

**State of New Hampshire**  
**Department of Health and Human Services**

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**Division of Economic & Housing Stability**  
**Bureau of Child Support Services**  
**Presented to House Finance Division III**  
**February 23, 2021**  
**Chris Santaniello**

# Agenda

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- **Contact Information**
- **Overview of Division/Bureau**
- **Key Programs / Services**
- **Population Served**
- **Delivery System**
- **Accomplishments and Key Challenges**
- **Workload Benchmarks**
- **Financial Summary**



# Contact Information

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# Bureau of Child Support Services Mission Statement

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The Bureau of Child Support Services encourages responsible parenting, family self-sufficiency and child well-being by providing services to

- Locate parents,
- Establish paternity,
- Establish, modify and enforce support obligations, and
- Obtain child and medical support for children.



# Bureau of Child Support Services – Overview

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- Created by Congress in 1975, under Title IV-D of the Social Security Act, Child Support Services (BCSS) ensures that children in single-parent households receive a reliable source of private financial and medical support.
- BCSS serves families from all socioeconomic backgrounds.
- BCSS reaches approximately 1 of every 6 children in New Hampshire
- BCSS collects and disburses an average of \$83M/year to families.
- The Child Support Program is one of the largest income support and anti-poverty programs for families.
- Child support reduces families' need for public economic assistance.
- Child support has been shown to prevent child maltreatment.
- The federal government pays 66% of program costs, plus awards annual incentives for high performance in specific outcome measures



# Bureau of Child Support Services – Caseloads

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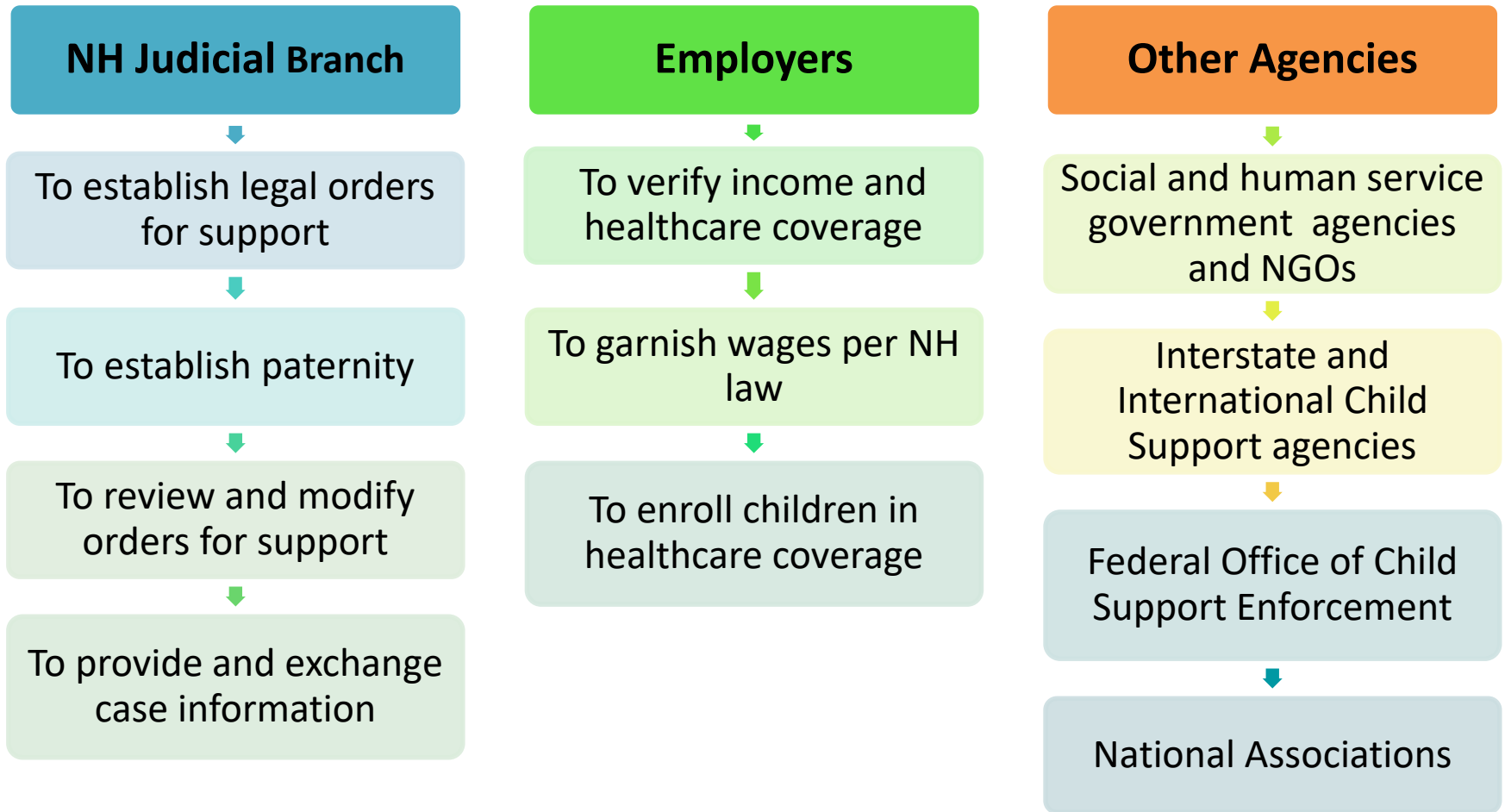
Year *	Number of Families Served
2013	34,832
2014	35,122
2015	38,113
2016	38,509
2017	38,066
2018	37,673
2019	37,002
2020	33,792

\* Dates are as of September 30 for each year



# Bureau of Child Support Services – Key Stakeholders

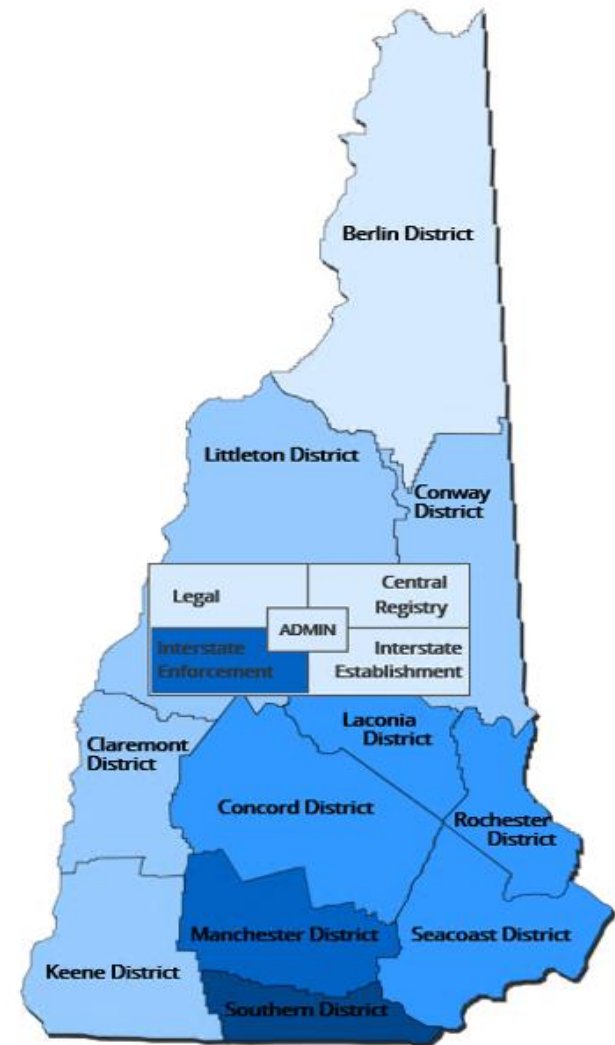
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# Bureau of Child Support Services – Delivery System

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Statewide services in 11 district offices, plus centralized customer service, intergovernmental and legal units
Mix of technology-driven processes, enforcement activities and case management models
Payments disbursed within 48 business hours of receipt
Strong partnerships with stakeholders, including the court, employers and other agencies for positive outcomes for families
Different methods of establishing legal fatherhood including genetic testing
Services provided across state borders and internationally when one parent resides in other state or country





# Bureau of Child Support Services Key Accomplishments

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- Collected nearly \$89 Million in support in FY2020

- For every \$1 spent on Services, \$3.93 is collected for families

- Positive outcomes achieved for children by addressing the individual needs and responsibilities of parents

- Services reduce public assistance and prevent child maltreatment

- Development and implementation of BCSS 5-Year Strategic Plan

- Maintained strong performance during the pandemic; increased performance due to Court's electronic methods



# Bureau of Child Support Services – Key Challenges

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Current  
Economic  
Conditions



Improving  
the Customer  
Experience



Improving  
Agency  
Performance



# Bureau of Child Support Services Performance Levels

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The Child Support Incentive System measures state performance levels which awards funding for high performance and penalties for low performance

Establishment of Paternity

Total of Support Orders Established

Total Collection of Current Owed

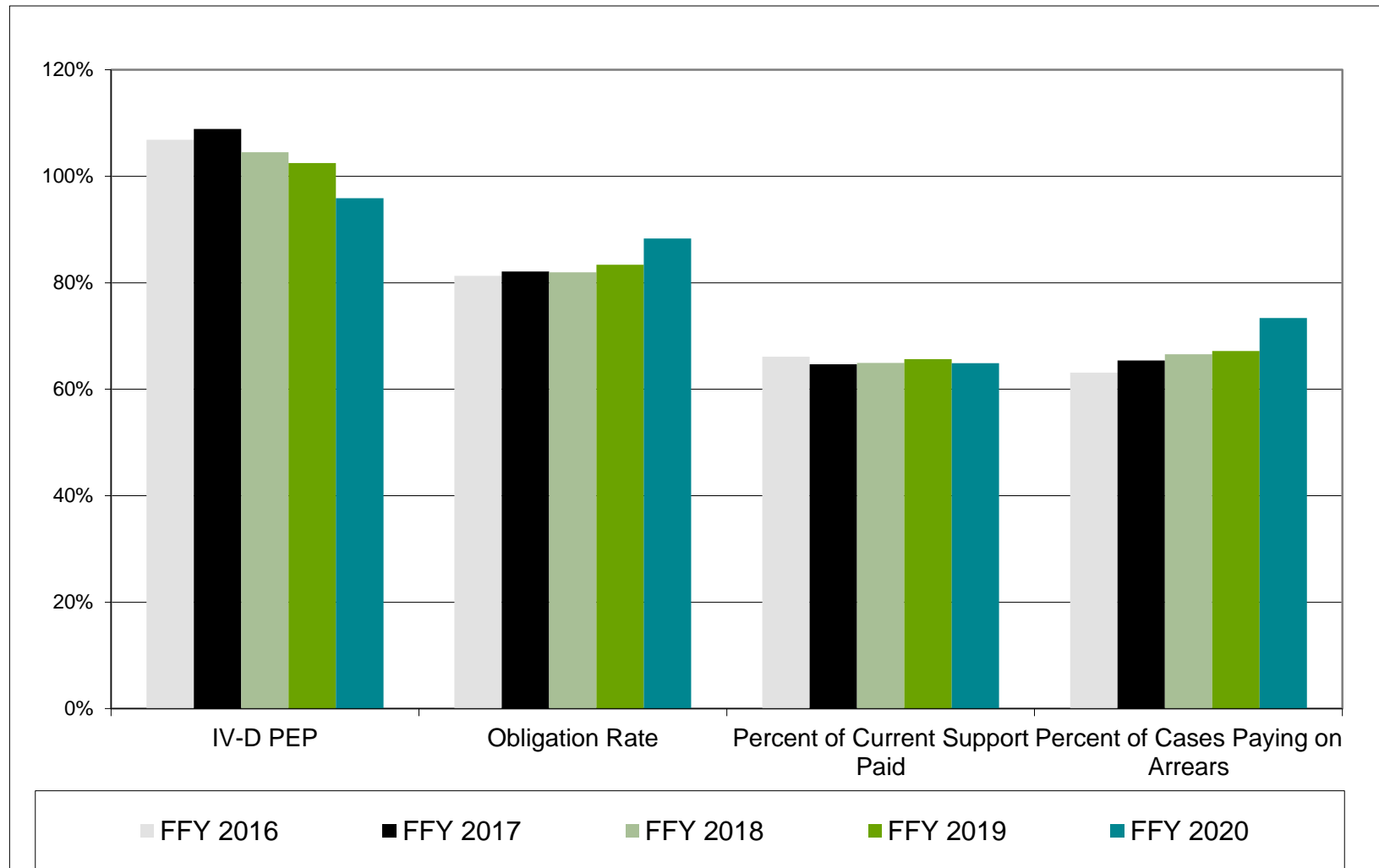
Total Cases Paying Arrearages

Cost Effectiveness



# Key Performance Indicators – Comparison Y2Y

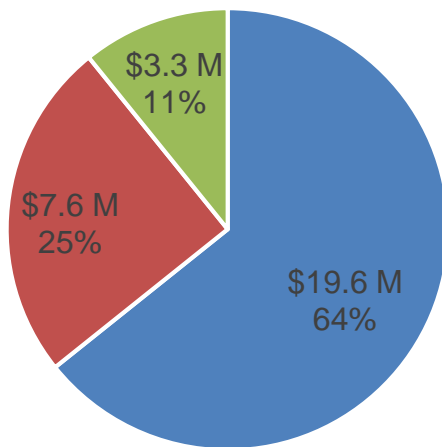
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# Bureau of Child Support Services - Budget

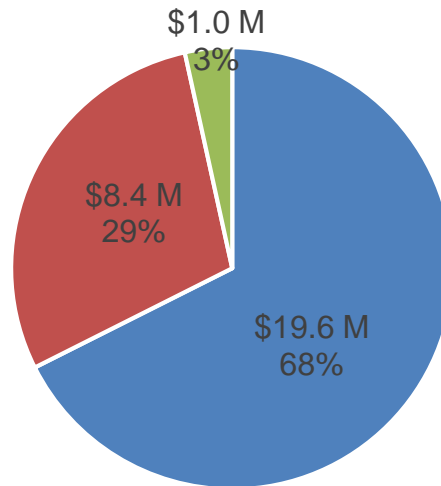
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2018 / 2019



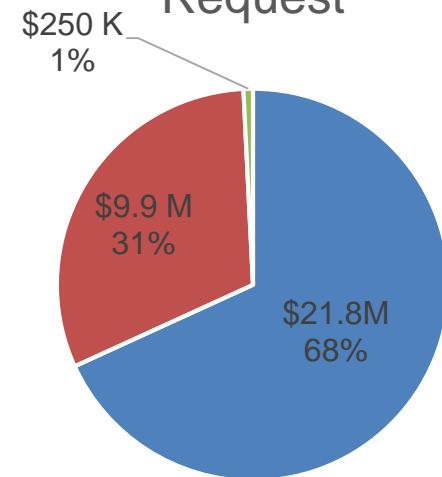
- Federal Funds
- General Funds
- Other

2020 / 2021



- Federal Funds
- General Funds
- Other

2022 / 2023  
Request



- Federal Funds
- General Funds
- Other



# 5% Incremental / Decremental Budget Outcome

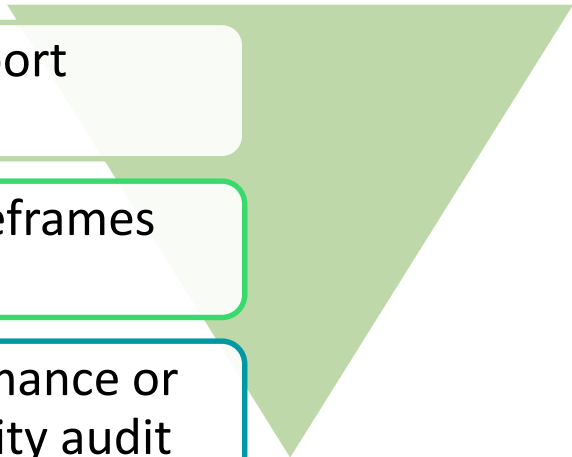
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Obtain better outcomes for children

Reach parents who are not yet using Child Support Services

Enhance tools for better customer service



Delay families' receipt of needed support income

Risk non-compliance with federal timeframes and other requirements

Risk fiscal penalties for poorer performance or failure to pass the federal data reliability audit



# Bureau of Child Support Services - Accounting Units

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Activity-Accounting Unit	Accounting Unit Title	Division	Bureau	Budget Book Page #	Budget Briefing Book Page #
4270-7929	Child Support Services	DEHS	BCSS	969	38
4270-7931	State Disbursement Unit	DEHS	BCSS	970	38
4270-7933	Access and Visitation	DEHS	BCSS	971	-
4270-7934	Expedited IV-D Services	DEHS	BCSS	971	-



# Bureau of Child Support Services – Staffing

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Governor Recommended Positions SFY22	%	4270 – Bureau of Child Support Services Accounting Unit
127	100%	7929 – Child Support Services

