



House Bill 1012

House Appropriations | Human Resources Division
Representative Jon Nelson, Chairman

Child Support

Connecting children to resources that improve well-being

NORTH
Dakota | Human Services
Be Legendary.™

CHILD SUPPORT Program Purpose

The purpose of the Child Support program is to help parents meet the needs of their children by securing appropriate and sustainable child support.



CHILD SUPPORT

What we do – Full Service and Limited Service

- **Customer service**
- Establishment of paternity
- Establishment of a child support and medical support order
- **Income withholding**
- Other enforcement actions such as tax refund offset and license suspension
- Employment services
- Periodic review and modification of child support obligation
- **Payment processing**



CHILD SUPPORT

Opening a Full-Service case

- TANF Referral
- Medicaid Referral
- Foster Care Referral
- Referral from another state or tribal or international child support program
- Application by a parent

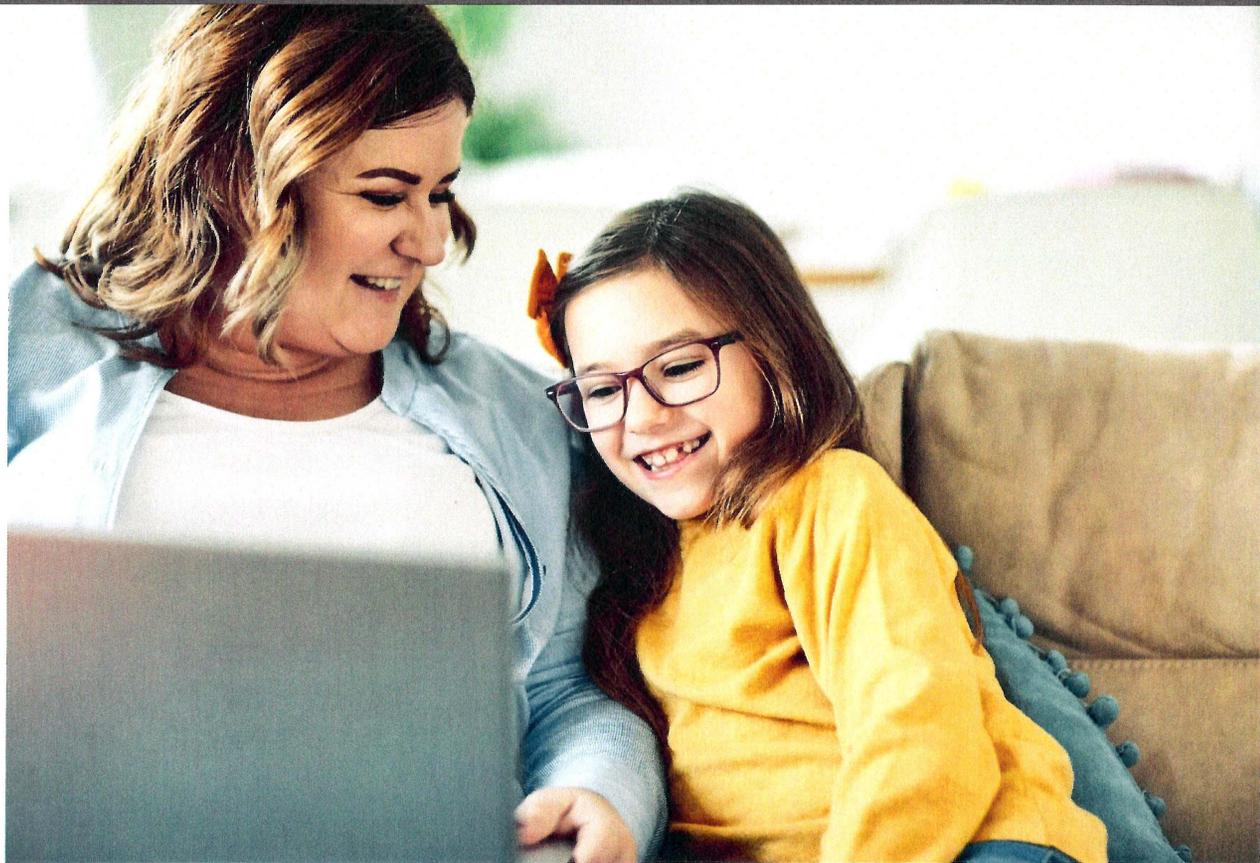


CHILD SUPPORT

Return on Investment

Every **\$1.00 spent** on Child Support generated **\$6.58 for family recipients**

Every **\$1.00 in state General Funds spent** on Child Support generates **\$20.00 in support for family recipients**



CHILD SUPPORT Partners



- Employers
- Judges
- Clerks of court
- Sheriffs
- ND state and local government agencies
- Other state and tribal child support programs
- Private attorneys
- Car dealers
- Gaming operators

CHILD SUPPORT Tribal Partnerships

- Partnership with Three Affiliated Tribes and Standing Rock Sioux Tribe child support programs
- Bring actions in Turtle Mountain and Spirit Lake tribal courts
- Host Tribal Offset Partnership so tribes can access federal offset services
- “Lack of jurisdiction” cases are excluded from federal performance measures



CHILD SUPPORT

Who we serve

In 2020

- 65,999 children
- 83,721 parents
- 53,243 cases
 - Full service – 34,075
 - Limited service – 19,168



CHILD SUPPORT

Who we serve

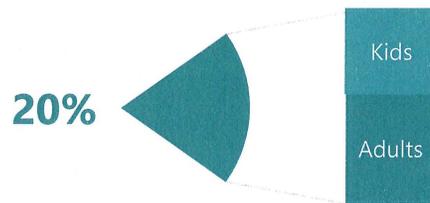
65,999



1 in 3 ND kids

In 2020, 65,999 children received child support services. That is more than 1 of every 3 children under age 18 in the state.

149,720



1 in 5 North Dakotans

149,720 people received child support services in North Dakota in 2020.

83,721



1 in 7 ND adults

In 2020, 83,721 parents received child support services. That means 1 of every 7 adults (age 18+) in the state has a connection to the child support division.

Meet Bobbi Jo & Tanner



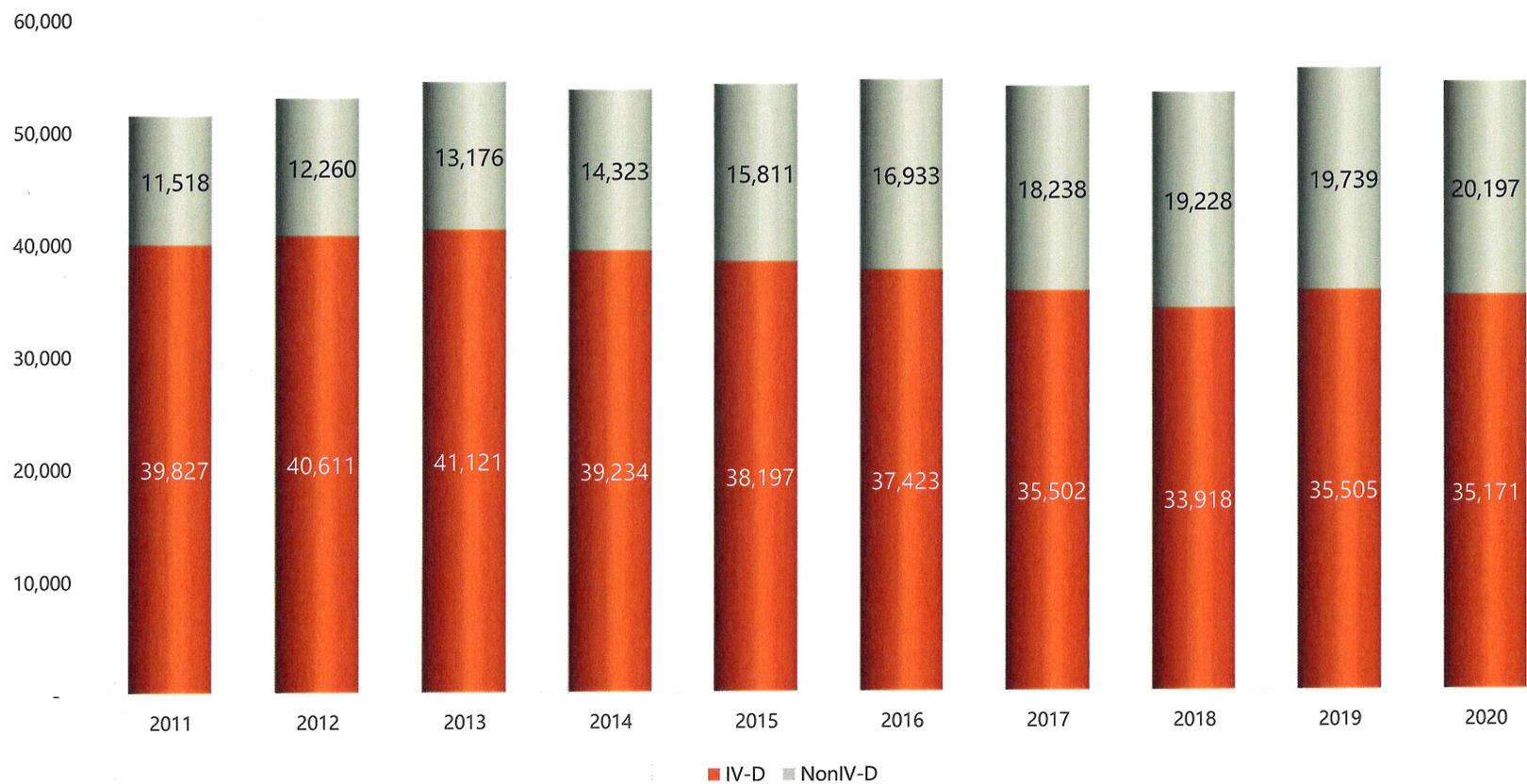
Bobbie Jo is 22 years old and lives in Devils Lake. She used to live with the father of her two-year old son Tanner.

Tanner's father acknowledged his paternity in the hospital when Tanner was born but broke up with Bobbie Jo when Tanner was a baby.

Bobbie Jo has a part-time job at a local convenience store. She is receiving health coverage for herself and Tanner under the Medicaid program.

She is struggling to make ends meet, but currently makes too much income to be eligible for SNAP or TANF.

CASELOAD IS STABLE



IV-D case = Full Svc

Non-IV-D case = Limited Svc

DHS 2021-2025 KEY PRIORITIES



Strong Stable Families

- Maintain family connections
- Improve stability and prevent crises
- Promote and support recovery and well-being



Early Childhood Experiences

- Support workforce needs with improved access to childcare
- Help kids realize their potential with top quality early experiences
- Align programs for maximum return on investment



Services Closer to Home

- Create pathways that help people access the right service at the right time
- Engage proactively with providers to expand access to services



Efficiency Through Redesign

- Embrace process redesign to find efficiencies in our work
- Leverage technology to support greater efficiency, quality and customer service



High-Performing Team

- Develop a One DHS Team culture
- Engage team with opportunities for learning and development
- Implement fiscal scorecard to drive efficiency and effectiveness

Reinforce the Foundations of Well-being

Economic Health | Behavioral Health | Physical Health

The threads that run through every person's life

Foundations of Wellbeing are Interconnected



Economic Health

Having the resources you need to meet basic needs contributes to stability and is a foundation you can build on



Behavioral Health

Having good mental health and a healthy relationship with substances boosts your ability to weather life's storms



Physical Health

When you are in good physical health you can better navigate the activities of daily and community life

The stability that comes from good **economic** health can **improve behavioral** health.
The stability that comes from good **physical** and **behavioral** health **enables economic** health.

CHILD SUPPORT DIVISION

Supporting Family Stability & Economic Health

When child support is received, a child is able to grow up in a more secure and stable environment.



CHILD SUPPORT

Supporting Family Stability & Economic Health

18,000

More than 18,000 families who are owed child support are not receiving the program's services

\$25 million

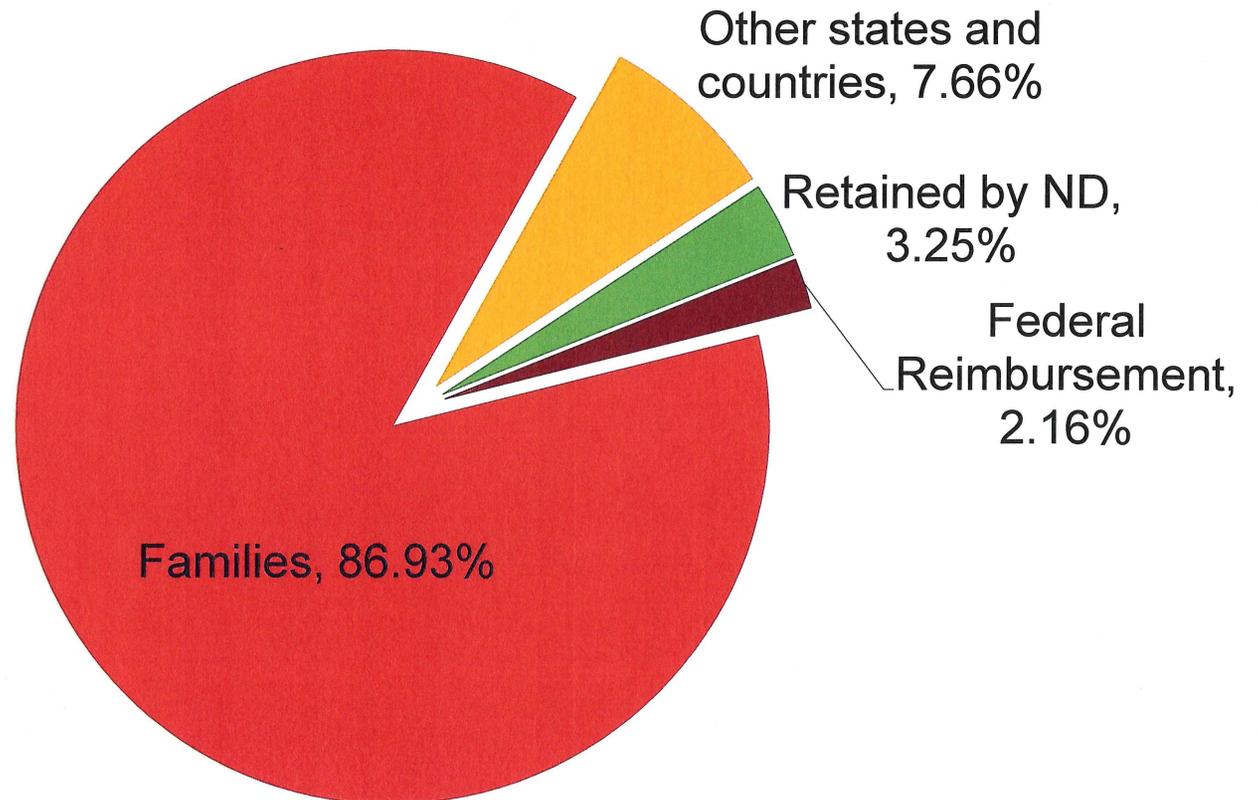
More than \$25 million in child support per year is not received in the month when it is due

\$250 million

More than \$250 million is owed in past-due support in full-service cases and nearly \$400 million total in all cases

COLLECTIONS - WHERE THE MONEY GOES

Child support agencies work collaboratively, across state lines, to ensure that families receive the child support they are owed regardless of where they live.



HOW WE MEASURE SUCCESS

Establishing Paternity

If needed, Child Support will help with establishing paternity for the child, using the in-hospital paternity acknowledgment program and court actions.



HOW WE MEASURE SUCCESS

Collection of payments owed

When child support is received, the child is able to grow up in a more secure and stable environment.

Studies have shown that for every \$1 a family receives in child support, \$0.19 is saved in reduced need for TANF, SNAP, Medicaid and other programs.

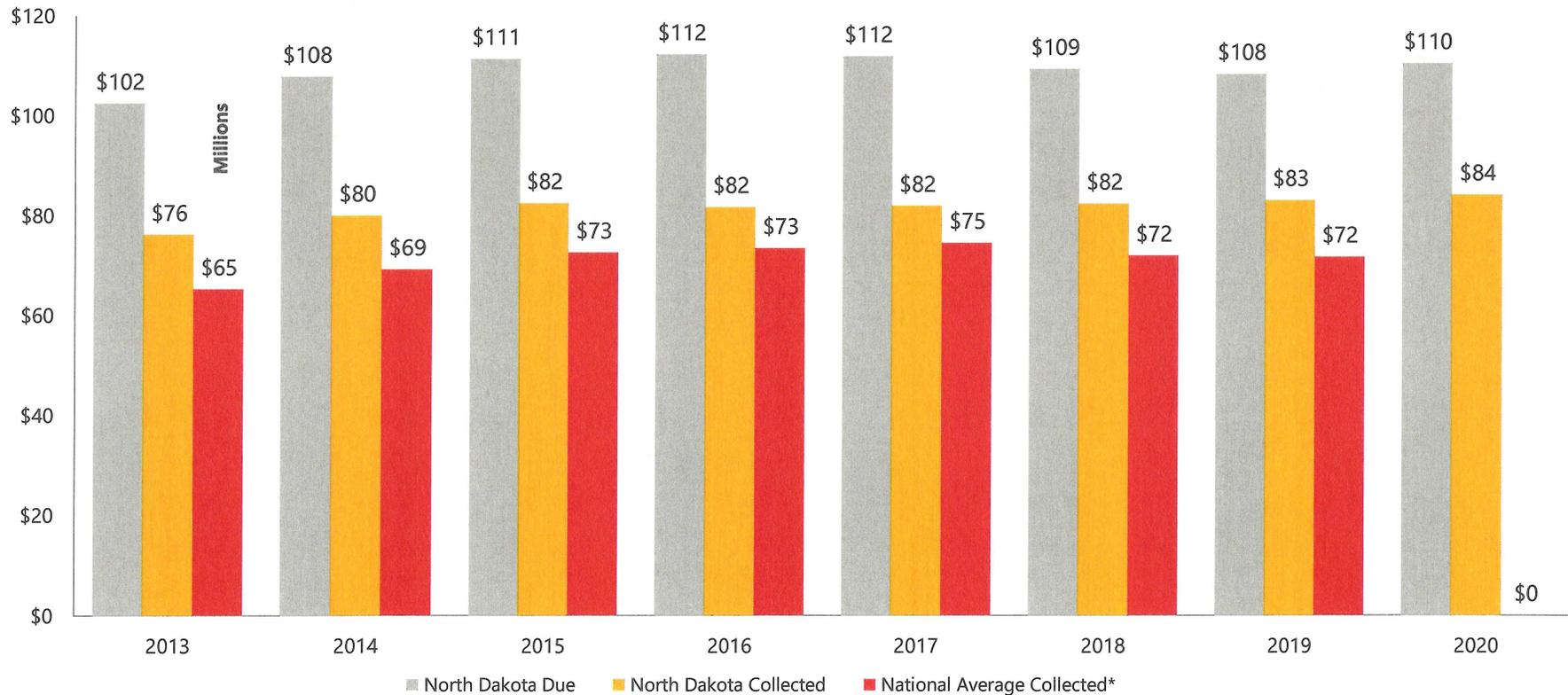


CHILD SUPPORT

Performance Measures

	Orders Established	Paternity Established	Current Support	Cases with Arrears Collection	Cost Benefit
ND FFY 2020	87.31%	110.74%	76.18%	69.84%	\$6.58
ND FFY 2019	88.51% (25)	110.47% (5)	76.67% (2)	67.04% (19)	\$6.36 (11)
#1 State	95.14%	159.06%	84.23%	84.82%	\$11.68
#5 State	93.28%	110.47%	75.09%	72.81%	\$7.27
#10 State	91.56%	104.5%	70.06%	69.44%	\$6.59

ND CHILD SUPPORT COLLECTIONS TYPICALLY EXCEED NATIONAL AVERAGES BY ABOUT 10%



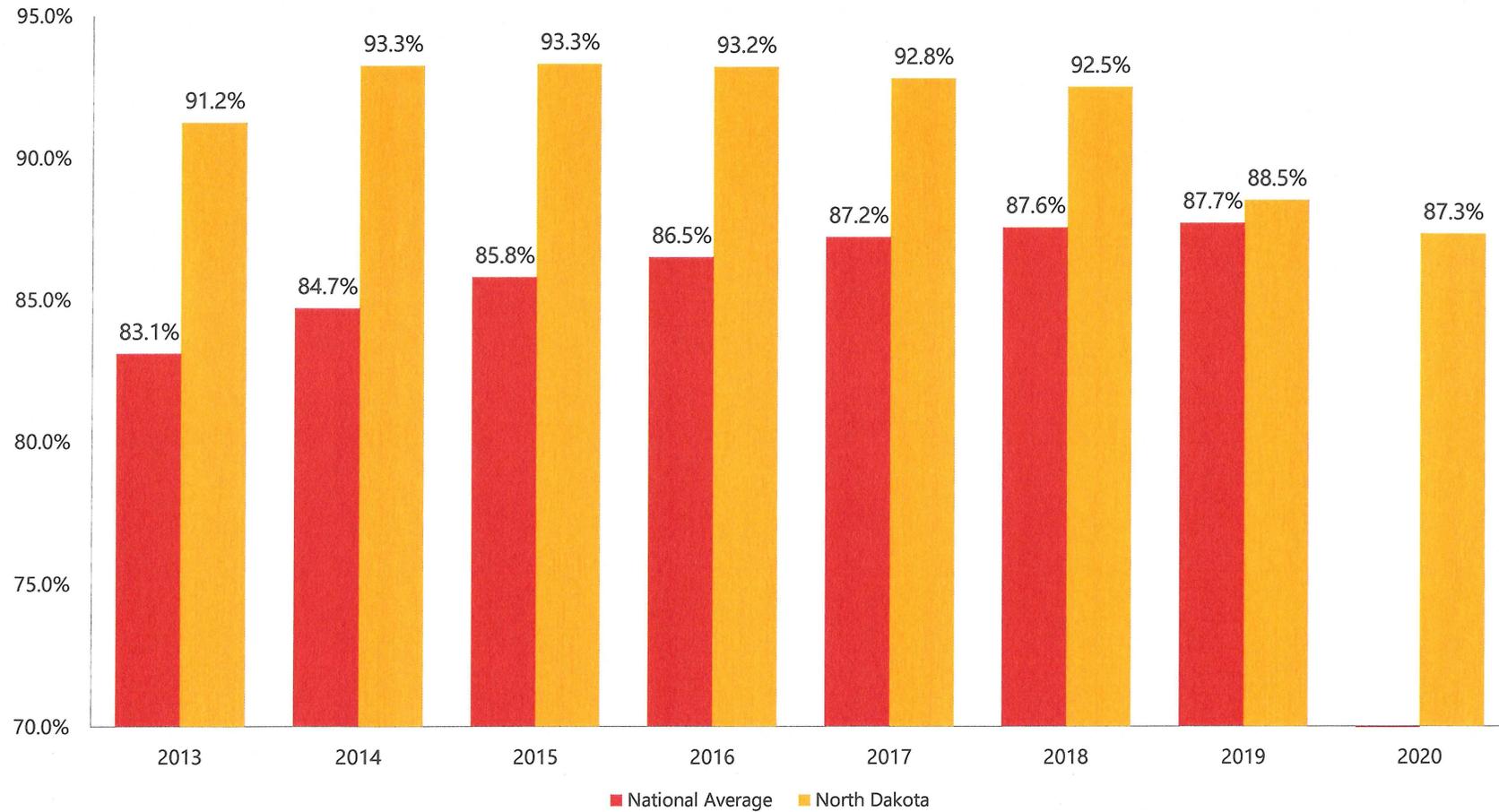
	2013	2014	2015	2016	2017	2018	2019	2020
North Dakota	74.3%	74.2%	74.1%	72.8%	73.2%	75.3%	76.7%	76.2%
National Average	63.7%	64.2%	65.2%	65.4%	66.6%	65.8%	66.2%	N/A

*National average performance applied to North Dakota's current support due.

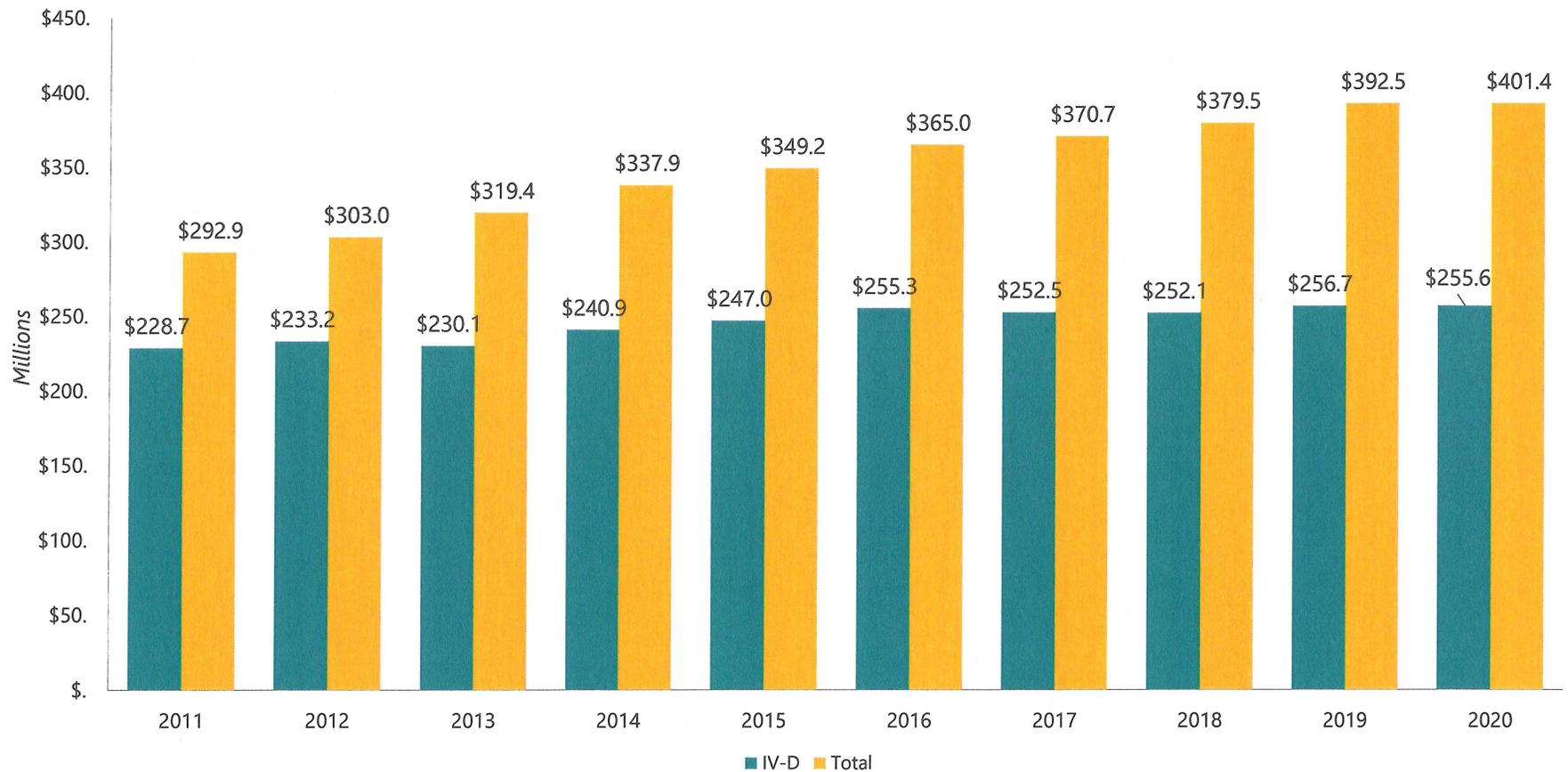
COLLECTIONS CONTINUE TO INCREASE



ORDER ESTABLISHMENT AFFECTED BY COVID-19



UNPAID SUPPORT IN FULL-SERVICE CASES IS BEING CONTAINED



NEW IN 2019-2021

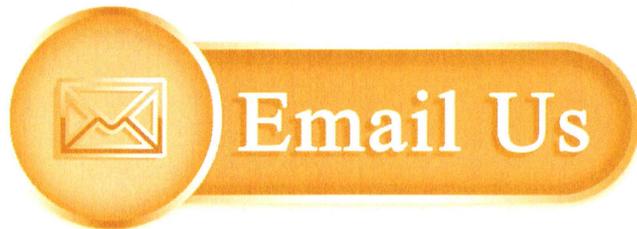
- Virtual Customer Service
 - Appointment-only in field offices
 - Centralized Call Center
- COVID Response
 - Economic Impact Payments
 - Genetic testing/court actions
- Permanent telework for nearly two-thirds of our team members
- Transforming from regional units to functional units
- Intergovernmental Grant



CHILD SUPPORT COVID-19 Impacts

- Telework for nearly two-thirds of our team members
- Genetic testing
- Service of Process
- Access to courts
- Increase in unemployment
- \$1,200 Economic Impact Payments
 - Injured spouses
 - Incarcerated and deceased

HOW DO CUSTOMERS REACH US?

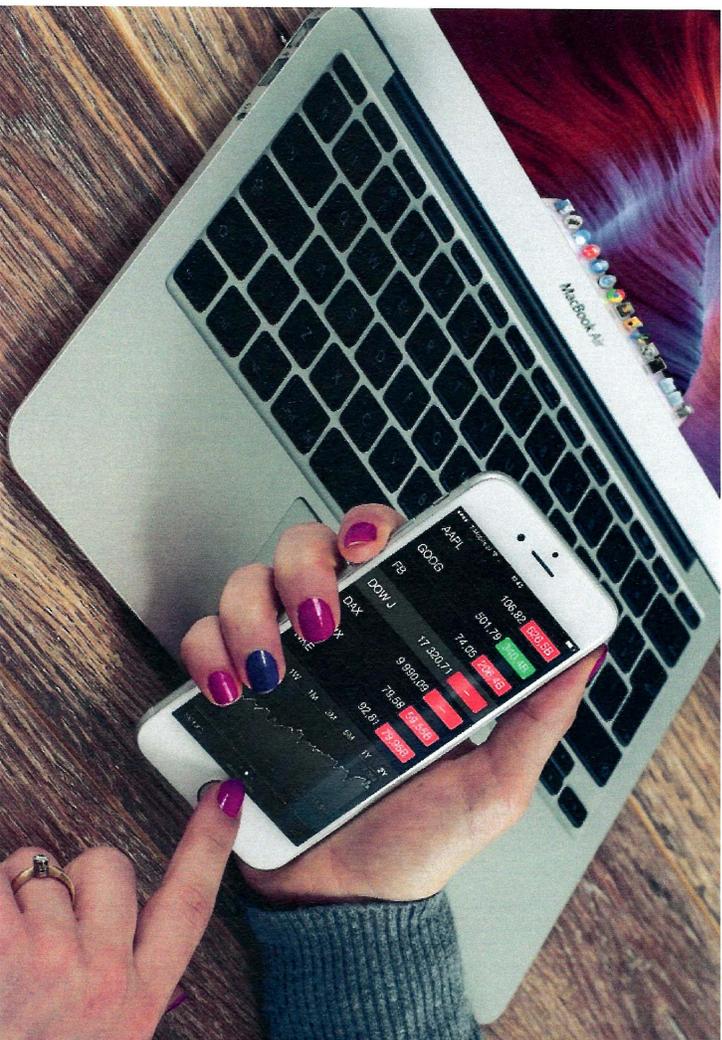


childsupport@nd.gov



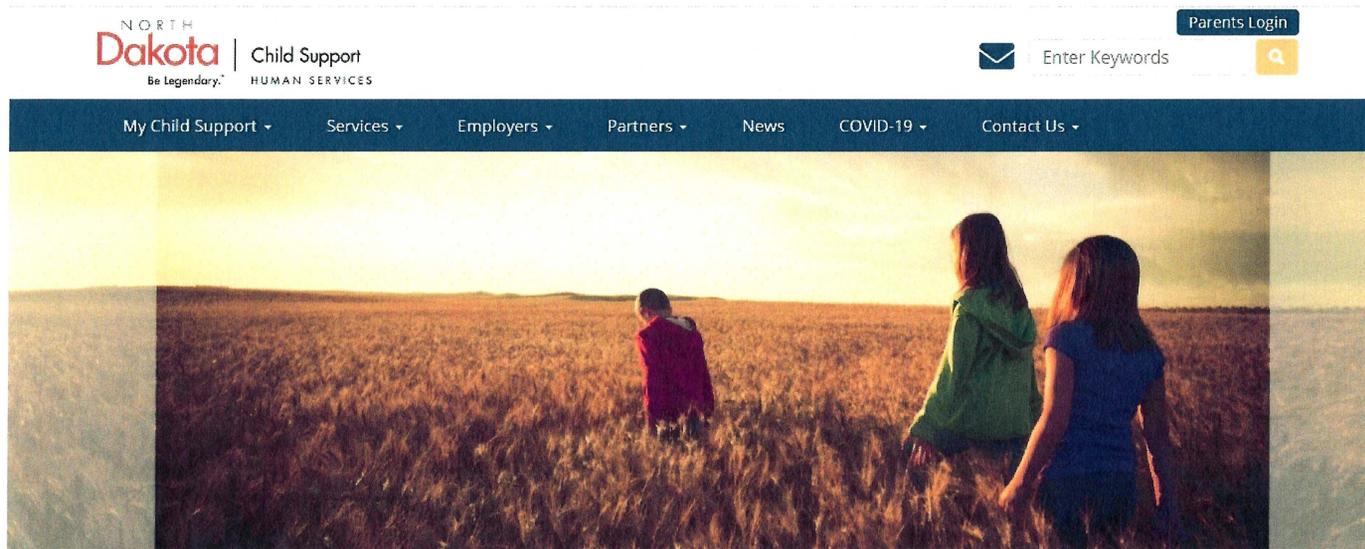
(800) 231-4255

HOW DO CUSTOMERS REACH US?



Anytime, Anywhere

HOW DO CUSTOMERS REACH US?



Welcome to North Dakota Child Support

Child Support works with parents, employers, and other partners to help ensure children receive court ordered financial and medical support. With online access parents, employers, and partners can connect with Child Support 24/7.

www.childsupportnd.com

CHILD SUPPORT

Overview of Budget Changes

Description	2019-2021 Budget	Increase/ (Decrease)	2021-2023 Executive Budget
Salaries and Benefits	25,753,469	1,250,677	27,004,146
Operating	4,052,038	(517,082)	3,534,956
Total	29,805,507	733,595	30,539,102
General Fund	8,088,500	117,317	8,205,817
Federal Funds	17,605,475	704,203	18,309,678
Other Funds	4,111,532	(87,925)	4,023,607
Total	29,805,507	733,595	30,539,102
Full Time Equivalent (FTE)	157.70	0	157.70

OVERVIEW OF BUDGET CHANGES (IN MILLIONS)

Child Support Total Funds



Continued Program Costs
Operational savings related to travel, printing, postage

15% Savings Plan
Reductions related to office space and office equipment leases and maintenance

GENERAL FUND CHANGES (IN MILLIONS)

Child Support General Fund



Continued Program Costs
Operational savings related to travel, printing, postage

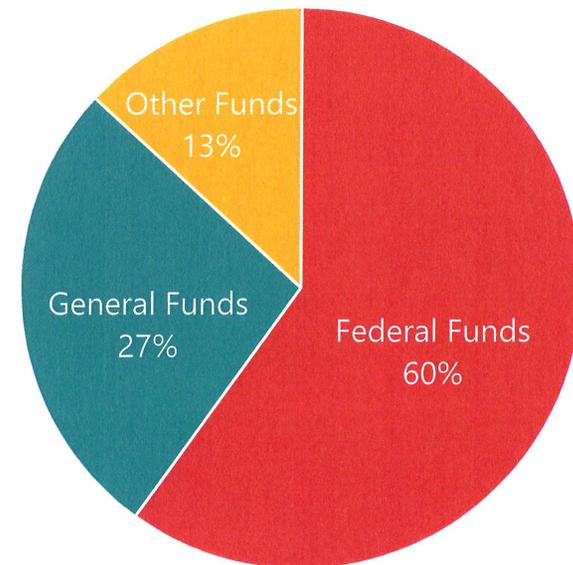
15% Savings Plan
Reductions related to Office Space and office equipment leases and maintenance



Child Support Budget Summary

No change in FTEs; \$733,595 increase in total funding (60% federal funds)

- Operating efficiencies related to travel and occupancy

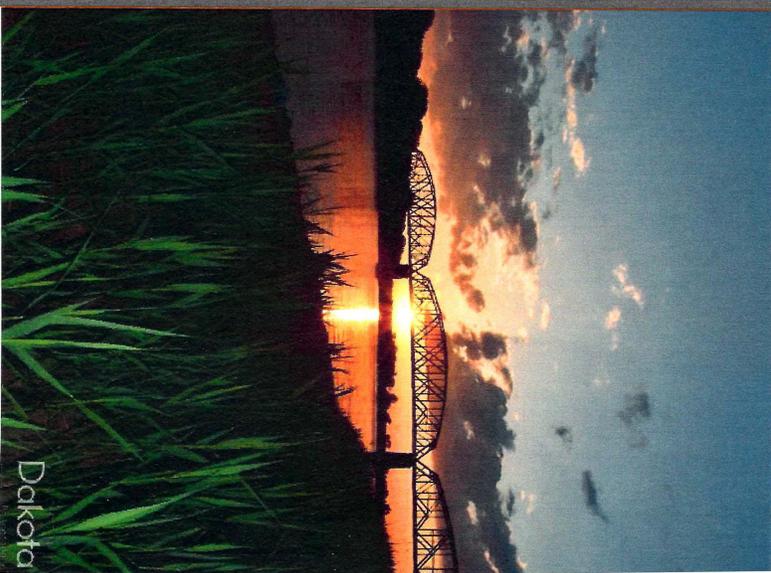




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