

# SHEBOYGAN COUNTY

**James J. Graf**

*Child Support Enforcement Director*

February 23, 2009

Sheboygan County Board of Supervisors  
c/o Julie Glancy, County Clerk

Adam N. Payne  
Administrator

Dear County Board of Supervisors  
and Administrator, Adam N. Payne;

Attached for your review per Chapter 3 of the Sheboygan County Ordinance Book, is the 2008 Child Support Annual Report. This report will be available for the County Board Supervisors to review in the County Clerk's office.

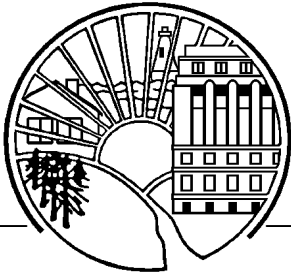
I and my staff thank you for the cooperation and support you gave us during 2008 which helped us to meet three of the four State performance standards. The performance standards we met were: paternity establishment, court order establishment and current support collections.

We look forward to working with you during 2009 and beyond.

Sincerely,

James J. Graf  
Child Support Enforcement Program  
Director

Enclosure



# SHEBOYGAN COUNTY

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*Child Support Enforcement Director*

## CHILD SUPPORT 2008 ANNUAL REPORT

### **MISSION STATEMENT AND SUMMARY OF RESPONSIBILITIES**

To ensure adequate financial and medical support for families through an aggressive approach in locating obligors, establishing and enforcing court-ordered child support and medical coverage and in the establishment of paternity and child support collection for non-marital children, so that all families can reduce their reliance on public assistance, and achieve financial independence.

The Sheboygan County Child Support Enforcement Agency is responsible for the operation of the county's IV-D Program known as Child Support Enforcement. In Wisconsin, the Bureau of Child Support (BCS) located in the State Department of Children and Families (DCF), Division of Family and Economic Security (DFEC) oversees the administration of the 72 county child support agencies. The Child Support Enforcement Program is authorized by Title IV, Part D of the Social Security Act, that is why it is referred to as the IV-D Program.

The Child Support Enforcement Agency is operated through the cooperative efforts of Federal, State and local government. In Sheboygan County, we have Cooperative Agreements with the following agencies or departments: Corporation Counsel, Sheriff's Department, Family Court Commissioner, and the District Attorney's Department.

The Child Support Enforcement Program is designed to:

1. Establish paternity on behalf of children whose parents were not married to each other at the time of the child's birth;
2. Establish court orders obligating parents to pay child support and provide health care for their children, including health insurance coverage;
3. Collect support payments including: (1) child support; (2) family support (combined support for both the children and the custodial person in a child support case; and (3) in cases where there is an order to make separate child support and spousal maintenance payments (alimony), to collect both child support and spousal maintenance;
4. Take administrative and legal actions necessary to enforce a support order when parents fail to pay the support they've been ordered to pay; and
5. Find parents who are not paying support, and locate their income and assets, when necessary to establish or enforce a child support order.

The Child Support Enforcement Program encourages parental responsibility and offers social, economic and medical benefits to families. The IV-D Program benefits not only the children and families who are directly affected, but the general public as well. Some tangible benefits include: financial security for children, children gain multiple advantages from paternity establishment, reduced W-2 taxpayer costs, and reduced health care costs.

The Management and Staff of the Sheboygan County Child Support Enforcement Agency accept as their mission the responsibility to perform the above services for the citizens of Sheboygan County in an efficient, effective manner and within the budget approved by the Sheboygan County Board of Supervisors.

### **GOALS AND OBJECTIVES ACHIEVED IN 2008**

During 2008, the Child Support Enforcement Agency and staff did meet the new incentive productivity requirements which resulted in our performance-based award for the contract year 2008 being \$151,942. Also, we received additional State General Purpose Revenue funding of \$84,878, which replaced some of the funds lost due to the Federal Deficit Reduction Act. We also met the State's requirement to comply with the PRWORA (Personal Responsibility and Work Opportunity Reconciliation Act) legislation regarding the Lien Docket policies and procedures. With the help of the State Bureau of Child Support, all staff completed training on Lien Docket. The lien threshold for 2008 was \$500. Sheboygan County had 1806 cases which were eligible for a lien at that threshold during 2008. This represents an increase of 63 cases eligible for liens during 2008.

Additional Administrative Enforcement tools automated through the lien docket during 2008 were as follows:

47 liens in limited enforcement	\$ 108,367
1759 liens in full enforcement	\$10,311,217
1482 cases eligible for Bank Account Seizure	
1482 cases eligible for Professional License Suspension	
2467 individuals eligible for Passport Denial	
141 active cases with lien bars	
54 Alternative Payment Plans in place	

2008 again saw an increase in collections over 2007. We obtained this increase by utilization of the KIDS (Kids Information Data System) system to closely monitor court orders to ensure timely payments of child support and arrears. Also, during 2008, we continued the early intervention program where one specialist contacts new payers to ensure that they start paying and continue to pay as per their court order. Increasing the number of IV-D cases which have collections is one way we increased incentives received by the County from the State. Also, we review cases quarterly to maintain case counts at or near 600 per specialist, in order to allow them more time to work on obtaining court orders and modifications. This also contributed to our collection increase.

In 2008, Sheboygan County Child Support obtained the following Federal Fiscal Year final performance targets:

	<u>State Target</u>	<u>Sheboygan Co. Rate</u>
Paternity Rate	90%	108.83%
Arrears Collections Rate	79.38%	78.90%
Court Order Rate	80%	90.13%
Current Support Collection Rate	76.40%	76.49%

Sheboygan County Child Support Enforcement Agency qualified in three categories to receive 100% performance based funding for those categories.

In addition to continuing to streamline the various procedures and processes during 2008, we also accomplished the following goals which were listed in our 2007 Annual Report.

1. Continued to offer suggestions for staff to improve their performance standards and incentive productivity requirements and to learn how to standardize work processes.
2. Distributed new and updated information weekly and encourage feedback on agency issues.
3. Offered enhanced training by the State to encourage interest and participation by all staff, if available.
4. Complied with State policy as it relates to program changes and directives.
5. Enhanced and developed the Administrative Process for usage in the Sheboygan County Child Support Agency
6. Continued to improve communication throughout the agency and with other departments.
7. Prepared for and adjusted the proposed 2008-2010 budget reductions to ensure continued quality service to the residents of Sheboygan County.
8. Prepared the 2009 Child Support Budget within the parameters set forth by the Sheboygan County Board of Supervisors.

### **BUDGET**

The budget status of the Child Support Enforcement Agency was exceptional during the past year, as well as being consistent with the guideline outlined by the Finance Committee.

Overall, during 2008 the Child Support Enforcement Agency's revenue was less than the budgeted amount by approximately \$30,000 and expenditures were less than budgeted by approximately \$79,000. The decrease in revenue is due mainly to a contract amendment change made in October of 2007. This amendment maximized matching federal funds for incentives, on a one-time basis, moving 2008 incentive funding back into 2007. By agreeing to this amendment, Sheboygan County agrees to a possible budget adjustment for child support expenditures in an amount equal to the additional incentive funds, which were transferred to 2007 from 2008. That amount was approximately \$44,000. The decrease of expenses is mainly due to expenditures being reduced, specifically employee wages and benefits being reduced by approximately \$58,000 as two staff members were on extended leaves of absence and employee related insurance was reduced by approximately \$20,000 during 2008.

The 2009 budget for Child Support was extremely difficult to put together, but we did comply with all the budget targets which were approved by the Finance Committee. Overall, the final results of our 2009 budget projection were as follows: Budgeted revenue is projected as being 1.47% above the 2008 budgeted revenue amount, total expense is projected to be 1.79% over the 2008 total expense, and Capital Outlay Expense is projected to be \$0 in 2009. Tax levy needed to support the Child Support Agency during 2009 is projected to be \$55,189 which is \$4,646 or 9.19% more than the 2008 adopted tax levy.

### **ISSUES, CONCERNS AND/OR CHALLENGES AHEAD**

In the Child Support Enforcement Agency, there are concerns which could substantially affect how we will be able to perform our duties in the future. The concerns include the high

stress and demand levels of all positions in the agency. Factors which contribute to the above levels include: 1) having competent staff to meet customer expectations; 2) keeping staff and management trained and informed of the constantly changing rules and regulations in child support enforcement; 3) maintaining staff productivity levels at levels equal to or above the State average. As in all other Departments, Child Support is also concerned about funding and how we can continue to do more and more with so many new mandates and less time to devote to them.

### **GOALS AND OBJECTIVES FOR 2009**

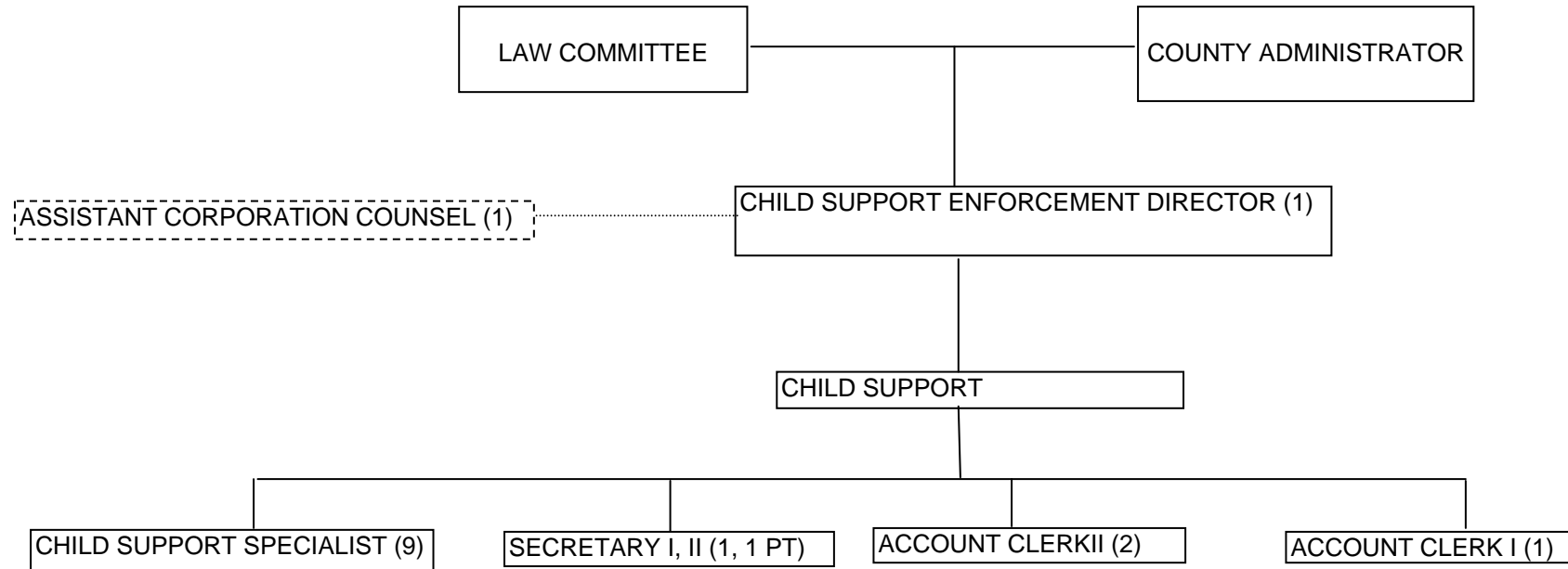
The next 12 months will be very busy and present a number of changes and challenges for the Child Support Enforcement Agency. Following is a listing of primary goals, objectives and issues which are planned to be addressed in 2009:

1. Continue to offer suggestions for staff to improve their performance standards and incentive productivity requirements and to learn how to standardize work processes.
2. Distribute new and updated information weekly and encourage feedback on agency issues.
3. Offer enhanced training by the State to encourage interest and participation by all staff, if available.
4. Comply with State policy as it relates to program changes and directives.
5. Enhance and develop the Administrative Process for usage in the Sheboygan County Child Support Agency
6. Continue to improve communication throughout the agency and with other departments.
7. Prepare for and adjust to the proposed 2008-2010 budget reductions to ensure continued quality service to the residents of Sheboygan County.
8. Prepare the 2010 Child Support Budget within the parameters set forth by the County Administrator and by the County Board of Supervisors.

Respectfully submitted,

James J. Graf  
Director, Child Support Enforcement Program

**SHEBOYGAN COUNTY  
CHILD SUPPORT ENFORCEMENT AGENCY**



----WORKS OUT OF THIS DEPARTMENT BUT ON THE T/O FOR CORPORATION COUNSEL