Agency Name DHHS – Bureau of Child Support Services		
Audit Name Division of Child Support Services Performance Aud		
Audit Period	Federal Fiscal Years 2013-2014	
Status Report Date	July 2020	

	Summary of Audi	Observations	s/Findings		
Number	Observation Title	Status [place X in status column]			
		Unresolved	Partially	Substantially	Fully
			Resolved	Resolved	Resolved
1	Clarify Grandparents' Liability for Supporting Grandchildren Born to Unwed Minors	Х			
	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				
2	Service) for proper analysis. 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 – Determination made that centralizing this function is not necessary; caseloads have changed, processes streamlined and backlogs eliminated since this recommendation was made 5 years ago. BCSS is meeting the federal timeframe requirement				X
	for this process now 2. Mailing and scanning postal and employment verifications – this is a function of the Central Scanning Unit				х

	3. Med	lical support anforcement		Х
		dical support enforcement – ermination made to remain		^
		entralized as MS is required		
	in	all support orders.		
		tralizing this function would		
		n inefficient use of resources		
		nitoring cases with good		Χ
		ment history or current		
		ome withholding – Function		
		ge paying case model) has		
	beer			
	-	ons where it continues to be		
		uated.		
		nitoring obligors		
	inca	rcerated in county jails -		Х
		rently monitored by most DO		
	-	ervisors; developed manual		
		i interface with county Dept.		
	of C	Corrections. Continues to be		
	be e	valuated for effectiveness for		
		te and collections		
	6. Mor	nitoring other cases		Х
		sidered unenforceable –		
	Cur	rently monitored by most DO		
	supe	ervisors; centralizing		
	dete	rmined to be an inefficient		
	use	of resources due to		
	addi	itional work required to		
	tran	sfer cases		
	7. Cen	tral initiation and monitoring		
	of li	ens – <i>No resource available</i>		Х
	8. Mor	nitoring cases for periodic		
	revi	ew and adjustment –		X
	Con	iplete; now a function of the		
	BCS	SS Review and Adjustment		
		t (RMU)		
	9. Con	ducting periodic case audits		X
	new	system functionality		
	auto	omates this process	 	
3	Improve	Caseload Monitoring		 <u> </u>
	A. Rev	iew policies and procedures		X
	to (ensure consistent caseload		
	mon	nitoring techniques in all		
	DOs	s;		
	B. Prov	vide guidance on supervisor		Χ
	over	rsight of CSO caseloads;		^
	C. Con	sider centralizing some		V
	func	ction to allow enforcement		Х
	CSC	Os to focus on core activities		
	asso	ociated with enforcing child		
	supp	port orders;	 	

	D T 11 11 11	1	I	
	D. Issue guidance regarding the use			X
	of NECSES MAIL including the			
	types of alerts that should be			
	reviewed and how frequently.			
	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. Regional sharing model			
	of wage-assigned cases deployed			
	which allows CSOs to focus on non-			
	compliant cases effectively			
4	Better Target Enforcement Remedies			
	A. Review caseload to determine			X
	whether cases can be			
	differentiated by obligors'			
	ability and willingness to pay;			
	B. Assess whether some			Х
	enforcement remedies could be			^
	better aligned with more			
	difficult cases;			
	C. Train staff to identify cases			
	which are appropriate for			X
	specific enforcement remedies;			
	D. Explore the possibility of			
				X
	realigning staff to deal with more difficult cases.			
	more difficult cases.			
	Several system enhancements			
	pending priorities. A new business			
	intelligence tool enables staff to			
	better manage cases and aid in			
	decision-making. Enhancements			
	made to management and staff			
	reporting tools on KPIs. New case			
	management model deployed.			
5	Continue to pursue criminal non-			
-	support cases by:			
	A. Developing criminal non-			Х
	support policies to reflect			^
	current procedures and revise			
	criteria designed to select cases			
	_			
	for criminal non-support;			
	B. Training staff on the availability			X
	of the remedy, the most current			
	procedures, and how to			

		1		1
	recognize cases eligible for			
	criminal non-support.			
	Policy, procedures and training			
	materials developed, staff trained			
	and pending priority for formal			
	release.			
6	Consider Work-Oriented Programs			Х
	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.			
	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.			
7	Consider Other Remedies to Collect			Х
'	Child Support Arrears			^
	Cinia Support Arrears			
	A Explore additional collection			
	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			
	Research and cost-benefit analysis			
	conducted; determination made that			
	· · · · · · · · · · · · · · · · · · ·	1	•	

pursuing collections from these		
sources is not cost-effective.		