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# Department of Child Support Services

2430

# 2015 Accomplishments

- **Performance Measures**

- CSS has continued to show growth in key Federal Child Support metrics (specifically in Current Support and Arrears) over the last 4 years - despite some of the highest caseloads in the U.S.

CURRENT SUPPORT					ARREARS COLLECTION				
2010-11	2011-12	2012-13	2013-14	2014-15	2010-11	2011-12	2012-13	2013-14	2014-15
55.81%	56.95%	59.18%	60.40%	62.20%	48.10%	48.50%	50.88%	52.88%	55.43%

- **New Call Center**

- 2014 Innovation Grant allowed for CSS to transfer our customer service call center to the Wisconsin Child Support Trust Fund. This saved Milwaukee County money and allowed for CSS staff to focus on case management, in-office customer service, and performance.

- **New Pathways for Fathers and Families**

- The Office of Family Assistance recently awarded Milwaukee County Child Support Services, and our 16 partners, a 5 year New Pathways for Fathers and Families grant. This grant will continue to allow us to make a positive impact in our community.

- **DA Investigators**

- The DA investigators continue to assist custodial parents by locating non-custodial parents who are habitual non-payers by hiding income and not complying with their child support order.

- **E-Filing Court Documents**

- CSS volunteered to work with the Office of State Courts to become the largest county child support agency to begin e-filing paternity and order establishment actions.

# 2016 Initiatives

- **Performance Geographic Pilot (PGP) Project**

- CSS will focus on improving child support collection for children living in the poorest neighborhoods in the City through the intensive application of various best-practices in Child Support, including Alternate Dispute Resolution - case conferences to reach support and placement agreements between custodial and noncustodial parents.

- **New Pathways for Fathers and Families**

- Four new partners have joined CSS for the new grant:
  - Social Development Commission (SDC)
  - Milwaukee Area Investment Board (MAWIB)
  - Milwaukee Fatherhood Initiative (MFI)
  - UW Milwaukee
- Working with these new partners will allow us to reach/assist more fathers with this grant.

## Variiances 2015 - 2016

2430 - Child Support Services			
	2015	2016	Change
Expenses	\$19,370,226	\$19,972,199	\$601,973
Revenues	\$17,570,032	\$17,964,922	\$394,890
Levy	\$1,800,194	\$2,007,277	\$207,083
FTE's	145	144.5	(0.50)