

Agency Name	DHHS – Bureau of Child Support Services
Audit Name	Division of Child Support Services Performance Audit (10/15)
Audit Period	Federal Fiscal Years 2013-2014
Status Report Date	January 13, 2020

Summary of Audit Observations/Findings					
Number	Observation Title	Status [place X in status column]			
		Unresolved	Partially Resolved	Substantially Resolved	Fully Resolved
1	<p>Clarify Grandparents' Liability for Supporting Grandchildren Born to Unwed Minors</p> <p><i>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 BCSS must reinitiate identifying stakeholders (as key contacts no longer in state service) for proper analysis.</i></p>	X			
2	<p>Consider Centralizing Some Functions</p> <p>...to allow CSOs to focus on their core functions of establishing and enforcing child support orders. Nine functions were identified to consider centralizing:</p> <ol style="list-style-type: none"> 1. Case Initiation – <i>Analysis to be conducted of test projects; resource identification needed</i> 2. Mailing and scanning postal and employment verifications – <i>this is a function of the Central Scanning Unit</i> 3. Medical support enforcement – <i>determination made to remain decentralized as MS is required in all support orders. Centralizing this function would be an inefficient use of resources</i> 		X		X X

	<p>4. Monitoring cases with good payment history or current income withholding – <i>Function (wage paying case model) has been regionalized in three regions where it continues to be evaluated.</i></p> <p>5. Monitoring obligors incarcerated in county jails – <i>Currently monitored by most DO supervisors; developed manual data interface with county Dept. of Corrections. Continues to be evaluated for effectiveness for locate and collections</i></p> <p>6. Monitoring other cases considered unenforceable – <i>Currently monitored by most DO supervisors; centralizing determined to be an inefficient use of resources due to additional work required to transfer cases</i></p> <p>7. Central initiation and monitoring of liens – <i>No resource available</i></p> <p>8. Monitoring cases for periodic review and adjustment – <i>Complete; now a function of the BCSS Review and Adjustment Unit (RMU)</i></p> <p>9. Conducting periodic case audits <i>new system functionality automates this process</i></p>				<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
<p>3</p>	<p>Improve Caseload Monitoring</p> <p>A. Review policies and procedures to ensure consistent caseload monitoring techniques in all DOs;</p> <p>B. Provide guidance on supervisor oversight of CSO caseloads;</p> <p>C. Consider centralizing some function to allow enforcement CSOs to focus on core activities associated with enforcing child support orders;</p> <p>D. Issue guidance regarding the use of NECSES MAIL including the types of alerts that should be reviewed and how frequently.</p>			<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>

	<p><i>Business Intelligence Tool deployed for staff and managers to better manage and monitor cases and performance; several new system functionality enhancements deployed to improve caseload monitoring.</i></p>				
4	<p>Better Target Enforcement Remedies</p> <p>A. Review caseload to determine whether cases can be differentiated by obligors' ability and willingness to pay;</p> <p>B. Assess whether some enforcement remedies could be better aligned with more difficult cases;</p> <p>C. Train staff to identify cases which are appropriate for specific enforcement remedies;</p> <p>D. Explore the possibility of realigning staff to deal with more difficult cases.</p> <p><i>Several system enhancements pending priorities. A new business intelligence tool enables staff to better manage cases and aid in decision-making. Exploring a predictive analytics tool and strategic planning on KPIs. Also seeking procurement for quality assurance/quality control services</i></p>			X	
5	<p>Continue to pursue criminal non-support cases by:</p> <p>A. Developing criminal non-support policies to reflect current procedures and revise criteria designed to select cases for criminal non-support;</p> <p>B. Training staff on the availability of the remedy, the most current procedures, and how to recognize cases eligible for criminal non-support.</p> <p><i>Policy, procedures and training materials developed, staff trained and pending priority for formal release.</i></p>				X

6	<p>Consider Work-Oriented Programs Statewide as Alternatives to Enforcement Remedies</p> <p>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.</p> <p><i>BCSS is a partner with the DHHS Bureau of Employment Supports, NH Employment Security and Family Resource Centers to integrate services to link obligors in need of employment services. BCSS is also working collaboratively with these programs on federally initiated "Knowledge Works!" and "Whole Families Approach to Jobs" initiatives.</i></p>				X
7	<p>Consider Other Remedies to Collect Child Support Arrears</p> <p>A. Explore additional collection options for reducing child support arrears: state vendor payments and unclaimed property.</p> <p>B. Determine whether existing laws provide adequate authority to pursue these options</p> <p>C. Work with the Legislature to amend existing laws if options are found to be viable</p> <p><i>Research and cost-benefit analysis conducted; determination made that pursuing collections from these sources is not cost-effective.</i></p>				X