



**Senate Bill 2012**

Senate Appropriations Committee | HR Section

*Senator Dever, Chairman*

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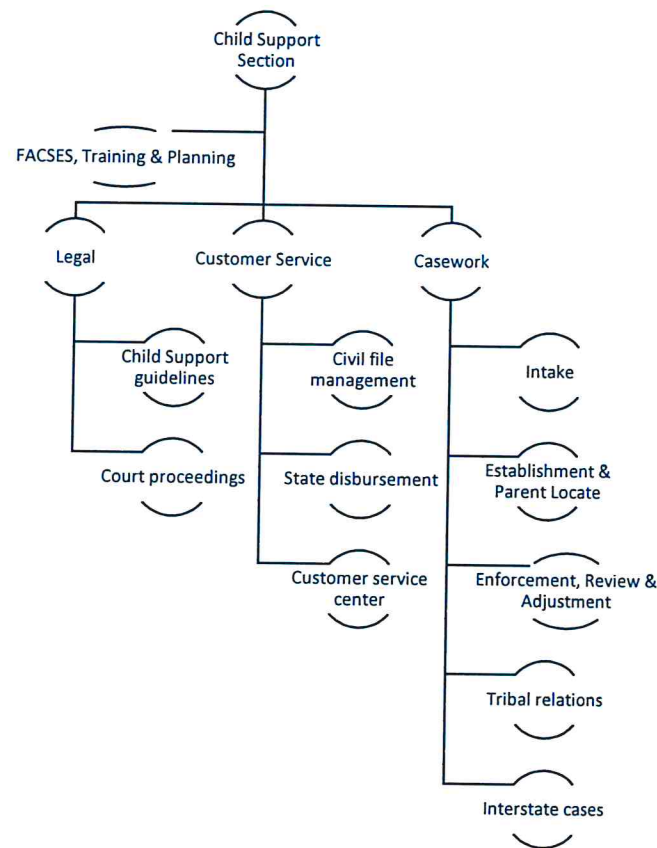
Child Support Section | Jim Fleming, Director | January 27, 2023

NORTH  
**Dakota**  
Be Legendary.

| Health & Human Services

# Child Support: Staffing and Team Structure

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

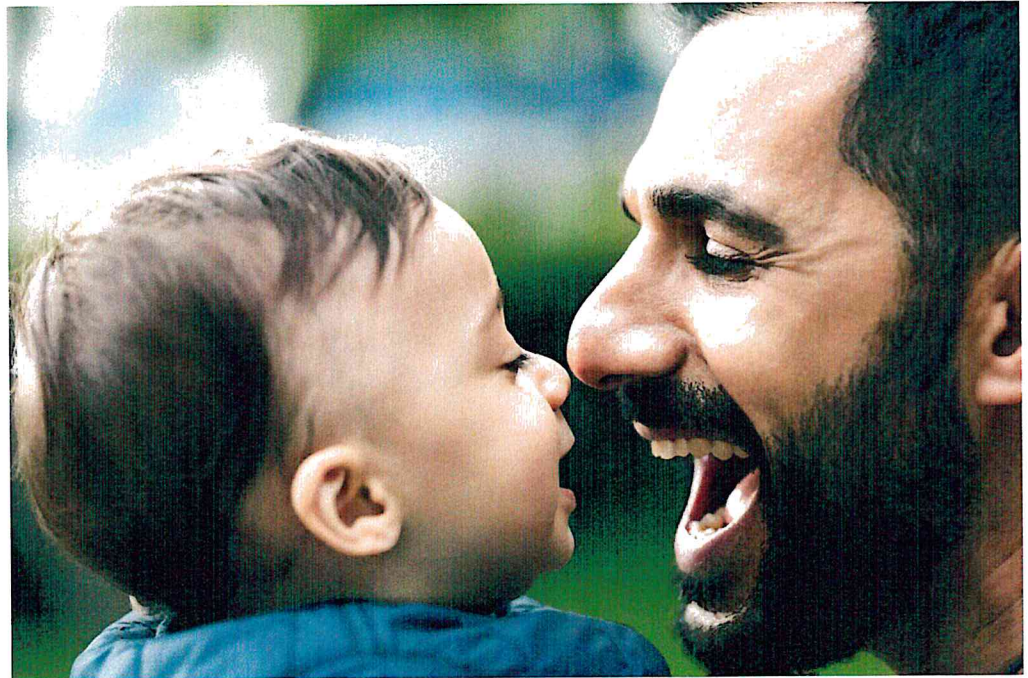
21-23 Authorized FTE Base		23-25 Executive Budget FTE		12-31-22 Vacancies (from base)	
161.2		161.2		6.00	
Avg Age	Avg Yrs of Service	Turnover 2021	Turnover 2022		
<b>49</b>	<b>14</b>	<b>6.5%</b>	<b>9.6%</b>		



## Who we serve

As of 2022, the Child Support section delivers programs and services to:

- 67,136 children
- 86,050 parents
- 53,318 cases
  - Full service. – 32,797
  - Limited service – 20,521
- Employers 79,176



# Child Support

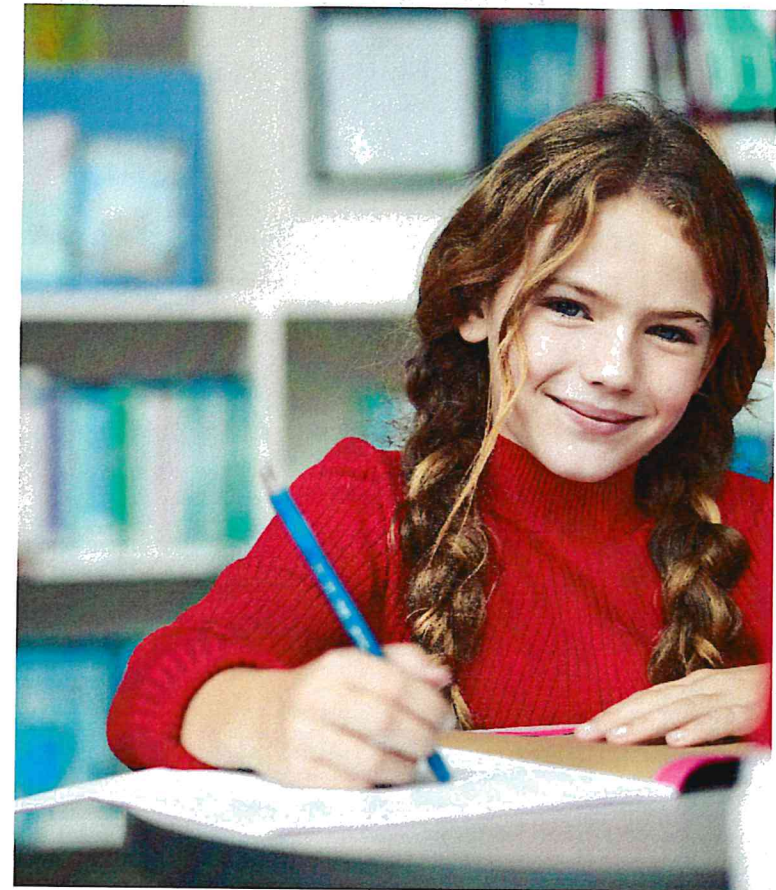
## What we do – Full Service and Limited Service

### All Cases

- Customer service
- Income withholding
- Account management

### Full-Service Cases

- Establishment of paternity
- Establishment of a child support and medical support order
- Other enforcement actions such as tax refund offset and license suspension
- Employment services
- Periodic review and modification of child support obligation





# How we measure success

## Collection of payments owed

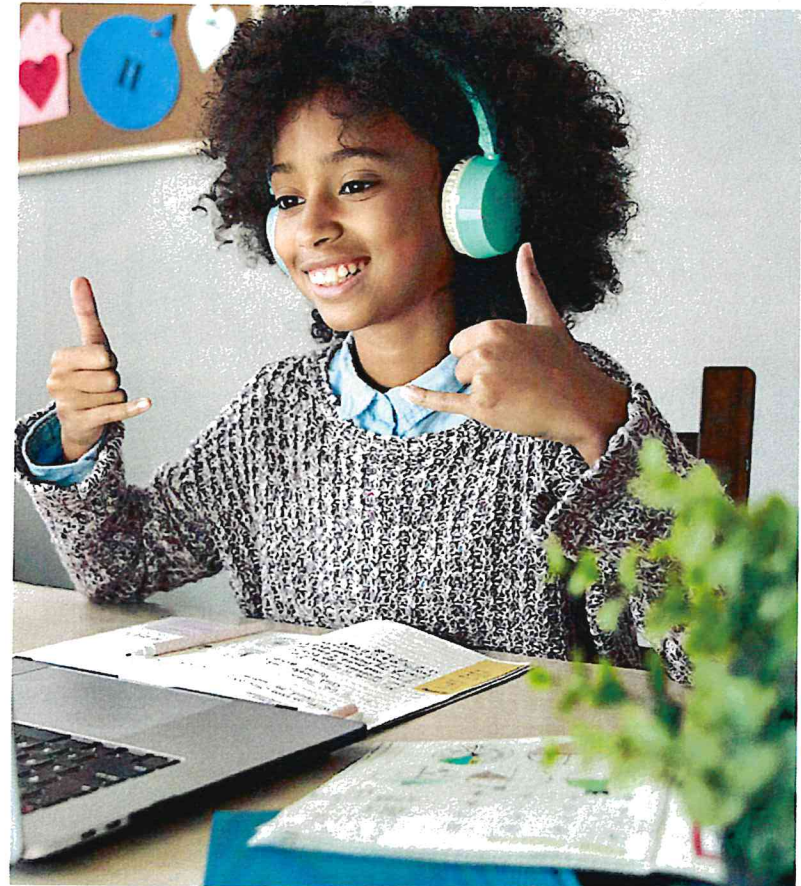
When child support is received, the child is able to grow up in a more secure and stable environment.

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 Return on Investment

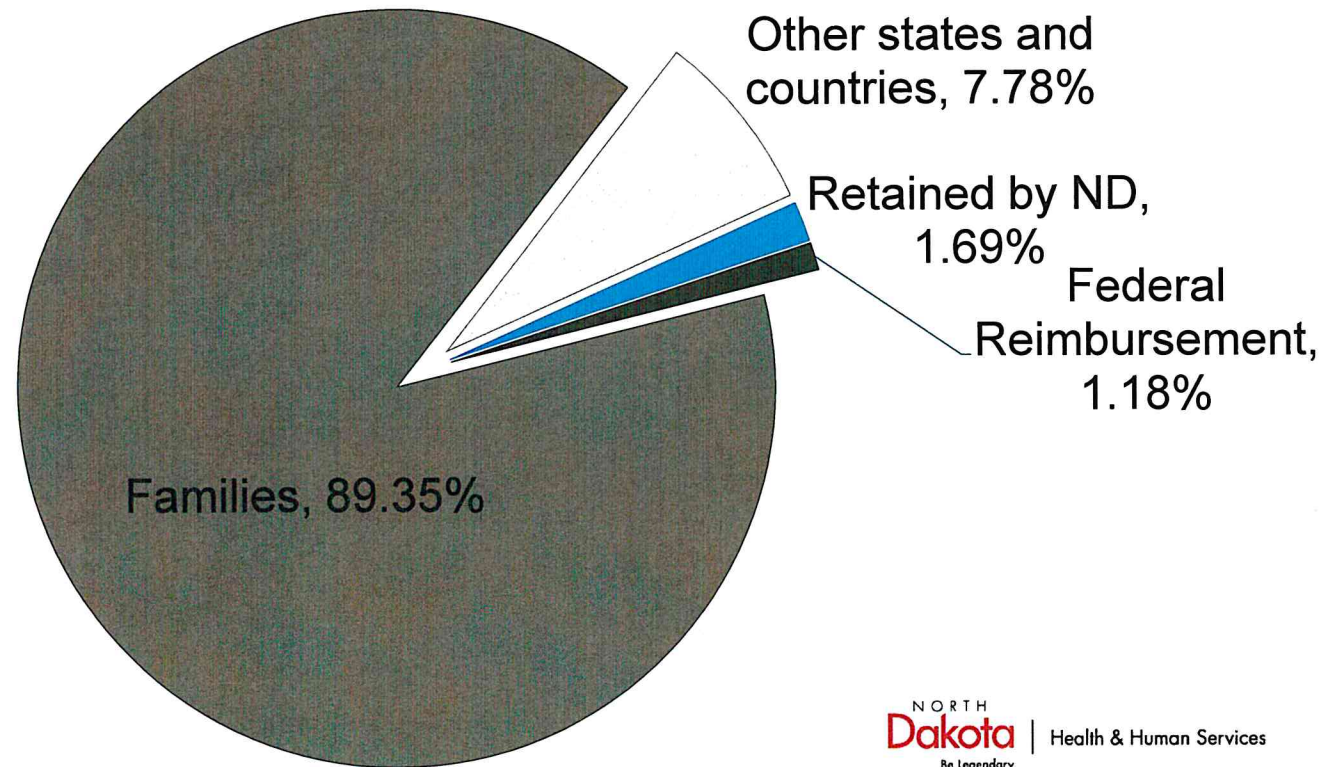
- Every **\$1.00 spent** on Child Support generated **\$6.31 for family recipients**
- Every **\$1.00 in state General Funds spent** on Child Support generates **\$18.55 in support for family recipients**





# Collections - Where the \$183 million 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.



# HHS Child Support: Overview of budget changes

Description	2021 - 2023 Budget Base	Increase/ (Decrease)	2023 - 2025 Executive Budget
Salaries and Benefits	\$ 27,413,957	\$ 2,733,526	\$ 30,147,483
Operating	3,461,249	(917,645)	2,543,604
IT Services	99,555	27,600	127,155
Capital Asset Expense	-	-	-
Capital Assets	-	-	-
Grants	-	-	-
<b>Total</b>	<b>\$ 30,974,761</b>	<b>\$ 1,843,481</b>	<b>\$ 32,818,242</b>

<b>General Fund</b>	<b>\$ 8,486,110</b>	<b>\$ 980,259</b>	<b>\$ 9,466,369</b>
<b>Federal Funds</b>	<b>18,465,044</b>	<b>973,254</b>	<b>19,438,298</b>
<b>Other Funds</b>	<b>4,023,607</b>	<b>(110,032)</b>	<b>3,913,575</b>
<b>Total Funds</b>	<b>\$ 30,974,761</b>	<b>\$ 1,843,481</b>	<b>\$ 32,818,242</b>

Full Time Equivalent (FTE)	161.20	-	161.20
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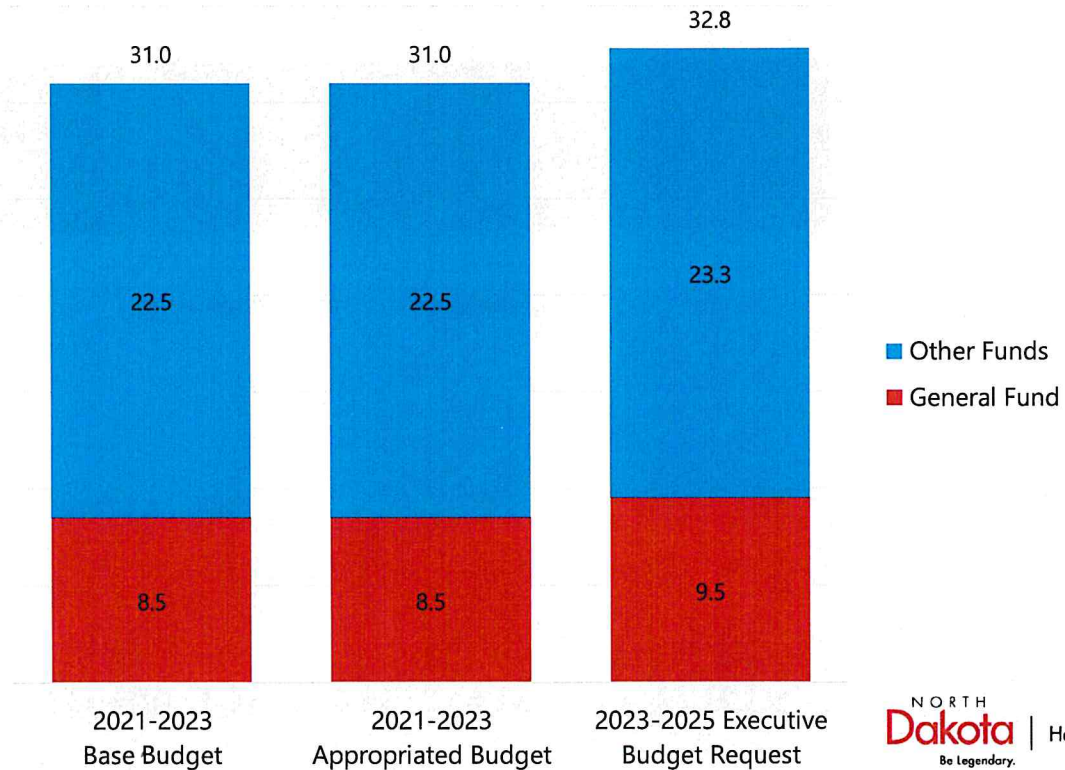


# Child Support: Overview of budget changes (IN MILLIONS)

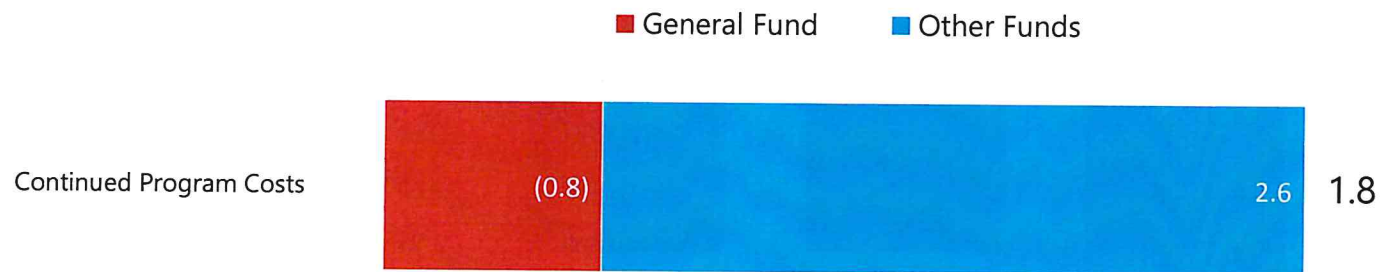
INCREASE FROM BASE TO EXECUTIVE RECOMMENDATION  
**\$1.8 MILLION**

Highlights:

- Remote customer service
- Transition to Telework
- IT request for new case management system



# Child Support: Overview of budget changes (IN MILLIONS)





# About Child Support Contracts

- \$800,000 Supreme Court (all federal)
- \$618,646 Rent (\$1.3 million for 2019-2021)
- \$389,090 Data matching and Locate
- \$200,000 Access and Visitation (all federal)
- \$96,000 Service of legal documents



## Child Support

Description	2021 - 2023 Budget Base	Increase/ (Decrease)	2023 - 2025 Executive Budget
511x Salaries - Regular	\$ 18,319,787	\$ 1,397,819	\$ 19,717,606
512x Salaries - Other	-	-	-
513x Salaries Temp	81,920	8,192	90,112
514x Salaries Overtime	-	-	-
516x Salaries Benefits	9,012,249	1,327,516	10,339,765
<b>Total Salaries &amp; Benefits</b>	<b>\$ 27,413,957</b>	<b>\$ 2,733,526</b>	<b>\$ 30,147,483</b>
52x Travel	34,840	5,057	39,897
53x Supply	31,789	(6,495)	25,294
54x Postage & Printing	294,202	(133,732)	160,470
55x Equipment under \$5,000	9,000	(1,750)	7,250
56x Utilities	-	-	-
57x Insurance	1,000	(350)	650
58x Rent/Leases - Bldg/Equip	906,674	(253,225)	653,449
59x Repairs	69,688	(23,747)	45,941
61x Professional Development	19,110	2,670	21,780
62x Fees - Operating & Professional	2,094,946	(506,073)	1,588,873
67x Expenses	-	-	-
53x Supplies	58,000	42,000	100,000
60x IT Expenses	41,555	(14,400)	27,155
68x Land, Building, Other Capital	-	-	-
69x Over	-	-	-
69x Equipment Over \$5,000	-	-	-
71x Grants, Benefits, & Claims	-	-	-
72x Transfers	-	-	-
<b>Total Operating</b>	<b>\$ 3,560,804</b>	<b>\$ (890,045)</b>	<b>\$ 2,670,759</b>
<b>Total</b>	<b>\$ 30,974,761</b>	<b>\$ 1,843,481</b>	<b>\$ 32,818,242</b>



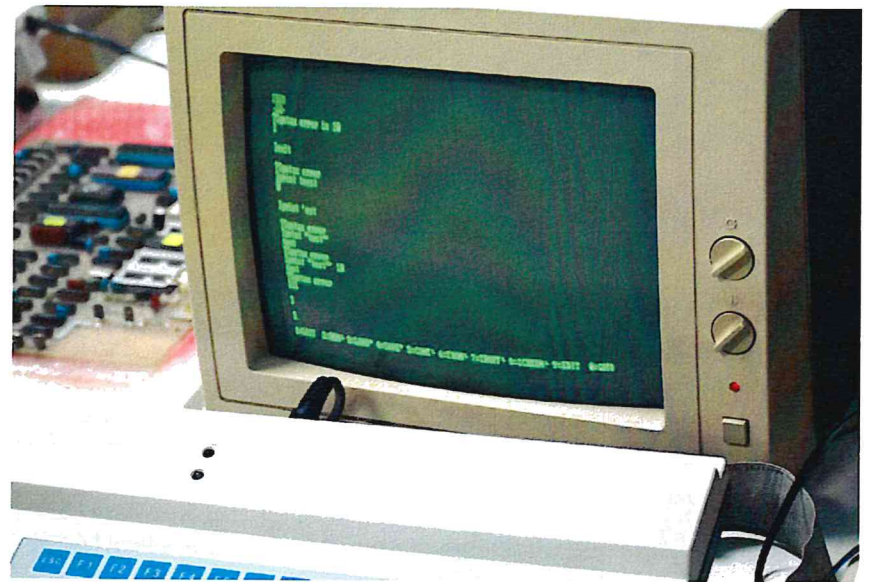
# Child Support: Overview of budget changes (IN MILLIONS)

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# SB 2012 Section 2: One-Time Expenditures

## Child Support System Replacement

- Fully Automated Child Support Enforcement System (FACSES)
- \$60 million estimate, covers:
  - Project Management
  - Design, Development, and Implementation
  - Independent Verification and Validation
  - Quality Assurance
  - User Acceptance Testing
- Integrated case management, electronic case records, and customer interface





# SB 2012 Section 6

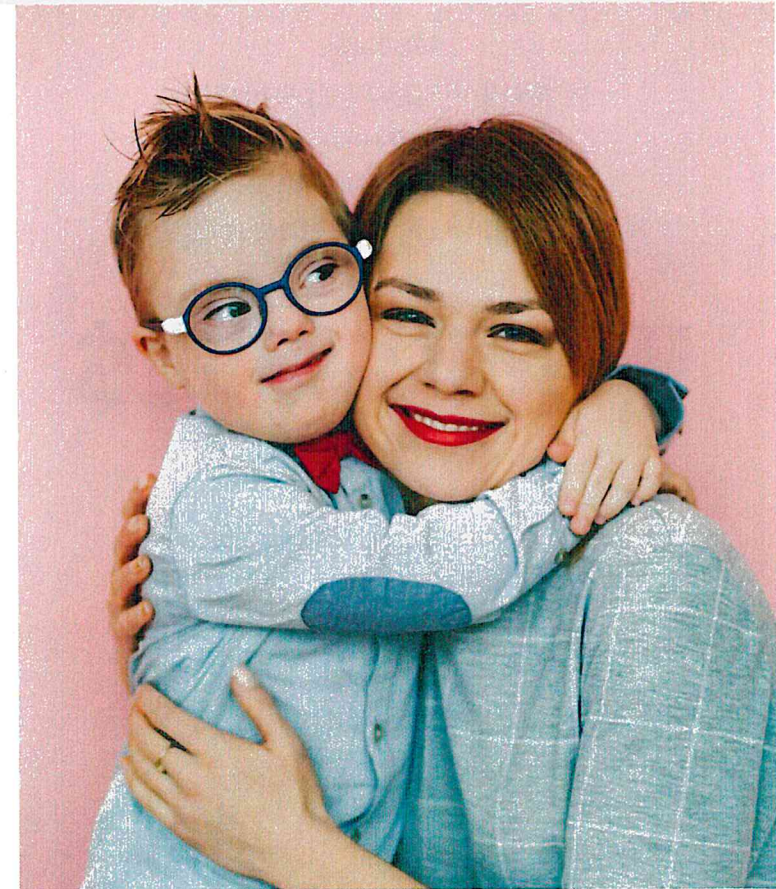
## Estimated Income – Community Health Trust Fund

SENATE BILL NO. 2012  
DEPARTMENT OF HEALTH AND HUMAN SERVICES' BUDGET  
CHILD SUPPORT SECTION

SECTION 2 (SECTION 2 of Governor's Recommendation). ONE-TIME FUNDING - EFFECT ON BASE BUDGET - REPORT TO SIXTY-NINTH LEGISLATIVE ASSEMBLY.

<u>One-Time Funding Description</u>	<u>2021-23</u>	<u>2023-25</u>
Child Support System Replacement	0	60,000,000

SECTION 6 (SECTION 7 of Governor's Recommendation). ESTIMATED INCOME - COMMUNITY HEALTH TRUST FUND. The estimated income line item in subdivision 2 of section 1 of this Act includes the sum of ~~\$31,500,000~~ \$20,400,000 from the community health trust fund for defraying expenses ~~in the medical services division for the~~ replacement of the child support system.



# On the Horizon

## Supporting Family Stability & Economic Health

**20,000**

Over 20,000 families who are owed child support are not receiving the program's full services

**\$27 million**

More than \$27 million in child support per year is not received in the month when it is due

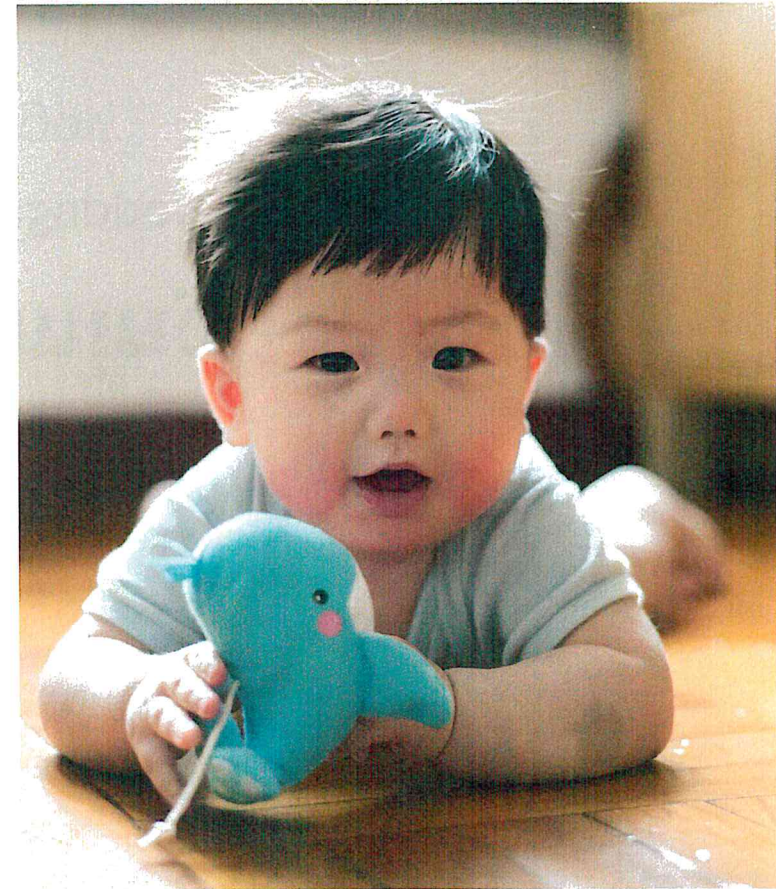
**\$250 million**

More than \$250 million is owed in past-due support in full-service cases and nearly \$414 million total in all cases



# Summary and key takeaways

- **Program efficiency** continues to improve
- **Revised referral strategies** will further improve program integration
- **Program performance** is strong but has further room for improvement
- **Service improvements** depend on legislative support for a modern case management system



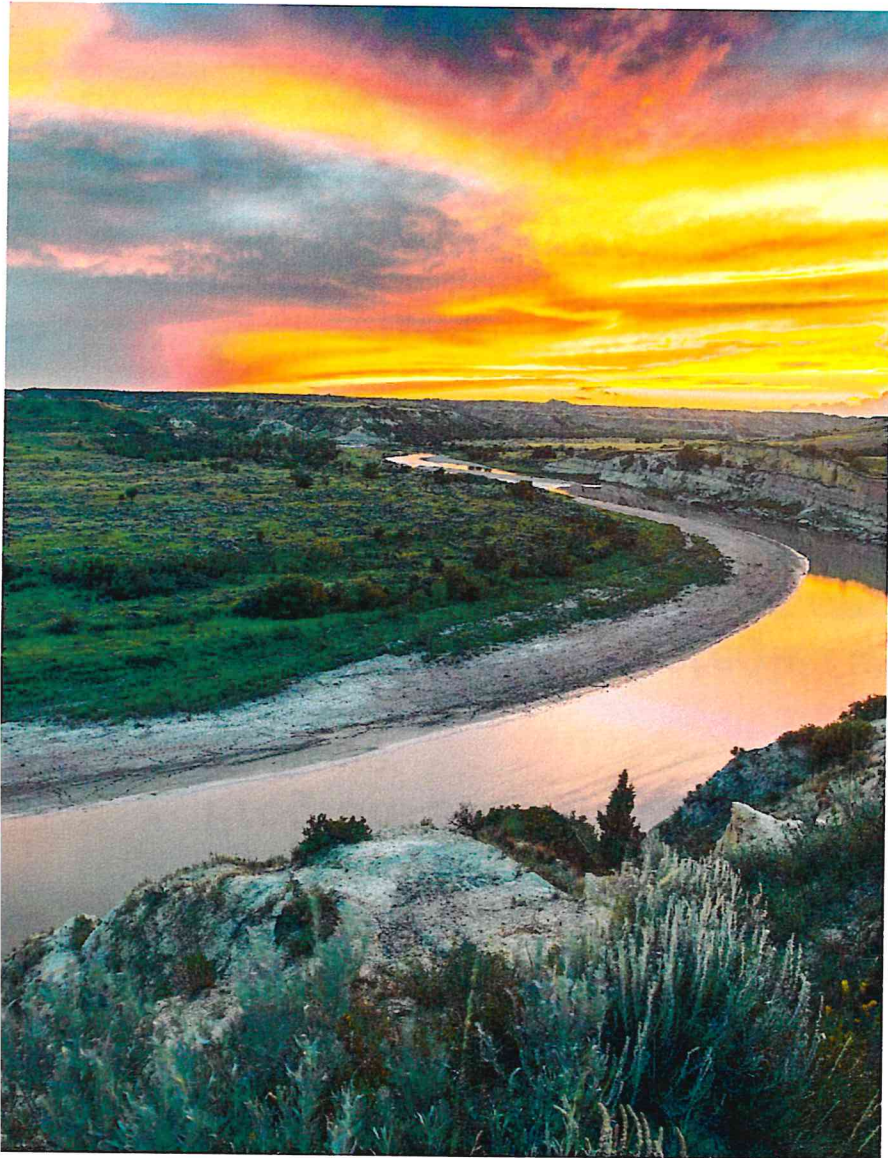
## Contact information

**Jim Fleming**

Director, Child Support Section

[jfleming@nd.gov](mailto:jfleming@nd.gov)

<https://www.childsupport.dhs.nd.gov/>





ND CHILD SUPPORT DIVISION  
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BISMARCK ND 58507-7190

TELEPHONE: (701) 328-5440 TTY: 711  
CHILDSUPPORT@ND.GOV--TEST S  
CHILDSUPPORTND.GOV

APRIL 5, 2016

COCOA PUFFS  
INMATE #804795  
123 9TH STREET SUITE 310  
PO BOX 987  
BISMARCK ND 58502 0987

RE: RESPONSE REQUIRED  
CIVIL FILE NUMBER: 08-2021DD804805  
FACSES CASE NUMBER: 80480501  
PERSON IDENTIFICATION NUMBER: 804795

ACCORDING TO OUR RECORDS, YOU ARE NOT MAKING PAYMENTS AS REQUIRED BY YOUR CHILD SUPPORT ORDER IN THIS CASE. WE WANT TO WORK WITH YOU TO HELP YOU MAKE TIMELY PAYMENTS. PLEASE CONTACT ME TO DISCUSS YOUR CURRENT EMPLOYMENT STATUS. IF YOU ARE WORKING, BE PREPARED TO PROVIDE YOUR EMPLOYER'S CONTACT INFORMATION. IF YOU ARE UNEMPLOYED OR LOOKING FOR ADDITIONAL EMPLOYMENT, ASK ABOUT THE PRIDE PROGRAM. THIS FREE PROGRAM PROVIDES A VARIETY OF SERVICES TO PARENTS WHO ARE TRYING TO FIND EMPLOYMENT IN ORDER TO MEET THEIR CHILD SUPPORT OBLIGATION.

IF YOU ARE UNEMPLOYED OR SELF-EMPLOYED, YOU ARE STILL REQUIRED TO MAKE YOUR CHILD SUPPORT PAYMENT AS ORDERED. PAYMENTS MUST BE MADE TO THE STATE DISBURSEMENT UNIT, P.O. BOX 7280, BISMARCK, NORTH DAKOTA 58507-7280. PLEASE INCLUDE YOUR PERSON IDENTIFICATION NUMBER, LISTED ABOVE. YOU MAY ACCESS CURRENT PAYMENT INFORMATION THROUGH OUR SECURE WEBSITE AT CHILDSUPPORTND.GOV OR THROUGH OUR AUTOMATED PHONE SYSTEM AT 1-800-231-4255.

IF YOU ARE UNABLE TO WORK OR HAVE WORK RESTRICTIONS, YOU MAY NEED TO PROVIDE MEDICAL RECORDS WHICH SHOW THAT YOU ARE UNABLE TO WORK OR HAVE A LIMITED ABILITY TO WORK, OR COMPLETE A DOCUMENT THAT GIVES US PERMISSION TO OBTAIN SUCH RECORDS FROM YOUR MEDICAL PROVIDER.

IF WE DO NOT HEAR FROM YOU WITHIN SEVEN (7) DAYS OF THE DATE OF THIS LETTER, WE MAY REQUEST THE COURT SCHEDULE A HEARING TO DETERMINE WHETHER YOU ARE IN CONTEMPT OF COURT FOR FAILING TO MAKE CHILD SUPPORT PAYMENTS AS ORDERED.

NICHOLE MORRIS  
CASE MANAGER