

JOINT FINANCE COMMITTEE HEARING FISCAL YEAR 2021 BUDGET



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DIVISION DIRECTOR

DIVISION OF CHILD SUPPORT SERVICES
Department of Health and Social Services
FEBRUARY 25, 2020
Legislative Hall, Joint Finance Committee Hearing Room

Comments available online at <https://dhss.delaware.gov/dhss/pubs.html>

DIVISION OVERVIEW

Collect, distribute, disburse and account for child support collections from non-custodial parents to families in Delaware and across the country

Locate
Non-
custodial
parents

Establish
paternity
for
children
born out-
of-wedlock

Establish
and modify
financial
and
medical
court
orders

Respond
to inquiries
from the
public,
state and
federal
partners



COLLECTIONS AND PAYMENTS

Source of Payments

Payment Types	FY 2017 %	FY 2018 %	FY 2019 %
Electronic	64%	65%	66%
Business Checks	27%	27%	27%
Personal Payment	6%	5%	5%
Other	3%	3%	2%
Total:	100%	100%	100%



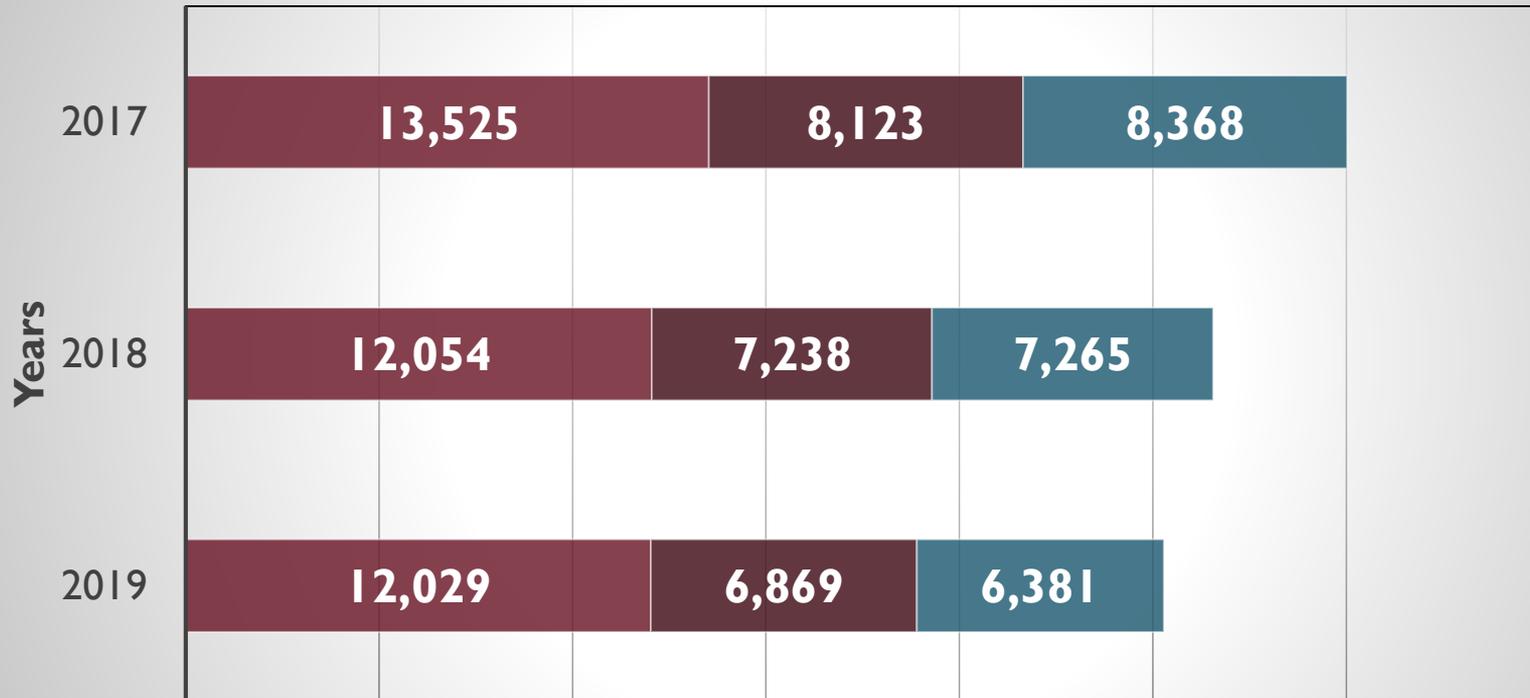
ALTERNATE PAYMENT METHODS

SFY	iPayOnline Receipts			TouchPay Kiosks Receipts		
	Total Receipts	Total \$	Increase in count	Total Receipts	Total \$	Increase in count
2017	20,031	\$3,425,711	40%	981	\$224,377	332%
2018	24,295	\$4,169,163	21%	1,104	\$262,554	17%
2019	28,253	\$4,722,609	16%	1,202	\$253,455	9%



FACE TO FACE INTERVIEWS

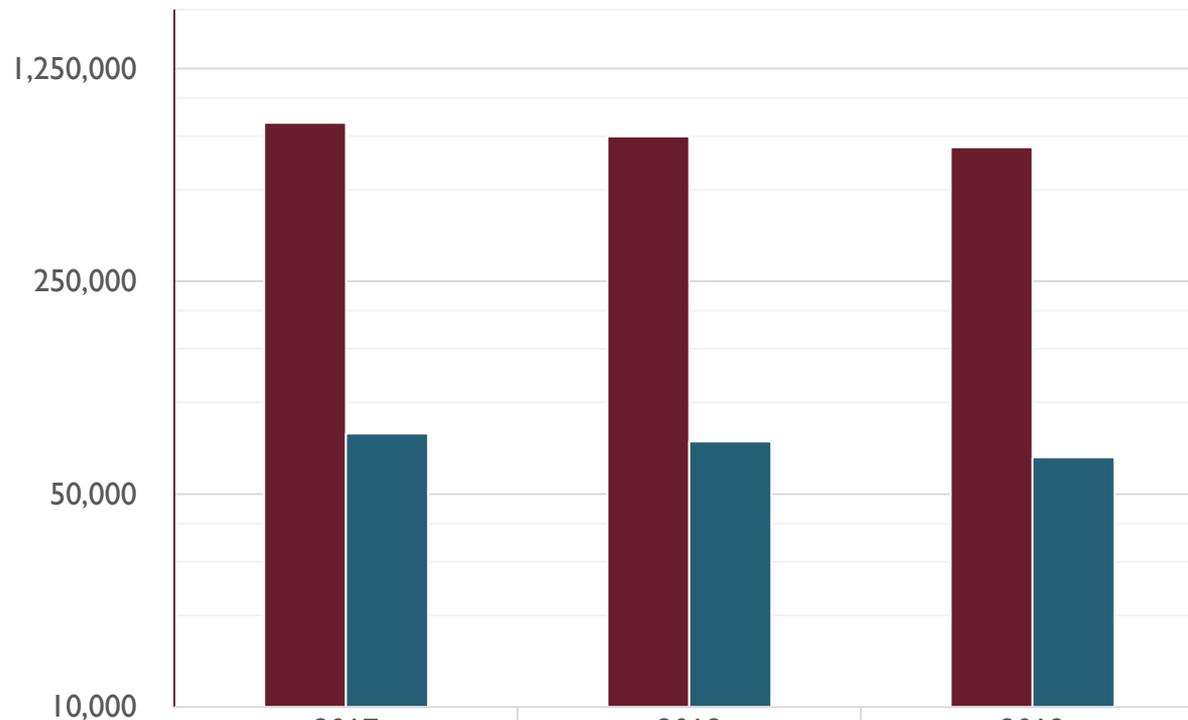
Walk-in Customers



Counties ■ New Castle ■ Kent ■ Sussex

CUSTOMER SERVICE UNIT CALLS

Number of Calls Answered



■ Automated Assistance Line

829,840

2018

747,294

2019

689,011

■ Customer Service Unit

79,137

74,396

65,992



ACCOMPLISHMENTS

Increased Collections Through Legislation

	House Bill 94- Insurance Match			
	State Fiscal Year 2018	Amount Collected 2018	State Fiscal Year 2019	Amount Collected 2019
July	27	\$24,290	43	\$19,840
August	25	\$45,181	43	\$110,925
September	29	\$19,099	53	\$27,212
October	33	\$31,499	43	\$16,125
November	25	\$40,009	35	\$32,020
December	30	\$47,685	35	\$74,068
Total	169	\$207,763	252	\$280,190



LOOKING AHEAD



It doesn't get better
Unless we do better



FY 2021 GOVERNOR'S RECOMMENDED BUDGET

FY 2021 Governor's Recommended Budget (\$ in thousands)

	GF	ASF	NSF	Total
FTEs	55.0	2.5	128.6	186.1
Dollars (\$)	\$5,636.6	\$1,263.4	\$26,434.7	\$33,216.8

Budget Definitions:

GF – General Funds

ASF – Appropriated Special Funds

NSF – Non-Appropriated Special Funds

FTEs – Full Time Equivalent Positions



FY 2021 GOVERNOR'S RECOMMENDED BUDGET



- \$50,000 - Delaware Fatherhood Program





THANK YOU