



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
OFFICE OF HUMAN SERVICES  
*DIVISION OF CHILD SUPPORT SERVICES*

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August 22, 2016

Grant Beckman  
NH Department of Health & Human Services  
Office of Business Operations, Finance  
129 Pleasant Street, Brown Building  
Concord, NH 03301

RE: Oct 2015 LBA Audit of Child Support; Semi-Annual Status Report

Dear Mr. Beckman:

Please accept this correspondence as our semi-annual status update report regarding the above-captioned matter, as required by the Governor's Executive Order 2014-03.

Observation #1 – Clarify Grandparents' Liability for Supporting Grandchildren Born to Unwed Minors

Seek clarification from the Legislature regarding grandparents' liability for providing support to their grandchildren when they are born to unwed minors.

*This item requires an analysis to be conducted in a multidisciplinary approach with all stakeholders to determine the intent and purpose of NH RSA 167:3-a, as well as the requirements of each respective agency in the recovery of public assistance, the position of state government and proposal of legislation, if any. The DCSS has identified appropriate stakeholders to develop a plan to properly analyze the subject, and is currently drafting intake procedures to indentify cases where grandparent liability is a possible issue.*

Observation #2 – Consider Centralizing Some Functions

Consider centralizing some functions to allow CSOs to focus on their core functions of establishing and enforcing child support orders. Nine functions were identified to consider centralizing:

1. Case Initiation – *Analysis to be conducted of test projects; resource identification needed*
2. Mailing and scanning postal and employment verifications – *Complete; now a function of the Central Scanning Unit*
3. Medical support enforcement – *DCSS policy facing reconstruction in the coming months*
4. Monitoring cases with good payment history or current income withholding – *Pilot in Rochester DO indicating positive outcomes. Evaluating other offices for possible new models.*
5. Monitoring obligors incarcerated in county jails – *Currently monitored by most DO supervisors*
6. Monitoring other cases considered unenforceable – *Currently monitored by most DO supervisors*
7. Central initiation and monitoring of liens – *No action started; no resource identified*

8. Monitoring cases for periodic review and adjustment – *Complete; now a function of the DCSS Review and Adjustment Unit (RMU)*
9. Conducting periodic case audits – *Current project being tested by RMU. New functionality in automated case management system in development and scheduled for deployment by February 2017.*

Observation #3 – Improve Caseload Monitoring

- A. Review policies and procedures to ensure consistent caseload monitoring techniques in all DOs;
- B. Provide guidance on supervisor oversight of CSO caseloads;
- C. Consider centralizing some function to allow enforcement CSOs to focus on core activities associated with enforcing child support orders;
- D. Issue guidance regarding the use of NECSES MAIL including the types of alerts that should be reviewed and how frequently.

*The State's original Response to this Observation is incorporated here by reference; progress on the matters stand as described in that Response. In addition, the status of system updates relevant to this Observation are referenced in Appendix A attached hereto.*

Observation #4 – Better Target Enforcement Remedies

- A. Review caseload to determine whether cases can be differentiated by obligors' ability and willingness to pay;
- B. Assess whether some enforcement remedies could be better aligned with more difficult cases;
- C. Train staff to identify cases which are appropriate for specific enforcement remedies;
- D. Explore the possibility of realigning staff to deal with more difficult cases.

*Several planning projects are being implemented and monitored regarding task workflows, office caseload structure models, regionalization and centralization of certain functions and tasks, as described in the State's original Response to Observations #2 and #3. Additionally, a new business intelligence tool is in development to be deployed in the automated case management system. This tool will be utilized by staff to better manage their cases and aid in decision-making. It is anticipated the tool will be deployed by March 2017.*

Observation #5 - Continue to Pursue Criminal Non-Support Cases

Continue to pursue criminal non-support cases by:

- A. Developing criminal non-support policies to reflect current procedures and revise criteria designed to select cases for criminal non-support;
- B. Training staff on the availability of the remedy, the most current procedures, and how to recognize cases eligible for criminal non-support.

*The DCSS Legal Unit has drafted and provided to the Policy Unit, tentative guidelines and procedures regarding enforcement of criminal non-support cases which includes a pre-screening process. Training on the subject and the required standards for legal referrals has been provided to District Office Supervisors.*

Observation #6 – Consider Work-Oriented Programs Statewide as Alternatives to Enforcement Remedies

Formally explore additional opportunities to build a statewide system of resources for work-oriented programs. Include stakeholder input to identify needed services and the populations intended to serve, identify potential partners, and consider if the program should include a judicial element.

*DCSS has partnered with the Division of Family Assistance, NH Employment Program and Workplace Success and are currently working together to enhance the work program statewide. Plans are underway to include the court in the referral process and pursue other potential opportunities.*

Observation #7 – Consider Other Remedies to Collect Child Support Arrears

- A. Explore additional collection options for reducing child support arrears: state vendor payments and unclaimed property.
- B. Determine whether existing laws provide adequate authority to pursue these options
- C. Work with the Legislature to amend existing laws if options are found to be viable

*Information is being gathered from other state child support programs on these subjects, which will then require analyses to determine potential effectiveness in New Hampshire and the necessity for legislation should the remedies be pursued.*

If you should have any questions or require further information, please do not hesitate to contact me. Thank you.

Very truly yours,

*Karen E Hebert*

Karen E. Hebert, Chief Administrator  
Division of Child Support Services

## APPENDIX A

Appendix A contains a chart depicting the NECSES Issues Tracking Summary which includes approximately 330 business requirements after being reviewed and prioritized by the NECSES Project Team. These requirements are being developed and implemented during the SFY 2017 and SFY 2018.

