



# ***GREEN LAKE COUNTY***

*571 County Road A, Green Lake, WI 54941*

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**Original Post Date: 03/17/16**

**Amended\* Post Date:**

**The following documents are included in the packet for the Joint Personnel Committee and Judicial Law Enforcement and Emergency Management Committee meeting on March 21, 2016:**

- 1) Agenda
- 2) 4 Points and Job Description Child Support Specialist I



# GREEN LAKE COUNTY OFFICE OF THE COUNTY CLERK

Margaret R. Bostelmann, WCPM  
County Clerk

Office: 920-294-4005  
FAX: 920-294-4009

## *Joint Personnel Committee and Judicial/Law Enforcement and Emergency Management Committee Meeting Notice*

*Date March 21, 2016 Time: 5:30 PM  
Green Lake County Government Center,  
County Board Room, 571 County Rd A, Green Lake WI*

### AGENDA

#### **Personnel Committee Members**

*Joe Gonyo,  
Chairman  
Sue Wendt, Vice-  
Chair  
Harley Reabe  
Maureen Schweder  
Paul Schwandt*

#### **Judicial Law Committee Members**

*Gene Thom,  
Chairman  
Sue Wendt, Vice-  
Chair  
Debra Schubert  
Michael Starshak*

*Margaret R.  
Bostelmann,  
Secretary*

1. Call to Order
  - Judicial/Law Enforcement and Emergency Management Committee
  - Personnel Committee
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Approve Agenda
5. Review Job Description/Fill Vacant Positions
  - Child Support Specialist I
6. Adjourn

Kindly arrange to be present, if unable to do so, please notify our office. Sincerely, Margaret R. Bostelmann

**Please note: Meeting area is accessible to the physically disabled. Anyone planning to attend who needs visual or Audio assistance, should contact the County Clerk's Office, 294-4005, not later than 3 days before date Of the meeting.**

## **GREEN LAKE COUNTY CHILD SUPPORT SPECIALIST**

**JOB DESCRIPTION:** I have reviewed and updated the job description of the Green Lake County Child Support Specialist. I have reviewed the educational requirements and/or experience requirements, and feel that no changes should be done. I also feel that a 40 hour work week is sufficient to accomplish the tasks of the Child Support Specialist, as long as the office is fully staffed.

**JOB DESIGNATION:** There are currently no Child Support Specialists so at this time there is no designation for the job in the wage scale. Since the current Child Support Specialist II position is in pay scale #13, and you must be a Child Support Specialist 1 for 3 years before moving up to a Child Support Specialist II job, I am assuming it should be in pay scale #14, but that would be for management to decide.

**NECESSITY:** The Child Support program is 66% funded by the State and Federal Government. In addition, the Child Support program earns "incentive" payments from the State for a job well done. Federal regulations dictate how our program is run and they mandate that we have adequate staff in order to provide all required services and meet performance and timeline standards. The department is already short staffed and there is no way that the program can be maintained with only one person doing 3 jobs. The department requires 3 staff in order to properly maintain the federal requirements and state mandates in order to retain funding. The State could potentially pull our funding if we are not adequately staffed.

**EVALUATION OF EXISTING STAFF:** At this time, with the current Child Support Specialist II retiring, that leaves 1.25 staff to maintain the office. The staff member that is only a quarter time, only answers the telephone. She is not trained to do any of the day to day child support tasks. Our department has already been short staffed for three months and cannot possibly maintain required services, let alone maintain the standard of excellence that our customers have grown to expect from this agency, with only one person to do the three full time jobs. It is imperative to get the agency fully staffed in order to maintain maximum incentive money. Without the necessary staff, there is no way to maintain the high performance standards that we have been sustaining for years.

# GREEN LAKE COUNTY CHILD SUPPORT AGENCY

Updated March 17, 2016

**TITLE:** CHILD SUPPORT SPECIALIST

**DEPARTMENT/UNIT:** CHILD SUPPORT AGENCY

**LOCATION:** GREEN LAKE COUNTY JUSTICE CENTER

**REPORTS TO:** CHILD SUPPORT ADMINISTRATOR

**PURPOSE OF POSITION:** TO INVESTIGATE AND MANAGE CHILD SUPPORT CASES

## **FUNDAMENTAL JOB DUTIES AND RESPONSIBILITIES:**

**Telephone -** Answer & Log telephone calls in writing and in the KIDS computer system

**Locate -** Location of absent parent(s)  
Employment of absent parent(s)  
Information gathering activities to assist in preparation for court  
Information gathering activities regarding income  
Information gathering activities regarding health insurance

**Initiate -** Review information received from IV-A regarding new cases and updates to existing cases, and do the necessary work involved.  
Send required information to new customers / payers

**Establishment -** Establish child support orders and health insurance orders by negotiating out of court settlements with attorneys and clients or through court action.

**Review -** Review and adjust existing child support and health insurance orders, as required by law.

**Enforcement -** Enforce child support orders obtained between the parties or ordered by the court / family court commissioner.

**Fiscal -** Analyze KIDS system financial records for accuracy. Identify errors in allocation, distribution, and disbursement of child support payments and take appropriate corrective action.

**Data entry -** Case Management and fiscal

1. Court order entry
2. Health Insurance order entry
3. Health insurance information entry

## **Description of Job Duties:**

- Use the KIDS state wide child support computer system to produce documents and letters. Enter and disposition events, update employment, income and other verified information. Maintain worklists.
- Preparation of legal documents, including, but not limited to: service of process documents, income withholding documents, stipulations and court orders. Some court motions, affidavits, orders to show cause, criminal documents and interstate documents may be involved.
- Suspend Drivers', Recreational and Professional Licenses, as appropriate, after consulting with Administrator
- Seize bank accounts, when appropriate, after consulting with Administrator
- Fiscal, employment, and health insurance information gathering activities to assist in preparation for court.
- Establish working relationships with other County and State agencies, such as the IV-A Department, Probation Officers, Social Workers, Sheriff's Department, Clerk of Court, Circuit Court, District Attorney and private attorneys.
- Monitor cases for payments and take appropriate enforcement actions when necessary.
- Provide health insurance information to customers.
- Retrieve and work daily reports.
- Verification of employment upon receipt of information
- Investigate reports of missing payments
- Reconciliation of child support accounts
- Calculate and prepare arrearage affidavits.
- Receipt and forward over-the-counter and mail-in child support payments
- Prepare and forward Housing Authority income verification requests.
- Prepare and provide child support account statements, upon request
- Prepare vouchers. Order and maintain office supplies
- Create and maintain Excel spreadsheets as needed.
- Scan all documents into the Laserfiche imaging system, as appropriate.
- General Filing. Purge old files, when appropriate. Record actions as required.

- Provide information to general public
- Attend ongoing job-related continuing education training classes. Read and understand all child support related materials provided by the State and Federal Government.
- Assist the State of Wisconsin Bureau of Child Support with projects, upon request.

**PHYSICAL DEMANDS OF THE ESSENTIAL FUNCTIONS:** About 50% of the time is spent typing or keying on the computer while sitting; approximately 20% of the time is spent talking while seated or standing; approximately 20% of the time is spent listening while seated or standing; 5% of the time is spent reaching, stooping, kneeling, crouching, and lifting/carrying objects up to 10 pounds.

**WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS:**

100% of the child support work is done indoors. About 30% of the time, situations could develop where there is verbal conflict with a customer either over the telephone or at the counter. There may be approximately a 1% chance of physical attack or injury from persons visiting the office or outside the office.

**EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS:** Telephone, copy machine, calculator, typewriter, personal computer and printer, fax machine, automobile.

**QUALIFICATIONS NEEDED (EDUCATION SKILLS):** High School diploma supplemented by a minimum of 5 years of experience in increasingly responsible positions involving family law, extensive computer usage, investigation and dealing with the public. Experience working independently is preferred.

**ESSENTIAL SKILLS:** A thorough knowledge of modern office practices and procedures; ability to obtain information through use of interview techniques; knowledge of legal terms and definitions, as well as knowledge of child support laws as they pertain to establishment, collections, court procedures, welfare rules and regulations; understanding of investigative techniques and procedures; ability to establish and maintain effective working relationships; skill in debt investigation and collection; ability to relate to people from varied backgrounds; ability to obtain cooperation from others in situations of conflicting goals or values; skill in dealing tactfully, objectively, and effectively with responsible parties in the collection of debts; ability to evaluate information and exercise judgment to make recommendations; considerable knowledge and skill in computer operation ; ability to quickly learn and use new computer software programs

This position description has been prepared to assist in defining job responsibilities, physical demands, working conditions, and needed skills. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the rights of any supervisor to assign, direct, and control the work of employees under supervision. The county retains and reserves any and all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its' judgment, to be proper.

- All child support debts are judgments by operation of law, entitled to full faith and credit, and not subject to retroactive adjustment (see the Judicial Enforcement chapter in this manual).
- Periodic review and adjustment of child support orders (see the [Review & Adjustment](#) chapter in this manual).
- Procedures under which a state must give full faith and credit to a determination of paternity by another state.
- Uniform guidelines for setting support, including provision for health insurance
  - Must be reviewed every four years.
  - Must take into account all income and earnings of a NCP
  - Rebuttable assumption that guideline support is correct.

#### 4.9 State Data System

| Citations                  | Topic   |
|----------------------------|---|
| 45 CFR 302.85              | Mandatory computerized support enforcement system |
| 45 CFR Part 307            | Computerized support enforcement systems          |
| § 59.53(5)(b), Wis. Stats. | Counties required to use statewide system         |

Federal regulations require states to have a computerized support enforcement system that meets the functional requirements in 45 CFR 307.10. OCSE must certify that a state's system meets the requirements. Wisconsin's computerized support system, called KIDS, is certified. In addition, Wisconsin statutes require county CSAs to use this statewide data system operated by the Department of Children and Families.

#### 5.0 Organizational Requirements

| Citations     | Topic                           |
|---------------|---------------------------------|
| 45 CFR 302.39 | Standards for program operation |

Federal regulations establish Standards for Program Operation. For information on the standards, see the [Introduction](#) to this manual.

#### 5.1 Staffing Requirements

| Citations          | Topic                                     |
|--------------------|---|
| 45 CFR 303.20      | Organizational and staffing requirements  |
| 45 CFR 303.7(a)(3) | Adequate staff to handle interstate cases |

Staffing is a critical factor in accomplishing program goals. Federal regulations require state IV-D programs to have adequate staff in their agencies so that they accomplish the tasks involved in establishing and enforcing child support obligations and meet the performance and timeline standards associated with the program. They also require sufficient numbers of the following types of staff: child support attorneys and other personnel, such as legal, interviewer, investigative, accounting, clerical, other support staff and adequate staffing to handle interstate cases.

If a federal audit determines that an agency is not complying substantially with the requirements of the IV-D program, the federal Office of Child Support Enforcement

evaluates whether staffing played a role in the failure to comply, and may, if necessary, set resource standards for the state. The state also risks losing a portion of its federal reimbursement if it does not have adequate staff to operate an effective child support enforcement program.

**Note:** Affirmative action and Civil Rights policies must be followed in the hiring and employing of state and county child support staff. See the [Affirmative Action and Civil Rights policy chapter](#) for an explanation of how and why these laws must be followed.

## 5.2 Hatch Act

The federal Hatch Act (5 USC Chapter 15; [Cornell University version](#)) prohibits anyone who is paid by federal funds from running for partisan political office while receiving federal funding. That is, it is a violation of the Hatch Act to run for partisan office while still employed by the state or county if the position is paid, in whole or in part, by federal funds. Because the state and counties receive federal reimbursement for operating the child support program, anyone who wants to campaign for partisan political office must terminate their employment to do so. Hatch Act provisions apply regardless of whether employees are on annual leave, in work status or on leave of absence without pay. Violation could result in the withholding of federal funds and the subsequent **termination of program positions.**

Following is the U.S. Civil Service Commission criterion for determining whether a position is covered by the Hatch Act: "A state or local officer or employee is covered by the federal Hatch Act if his or her principal employment is in connection with an activity which is financed in whole or in part by loans or grants made by the United States or a federal agency." If a position is partially or wholly funded by federal funds, the position is covered by Hatch Act provisions.

**Note:** All elections in November in even-numbered years are considered partisan political office positions. All elections in April (except those designated as partisan political office or directly associated with the November elections) are considered nonpartisan political office positions.

## 5.3 Child Support Attorneys

| Citations                    | Topic                                  |
|------------------------------|--|
| § 59.53(6), Wis. Stats.      | Attorney for child support enforcement |
| § 767.205(2)(b), Wis. Stats. | Child support attorneys                |

Child support attorneys represent the state of Wisconsin in court or administrative proceedings to establish and enforce paternity and support. The child support attorneys assigned to a case represent the interest of the state of Wisconsin, and not the custodial parent (CP), noncustodial parent (NCP), or child.

The CSA is required to provide services to both CP/NCP and a possible Guardian ad Litem who may apply for services. The CSA attorney would not have an attorney client relationship with any of these parties. However, the child support attorney must make reasonable efforts to ensure that the recipient in aid-related cases understands that the information provided is required under the statutory obligation to cooperate, and that the recipient is not in a privileged attorney/client situation.