

Wadena County Performance Report

Human Services Performance Management

Adult Protection and Child Support Performance Report October 2024

Reporting Periods:

Adult Protection July 1, 2023 – June 30, 2024

Child Support Oct. 1, 2023 – Sept. 30, 2024



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Performance Report

About this Report

The purpose of this report is to share county performance data on the Adult Protection and Child Support measures as they relate to the Human Services Performance Management system (referred to as the Performance Management system).

This report contains data on four measures and includes:

- State fiscal year (July 1, 2023 – June 30, 2024) performance data for the Adult Protection measure
- Federal fiscal year (Oct. 1, 2023 – Sept. 30, 2024) performance data for the three Child Support measures
- Performance data trends for recent years
- A performance comparison to other counties in the same Minnesota Association of County Social Services Administrators (MACSSA) region

This report compares county performance to the thresholds established for the Performance Management system. The Performance Management system defines a threshold as the minimum level of acceptable performance, below which counties will need to complete a Performance Improvement Plan (PIP) as defined in Minnesota Statutes Chapter 402A. For counties below the threshold, an official PIP notification—with instructions for accessing PIP forms, PIP completion directions, and available technical assistance—will be sent in addition to this report.

Additional Information

Supplemental and background information about the Performance Management System can be found on PartnerLink:

https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=dhs16_191395.

With the launch of the Department of Children, Youth, and Families (DCYF), the scope of the Human Services Performance Management System includes eleven essential human services from programs that now span two agencies, the Department of Human Services (DHS) and DCYF.

During the transition year, the authority to administer improvement activities remains with the Commissioner of DHS. But the administration of the Human Services Performance Management System will be an ongoing collaboration between the two agencies, allowing for improvement efforts across the human services landscape.

Technical changes to the Performance Management System statute are being put forward as part of the 2025 legislative session to formalize the roles of each agency in administering improvement activities.

Percent of vulnerable adults reported as maltreated with initial disposition for response made within five working days.

What is this measure?

The measure is calculated based upon the difference between the date a report was received by a county that a vulnerable adult was suspected of experiencing maltreatment and the date of the county's decision to offer adult protective services to the vulnerable adult. The measure compares the total number of reports received during the state fiscal year with an initial disposition date within five business days.

Why is this measure important?

This measure supports timely response for vulnerable adults that may be experiencing maltreatment. Additionally, it promotes statutory compliance for initial disposition being made within five business days. A timely response is important to safeguard vulnerable adults.

What affects performance on this measure?

- System factors include the number of reports received.
- Staff factors include lack of staff, understaffed, lack of knowledge and training, level of supervision, staff have many different roles and work many programs at once, and inconsistent interpretation of policy.
- Documentation factors include the accuracy of data and the timeliness of data entry.
- Environmental or external factors include delays in return response from reporter or others.



Data Source: SSIS

County
Wadena

PIP_Decision
 No PIP Required - P..

Percent of vulnerable adults reported as maltreated with initial disposition for response made within five working days.

Wadena County Performance by Year

	2020	2021	2022	2023	2024
County Performance	98.4%	98.7%	98.7%	99.4%	100.0%
Denominator		128	78	150	172

County, State and Regional Performance

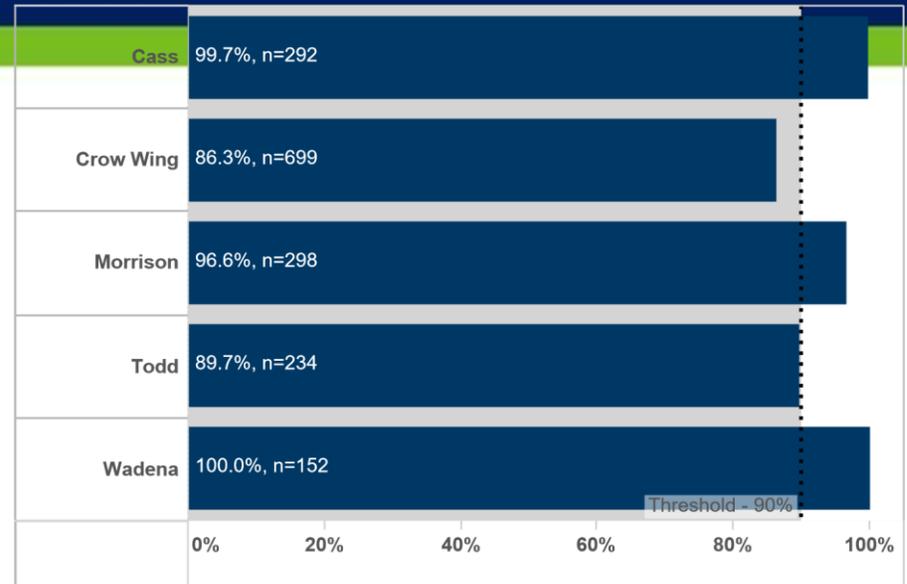
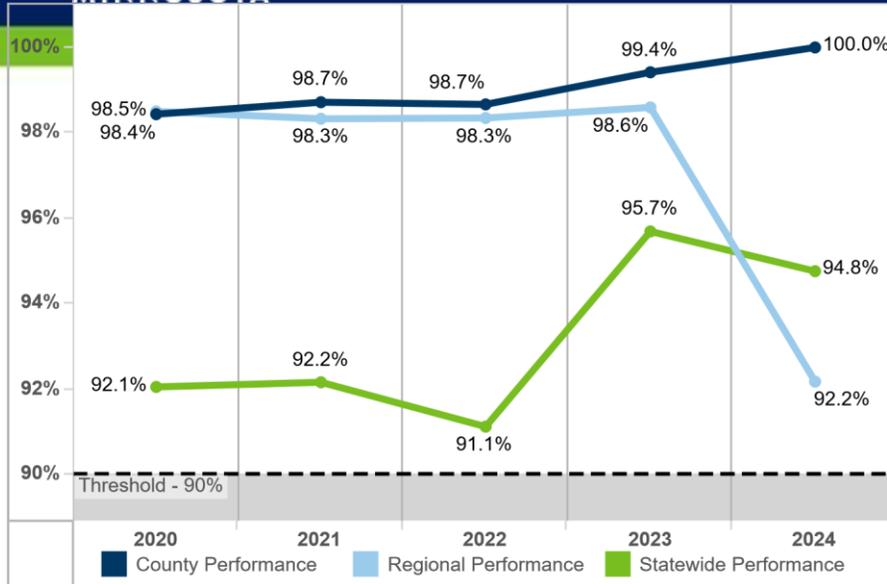
PIP Decision

No PIP Required - Performance is equal to or above the threshold of 90%.

2024 Performance for MACSSA Region 5



About the Measure



*Blank values represent no cases for a reporting year.

**The dotted line on each graph indicates 90%, the threshold for this measure.

Data Source: SSIS

Percent of open child support cases with paternity established.

What is this measure?

This measure divides the number of children in open Child Support cases that were not born in marriage in the previous federal fiscal year by the number of children in open Child Support cases that had paternities established in the report year. The paternities established by Child Support workers during the federal fiscal year may not necessarily be for the same children born of non-marital births in the previous year. This is why percentages often exceed 100 percent.

Why is this measure important?

Establishing parentage gives a child born outside of marriage a legal father and the same legal rights as a child born to married parents. Parentage must be established before an order for support can be established. Within the Child Support program, counties are responsible for connecting parents and their children by locating parents and establishing paternity. The counties initiate court actions to determine parentage. Paternity is important not only for the collection of child support, but also for other legal matters like inheritance and survivor benefits.

What affects performance on this measure?

- Service factors such as staff availability, the hours a county office is open, the location of the agency in relation to people needing services, and the age of technology and computer systems.
- Staff factors such as staff training levels, staff-to-client ratios, and business continuity planning as older, more experienced workers retire.
- Participant factors such as demographics, trust or mistrust of government, housing stability, and immigration status.
- Environmental or external factors such as cooperation between law enforcement, counties, courts, and hospitals; working across state and American Indian reservation borders; and clients' ability to obtain transportation.

Percent of open child support cases with paternity established.

Wadena County Performance by Year

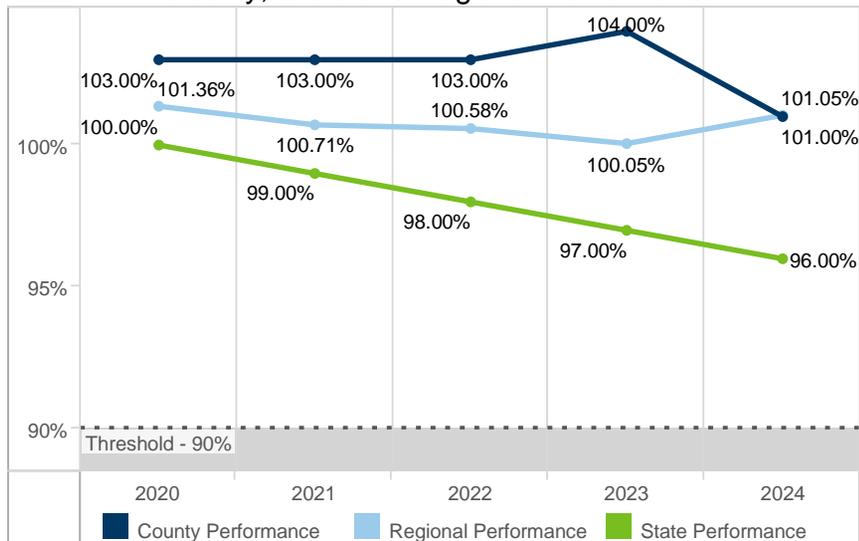
2020 2021 2022 2023 2024

County Performance	103.00%	103.00%	103.00%	104.00%	101.00%
Denominator	580	577	567	550	555

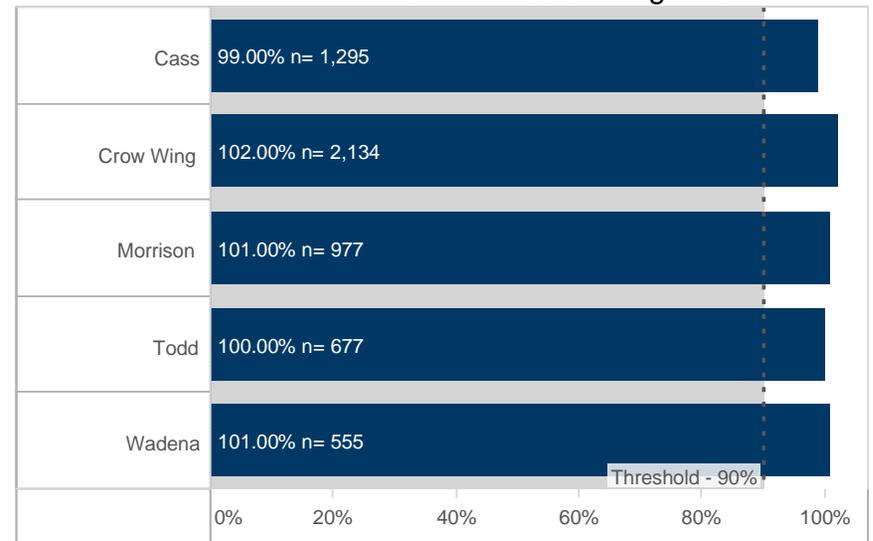
PIP Decision

No PIP Required - Performance is equal to or above the threshold of 90%.

County, State and Regional Performance



2024 Performance for MACSSA Region 5



*The dotted line on each graph indicates the measure threshold of 90%.

Percent of open child support cases with an order established.

What is this measure?

This measure is the number of cases open at the end of the federal fiscal year with support orders established divided by the number of total cases open at the end of the federal fiscal year.

Why is this measure important?

This is a measure of counties' work toward ensuring children receive financial support from both parents. Through their role in the Child Support program, counties help ensure that parents contribute to their children's economic support through securing enforceable orders, monitoring payments, providing enforcement activities, and modifying orders when necessary.

What affects performance on this measure?

- Service factors that influence this measure include relationship with the county attorney, ability to schedule timely court hearings, information-sharing between courts, tribal nations, and Child Support, and relationships with other states that impact the ability to collect support across state boundaries.
- Staff factors that influence this measure include the number of staff dedicated to Child Support, training and education, and legacy planning and hiring of new staff as staff retire.
- Participant factors that influence this measure include family size, the separation or divorce rate and whether children are born in marriage, custody arrangements, and incarceration of non-custodial parents.
- Environmental or external factors influencing this measure include local economy and ability of non-custodial parents to find employment, employer response time to paperwork, parents that work for cash, and level of trust in the government to provide service.

Percent of open child support cases with an order established.



Wadena County Performance by Year

2020 2021 2022 2023 2024

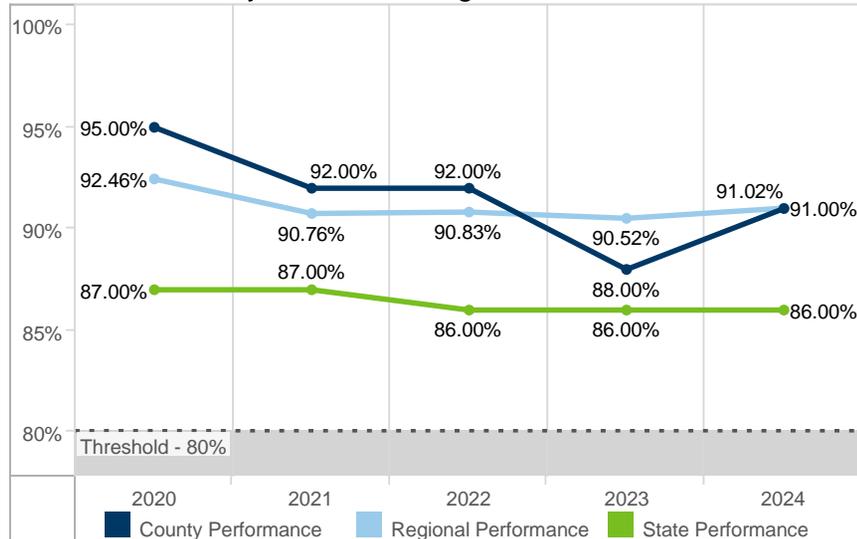
County Performance	95.00%	92.00%	92.00%	88.00%	91.00%
Denominator	778	729	687	694	647

About the Measure

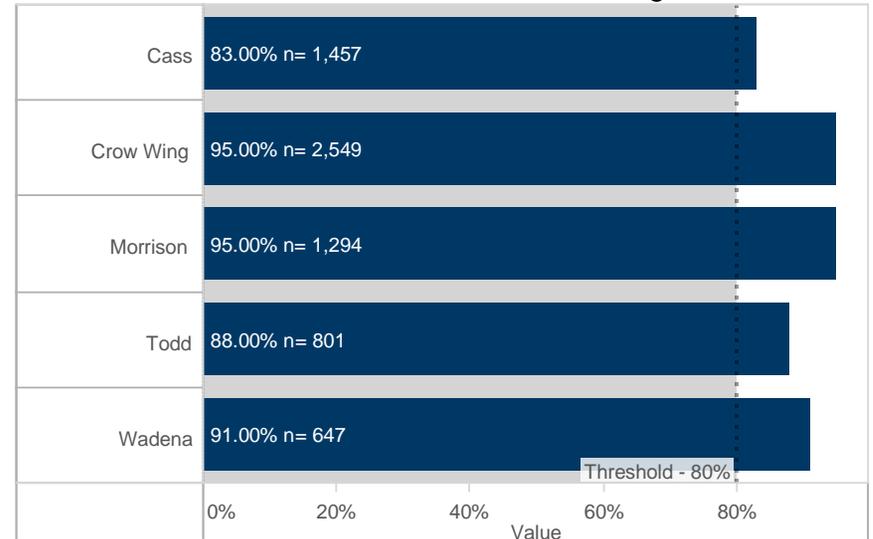
PIP Decision

No PIP Required - Performance is equal to or above the threshold of 80%.

County, State and Regional Performance



2024 Performance for MACSSA Region 5



*The dotted line on each graph indicates the measure threshold of 80%.

Percent of current child support paid.

What is this measure?

This measure is the total amount of support distributed divided by the total amount of current support due during that fiscal year. The numerator and denominator are dollar amounts, rather than children, families, or people.

Why is this measure important?

Children need both parents contributing to their financial security, and child support is one means of accomplishing that. Counties, through their role in the Child Support program, help ensure that parents contribute to their children's economic support through securing enforceable orders, monitoring payments, providing enforcement activities, and modifying orders when necessary.

What affects performance on this measure?

- Service factors that influence this measure include the size of the interstate caseload and ability to collect support across state boundaries, relationships with other counties and tribes, court processes, coordination with other county services, and technology that is sometimes out-of-date. For example, technology limitations do not allow non-custodial parents to pay by credit card.
- Staff factors that influence this measure include caseload size, legacy planning and training of new staff as staff retires, and challenges attracting and retaining new staff.
- Participant factors that influence this measure include parent initiative or interest in pursuing a modification of their order, non-cooperation by non-custodial parents, visitation schedules, employment rate, self-employment, and homelessness.
- Environmental or external factors that influence this measure include the local economy, resources of the county attorney, the availability of community resources to help parents find and keep employment and address issues leading to unemployment, and the increased state minimum wage.

Threshold Suspension

The Human Services Performance Council voted to suspend the Performance Management system threshold for the Child Support Paid measure, thereby removing Performance Improvement Plan (PIP) requirement for the measure. This proposal was brought forward after review of the 2024 data where 29 counties (almost 38%) would be required to complete a PIP and 47 counties (61%) have a negative year-over-year average threshold, which is indicative of the continued systemic barriers all counties are facing as well as challenges with the threshold calculation.

The performance report including the Child Support Paid measure will be issued to counties on Oct. 31. Performance will continue to be reported for this the federal measure, and it will still be used by the DCYF Child Support Division.

In the meantime, the Performance Management team will evaluate whether to keep, revise or replace the threshold or measure.

Child Support improvement project update

In response to an unprecedented decline in statewide and national performance on the child support paid measure in 2022, the Performance Management team embarked on a research and improvement project to identify the barriers and improvement opportunities related to the measure.

By engaging with the Child Support Division and Child Support teams a number of barriers and improvement recommendations were identified. Please see the report from this project for more information, including additional barriers cited by counties: <https://edocs.dhs.state.mn.us/lfserver/Public/DHS-8595-ENG>.

The Performance Management team would like to thank the planning team members and everyone who shared time, information and resources contributing to this project.

Percent of current child support paid.

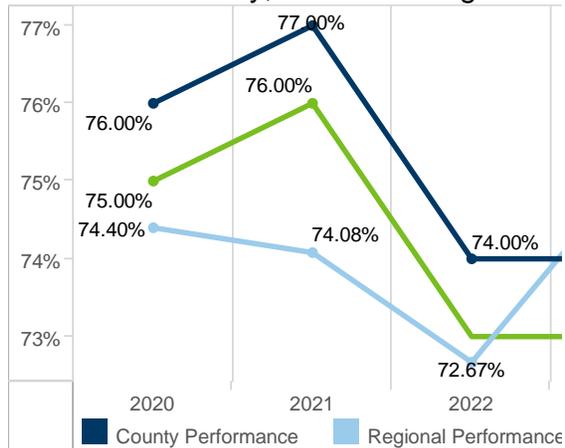
PIP Decision

No PIP required - The Human Services Performance Management System has suspended the threshold for the measure.

Wadena County Performance by Year

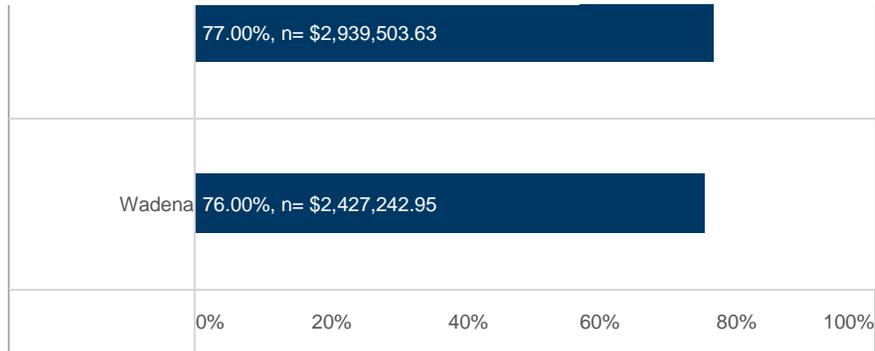
	2020	2021	2022	2023	2024
County Performance	76.00%	77.00%	74.00%	74.00%	76.00%
Denominator	\$2,432,089.43	\$2,472,025.77	\$2,416,485.65	\$2,436,021.53	\$2,427,242.95

County, State and Regional Performance



2024 Performance for MACSSA Region 5





Data Source: CDS InfoPac

Racial Data for Percent of current child support paid.

Performance data is provided below by racial and ethnic groups for counties where there were 30 or more people of a group included in the denominator. The racial and ethnic data provided is that of the noncustodial parent.

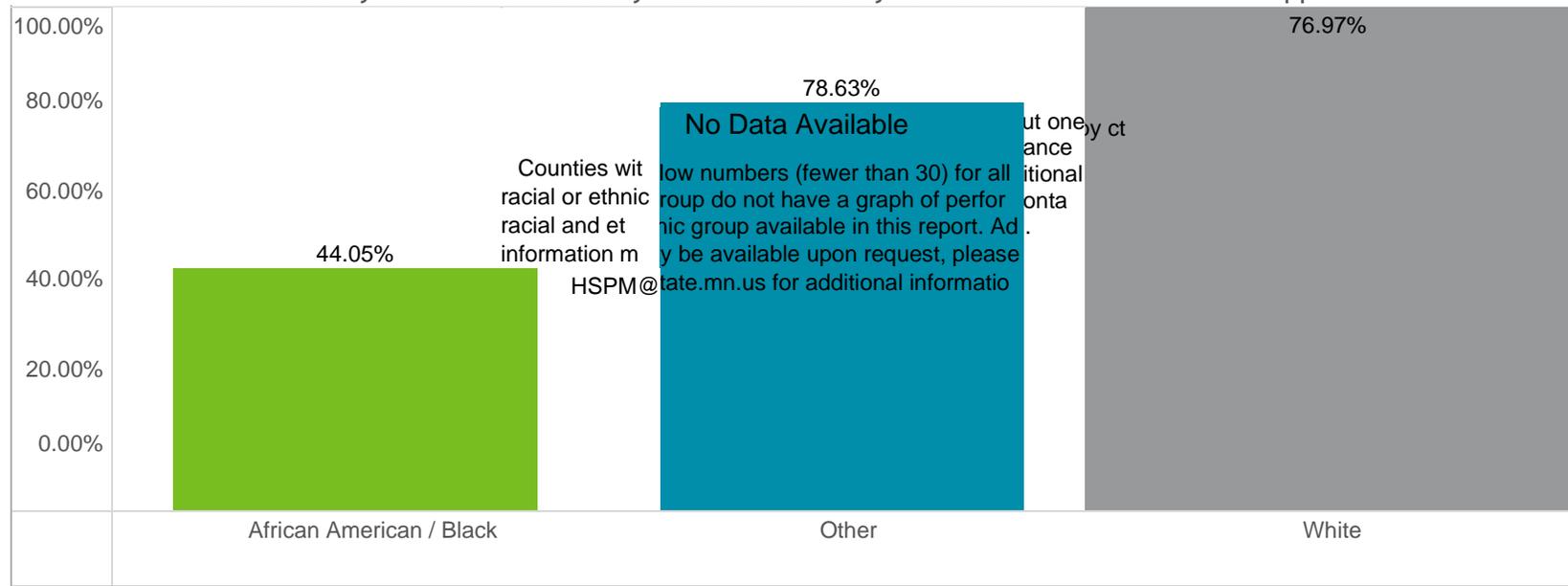
Purpose

The racial and ethnic data included in this report is for informational and planning purposes. We encourage you to review this data to identify opportunities for improvement. The racial and ethnic group data included in this report does not give a complete picture of county performance, the communities being served, nor systemic inequities. The Performance Management system is not currently using this data to assess a county's need for PIPs.

No Data Available

Counties with low numbers (fewer than 30) for all but one racial or ethnic group do not have a graph of performance by racial and ethnic group available in this report. Currently, racial data is not available for the other Child Support measures, only percent of current Child Support Paid.

Wadena County 2024 Performance by Race and Ethnicity for Percent of Current Child Support Paid



Data Source: CDS InfoPac