

Division of Child Support Services (4270)

**Presented to House Finance Division III
LOB Room 210 March 2017
Maureen Ryan and Mary Calise**



Agenda

2

- ▶ **Overview of Agency (or Division or activity)**
- ▶ **Key Programs / Services**
- ▶ **Population Served**
- ▶ **Delivery System**
- ▶ **Financial Summary**
- ▶ **Accomplishments**
- ▶ **Key Challenges**



Overview – Division of Child Support Services (DCSS)

3

- ▶ All states are required to maintain a Child Support program under Title IV-D of the Social Security Act.
- ▶ Services include: paternity and support order establishment, location, enforcement of orders, modification of orders, collection and distribution of child support.
- ▶ Federal government covers 66% of program costs, plus awards annual incentives for performance in specific outcome measures



Clients and Services

Services include:

- Over 38,000 families with children receive services; most are low-income
- Over \$84 million in child support per year is collected and distributed to families
- More than 70% of collections are wage garnishments from employers
- NH Family Division Courts issue legal orders for paternity and support
- Child support guidelines must be reviewed every four years and recommendations reported to the NH legislature
- Orders are enforced administratively and judicially
- Collections must be disbursed within 48 hours of receipt



Child Support Caseloads

Year *	Current Assistance	Former Assistance	Never Assistance	Total	
2012	5,163	17,225	12,748	35,136	
2013	4,038	17,722	12,853	34,613	
2014	3,598	17,831	13,736	35,165	
2015	3,685	19,344	15,133	38,162	
2016	3,473	19,105	15,973	38,551	

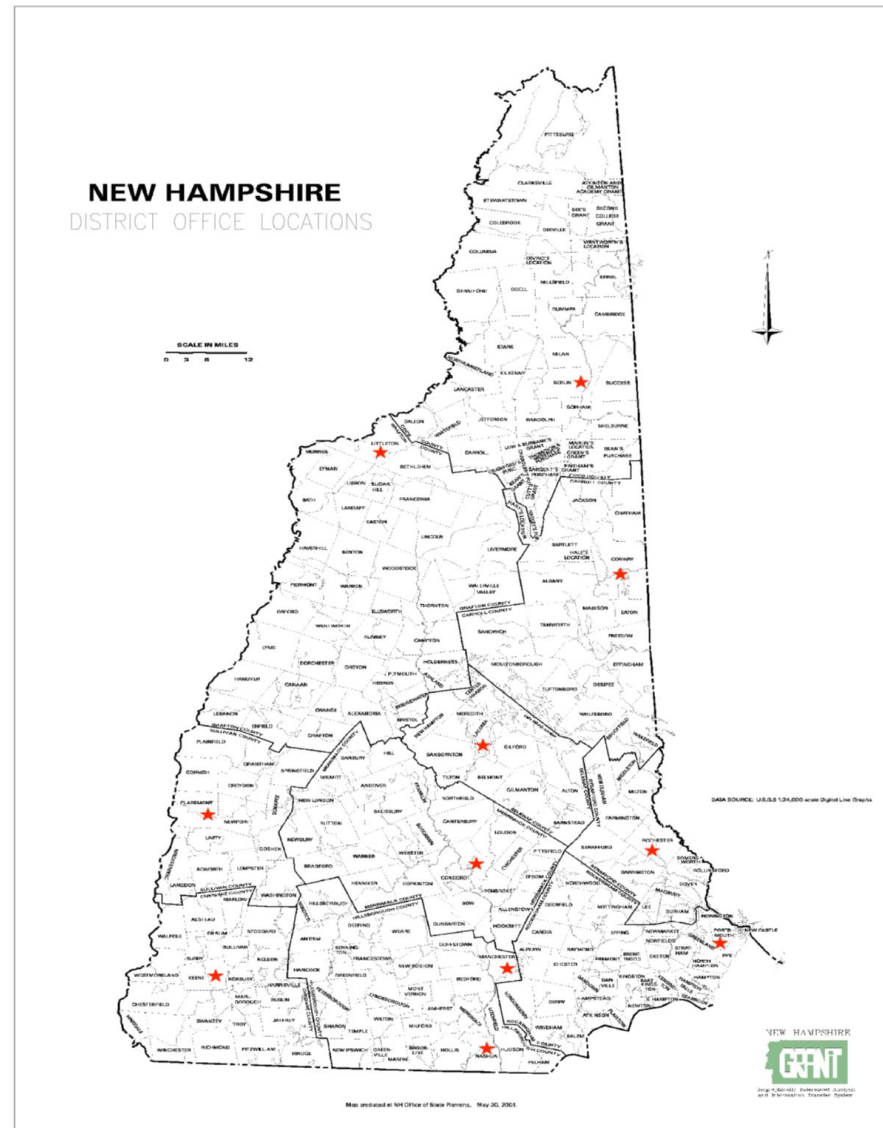
* Dates are as of September 30 for each year



Delivery System – District Offices State Staff

6

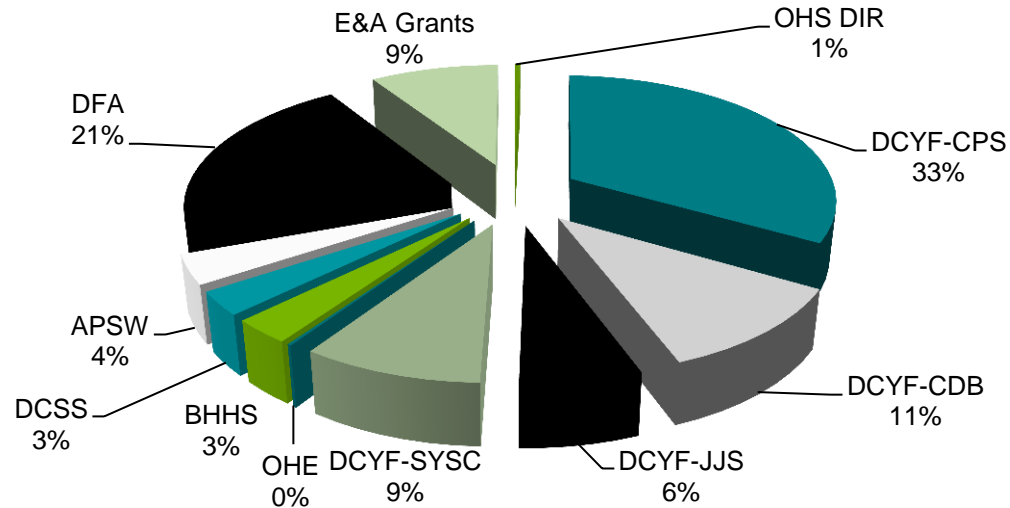
Location	Head Count
Berlin	5 FTE (1 Vacant)
Littleton	4 FTE
Conway	3 FTE (1 Vacant)
Laconia	7 FTE
Claremont	7 FTE
Concord	9 FTE
Rochester	9 FTE
Keene	7 FTE, 1 TMPPT
Manchester	11 FTE, 1 TMPPT
Southern	15 FTE (1 Vacant)
Seacoast	9 FTE (1 Vacant), 2 TMPPT
Interstate	17 FTE
Admin/Legal	37 FTE (2 Vacant) 5 TMPPT (2 Vacant)



Major Spend – General Funds – Office of Human Services

7

Total SFY18 & SFY 19



Total	SFY 16 Actual	SFY 17 Adjusted Authorized	SFY 18 Agency Request	SFY 18 Governor's Budget	SFY 19 Agency Request	SFY 19 Governor's Budget
Total Funds	\$240.1	\$260.9	\$281.6	\$287.1	\$283.7	\$289.3
General Funds	\$123.2	\$127.2	\$130.8	\$131.7	\$132.2	\$133.3
DCSS GF	\$3.5	\$3.6	\$4.1	\$3.9	\$4.2	\$4.0
<i>Amounts in millions</i>						



Staffing – Health and Human Services

8

# FTE 16-17	# FTE 18-19 Funded	# FTE 18-19 Unfunded	# FTE 18-19 Totals	%		Activity
	11	1	12	1.3%	4200	OHS Director
322	380	12	392	41.8%	4210	DCYF - Child Protection
10	10	0	10	1.1%	4211	DCYF - Child Development
111	108	1	109	11.6%	4214	DCYF - Juvenile Justice Services
143	123	18	141	15.0%	4215	DCYF - Sununu Youth Service Center
8	10	0	10	1.1%	4220	Office of Health Equity
6	5	0	5	0.5%	4230	Bureau of Homeless and Housing
155	133	7	140	14.9%	4270	Division of Child Support Services
66	62	0	62	6.6%	4280	Adult Protective Services
52	46	0	46	4.9%	4500	Division of Family Assistance
9	9	1	10	1.1%	4810	Elderly and Adult Grants



Key Accomplishments – DCSS

9

NECSES child support system was replaced in October 2014

Federal incentive funds have been awarded to DCSS each year for performance over the last 16 years.



Major Challenges - DCSS

High volume – more than 100,000 customers includes obligors, custodial families, employers and other state agencies

Additional NECSES enhancements needed- customer and employer portals, and reporting tools

Total staff of 140 includes an average vacancy rate of 10%

New Federal regulations require system programming and policy changes

