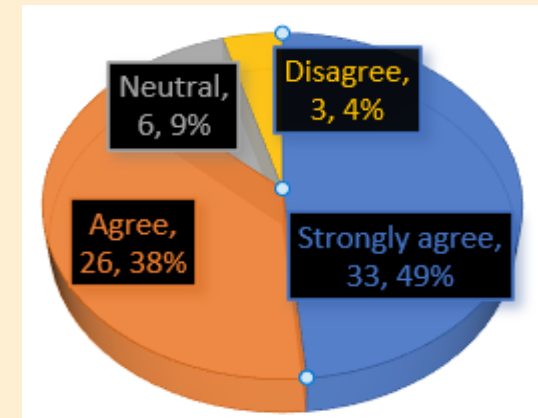
Q1 – The CS Staff treated me with Respect



Q2 – The CS Staff understood my request and provided accurate information



Q3 – The CS Staff clearly explained the process and what is expected of me



Q4 - The CS Staff were able to answer my questions or direct me to someone who could help.

What is Next in FY 2023?

Focus on increasing our performance in all categories

Increasing community education about our program

Continue to integrate successful ELEVATE components into the “standardized” approach to child support services.

ELEVATE Core Services:

- Enhanced Case Management
 - Frequent meetings
 - Goal setting
- Expedited Review & Adjust
 - Reviews for all enrolled
- Employment
 - Resume
 - Applications
 - Transportation
 - Assistance and referrals for education/programs
- Parenting
- Enhanced Child Support Services



ELEVATE Goals

- Long term stability
 - Housing
 - Financial
- Increased parenting time
- Fatherhood & Parenting Education Offerings
 - Parenting Classes
 - Supervised visitation
 - Parenting Plans
- Better relationships between clients and child support staff
- Increased financial support for families

ELEVATE Numbers and Data

- 315 clients enrolled since January of 2020
 - Met and surpassed our enrollment targets
- Total Number of Successful Dis-Enrollments : 96/200
 - (48% of dis-enrolled)
- Participants in our parenting class: 7 in progress
- Enrollees who have completed a parenting class: 35
- Percentage of Active Enrollees employed in October: 180
- Number of individuals who we have helped regain their driving privileges or to get their Driver's License for the first time: 81



Success Stories – Abby’s Story

- Background/Barriers
 - Transportation Barriers
 - Lack of employment experience
- While in ELEVATE
 - Obtained and maintained employment
 - Obtained a driver’s license
- Currently
 - Promoted to Assistant Manager (employed 2.5 years)
 - Moved closer to work and out of parent’s home
 - Is now the custodial parent and receiving support
 - Contempt is dismissed

Success Stories – Lindsey’s Story

- Background/Barriers
 - Has had parental rights terminated on 3 previous children
 - Pregnant
 - No housing or employment
- Currently
 - Maintained employment at a job for months before maternity leave
 - Working full time at a great job
 - Has Housing
 - Maintaining youngest child in the home
 - Got driver’s license for the first time
- Ongoing Current Challenges
 - Working through transportation
 - Maintaining new employment