

Wisconsin Counties Association

2024 ANNUAL CONFERENCE



3:30-4:30 PM

Child Support Program Innovative Partnerships
and Practices



Wisconsin Child Support Enforcement Association

Child Support Program

Contact

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COUNTY DESIGNATION

STANDALONE:

- ▶ Currently 35 Child Support Agencies are standalone Departments.

HUMAN SERVICES

- ▶ Currently 23 Child Support Agencies are under Human Services.

CORPORATION COUNSEL

- ▶ Currently 14 Child Support Agencies are under Corporation Counsel.

WHAT DO WE DO

County Child Support Agencies provide a broad array of services that reduce childhood poverty rates, establish parental rights, ensure children have access to health care and promote the involvement of both parents in the lives of their children. This includes:

- ▶ Paternity Establishment
- ▶ Support Order Establishment and Enforcement
- ▶ Support Order Modification
- ▶ Health Insurance establishment for children
- ▶ Collection of current support
- ▶ Collection of past-due support (arrearages)
- ▶ Refer parents to Employment and Training Programs
- ▶ Coordinate with many other County Departments and Social Services Programs

REVENUE SOURCES

PERFORMANCE BASED INCENTIVES

- ▶ Federal incentive funds based on States overall performance under the four federal performance measures
These funds ARE NOT eligible for 66% federal match

GENERAL PURPOSE REVENUE (GPR)

- ▶ State allocated funding
These funds ARE eligible for the 66% federal match

66% MATCH

- ▶ Federal match of reported CSA expenditures less incentive, collections and other unmatchable funding.

OTHER SOURCES OF REVENUE

- ❖ **Medical Support Liability Incentives / Birth Cost Recovery (no longer federal match)**
- ❖ **Medical Support General Purpose Revenue**
- ❖ **Program Income – Collected Fees**
- ❖ **NIVD and other fee based revenue**
- ❖ **County Levy**



FUNDING BREAKDOWN

STATE LEVEL

County Contract Preliminary Funding January 1 - December 31, 2025 (CY2025) Using date for the year ended 9/30/2023

Estimated Federal Incentives

	<u>Amount</u>
Incentive Base - Current Year	\$ 12,340,000.00
Adjusted Award for Incentives for FFY23	1,255,820.00
Estimated Federal Incentives	<u>\$ 13,595,820.00</u> (FFY22 Actual)

Performance Allocation

	<u>Funding</u>	<u>%</u>
GPR	\$ 15,760,000.00	26.28911713450%
Federal Match (FFP 66%)	30,592,941.00	51.03181531980%
Estimated Federal Incentives	13,595,820.00	22.67906754570%
Total Performance Allocation	<u>\$ 59,948,761.00</u>	<u>100.000000000%</u>

Preliminary Allocation

	<u>Funding</u>
GPR	\$ 15,760,000.00
Fed Match	30,592,941.00
Estimated Federal Incentives	13,595,820.00
Total Preliminary Allocation	<u>\$ 59,948,761.00</u>

Weights & Allocations for Each Measure

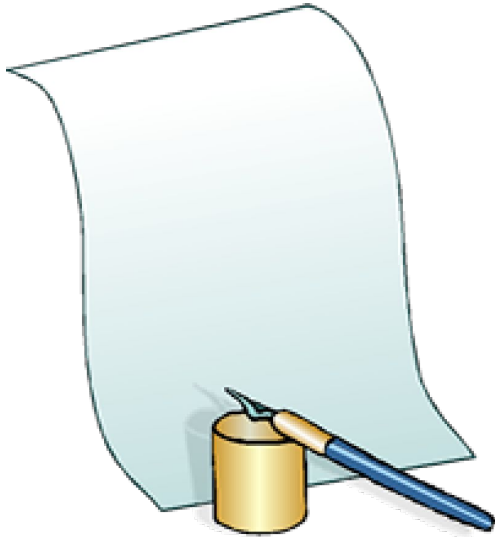
	<u>%</u>	<u>Allocations</u>
Cases w/CSUP Ordered	20%	\$ 11,989,752.00
Cases w/Arrears Balances	15%	8,992,314.00
IV-D Caseload	65%	38,966,695.00
Total	<u>100%</u>	<u>\$ 59,948,761.00</u>

The **BIG** Picture

Cooperative Agreements Partnerships to Maximize Revenue

WHO CAN THE CSA ENTER INTO A COOPERATIVE AGREEMENT WITH:

- Clerk of Courts
- Corporation Counsel
 - Private Attorneys require a contract, not a Coop. Agreement
- District Attorney's Office
 - DA's Office Staff only; not for the DA's time/expenses
- Family Court Commissioner
- Sheriff's Department and Dispatch
- Essentially, Cooperative Agreements allows the CSA to maximize FFP
- It ensures the Cooperating Agency is bound by the requirements of the State/County contract. Clear and concise expectations of the agency, and support if an issue arises with service delivery.
- **In addition, the Cooperating Agency/County could benefit monetarily in reducing their budget/levy.**



CHILD SUPPORT MODERNIZATION-THRIVE

- Current Child Support Computer system is KIDS and went online in 1996.
- KIDS is old school, green screen, function keys.
- KIDS is no longer supported so if there was a fatal error it would be catastrophic for the Child Support Program.
- Child Support Modernization Project commenced in 2021. The new system is called Thrive.
- WI is currently half way thru and in the development stage.
- System will be piloted January to March 2027 and then deployed April 2027 thru September 2027.
- New System will help Counties to obtain and retain staff.

KATMM1

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PRODUCTION

K I D S

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MAIN MENU

KIDS INFORMATION DATA SYSTEM

WISCONSIN BUREAU OF CHILD SUPPORT

01 - CASE INITIATION

07 - SUPERVISORY FUNCTIONS

02 - INQUIRY FUNCTIONS

08 - INTERSTATE PROCESSING MENU

03 - CASE MANAGEMENT

04 - PARTICIPANT MAINTENANCE

05 - FINANCIAL MANAGEMENT

06 - THIRD PARTY TABLE MAINTENANCE

UNAUTHORIZED USE OF KIDS IS PROHIBITED UNDER S. 49.83, WIS. STATS.

ACCESSING KIDS FOR PERSONAL INFORMATION OR ANY OTHER PURPOSE NOT DIRECTLY
RELATED TO ADMINISTRATION OF THE PROGRAMS IS STRICTLY PROHIBITED.

ENTER NUMBER OF SELECTION _____

F1-HELP

F2-JUMP-SAVE

F3-SIGN OFF

F14-JUMP-ERASE



Brown & Oconto County

Brown County Leadership

Perspectives from...

Troy Streckenbach
Brown County Executive

Oconto County Leadership

Perspectives from...

Alan Sleeter

Chairman, Oconto County Board

Brown & Oconto Child Support Agencies

Maria Lasecki

Child Support Director

Cheryl Sandberg

Lead Specialist, Oconto County



Who?



What?



When?



Where?

Why?

How?



Why collaborate?

The ROI of our IGA:

- Fresh perspective/program consistency
- Shared resources, knowledge & problem solving
- Counties became resources to each other
- Solution-based approach to leadership vacancy
- Expands agency scope & circle of influence
- ***Cost effective for both counties!***
- Why not?
 - Similar to a hybrid workplace model

How?

Re-envisioning an approach

Management/Leadership

Sharing a Director



Reciprocal Partnership

Contract/Agreement

Consultant role



Organizational Integration

Partnership Evolution

A 'People First' approach is really the key to the success of this type of partnership.

Beliefs

- start with understanding the background and beliefs

Experiences

- embrace the previous & current experiences of staff
- strive to improve efficiencies

Actions

- be a leader in every action or interaction
- align everyone around the mission, vision & values

Results

- celebrate new relationships & build upon them
- reinforce existing relationships to strengthen them

Things to consider...

- ◉ Feasibility
 - > Location
 - > Capacity/circumstances
 - > Program passion
 - > Fearlessness
- ◉ Learning curve for all
 - > Assume nothing/remain nimble
- ◉ Transparency
- ◉ Communication

Short term accomplishments...

Since late October...

- > Recruited & filled 2 vacancies
- > Maintained/improved performance levels in both counties
- > Redefined a position to effectively meet agency needs
- > Conducted a SWOT evaluation
- > Redesigned the dept - no demo reno!
- > Completed a record destruction project
- > Positive triennial review w/state
- > Began the creation of position policy manuals
- > Delivered performance evaluations/merit pay plan
- > Maximized Cooperative Agreement billing

Long term goals...

Looking to the future

- > Conversion of file room to confidential/safe interview space
- > Finish development of 5 Year strategic plan
- > Completion of manuals for all positions
- > Explore grant/funding opportunities
- > Continue mentorship efforts
- > Expand low/no cost personal & professional training opportunities for staff
- > Evaluate vendors for cost savings options
- > Participate in class/comp study on behalf of CSA

Navigating the unexpected...

- Do we really know what we know?
- Who are your IGA 'champions'?
- Is everyone ready for a new approach?
 - > Existing team & leadership
 - > New team & leadership
 - > Colleagues
 - > Customers
- Remain mindful of...
 - > organizational policy & procedure
 - > separate county roles/structure

Lessons Learned...

- Change can be challenging
 - Expect resistance
- Communication is essential
 - Seek to understand
 - Evaluate/develop policy & protocols
 - Conduct regular meetings
 - Support roles & responsibilities
- Appreciate county differences
 - Technology limitations
 - Urban/rural/judicial considerations

References

Ziskin, I. (2023) Three Principles for Successful Organizational Transformation. *The Secret Sauce for Leading Transformational Change*.
<https://www.linkedin.com/pulse/three-principles-successful-organizational-ian-ziskin>

Questions?

Thank you!

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