



New Hampshire Department of Health and Human Services

*To join communities and families in providing opportunities
for citizens to achieve health and independence*



Division of Child Support Services (DCSS)



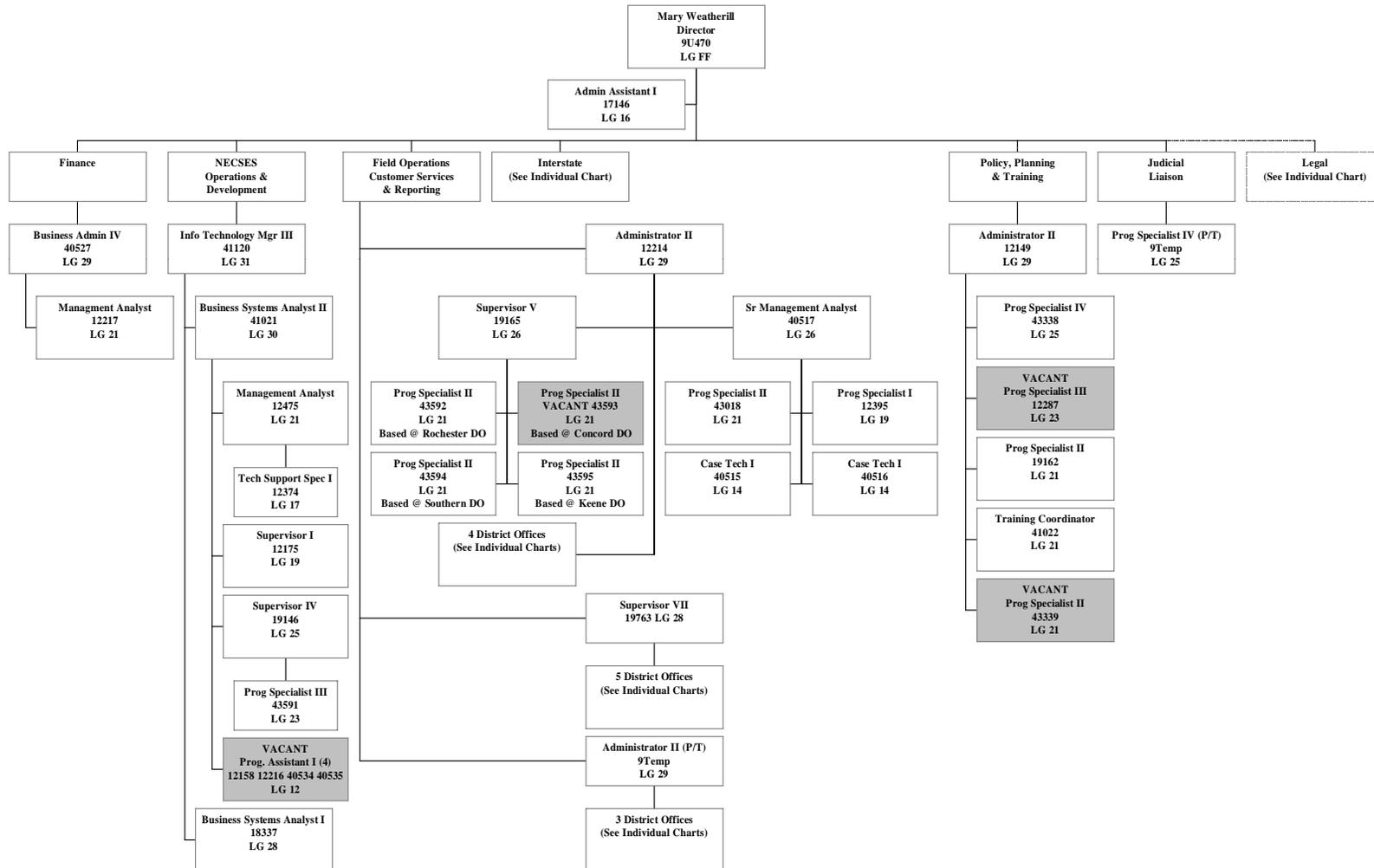
DCSS

Mission Statement

To enhance the well-being of children by assuring that financial and medical support is available through location of parents, establishment of paternity, establishment of support obligations, and enforcement of those obligations.



DCSS-Admin.





Organization

- Finance develops and administers DCSS's biennial budget, prepares and verifies all accounting records required to support DCSS activities, and facilitates submittal of federal reports.
- NECSES Operation serves as "Help Desk" for DCSS field staff, Document Imaging Project Management, Liaison with Dept. of Information Technology (DoIT), AdHoc Performance reports, and contact for Federal OCSE Interfaces.
- Field Operations manages service delivery units including District Offices, Customer Services, Interstate and Field Services.
- Policy, Planning and Training ensures program compliance by issuing policy, maintaining State Plan, and delivering training to DCSS staff. Subject matter expertise for federal data reliability audits is also provided.
- Legal establishes court orders for paternity, financial and medical support which are enforceable by DCSS; serves as DCSS liaison with NH Courts and legislature.



Personnel and Administrative Profile

- 178 Authorized Positions
- Critical Business Functions include paternity establishment, location, establishment and enforcement of child support financial and medical orders, modifications, wage assignments and collection and distribution of child support.



Enabling Legislation

Federal and State Mandated Requirements:

Public Law No. 98-378, 100-485, 104-193, 105-200, 109-171.

Title IV-D Social Security Act (42 USC 651-669)

Code of Federal Regulations 45 CFR part 300-310

RSA 126-A; 161; 161-B; 161-C; 461-A; 546-B.



Target Population Served

- 36,000 Families with Children
- Of these:
 - 5,645 are currently receiving public assistance;
 - 17,262 have received public assistance in the past; and
 - 13,026 have never received public assistance
- Representing more than 50,000 children who require child support services, both within NH and throughout the country where at least one parent resides in NH or has an order for support that was issued by a NH court.



Service Delivery

- DCSS enforces child support orders, either administratively or judicially, to secure support that is owed by obligors.
- Administrative actions include Wage Withholding, Federal Tax Offset, License Revocation, Credit Bureau Reporting, UC and Insurance Intercept.
- Collections are distributed by a centralized State Disbursement Unit.
- State and Federal law require all wage withholdings to be processed through the State Disbursement Unit.
- Anyone can apply for child support services and there is currently an annual \$25 fee for the “Never Assistance” cases.
- Approximately \$90 million is distributed to families who are owed support.



Expected Outcomes

- Federally mandated performance measures:
 - Paternity Establishment
 - Support Order Establishment
 - Collections on Current Support Obligations
 - Payments towards Arrearages
 - Cost Effectiveness
- Among all states, NH ranks in the top 10 and is awarded federal incentive funds based on achievement in each of the above categories. If performance is not met, or data is found unreliable, federal financial penalties are imposed.



Major Initiatives

- MAJOR INITIATIVES
 1. ECM (Enterprise Content Management) Document Imaging and Workflow redesign
 2. Child Support Payments via Debit Cards
 3. NECSES System Improvements to enhance efficiency and security
 4. Customer Service Call Center and Interactive Voice Response



Costs

| | SFY 2010 <u>Expended</u> | SFY 2011 <u>Adj Auth</u> |
|------------------------|-----------------------------|-----------------------------|
| Child Support Services | \$10,174,377 | \$11,884,511 |
| Child Support Legal | \$ 1,742,411 | \$ 1,956,010 |
| All Other | \$ 2,017,379 | \$ 4,325,899 |
| Total | \$13,934,167 | \$18,166,420 |

| | Personnel and Administrative Profile | |
|------------------------|--------------------------------------|----------|
| Positions: | Funded | Unfunded |
| Child Support Services | 150 | 3 |
| Child Support Legal | 25 | 0 |
| All Other | 0 | 0 |
| Total | 175 | 3 |



Challenges

- Challenges stem from increased federal requirements with associated risk of sanctions as resources become more scarce.
- Major cost drivers include increased demand for customer services combined with the need to stay current with program requirements in order to conform with federal mandates.



Contact Information

Mary S. Weatherill, Director

(603) 223-4822

Timothy Frazier, Legislative Liaison

(603) 271-1095