

BOARD ADDITIONS
January 15, 2020

GOVERNING BOARD

X. Decision Items

11. Request for Child Support Officer



Position Request Form

Ag 081 04 18

SECTION 1: Process

1. Supervisors will complete the internal position justification form and submit to their Division Director.
2. Division Director completes position request form outlining their justification for requesting a new or open position and submits to Director.
3. Executive Team will review requests. Director will make final recommendations to the SWHHS Governing Board.

SECTION 2: New Position Information

New Position Title: Child Support Officer

New Position Replacement Permanent Temporary Promotion
 Is Funding Budgeted for This Position? Yes, Budgeted No, Not Budgeted

Desired hire date: asap Requested:1.0

*Attached additional sheets if necessary.

1. What will the essential functions performed by this position include?

Under general supervision, child support officers perform paralegal functions related to the establishment and enforcement of child support orders for public assistance and non-public assistance clients. This position will provide and deliver services required to gain support from non-custodial parents. Child Support Officers work with parents, employers, government agencies, other states and community partners to help children receive the financial, medical, and child care support they deserve.

The core functions of this position are to establish paternity, establish child support orders, enforce all medical support, child support, and child care components of court orders. Collecting child support, locating parents, and securing medical support and coverage other than Medicaid benefits per Title XIX of the Social Security Act are a few of the duties delivered to the clientele that we served.

2. Why are you recommending this position be authorized?

It is recommended that a replacement position be supported due to a very experienced child support officer that has submitted her resignation for retirement effective 2/20/2020. This replacement position would be out of the Redwood County location where three (3) other child support officers and supervisor are housed. While the overall child support caseload has remained stable, but currently higher than the state average, three child support officers and supervisor would not be able to successfully manage the overall Redwood County child support cases, along with other interim assigned duties being performed for other locations of Southwest Health & Human Services. It is critical to ensure that we are performing our core functions

pursuant to state and federal mandates and benchmarks. Facing employment burnout is very probable without filing this position.

3. What alternatives to hiring a new position have been considered?

It would be necessary to continue to delegate duties to the existing staff and prioritizing our workload. Not filing the position would likely decrease our overall collections and not be in compliance with the federal and state collection basis, putting the agency on a Performance Improvement Plan {PIP}.

Hiring a temporary worker is reviewed but would be very difficult to find as many of the human services positions demand qualifications needed for the position. Experienced/retired Child Support Officers are merely not available and would require a great deal of training in order to be a productive Child Support Officer.

Contracting work was considered. A previous request was made to the surrounding counties to inquire about contracting with our agency to assist with the caseload duties but our request did not result in any interested counties or other workers. In the past, our unit did contract with Nobles County Family Services and two of their staff performed legal actions within our caseload. Their hourly rate for performing these duties was \$50.00 per hour and the agencies' budget Just would not support that expenditure.

4. Please indicate how this position will be funded? Check all that apply.

- 100% Levy
 - Part Levy/Part Grant or Reimbursement
 - 100% Grant or Reimbursement
 - Other [Click or tap here to enter text.](#)
- \$49,802-\$81,911 (includes salary, FICA, PERA and insurance contribution)
Federal Fiscal Participation 66%

5. What new or additional funding would support this position? Please identify any NEW dollars available to support this request. Grant resources already committed to existing expenditures should not be listed. Please be detailed.

n/a

6. What is the Return of Investment (ROI)?

This position would assist with the collections of child support and potentially reducing public assistance benefits expended to families, thus, lowering the costs being passed onto our taxpayers.

7. What would the impact be to your customers and the community if this position is not authorized?

If this position is not authorized, there is a great potential for the child support unit to fall out of compliance with federal and state benchmarks, being placed on Performance Improvement Plans, see a reduction with Incentive payments from the state and federal agencies putting the agency at risk for financial TANF Sanctions by the State of Minnesota. Our clientele would likely suffer the most not only with customer service and receiving delays with their contact, but with the delivery of our core child support duties. The lack of receiving child support can put a financial strain on household members and many clients we serve have become self-supportive with their employment and the child support they receive. When people do not have financial security, many resort to other means and many times it can result with the implementation and expenditures of other services within our agency.

8. How does this position support the core mission of your department?

Retaining this position in the Child Support Unit helps support the mission of the agency and unit by promoting the wellbeing of the children and families by providing quality services in a respectful, caring, and cost effective manner. Child support believes that we all must be invested in the future of Minnesota's children. Being fully staffed allows for child support services to key in on the well-being of

children and families through paternity establishment and child support collections. Our child support staff focus on helping families achieve and maintain self-sufficiency by establishing fair and enforceable child support orders. Our goal is for children to receive the financial support they need and deserve from both parents but to accomplish this task, child support staff are needed to carry out the day-to-day duties, enforcement, collection, locate, the legal components within child support, and many administrative duties all tied to this position.

Within the SWHHS Strategic Plan, the child support unit wanted to increase and maintain an average collection rate in current support of 80% or more so our unit could receive 100% of eligible incentive funding. Normally staff devote time to collections and enforcement of collections; however, with additional tasks being delegated onto staff, time devoted to this component of our internal goal has been difficult to achieve on a monthly basis.

SECTION 3: Signatures

Completed by: _____ Date: _____
Division Director Signature: **APPROVED** _____ Date: _____
By nancy.walker at 8:21 am, Jan 13, 2020
Director Signature: **APPROVED** _____ Date: _____
By Beth Wilms at 3:21 pm, Jan 13, 2020