



Goodhue County  
**Health and Human Services**

426 West Avenue  
 (651) 385-3200 • Fax (651) 267-4882

**REQUEST FOR BOARD ACTION**

<b>Requested Board Date:</b>	December 17, 2024	<b>Staff Lead:</b>	Nina Arneson
<b>Consent Agenda:</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Attachments:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Action Requested:</b>	Review and approval of the following two requests: <ul style="list-style-type: none"> <li>• 1 FTE Support Enforcement Aide to 1 FTE Child Support Officer</li> <li>• 3 FTE Accounting Technicians to 3 FTE Accountant I</li> </ul>		

**BACKGROUND:**

The following requests will be brought forward for the Goodhue County Personnel Committee’s review on December 17, 2024, at 8:30 am, please see attached memos for the details.

- **1 FTE Support Enforcement Aide to 1 FTE Child Support Officer**
- **3 FTE Accounting Technicians to 3 FTE Accountant I**

**RECOMMENDATION:** GCHHS Department recommends approval as requested.

Promote, Strengthen and Protect the Health of Individuals, Families and Communities!

Equal Opportunity Employer  
[www.goodhuecountymn/HHS](http://www.goodhuecountymn/HHS)





Goodhue County  
**Health and Human Services**

426 West Avenue  
(651) 385-3200 • Fax (651) 267-4882

**DATE:** December 11, 2024  
**TO:** Goodhue County Personnel Committee  
**FROM:** Nina Arneson, GCHHS Director  
**RE:** **Internal Promotion - Support Enforcement Aide (SEA) to Child Support Officer (CSO)**

**REQUEST:**

The HHS Child Support Unit is requesting to have one full-time Child Support Enforcement Aide (SEA) grade 107 be reclassified to Child Support Officer (CSO) grade 109. This is due to significant backlog and changing needs of the child support work and balancing work duties within unit.

This position is in the 2025 HHS budget as a Support Enforcement Aide. HHS receives funding from the Minnesota Department of Human Services (DHS) of which HHS would receive approximately 66% federal reimbursement along with state and federal incentives. After federal and state reimbursements HHS will balance out the remaining cost within our HHS agency budget.

**BACKGROUND:**

The HHS Child Support is currently structured as

- 4 Child Support Enforcement Aides
- 4 Child Support Officers
- 1 Lead Child Support Worker
- 1 Child Support Supervisor

Some of the services provided by these positions are locating noncustodial parents, establishing paternity, establishing support orders, modifying orders, contempt cases, enforcing, collecting and disbursing child support payments.

During the Public Health Emergency (PHE) many program requirements were stopped or altered which resulted in the **Child Support Officer caseload backlog**. HHS Child Support Unit has trained 7 different Child Support Officers since 2020 due to employees leaving or moving within HHS. The complexity of a Child Support Officer job requires at least one full year of training before completing all job duties independently.

The federal requirement to complete establishment of paternity and support actions is 75% by six months and 90% within one year from the date of successful service (noncustodial parent or employer located). Currently Child Support enforcement or modification order requests are over two years of being processed. Child Support enforcement orders can only address two years of back support; meaning any order established past two years is income not going to custodial parents and the child(ren) in their home.

**Caseload Sizes:**

The percentage of cases in the Child Support Officer caseloads are steadily increasing. Continuous statute changes increase the complexity of child support cases requiring each Child Support Officer to spend longer amounts of time on each case. Child Support Enforcement Aide caseload has been steadily decreasing over the past years. This decrease is from Public Assistance program eligibility changes, decreased birthrate, many other state and federal factors.

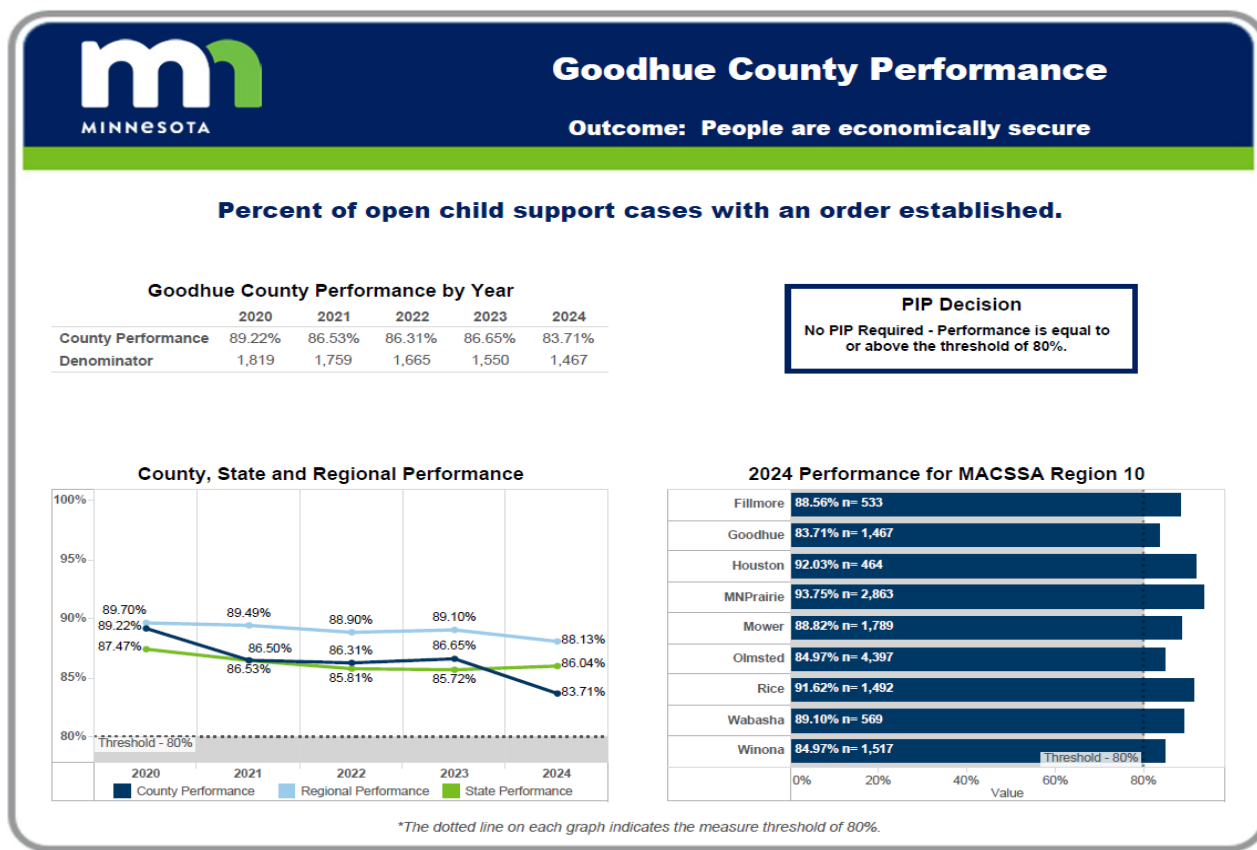
**Chart A:**

Goodhue County	Oct 2020	Oct 2021	Oct 2022	Oct 2023	Oct 2024
Total SEA/CSO Caseload	1880	1810	1707	1508	1399
SEA Caseload	1492 (80%)	1418 (79%)	1344 (79%)	1154 (77%)	1020 (73%)
CSO Caseload	378 (20%)	392 (21%)	363 (21%)	354 (23%)	379 (27%)

\*Data does not include lead or supervisor caseloads.

**Federal Performance Measure: Open child support cases with an order established.**

Child Support cases with an order established are completed by Child Support Officers. For the first time, Goodhue County is below the state performance threshold.



**Federal Performance Measure: Percent of current child support paid.**

Child Support percent of current child support paid. Goodhue County would have received a Performance Improvement Plan (PIP) if the Human Service Performance Management System would not have suspended the threshold for this measure. Child Support Officers work the contempt caseload, which is one enforcement remedy to assist receiving ordered child support.



# Goodhue County Performance

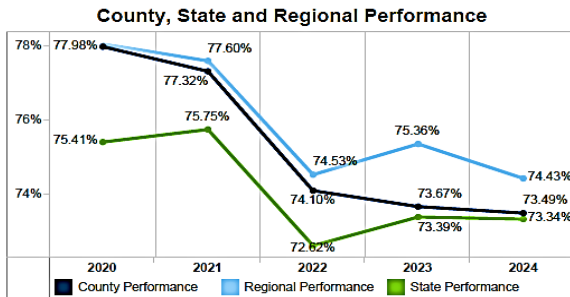
Outcome: Children have stability in their living situation

## Percent of current child support paid.

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

### Goodhue County Performance by Year

	2020	2021	2022	2023	2024
County Performance	77.98%	77.32%	74.10%	73.67%	73.49%
Denominator	\$5,512,708.43	\$5,174,205.20	\$4,932,551.54	\$4,948,374.69	\$4,954,911.76



### 2024 Performance for MACSSA Region 10

Fillmore	75.81%, n= \$1,976,067.29
Goodhue	73.49%, n= \$4,954,911.76
Houston	75.28%, n= \$1,671,207.38
MNPrairie	75.38%, n= \$10,901,909.28
Mower	74.00%, n= \$6,277,157.95
Olmsted	74.10%, n= \$18,400,699.27
Rice	74.83%, n= \$6,251,018.42
Wabasha	76.59%, n= \$2,380,265.51
Winona	72.37%, n= \$4,210,353.93

Report Date - October 2024

Page 12

Data Source: CDS InfoPac

### Impacts of high Child Support Office caseload:

- Applicants have longer wait time for child support services.
- Custodial parents and child(ren) not being able to meet their basic needs if they do not receive an enforceable order timely.
- State and Federal Guidelines not being met may cause a decrease in state and federal incentives that offset program costs.
- Human Service Performance Management System Issues Performance Improvement Plans (PIP) to counties not meeting the threshold for the federal performance measures.

### Overtime cost:

- 2024 overtime costs year to date (\$7,252.89) were all incurred by Child Support Officers.
- 2023 overtime cost (12,327.25) was mostly incurred by Child Support Officers.

### Future needs:

We are asking for this reclassification to be a permanent change. When a future Child Support Officer position is needed to be filled, we would reevaluate caseloads and hire a Support Enforcement Aide or Child Support Officer based on the current data.

**The goal of this request is to lower the Child Support Officer backlog and increase the Support Enforcement Aide caseload.**

Child Support has a 35+ year Child Support Officer retiring in the next few years. Having a fully trained Child Support Officer would help the transition of our department from losing that knowledge & skills.

### Cost:

Child Support Enforcement Aide grade 107 2025 pay range \$25.91 - \$40.16 (steps 1-12).  
 Child Support Officer grade 109 2025 pay range \$28.56 - \$44.28 (steps 1-12).

Because all eligible Child Support Enforcement Aides are within the current grade 107 steps (no one is above step 9) the cost is minimal for this request as step increase for current grade was already budgeted for in 2025.

<b>Reclassification Cost Scenario Example</b>	2025 Total Change
Example step increase SEA Grade 107 step 5 to CSO grade 109 step 4	\$3,640.00
Example step increase SEA Grade 107 step 4 to step 5	\$2,704.00
Additional cost for to reclassify from SEA (107) to CSO (109)	\$936.00
Federal Financial Participation (FFP) Child Support Reimbursement 66%	-\$617.76
Balance of cost before any State/Federal Child Support Incentives	\$318.24

**Child Support Officer (CSO)  
Support Enforcement Aide (SEA)**

After receiving State/Federal Child Support Incentives there usually isn't any County Levy needed. Below is the Child Support Budget for almost the last 3 years showing more revenue than expenditure.

<u>Account Number</u>	<u>Account Description</u>	2022	2023	2024
		<u>Actual</u> <u>Mo. 01 - 12</u>	<u>Actual</u> <u>Mo. 01 - 12</u>	<u>Jan-Nov</u> <u>Mo. 01 - 11</u>
11-420-640-0010-6354	Workman's Compensation	1,476	782	1,728
11-420-640-0010-6357	Conferences/Schools/Training	300	3,748	3,090
11-420-640-0010-6382	Data Processing Charges	2,857	2,857	2,143
11-420-640-0010-6385	Cs Federal Offset Fee	3,127	2,776	2,312
11-420-640-0010-6386	County Attorney Fees	20,588	6,153	9,103
11-420-640-0010-6405	Office Supplies	5,125	3,307	3,296
11-420-640-0010-6432	Other Furniture & Equipment	1,463	0	1,126
11-420-640-0010-6480	Equipment/Furniture<=\$5,000	6,396	3,157	5,680
11-420-640-0010-6669	Equipment/Furniture>=\$5,000	0	23,255	3,575
<b>Final Totals</b>	<b>Revenue</b>	<b>1,042,928 -</b>	<b>995,106 -</b>	<b>1,067,081 -</b>
	<b>Expend.</b>	<b>904,738</b>	<b>978,754</b>	<b>940,983</b>
	<b>Net</b>	<b>138,190 -</b>	<b>16,352 -</b>	<b>126,098 -</b>

**RECOMMENDATION:**

The HHS Department recommends approving the following:

1. Move forward in January of 2025 to post for (1 FTE) Child Support Officer position. This posting would only be for internal child support enforcement aide candidates.
2. Hire after GCHHS Board's review and approval.



Goodhue County  
***Health and Human Services***

426 West Avenue  
(651) 385-3200 • Fax (651) 267-4882

**DATE:** December 11, 2024

**TO:** Goodhue County Personnel Committee

**FROM:** Nina Arneson, Health and Human Services Director  
Kayla Matter, Accounting Supervisor

**RE:** Reclassifications of 3 HHS Accounting Technician to 3 Accountant I

---

**BACKGROUND:**

Goodhue County Health and Human Services Finance Unit has seven staff, which is made up of

- 1 Accounting Supervisor
- 1 Fiscal Officer
- 5 Accounting Technicians

During the 2023 County pay study, the job duties of the Accounting Technician were split into two job descriptions (Accounting Technician and Accountant I) to be reviewed by DDA due to a large number of duties having distinct differences with complexity, independence, budget impact, know how, problem solving and accountability.

DDA's review of the positions proposed the Accounting Technician to be on grade 106 (no change) of the pay scale, while the Accountant I position was proposed to be on grade 109.

Currently three of the five Accounting Technicians are working out of classification as Accountant I. All three have indicated on their annual performance review that their current job description does not match their work duties.

Since GCHHS has been part of the Minnesota Merit System, we have had to follow certain guidelines which resulted in not being able to reclassify the three staff to the appropriate job classification and pay. As of 1/1/2025 we will no longer be part of the Minnesota Merit System.

The total 2025 budget impact to reclassify the three staff would be an increase of \$5,489.

**RECOMMENDATION:**

The HHS Department recommends approval of the following:

1. Reclassify 3 Accounting Technician staff to 3 Accountant I effective January 1, 2025.