

**WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE**  
***Developed - April 2007***

***INSTRUCTIONS:*** For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

**SCHEDULED REVIEW DATE:** August 16, 2007 at 8:00 a.m.

**DEPARTMENT:** Child Support Agency

**DEPARTMENT MISSION STATEMENT:**

**The mission of the Child Support Agency is to establish and enforce child support orders, pursue delinquent accounts, establish paternity, and maximize revenues.**

**PROGRAM:** Establish Child Support Orders.

**1. Describe the program, its purpose and goals.**

To establish child support and parental rights for those not legally recognized and ensure support obligations.

**2. Who is the program intended to serve? Any person who has a child(ren) receiving assistance, foster care support and anyone who does not already has an order of child support, or files an application for services with our department. How many are served? From October 2006 through July 2007 the number of establishment orders and paternity was approximately 16,416. Cases See Attached**

**3. Are the program benefits long-lasting and essential to the service populations? This program is absolutely essential. Without a establishing orders or parental obligations, there would be more and more children and families looking to the State for financial assistance.**

**4. Is this program directly or indirectly related to or does it support any other program in this department or another department? This program is indirectly related to The Department of Social Services and Human Services as well as other programs in a trickle down effect. In addition, our agency is governed by the state through the Bureau of Child Support (BCS) If so, how? We get referrals from DHS regarding those who have or getting assistance that need the other parent to pay support because they are not residing together.**

**5. How does this program make the department or county government more effective or efficient, including any intergovernmental relationship? By establishing parental responsibility and support obligations, we are in compliance with the State Bureau and the obligations also cut back on the need for state assistance.**

**6. How do you determine/measure if this program has been effectively provided and implemented? The state Bureau of Child Support monitors each county agency and there is open communication in order to ensure each County Support Agency is in compliance with state regulations.**

**7. Could the county cost-effectively subcontract this program? This agency is in effect a sub-contract for the state so it would most likely be difficult to privatize the program.**

**8. State the numerical ranking of this program compared to all programs in your department and briefly explain. Establishing child support orders is the most important aspect of the agency function. All other programs are secondary to the establishing parental responsibility. #1**

9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** There is no other program except individuals bringing their case before the courts on their own which creates a disadvantage to those in need of services that can not afford their own attorney or do not fully comprehend that Legal Aspects.
10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues? Not an Option**
11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)**
12. **Is this program currently duplicated by another county department or provider in the community? No**
13. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** One of the areas I am focusing on is attempting to stream-line the paternity establishment and technology between software programs and DHS to create a more efficient and costs effective way to establish paternity including, for example, notifying birth mothers that they need to be financially responsible in whole or in part, when naming more that two fathers, if both named are tested and are excluded from paternity.

EOSP

PROGRAM: KRMSPERF  
FORM: KALB

KALB

STATE OF WISCONSIN  
DEPARTMENT OF WORKFORCE DEVELOPMENT  
BUREAU OF CHILD SUPPORT  
CSA PERFORMANCE MEASURE SUMMARY OF BACKDATED COLLECTIONS  
REPORT PERIOD 10/01/2006 THROUGH 07/31/2007

PAGE: 2  
DATE: 08/01/2007

COUNTY	PERFORMANCE MEASURE 1			PERFORMANCE MEASURE 2			FEDERAL PATERNITY RATE
	I/D CASES	W/ORDER ESTAB	COURT ORDER RATE	PATERNITY CHILD AS OF 09/30/2006	PATERNITY CHILD	W/PATERNITY ESTABLISHED	
POLK	1,506	1,270	84.33%	704	775	973	138.21%
PORTAGE	2,541	2,273	89.45%	1,521	1,567	1,649	108.42%
PRICE	2,665	2,573	86.43%	1,269	292	300	111.52%
RACINE	18,287	16,113	88.11%	12,254	11,926	12,016	98.06%
RICHLAND	18,918	800	87.15%	7,444	7,470	7,491	110.59%
ROCK	12,593	10,219	81.15%	7,527	7,487	7,807	103.72%
RUSK	2,987	907	91.89%	1,489	1,492	1,516	105.52%
SAUK	2,889	2,551	88.30%	1,795	1,821	1,922	107.08%
SAWYER	1,461	1,304	89.25%	832	866	1,927	111.42%
SHAWANO	1,738	1,593	91.66%	1,025	1,032	1,210	118.05%
SHEBOYGAN	5,071	4,500	88.74%	3,131	3,281	3,505	105.56%
ST. CROIX	2,406	2,039	84.75%	1,035	1,108	1,172	113.24%
TAYLOR	1,919	837	91.08%	432	434	478	110.65%
TREMPEALEAU	1,982	1,211	86.69%	726	807	855	117.77%
VERNON	693	896	91.24%	508	534	583	114.76%
VILAS	4,963	632	91.20%	316	327	348	110.13%
WALWORTH	3,939	4,157	83.76%	2,475	2,596	2,709	107.59%
WASHBURN	9,176	866	92.23%	2,079	2,158	2,315	114.74%
WASHINGTON	2,413	2,964	88.19%	2,079	2,158	2,315	111.35%
WAUKESHA	7,927	7,672	83.61%	5,242	5,418	5,374	102.52%
WAUPACA	1,038	2,226	92.25%	1,347	1,365	1,455	106.02%
WAUSHARA	7,927	979	94.32%	520	557	627	120.58%
WINNEBAGO	3,937	6,414	80.91%	4,039	4,450	4,249	105.20%
WOOD	3,937	3,525	89.54%	2,355	2,355	2,500	106.16%
STATEWIDE TOTALS	361,347	299,130	82.78%	228,397	233,187	225,576	98.76%

**WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE**  
**Developed - April 2007**

**INSTRUCTIONS:** For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

**SCHEDULED REVIEW DATE:** August 16, 2007 at 8:00 a.m.

**DEPARTMENT:** Child Support Agency

**DEPARTMENT MISSION STATEMENT:**

**The mission of the Child Support Agency is to establish and enforce child support orders, pursue delinquent accounts, establish paternity, and maximize revenues.**

**PROGRAM:** Enforcement of Established Child Support Orders.

1. **Describe the program, its purpose and goals.**  
To actively pursue cases with established Court Orders to ensure that children of Winnebago County are supported through appropriate federal and state guidelines.
2. **Who is the program intended to serve?** Any person who has a current active case for child support whom has not received support for more than 30 days may apply for services in our department to enforce those current orders. If they apply for services through DHS, we are also notified indicating that we need to enforce any order. **How many are served?** From October 2006 through July 2007 the number of enforcement and paternity was approximately 10, 663. Cases See Attached
3. **Are the program benefits long-lasting and essential to the service populations?** This program is absolutely essential. Without enforcement the children of Winnebago County are not receiving the benefit they are entitled to. Again enforcement is essential, there would be more and more children and families looking to the State for financial assistance.
4. **Is this program directly or indirectly related to or does it support any other program in this department or another department?** This program is indirectly related to The Department of Social Services and Human Services as well as other programs in a trickle down effect. In addition, our agency is governed by the state through the Bureau of Child Support (BCS) **If so, how?** We get referrals from DHS regarding those who have or getting assistance that need the other parent to pay support because they are not residing together.
5. **How does this program make the department or county government more effective or efficient, including any Intergovernmental relationship?** By enforcing child support obligations we are in compliance with the State Bureau and the obligations also cut back on the need for state assistance.
6. **How do you determine/measure if this program has been effectively provided and implemented?** The state Bureau of Child Support monitors each county agency and there is open communication in order to ensure each County Support Agency is in compliance with state regulations.
7. **Could the county cost-effectively subcontract this program?** This agency is in effect a sub-contract for the state so it would most likely be difficult to privatize the program.
8. **State the numerical ranking of this program compared to all programs in your department and briefly explain.** Enforcing child support orders is on par with establishment and an equally

#2

9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** There is no other program except individuals bringing their case before the courts on their own which creates a disadvantage to those in need of services that can not afford their own attorney or do not fully comprehend that Legal Aspects.
10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues?** Not an Option, if the program were eliminated the Agency would lose valuable revenue to support other services.
11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)** See above
12. **Is this program currently duplicated by another county department or provider in the community?** No
13. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** In Criminal cases there are court costs and fees associated with bringing court cases. Our agency only requests service fees for court matters, I would like to look into establishing a cost for bring the same people to court for non-compliance on a continual basis.

**WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE**  
***Developed - April 2007***

***INSTRUCTIONS:*** For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

**SCHEDULED REVIEW DATE:** August 16, 2007 at 8:00 a.m.

**DEPARTMENT:** Child Support Agency

**DEPARTMENT MISSION STATEMENT:**

**The mission of the Child Support Agency is to establish and enforce child support orders, pursue delinquent accounts, establish paternity, and maximize revenues.**

**PROGRAM:** Administrative

1. **Describe the program, its purpose and goals.**  
To ensure case assignment as referred. Monitor personnel and daily supervision. Order supplies and equipment needed. Redirect difficult accounts or problems. Initiate case completion by way of wage assignment, filing and request process service. Cover absent positions and monitor overall case assignment and support. Receive and distribute knowledge about changes in State of Federal policies related to Agency services.
2. **Who is the program intended to serve? The personnel in the agency and customers utilizing the department's services to ensure orders are carried out. How many are served? This is difficult to monitor as an internal program but ultimately does serve anyone that is connected with the Agency.**
3. **Are the program benefits long-lasting and essential to the service populations? This program as described is necessary to maintain office procedure and also have accountability for those working the agency so that the Agency can continue to provide services as effectively and efficiently as possible in accordance with Budget Concerns and Federal and State Guidelines.**
4. **Is this program directly or indirectly related to or does it support any other program in this department or another department? This program only supports our Agency and clientele. If so, how?**
5. **How does this program make the department or county government more effective or efficient, including any intergovernmental relationship? By having administrative duties and support for the Agency, the Agency can better focus on the needs of the people receiving Child Support action.**
6. **How do you determine/measure if this program has been effectively provided and implemented? By monitoring case activity on a weekly to monthly basis, the administrative "program" lets the Department Head/ Supervisor know how well cases are distributed and support for case workers.**
7. **Could the county cost-effectively subcontract this program? A sub Contractor would need to spend time daily monitoring accounts and staff that is best done on an onsite basis and would not make sense cost-base.**
8. **State the numerical ranking of this program compared to all programs in your department and briefly explain. Pursuant to the other programs we have this one would rate number 4 in rank**

**WINNEBAGO COUNTY PROGRAM EVALUATION QUESTIONNAIRE**  
**Developed - April 2007**

**INSTRUCTIONS:** For each program, list the Scheduled Review Date, the Department, the Department Mission Statement and the Program Title at the top of the page, and answer the following questions for each program. The overall response for each program should be no greater than two (2) pages in length.

**SCHEDULED REVIEW DATE:** August 16, 2007 at 8:00 a.m.

**DEPARTMENT:** Child Support Agency

**DEPARTMENT MISSION STATEMENT:**

**The mission of the Child Support Agency is to establish and enforce child support orders, pursue delinquent accounts, establish paternity, and maximize revenues.**

**PROGRAM:** Collections

1. **Describe the program, its purpose and goals.**  
To actively pursue reimbursement for costs associated with establishment and enforcement of child support including but not limited to DNA Costs, Service Fees, birth expenses owed to the state, locating parents, wage assignments, medical expenses, tax intercept, license suspension or liens on an administrative level.
2. **Who is the program intended to serve?** Any person who we are required to serve to get enforcement or establishment orders, requests DNA testing, owes birthing expenses or if are receiving assistance that has a current active case for child support whom has not received support for more than 30 days may apply for services in our department to enforce those current orders. If they apply for services through DHS, we are also notified indicating that we need to enforce any order. **How many are served?** From October 2006 through July 2007 the number of enforcement and paternity was approximately 10, 663. Cases See Attached
3. **Are the program benefits long-lasting and essential to the service populations?** This program is necessary to reimburse county costs for bringing an action to court and for enforcement. Without collecting fees the Agency will work further under a deficit given the State and Federal cuts.
4. **Is this program directly or indirectly related to or does it support any other program in this department or another department?** This program only supports our Agency. **If so, how?**
5. **How does this program make the department or county government more effective or efficient, including any intergovernmental relationship?** By enforcing fees and collecting, to help revenue for the services we provide.
6. **How do you determine/measure if this program has been effectively provided and implemented?** The state Bureau of Child Support reimburses the agency, currently on a 66% base for all expenses, the revenues we can collect are not counted in the allocations, therefore helping our budget.
7. **Could the county cost-effectively subcontract this program?** This agency currently runs its own collections through court order, but do not know how effective sub contracting a collection agency on a cost effective basis at this point.
8. **State the numerical ranking of this program compared to all programs in your department and briefly explain.** Collections is intertwined with the enforcement aspect of the agency and is least important in the Mission Statement.

9. **Are there current alternatives to this program available in the community? Can this program be provided through alternative arrangements with other providers (i.e. private entities, other County departments, other governmental units)?** There is no other alternatives at this point that can provide the interoffice efficiency.
10. **If this program were eliminated, what would be the ramifications for the County (i.e., added risk, liability or legal issues)?** If this program were eliminated, the department would fall apart. All individuals have some responsibility in this program as some have a great deal more.
11. **What is the program impact and effectiveness related to the program cost? (Provide data if available.)** I believe that this program is highly effective as a support service to the Agency in order to focus on the important Customer Service Quality of the Agency.
12. **Is this program currently duplicated by another county department or provider in the community?** No Sure but doubtful.
13. **What are your ideas for finding efficiencies in your Department (i.e. reducing duplication of services, better use of technology, reducing waste of resources, opportunities for partnering, opportunities for combining programs, personnel, functions etc, time-saving ideas, identifying 'sacred cows' etc.)? (Note – this question will not be scored).** I am looking into a lot more cross-training that seems to be lacking in the Agency, which could provide less need for additional support staff. In addition to making sure that Customer Service is not threatened when someone is off.





wisconsin.gov home state agencies subject directory

Search DWD Website

GO

Wisconsin Department of Workforce  
Development

Call Us For Help | About DWD | News | Documents |  
Sitemap

Home > Child Support > Facts about Child Support

## Facts about Child Support

Updated January 2007

- [The Child Support Program](#)
- [The Federal Role](#)
- [Wisconsin's Role](#)
- [Location](#)
- [Paternity Establishment](#)
- [Establishing and Enforcing Support Orders](#)
- [Eligibility for Services](#)
- [Taxpayer Savings](#)
- [Amounts Collected](#)
- [More information about child support roles and responsibilities](#)
- [Printer friendly version \(Requires Adobe\(r\) Acrobat Reader\)](#)

---

### The Child Support Program

The [child support program](#) helps families become independent and remain self-sufficient. The program helps families by establishing paternity ([legal fatherhood](#)) and by obtaining and enforcing court orders for child and medical support.

"Child support makes an enormous difference in the lives of millions of children—it lifts one million children out of poverty each year, helps families with incomes above the poverty line make ends meet, and most likely leads to long-term improvements in children's lives." [[The Child Support Enforcement Program: A Sound Investment in Improving Children's Chances in Life](#), Vicki Turetsky, October 2005, Center for Law and Social Policy.]

The child support program is a cooperative local, state and federal effort designed to ensure that both parents support their children. Title IV-D of the Social Security Act, enacted in 1975 requires every state to provide child support services.

## The Federal Role

The federal Office of Child Support Enforcement administers the federal child support program and provides a variety of services and assistance to the states. The federal government reimburses some child support administrative costs of state and local government and helps locate parents.

## Wisconsin's Role

The Bureau of Child Support, in the Wisconsin Department of Workforce Development, manages the statewide child support program. The Bureau works with other states and the federal office, as well as local child support agencies. Local child support agencies provide child support services. These local agencies help parents establish paternity (legal fatherhood), locate parents and help establish and enforce child support and medical support orders. In 2005, the Wisconsin Child Support program provided full case management services to 342,773 families and provided financial management services to an additional 96,945 families.

## Location

In many child support cases, the first step is locating one of the parents. KIDS, Wisconsin's statewide computer system, automatically checks other computer databases for information about parents who owe child support. For instance, KIDS will find out if a nonpaying parent is receiving unemployment insurance or workers' compensation. The Federal Parent Locator Service, operated by the federal office, may also be used. This federal service uses information collected from federal agencies and other states and information reported by employers.

## Paternity Establishment

Before a court can order child support for unmarried parents, paternity (legal fatherhood) must be established. Parents who are 18 or older may establish paternity by filing a Voluntary Paternity Acknowledgment form with the state. Parents who marry after their child is born may file an Acknowledgment of Marital Child form. A court can issue a legal decision on paternity. Genetic testing should be done if there are doubts about paternity. In 2005, the Wisconsin Child Support program established paternity for 18,516 children.

## Establishing and Enforcing Support Orders

Local child support agencies help establish court orders for financial and medical support. In 2005, the Wisconsin Child Support program helped establish court orders for 41,457 families.

Local child support agencies enforce the court order by collecting support payments. In Wisconsin, most support orders include income withholding. The child support agency sends a notice to the paying parent's employer to withhold a certain amount of the parent's income for child support and to send the withheld money to the Wisconsin Support Collections Trust Fund.

When parents do not pay their court-ordered support, other actions might be taken. The overdue child support might be reported to credit bureaus and may be taken from tax refunds and lottery winnings. Liens might be placed against the parents' titled property. Delinquent payers might lose their recreational, occupational and drivers' licenses. The court might order the parent to search for work. Failure to obey a court order might result in a hearing for contempt of court. In extreme cases, the district attorney might bring criminal nonsupport charges.

### Eligibility for Services

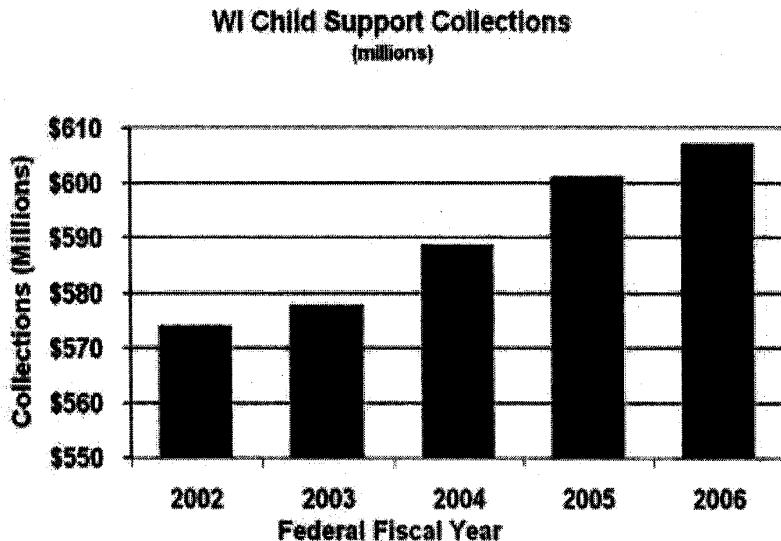
Families who receive services from the W-2, FoodShare (food stamp), SSI Caretaker and Medicaid programs automatically receive free child support services. All other families may apply to their local child support agencies for services. A 1-time \$25 fee will cover the costs of most services.

### Taxpayer Savings

In 2005, Wisconsin collected more than \$5.41 in child support for every \$1.00 spent for program costs. Wisconsin ranked first in the nation for collections for former-aid families—collecting more than \$2,500/family. The national average is \$1,269. Child support collected for families who no longer receive public assistance helps to keep those families independent and reduces public assistance costs.

### Amounts Collected

Wisconsin is a national leader in the collection of child support. In 2005, the most recent year for which national data is available, Wisconsin ranked fourth in child support collections per full-time child support employee, collecting \$561,872 per worker. The national average is \$385,500. The graph below shows the recent collection amounts for families in the Wisconsin Child Support program. The graph below shows the recent collection amounts for families in the Wisconsin Child Support Program.



Return to [Information for Parents](#)

Updated May 23, 2007  
Bureau of Child Support  
Content Contact: [BCS Webmaster](#)

---

[Wisconsin.gov](#) | [Site Map](#) | [Search](#) | [Accessibility](#) | [Legal](#) | [Feedback](#) | [DWD Home](#)


[wisconsin.gov home](#)
[state agencies](#)
[subject directory](#)

Search DWD Website

GO

Wisconsin Department of Workforce  
Development

Call Us For Help | [About DWD](#) | [News](#) | [Documents](#) | [Sitemap](#)

[Home](#) > [Bureau of Child Support](#) > [Information for Parents](#) > [Child Support Roles and Responsibilities](#)

## Child Support Roles and Responsibilities

The Wisconsin Child Support Program is a combined effort of state, local and private entities.

The overlapping responsibilities of local, state, and private entities may be confusing to child support customers and partners. This page differentiates the roles and functions under these responsibilities.

- **Child Support Agencies:** 71 Wisconsin county child support agencies provide direct case management services for more than 340,000 child support cases. Child support agencies work with local courts, sheriff's departments and other local agencies to coordinate child support services. Each child support agency employs or contracts with a child support attorney(s) to provide legal representation. Child support attorneys represent the state, not the parents. (Several Tribal child support agencies provide similar services to their tribal members.)
- **Courts - Circuit Courts:** The courts in Wisconsin conduct hearings and issue court orders. Courts have the sole authority for ordering child support and medical support and modifying (changing) child support orders. The courts also impose civil and criminal enforcement remedies.
- **Trust Fund - The Wisconsin Support Collections Trust Fund:** The Trust Fund is a centralized operation responsible for processing all child support collections and performing activities related to posting, adjusting and issuing payments.
- **Bureau of Child Support:** The Bureau of Child Support is the Wisconsin state agency that oversees and manages the child support program. This agency is responsible for setting statewide policy and providing technical assistance to local child support agencies. The Bureau operates the KIDS child support computer system and the Wisconsin Support Collections Trust Fund. The Bureau is in the Department of Workforce Development.

---

### Child Support Roles and Responsibilities

- [Paternity Establishment](#) (Legal Fatherhood)
- [Support Order Establishment](#)
- [Court Order Enforcement](#)
- [Customer Service](#)
- [Custody/Visitation](#)
- [Financial Management](#)
- [Other](#)

---

### Paternity Establishment (Legal Fatherhood)

#### Child Support Agencies

- Work with parents to establish paternity
- Help with genetic testing

### Courts

- Rule on paternity findings

### Bureau of Child Support

- Provides technical assistance to child support agencies regarding paternity policies and procedures
- Responds to questions from parents, child support agencies and hospital staff regarding the Voluntary Paternity Acknowledgment program
- Provides training and materials to hospitals regarding the Voluntary Paternity Acknowledgment program

---

## Support Order Establishment

### Child Support Agencies

- Schedule cases for court hearings
- Recommend levels of child and medical support orders according to the Percentage of Income Standard and Wisconsin law to the court
- Respond to parents' requests for a review on the amount of their child support order
- Recommend changes to a court order when the order does not comply with the Percentage Standard
- Reach child support agreements (stipulations) with parents (Agreement must receive court approval to be valid.)

### Courts

- Make findings of ability to pay support
- Enter orders and sets child and medical support
- Decide whether the amount of child support ordered should be changed
- Review legal agreements (stipulations) between parents

### Bureau of Child Support

- Reviews the Percentage of Income Standard every four years, according to federal requirements, to determine whether changes are appropriate

---

## Court Order Enforcement

### Child Support Agencies

- Monitor child support cases for compliance with court orders
- Investigate incidences of non-compliance and locates absent parents
- Contact parents who fall behind in their payments

- Verify income and employment and sends income withholding notices to employers
- Determine whether a parent has health insurance coverage available by contacting the employer
- Prepares stipulations (legal agreements) for court approval
- Work with parents to develop alternate payment plans
- Ask the court to make findings of contempt of court for non-compliance with court orders
- Ask the court to order Children First and/or "work search" activities (Not every county has a Children First program)
- Determine if administrative actions (e.g., license denial) are appropriate
- Refer parents who are seriously behind in payments to the district attorney for possible criminal non-support charges

**Courts**

- Set conditions for payment of child support orders and past-due amounts
- Enter orders for "work search" activities and/or Children First enrollment (Not every county has a Children First program)
- Determine if a parent is violating a court order and makes a finding of contempt

**Bureau of Child Support**

- Operates the KIDS database system that tracks compliance with court orders
- Operates the Child Support Lien docket
- Locates absent parents at the request of other states
- Reports delinquent payers to credit bureaus

**Customer Service  
(Parents, employers, general public, other states and nations)**

**Child Support Agencies**

- Provide customer service to parents, employers, attorneys and other states by responding to letters and phone calls

**Courts**

- Are prohibited from meeting or otherwise discussing cases with individuals who are party to the case (This is called "ex parte communication")

**Trust Fund**

- Maintains the KIDS Information Line and employer interactive voice response system
- Responds to letters and telephone calls from parents concerning processed collections and payments
- Provides customer service information to employers and other states concerning income withholding
- Provides employers with materials for income withholding (paper and electronic)
- Provides Pay-by-Phone and Direct Deposit services
- Handles employment changes, maintains employer and payee address information

**Bureau of Child Support**

- Prints and mails the Monthly Statement of Account
- Responds to child support agency complaints about Trust Fund customer service
- Resolves complaints received directly from parents, legislators and employers about service delivery
- Maintains the Child Support Program and the Child Support Online Services websites

**Custody/Visitation**

**Child Support Agencies**

- No responsibility

**Courts**

- Issue orders concerning custody and physical placement (visitation)
- Refer parents who disagree on custody/visitation issues to the family court counseling service (mediation)

**Bureau of Child Support**

- No responsibility

**Financial Management**

**Child Support Agencies**

- Enter court-ordered financial information into the KIDS database and makes certain adjustments to KIDS financial accounts
- Provide assistance to parents related to payment issues
- Maintain pre-KIDS payment records

**Trust Fund**

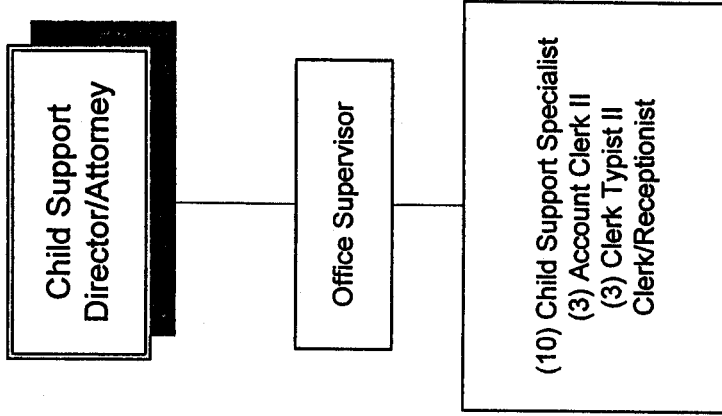
- Processes child support payments from parents, employers and other states
- Sends child support payments to families, other states, and state and federal government agencies
- Adjusts collections and payments
- Responds to requests to reissue checks, stop payment, returned checks and misapplied payments

**Bureau of Child Support**

- Monitors centralized processing and payment activities
- Conducts the activities to collect annual receipt and disbursement (R&D) fees



# CHILD SUPPORT



Allocation of 2006 Costs to Programs

Dept Issue  
7/26/07 7:35 AM

Programs	Cost to allocate	Establishment	Enforcement	Collection	Administrative	Totals
Office Supervisor	Barbara Engelmen	5.0%	10.0%	20.0%	65.0%	100.0%
Clerk Receptionist	Jody Bales	70.0%	30.0%	20.0%	100.0%	100.0%
Clerk Typist II	Sara Nyl	50.0%	25.0%	75.0%	100.0%	100.0%
Clerk Typist II	Ruth Shewland	5.0%	85.0%	5.0%	100.0%	100.0%
Clerk Typist I	Sally Eslinger	5.0%	85.0%	5.0%	100.0%	100.0%
Clerk Typist II	Gail Haug	5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Nancy Bertagnoli	5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Steven Docherty	5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Judith Ann Goyette	5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Susan Grey	5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Richard Graefner	10.0%	80.0%	5.0%	100.0%	100.0%
Child Support Specialist	Lynn Reichberger	85.0%	5.0%	10.0%	100.0%	100.0%
Child Support Specialist	Held Turner	5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Mary L. Vandermiss	5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Judy Nelson	5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Santina Zemanek	5.0%	85.0%	5.0%	100.0%	100.0%
Account Clerk II	Deane Buschultz	95.0%	5.0%	95.0%	100.0%	100.0%
Account Clerk II	Janet Riedelitz	95.0%	5.0%	95.0%	100.0%	100.0%
Account Clerk II	Paul Shaver	25.0%	25.0%	25.0%	100.0%	100.0%
Director Attorney	Kathleen Dwyer	25.0%	25.0%	25.0%	100.0%	100.0%
Clerk	Enter name down this column	Leave these blank				
Enter position files down this column	Barbara Engelmen					
Enter position files down this column	Jody Bales					
Enter position files down this column	Sara Nyl					
Enter position files down this column	Ruth Shewland					
Enter position files down this column	Sally Eslinger					
Enter position files down this column	Gail Haug					
Enter position files down this column	Nancy Bertagnoli					
Enter position files down this column	Steven Docherty					
Enter position files down this column	Judith Ann Goyette					
Enter position files down this column	Susan Grey					
Enter position files down this column	Richard Graefner					
Enter position files down this column	Lynn Reichberger					
Enter position files down this column	Held Turner					
Enter position files down this column	Mary L. Vandermiss					
Enter position files down this column	Judy Nelson					
Enter position files down this column	Santina Zemanek					
Enter position files down this column	Deane Buschultz					
Enter position files down this column	Janet Riedelitz					
Enter position files down this column	Paul Shaver					
Enter position files down this column	Kathleen Dwyer					
Enter position files down this column	Barbara Engelmen					
Enter position files down this column	Jody Bales					
Enter position files down this column	Sara Nyl					
Enter position files down this column	Ruth Shewland					
Enter position files down this column	Sally Eslinger					

Allocation of wage costs

Percentages:

Name:

Name	Enter names down this column	Leave these blank	Establishment	Enforcement	Collection	Administrative	Totals
Office Supervisor	Barbara Engelmen		5.0%	10.0%	20.0%	65.0%	100.0%
Clerk Receptionist	Jody Bales		70.0%	30.0%	20.0%	100.0%	100.0%
Clerk Typist II	Sara Nyl		50.0%	25.0%	75.0%	100.0%	100.0%
Clerk Typist II	Ruth Shewland		5.0%	85.0%	5.0%	100.0%	100.0%
Clerk Typist I	Sally Eslinger		5.0%	85.0%	5.0%	100.0%	100.0%
Clerk Typist II	Gail Haug		5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Nancy Bertagnoli		5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Steven Docherty		5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Judith Ann Goyette		5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Susan Grey		5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Richard Graefner		10.0%	80.0%	5.0%	100.0%	100.0%
Child Support Specialist	Lynn Reichberger		85.0%	5.0%	10.0%	100.0%	100.0%
Child Support Specialist	Held Turner		5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Mary L. Vandermiss		5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Judy Nelson		5.0%	85.0%	5.0%	100.0%	100.0%
Child Support Specialist	Santina Zemanek		5.0%	85.0%	5.0%	100.0%	100.0%
Account Clerk II	Deane Buschultz		95.0%	5.0%	95.0%	100.0%	100.0%
Account Clerk II	Janet Riedelitz		95.0%	5.0%	95.0%	100.0%	100.0%
Account Clerk II	Paul Shaver		25.0%	25.0%	25.0%	100.0%	100.0%
Director Attorney	Kathleen Dwyer		25.0%	25.0%	25.0%	100.0%	100.0%
Clerk	Enter name down this column	Leave these blank					
Enter position files down this column	Barbara Engelmen						
Enter position files down this column	Jody Bales						
Enter position files down this column	Sara Nyl						
Enter position files down this column	Ruth Shewland						
Enter position files down this column	Sally Eslinger						
Enter position files down this column	Gail Haug						
Enter position files down this column	Nancy Bertagnoli						
Enter position files down this column	Steven Docherty						
Enter position files down this column	Judith Ann Goyette						
Enter position files down this column	Susan Grey						
Enter position files down this column	Richard Graefner						
Enter position files down this column	Lynn Reichberger						
Enter position files down this column	Held Turner						
Enter position files down this column	Mary L. Vandermiss						
Enter position files down this column	Judy Nelson						
Enter position files down this column	Santina Zemanek						
Enter position files down this column	Deane Buschultz						
Enter position files down this column	Janet Riedelitz						
Enter position files down this column	Paul Shaver						
Enter position files down this column	Kathleen Dwyer						
Enter position files down this column	Barbara Engelmen						
Enter position files down this column	Jody Bales						
Enter position files down this column	Sara Nyl						
Enter position files down this column	Ruth Shewland						
Enter position files down this column	Sally Eslinger						

05 Cost alloc sheet Final

Alloc of costs

