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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF CHILD SUPPORT SERVICES

Nicholas A. Toumpas  
Commissioner

Mary S. Weatherill  
Director

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May 2, 2014

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Executive Council  
State House  
Concord, NH 03301

REQUESTED ACTION

100% Federal Funds

Authorize the Department of Health and Human Services, Division of Child Support Services to enter into an Agreement (hereinafter "Agreement"), with the Supreme Court of the State of New Hampshire, through the Administrative Office of the Courts, Concord, New Hampshire (Vendor Number 177872), for the continuation of the Expedited Process Program, effective upon approval by Governor and Executive Council, for services beginning July 1, 2014 through June 30, 2017, in an amount not to exceed \$3,108,894.00. Funds are anticipated to be available in the following account for State Fiscal Year 2015 upon Fiscal Committee and Governor and Council approval of the department wide transfer, when additional Federal Funds needed to increase the appropriation will be included to adequately fund this contract. Funds are anticipated to be available in State Fiscal Years 2016 and 2017, upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust amounts if needed and justified between State Fiscal Years.

05-95-42-427010-7934 HEALTH AND SOCIAL SERVICES, DEPT. OF HEALTH AND HUMAN SVCS, HHS: COMMISSIONER, DIV OF CHILD SUPPORT SERVICES, EXPEDITED IV-D SERVICES

Fiscal Year	Class/Account	Class Title	Job Number	Amount
SFY 2015	049-584910	Transfer to Agencies	42700044	\$1,036,298.00
SFY 2016	049-584910	Transfer to Agencies	42700044	\$1,036,298.00
SFY 2017	049-584910	Transfer to Agencies	42700044	\$1,036,298.00
Total				\$3,108,894.00

EXPLANATION

Competitive bids were not sought because the Supreme Court is the only public or private body authorized by law to perform the services outlined in the Agreement.

This request will allow the Division of Child Support Services to enter into an Agreement with the Administrative Office of the Courts for the continuation of the Expedited Process Program. (Previously referred to as the Marital Masters Program, but marital master positions are being legislatively phased out.) The Program enables the Division of Child Support Services to meet the expedited processes as mandated by the federal Administration for Children & Families for the establishment and enforcement of child support orders.

The Division of Child Support Services is responsible for administering a statewide child support establishment and enforcement program under Title IV-D of the Social Security Act. Federal authority, 45 CFR § 303.101, requires that state IV-D child support agencies have in effect and use expedited processes to establish and enforce child support orders. The New Hampshire Constitution Part 2, Article 73-A, places responsibility for administration of all the courts on the Supreme Court. The Supreme Court has general superintending responsibility for the New Hampshire Court System pursuant to RSA 490:4. In August 1983, the Supreme Court created the Administrative Office of the Courts to assist in its administrative, financial, and non-judicial personnel management responsibilities.

Under the current Cooperative Agreement, IV-D child support cases are scheduled before marital masters and child support referees in Superior and Circuit Courts in all ten (10) counties of New Hampshire. This Agreement continues that arrangement, with the exception that the Superior Court no longer has jurisdiction in such cases. The Supreme Court on July 1, 1996 instituted a Family Division pilot program in Grafton and Rockingham Counties for the purposes of handling domestic, marital, and other family actions; and the New Hampshire Legislature subsequently passed House Bill 2, (Laws of 2005, Chapter 177:14) authorizing the statewide expansion of the Family Division of the New Hampshire Judicial Branch (hereinafter "JBFD") as of July 1, 2005 replacing the New Hampshire Superior Court as the Court of general jurisdiction over marital and domestic relations cases. The statewide expansion of the JBFD, in accordance with RSA 490-D:5, is now complete.

In 2011 the New Hampshire Legislature passed House Bill 609 to establish the New Hampshire Circuit Court which consists of three (3) divisions: a probate division, a district division and a family division; with the Circuit Court having the jurisdiction, powers, and duties conferred upon the former probate and district courts and upon the former judicial branch family division by RSA 547, RSA 502-A and RSA 490-D.

This Agreement also continues the statewide implementation of the IV-D Case Resolution Process (hereinafter "IV-D Process"), which was initially implemented in a prior Cooperative Agreement. The IV-D Process was developed by the Division of Child Support Services and the Administrative Office of the Courts in a Rockingham County pilot project (Cooperative Agreement approved by Governor and Executive Council on May 4, 2005, Item #85) that sought improved judicial processing and resolution of IV-D cases. Greater efficiencies were achieved, including a reduction in the time period between initial filing of pleadings and temporary and/or final disposition of IV-D issues. Child support referees now address IV-D child support cases in Circuit Courts statewide. Pursuant to Chapter NH RSA 490-D, and 490-F, marital masters and child support referees are authorized to hear marital matters, paternity and support cases, and Uniform Interstate Family Support Act actions. The Expedited Process Program is administered in the Circuit Court by the Administrative Judge of the Circuit Court.

Since 1987, the Division of Child Support Services and the Administrative Office of the Courts have had an Agreement that allows for federal reimbursement through the Division of Child Support Services for approved costs associated with the Marital Master Program, now the Expedited Process Program. This Agreement continues this administrative arrangement. The Administrative Office of the Courts will be reimbursed for a portion of the direct expenses of staff involved in IV-D activities, including marital masters and child support referees, and a portion of the indirect expenses associated with these positions, as well as the services and commodities which support the IV-D program.

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Council  
May 7, 2014  
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The funds in this request represent one hundred (100%) percent of the Federal Financial Participation funds that the Administrative Office of the Courts is reimbursed for IV-D services. The Division of Child Support Services receives funds from the federal Administration for Children and Families and disburses them to the Administrative Office of the Courts. There are no State funds disbursed by the Department to the Administrative Office of the Courts under this Agreement.

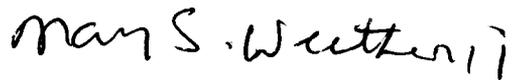
The State share required for the receipt of the Federal Funds is contained within the Administrative Office of the Court's appropriated budget. If these Federal Funds are not accepted by the State, they will be allocated to other states by the federal government. These Federal Funds are provided to enable the Administrative Office of the Court to meet the federal requirement of expedited service for child support cases administered by the Division of Child Support Services on a statewide basis. Should Governor and Executive Council not authorize this request the issuance of child support orders would be delayed, negatively impacting family financial self-sufficiency and resulting in an increased reliance on state public assistance. Also, the Division of Child Support Services would be out of compliance with the federal performance requirement to timely establish child support orders. Noncompliance would result in Federal sanctions to the Division of Child Support Services and a significant reduction in the receipt of child support incentive funds.

Area served: Statewide.

Source of funds: 100% Federal Funds.

In the event that Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Mary S Weatherill  
Director

Approved by:   
Nicholas A Toumpas  
Commissioner

THE STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF CHILD SUPPORT SERVICES  
COOPERATIVE AGREEMENT

WHEREAS, the New Hampshire Department of Health and Human Services/Division of Child Support Services (hereinafter "DCSS") is required by federal mandate to expedite the processing of child support actions that are initiated through a voluntary application process for IV-D services; and

WHEREAS, the New Hampshire Supreme Court (hereinafter "Supreme Court") has instituted an Expedited Process for the purposes of handling domestic and marital IV-D cases; and

WHEREAS, the Supreme Court on July 1, 1996 instituted a Family Division pilot program in Grafton and Rockingham Counties for the purposes of handling domestic, marital, and other family actions; and the New Hampshire Legislature subsequently passed House Bill 2, (Laws of 2005, Chapter 177:14) authorizing the statewide expansion of the Family Division of the New Hampshire Judicial Branch (hereinafter "JBFD") as of July 1, 2005 replacing the New Hampshire Superior Court as the Court of general jurisdiction over marital and domestic relations cases, with the implementation of the statewide expansion of the JBFD to be performed in accordance with RSA 490-D:5; and

WHEREAS, the New Hampshire Legislature passed House Bill 609 in 2011 to organize, constitute, and establish the New Hampshire Circuit Court; established to consist of three (3) divisions: a probate division, a district division and a family division; with the Circuit Court having the jurisdiction, powers, and duties conferred upon the former probate and district courts and upon the former judicial branch family division by RSA 547, RSA 502-A and RSA 490-D; and

WHEREFORE, DCSS and the Supreme Court, through the Administrative Office of the Courts (hereinafter "AOC"), and on behalf of its subcomponent, the Circuit Court Family Division (hereinafter "CCFD"), agree that cooperation shall benefit the public at large through the timely filing, hearing, and resolution of child support matters, and they hereby covenant and agree as follows:

I. ORGANIZATIONAL RELATIONSHIP

The Supreme Court has general superintendence over the New Hampshire Court System (RSA 490:4). The New Hampshire Constitution pt. 2, Art. 73-A places responsibility for administration of all the courts on the Supreme Court. In August 1983, the Supreme Court created AOC to assist in its administrative, financial, and non-judicial personnel management responsibilities. These obligations were further defined by order of the Supreme Court dated January 21, 2005. Under the direction of the Supreme Court, AOC is responsible for the preparation and the administration of the Circuit Court's budget, the establishment of standardized budgeting and accounting procedures in the State's courts, and the collection and maintenance of statistics. The AOC falls under the direct supervision of the Chief Justice of the Supreme Court.

The CCFD has marital master positions to assist in handling marital and child support matters. The masters are authorized to hear all marital matters, paternity cases, and Uniform Interstate Family Support Act (UIFSA) actions, as well as show cause hearings and violations of existing child support orders. The Marital Master Program is administered in the CCFD by the Administrative Judge of the Circuit Court.

The Circuit Court was established through Chapter 88, of the Laws of 2011. The CCFD is a trial court, with jurisdiction of domestic, marital, and other family actions (Laws 2005, Chapter 177:14). CCFD judges and masters are assigned to one or more circuits or locations at the discretion of the administrative judge of the circuit court after considering population, judicial time and efficiency, available judicial resources, and the needs of the public.

Pursuant to RSA 490-F: 15, the Circuit Court with the consent of the parties shall, and without the consent of the parties may, commit to one or more referees any cause at law or in equity, or the determination of any question of fact pending in the court wherein parties are not entitled to a trial by jury. The child support referees are authorized to hear, analyze, and make recommendations on IV-D paternity establishment cases, child and medical support establishment and modification cases, and child support cases brought under UIFSA.

DCSS is responsible for administering a statewide child support establishment and enforcement program under Title IV-D of the Social Security Act. The Department must have in effect and use, in interstate and intrastate cases, administrative and/or judicial expedited processes to establish paternity and to establish, modify, and enforce support orders.

## II. DUTIES AND RESPONSIBILITIES

DCSS, and the Supreme Court, by and through AOC, on behalf of its subcomponent, the CCFD, hereby agree to comply with Title IV-D of the Social Security Act, and agree to implement all federal regulations and requirements.

### A. DCSS shall:

1. identify and keep monthly logs by case name of each IV-D case that is heard by the CCFD. IV-D cases include:
  - a. establishment of paternity;
  - b. establishment of new orders for support;
  - c. establishment of temporary orders for support;
  - d. establishment and enforcement of interstate reciprocal cases under UIFSA or any other laws governing interstate child support cases;
  - e. enforcement of existing orders for support;
  - f. modifications of divorce decrees and other orders with respect to support; and
  - g. hearings on support violations and show cause hearings.
2. monitor time frames for all IV-D cases to determine whether they are being disposed of within federally mandated time frames established in 45 CFR §303.101(b)(2);
3. provide the CCFD with written requests to schedule hearings;
4. notify the Administrative Judge of the Circuit Court or designee, when any CCFD Court Clerk fails on two or more separate occasions to schedule a hearing in a timely manner, in accordance with paragraph II, section B.3;
5. seek reimbursement from the federal Office of Child Support Enforcement (OCSE) for a portion of the direct expenses of the marital masters, child support referees, and in accordance with 45 CFR 304.21, for positions involved with the administration of IV-D activities (which includes the salaries and benefits for the positions) and a portion of the indirect expenses associated with these positions (which includes the salaries and benefits of clerical/support staff who do not work exclusively for the marital masters or child support referees) as well as the services and commodities which support the program as follows:
  - a. The amount of reimbursement for all direct expenses shall be calculated by multiplying the current Federal Financial Participation (hereinafter "FFP") rate by the percentage of time marital masters, child support referees, and

administrators spend on IV-D activities, as reported on a monthly basis, by the total amount of direct expenses as referred to in Exhibit A, attached hereto.

- b. The amount of reimbursement for the indirect expenses of clerical/support staff salaries and benefits shall be calculated by multiplying the current FFP rate by the percentage of time spent by court personnel on IV-D activities cases by the total indirect expenses as referred to in Exhibit A, attached hereto. The percentage of time spent on IV-D activities will be derived from time study projects (see Section II, D.5) conducted in several courts for the purposes of this Agreement. See Exhibit B attached hereto.
  - c. The amount of reimbursement for all indirect expenses of services and commodities shall be calculated by multiplying the total cost pool as referred to in Exhibit A, attached hereto, by the ratio of marital masters and referees to the total number of judicial officers, by the percentage of the master and referee time spent on IV-D cases, and by the current FFP rate, as referred to in Exhibit A; and
6. shall remit on a monthly basis the reimbursement due as calculated in accordance with this section.

B. The CCFD as authorized by the Supreme Court, shall:

1. schedule, where practicable, the marital masters and/or child support referees to hear IV-D cases in CCFD Courts with jurisdiction over IV-D cases. The marital masters and/or child support referees shall exercise independent judicial discretion in ruling on IV-D cases;
2. employ its best efforts, in conjunction with DCSS, to coordinate regularly scheduled Court days, by use of block scheduling, for the resolution of establishment, modification, and enforcement cases in order to achieve mutual efficiencies in the administration of IV-D cases;
3. require that all CCFD Court Clerks mail to all parties a notice of hearing within twenty-one (21) days of the receipt of a request by DCSS; the date of said hearing shall be within ninety (90) days of receipt of the request unless the docket will not permit such scheduling; but in any event shall ensure compliance pursuant to paragraph II, section B.9;
4. after notice is given pursuant to paragraph II, section A.4 above, the Court shall have fourteen (14) days in which to take corrective action or to notify DCSS why corrective action is inappropriate. Corrective action, in this instance, shall mean the mailing of a notice of hearing within fourteen (14) days;
5. require marital masters, child support referees, and administrators to report the percentage of their time each day that was dedicated to IV-D activities. A daily reporting log (hereinafter log) will be completed by each master, child support referee, and administrator; copies are attached hereto as Exhibits C. The log will be used for monitoring and managing the processing of IV-D cases and activities;
6. require that the marital masters, child support referees, and administrators sign and submit the completed logs at the end of each month to the Administrative Judge of the Circuit Court or designee;

7. require that the marital masters, and child support referees, identify the case name and case number of each IV-D case heard daily and submit these case lists together with the logs monthly to the Administrative Judge of the Circuit Court or designee;
8. require that the Administrative Judge of the Circuit Court or designee review the logs and case lists for accuracy and forward them to the AOC within one (1) week of receipt thereof;
9. take reasonable measures to ensure that the CCFD shall meet the federal time frames for expedited processes mandated by 45 CFR §303.101;
10. require, for all cases referred to DCSS or cases in which an application for services is received by DCSS in which the obligation for support and the amount of the obligation have been established and DCSS has requested a copy of the Order, that all CCFD Court Clerks mail copies of the requested orders within fourteen (14) days of the receipt of the request by DCSS, or other IV-D Agency, in order to ensure compliance with the federal time frames mandated by 45 CFR 303.6; and,
11. require that all record keeping documents identified under this Agreement shall be safeguarded and retained for a period of seven (7) years from the date the Agreement terminates and shall be made available to the DCSS within a reasonable time upon request.

C. The AOC, the CCFD, and DCSS agree to the following efforts:

1. Liaison Meetings

The parties recognize the benefits and business efficiencies achieved by having staff from each entity meet and work together at developing best practices and achieving a mutual understanding of each other's business needs. As such, the parties agree to the following liaison meetings:

a. Local Liaison

DCSS field staff from each local District Office shall meet with court staff from the CCFD facility that provides services to that DO, on a bi-annual schedule, or as may be otherwise necessary, to address issues that arise from the court resolution of IV-D cases, such as, case scheduling, case procedural issues, or any other identified activities or actions that will improve efficiencies for the resolution of IV-D cases.

The court staff shall include the CCFD Court Clerk and other appropriate CCFD personnel, along with the Circuit Court Administrative Judge or designee. DCSS staff shall include the DCSS DO supervisor and appropriate DO staff along with at least one representative from DCSS Administration and Child Support Legal.

b. Administrative Liaison

The Circuit Court Administrative Judge or designee, the Circuit Court Administrator(s), and an appropriate representative from AOC shall meet on an annual basis for liaison meetings with appropriate DCSS representatives to review and discuss administrative issues that have arisen within the IV-D Process.

2. IV-D Training

The Circuit Court Administrative Judge or designee, the Circuit Court Administrator(s), the CCFD Judges who hear IV-D cases, marital masters, child support referee(s), and appropriate court staff, shall attend on an annual basis, for a minimum of three (3) hours, training and education, provided by DCSS, on IV-D issues. Such training will assist in the maintenance and development of IV-D program knowledge. DCSS shall provide qualified staff to develop, present, and facilitate the educational training program.

3. The IV-D Program Development Workgroup

The parties shall participate on the IV-D Program Development Workgroup, which was established under a prior Cooperative Agreement for the purpose of jointly fulfilling the goals of the AOC/DCSS Agreement, while ensuring IV-D program compliance. The workgroup shall, at a minimum, be composed of the following: the Circuit Court Administrative Judge designee; the Director of AOC designee; the Director of DCSS administrative designee; and the Director of DCSS Child Support-Legal designee.

For the term of this Cooperative Agreement the Workgroup shall meet monthly to identify and address areas within which efficiencies may be achieved, with the overall goal being the creation of a more efficient expedited process for the judicial resolution of IV-D cases. Specifically, the Workgroup shall seek to implement a more centralized system for the scheduling, hearing and processing of IV-D cases, including both establishment and enforcement. The use of video hearings and DCSS use of administrative processes shall be explored.

The parties recognize and acknowledge the need to form an effective partnership to achieve overall IV-D program compliance. As such, the parties agree to the meaningful participation of appropriate staff in order to accomplish the tasks of this workgroup.

D. The AOC, as authorized by the Supreme Court, shall:

1. review and track for accuracy all of the logs received from the CCFD;
2. submit to DCSS a monthly summary report showing the total reimbursement due for each marital master, child support referee, and administrator together with copies of logs for use in authorizing reimbursement payments;
3. submit to DCSS monthly statements reflecting actual costs for salaries and benefits of clerical/support staff and costs for services and commodities;
4. make available to DCSS upon request the case names and case numbers of all IV-D cases heard by marital masters and child support referees in order to assist DCSS in tracking and monitoring cases; and
5. in each of the three (3) state fiscal years of the Agreement administer two-week time studies in three different locations, measuring and reporting the percentage of time clerical/support staff spend on IV-D activities. The two (2) weeks shall be selected to best reflect average workload. The percentage of time reported by clerical/support staff as spent on IV-D activities shall be adjusted annually based on the results of any time studies conducted in that year.

### III. ESTIMATED REIMBURSEMENT

#### DIRECT EXPENSE:

The estimated reimbursement for the direct expense of the marital masters shall be \$14,117 for SFY 2015, \$14,117 for SFY 2016 and \$14,117 for SFY 2017. These figures are based upon the actual current salaries and benefits. Salary and benefits shall be multiplied by an estimated 2.3% IV-D time, and by the current FFP rate of sixty-six percent (66%).

The estimated reimbursement for the direct expense of referees shall be \$77,093 for SFY 2015, \$77,093 for SFY 2016 and \$77,093 for SFY 2017. These figures are based upon the actual current salaries and benefits expense. Salary and benefits shall be multiplied by an estimated twenty-seven percent (27%) IV-D time, and by the current FFP rate of sixty-six percent (66%).

The estimated reimbursement for the direct expense of the administrators shall be \$7,564 for SFY 2015, \$7,564 for SFY 2016 and \$7,564 for SFY 2017. These figures are based upon current salaries and benefits expense. Salary and benefits shall be multiplied by an estimated IV-D time of eight percent (8%), and by the current FFP rate of sixty-six percent (66%).

#### INDIRECT EXPENSE:

The estimated reimbursement for the indirect expenses of clerical/support staff salaries and benefits shall be \$923,837 for SFY 2015, \$923,837 for SFY 2016 and \$923,837 for FY 2017. These figures are based upon the annualized salaries and benefits expense from February 2014. The result is multiplied by fifty-four point six percent (54.6%), the percentage of domestic case time and forty-five point three percent (45.3%), the time spent on IV-D activities, and by sixty-six (66%) percent, the current FFP rate. Estimates used are based on the most current (October/December 2013) time studies.

#### SERVICES AND COMMODITIES:

The estimated reimbursement for the indirect expenses of services and commodities shall be \$13,687 for SFY 2015, \$13,687 for SFY 2016 and \$13,687 for FY 2017. These figures are derived by multiplying the total cost pool of indirect expenses of services and commodities by the ratio of marital masters and referees to the total number of judicial officers, currently 15%, then multiplying by two point three percent (2.3%), the estimated judicial time on IV-D cases, multiplied by sixty-six (66%) percent FFP rate.

The State's indirect costs, pursuant to RSA 124:11, are not recoverable.

The actual expenses shall be reviewed semi-annually by the AOC and DCSS to monitor that such expenses are within the amount budgeted herein.

The Agreement shall be amended to reflect the adjustment to the estimated reimbursements in the event that any additional marital masters, child support referees or case managers are hired during the term of the contract.

DCSS has the right to refuse reimbursement for any costs, which are, or may become, prohibited by federal or state law.

### IV. FISCAL RESPONSIBILITY

The AOC hereby agrees to reimburse DCSS for any payments withheld from DCSS, adjustments made in funds otherwise due DCSS, or fines imposed by the U.S. Department of Health and Human Services (HHS), due to any expenditures claimed by the AOC and paid pursuant to this Agreement that are later determined to be improper. The reimbursement shall only be required in situations where AOC failed to comply with the terms of this Agreement. Such reimbursement shall not be required for payments withheld or adjustments made, or fines imposed due to the failure of DCSS to comply with the terms of this Agreement. AOC agrees to reimburse DCSS for any expenditures under this Agreement which are determined as a result of an audit by DCSS, HHS or any authorized entity to be attributable to: (1) Services to ineligible individuals; (2) ineligible services; (3) ineligible indirect costs, the AOC may be liable for any disallowance or charges; or (4) any other claims which are inconsistent with the provisions of this Agreement.

If DCSS and/or AOC determine that any withholding, adjustment, or fine imposed by HHS due to AOC noncompliance, is erroneous or improper for any reason, DCSS and AOC shall evaluate the merits of an appeal and may pursue an appeal through appropriate avenues. DCSS and AOC shall jointly decide whether to file, pursue, and/or continue any such appeal. Should there be disagreement on this issue the Office of the Attorney General shall be consulted and its determination shall be final and binding and shall not be subject to judicial review or administrative procedures. AOC shall be responsible for all litigation costs incurred. AOC shall return funds required to be returned under this section no later than thirty (30) days following DCSS' request for its return. However, if an appeal is requested within that thirty (30) day period, the AOC will not be responsible for returning funds until thirty (30) days after such appeal has been completed and denied, or until a fiscal sanction has been imposed by HHS, whichever occurs first.

#### IV. CONFIDENTIALITY

This agreement does not authorize access to any records or documents by court personnel or authorized DCSS employees other than what is already authorized by current job responsibilities, nor does it provide access to such records or documents by any other person(s). All information, records and documents received relating to IV-D cases shall be safeguarded in accordance with relevant federal and state statutes and regulations, including, but not limited to, 42 USC §654 (26); RSA 161-B: 7, III, except as otherwise permissible under Chapter 91-A or court order.

Only authorized representative(s) of the United States Government, the State Legislative Budget Assistants Audit Division, and authorized representatives of DCSS and court personnel shall have the right to inspect and examine records or documents pursuant to this Agreement to the extent authorized by law and/or federal and state regulations. Any such authorized person(s) must provide reasonable notice and presentation of proper credentials or identification.

#### V. EFFECTIVE DATES

This Agreement shall be effective upon approval by Governor and Executive Council and shall terminate on June 30, 2017. Services under this Agreement shall begin on July 1, 2014.

Documented services provided during any Federal Fiscal Quarter in which this Agreement is effective shall be reimbursable pursuant to 45 CFR §304.21 (d).

This Agreement may be amended at any time during its term by written agreement of both parties.

#### VI. TERMINATIONS

Should the AOC, or the CCFD breach or fail to meet any terms and/or conditions of this contract, including:

1. Failure to meet time frames in expedited process program standards; or
2. Failure to take corrective action as defined in paragraph II, section B.4 above; or

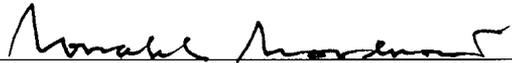
3. Failure to maintain and/or provide required records and documentation; or,
4. Failure to participate in local liaison or administrative liaison meetings pursuant to paragraph II, section C.1 above; or,
5. Failure to meaningfully participate in the IV-D Training, or IV-D Program Development Workgroup pursuant to paragraph II, sections C.2, and C.3 above;

then DCSS may, at its option, refuse reimbursement for the month in which the breach occurred, refuse reimbursement for the month in which corrective action was to take place, or terminate the contract.

This Agreement may be terminated at any time during its term by written agreement of both parties.

IN WITNESS WHEREOF, the Supreme Court by its duly authorized agent and DCSS, by its duly authorized agent have executed this Agreement on this 6th day of May, 2014.

ADMINISTRATIVE OFFICE OF THE COURTS  
STATE OF NEW HAMPSHIRE

By:   
Donald D. Goodnow, Director  
Administrative Office of the Courts

DIVISION OF CHILD SUPPORT SERVICES

By:   
Mary S. Weatherill, Director  
New Hampshire Department of Health and Human Services  
Division of Child Support Services

RATIFICATION:

  
Nicholas A. Toumpas, Commissioner  
New Hampshire Department of Health and Human Services

**IV-D Budget for FY 2015, FY 2016 & FY 2017**

	FY 2015-2017 Estimated Expense	Estimated IV- D %	FFP	Est. FY 2015- 2017 Reimbursement
<u>Direct Expenses</u>				
Marital Masters	\$929,991	x 0.023	x 0.66	\$14,117
Referees	\$432,621	x 0.27	x 0.66	\$77,093
Administrators	\$143,261	x 0.08	x 0.66	\$7,564
<u>Indirect Expenses</u>				
Clerical Staff	3,089,963	x 0.453	x 0.66	\$923,837
<u>Services &amp; Commodities</u>				
Telephone, Postage, Printing	1,161,914			\$2,646
Library	134,727			\$307
Equipment Rental	160,513			\$365
Equipment Purchase	204,844			\$466
Equip. Maintenance	128,509			\$293
Facilities	1,828,680			\$4,164
Computerization	60,071			\$137
Travel	302,912			\$690
Interpreters	361,000			\$822
Court Security Officers	0			\$0
Sheriff Reimbursement	367,021			\$836
Ecourt	1,300,668			\$2,962
Subtotal	\$6,010,859	x 0.023	x 0.66	\$13,687
Ratio of masters & referees to total judicial officers	0.15			
<b>AMOUNT BUDGETED</b>	<b>\$10,606,695</b>			<b>\$1,036,298</b>

## Exhibit B

### SUMMARY OF TIME STUDY

The methods and procedures governing time study reporting of the child support activity are outlined below:

#### Personnel Required to Report

The identification of personnel required to participate in the time study process and the tasks subject to time study examination reflect the full involvement of clerical support staff for masters and referees who process IV-D related cases. This includes clerical staff, case managers, and their direct supervisors who work on cases as well as supervise subordinates. Law clerks, and the senior law clerk who has the ultimate responsibility for management of the office, were not included in the study, as it would have been prohibitive in terms of the time and effort required to capture useful data.

#### Reporting Period

These time studies that provided a baseline determining the amount of time spent in processing IV-D cases, were done over a two-week period in several courts for purposes of figuring cost allocation. These same studies should be reviewed again so that procedures that were noted "unknown" relative to IV-D status may be researched and a value assigned to these cases. This will enable us to project the expected number of cases that will become IV-D even if they entered the system as "unknown". In addition, a certain number of "non-IV-D" cases would be expected to convert to IV-D. Again, these cases would have to be pulled and studied to determine any change in IV-D status.

#### Preparation of Time Study Reports

A Time Log was developed to be used in gathering data for time study reporting. The form was designed to identify the amount of time each reporting staff member spends in the performance of a variety of functions during the course of a normal business day. The activities are then allocated to one of the three (3) categories of IV-D status, "yes", "no", or "unknown" for the purpose of determining costs of the IV-D related portion of the operation.

A listing of the tasks to be itemized on the time study report form and instructions for the preparation of the form follow:

- A = Enter Case
- B = Order of Notice
- C = Hearing Notices
- D = Notice of Decision
- E = Scheduling
- F = Phone
- G = Counter
- H = Docketing and Correspondence
- I = Closing

#### General Instructions

1. The Time Log must be completed daily by those staff members designated as time study personnel. The reports are to be reviewed by the unit supervisor for the completeness and accuracy and collected daily. They should be forwarded to the Administrative Office of the Courts weekly.

2. A Time Log should be filed when the staff members designated as time study personnel are absent from work part or all of the day due to sick time, vacation leave, personal leave or other authorized leave.

3. The daily Time Log must be reviewed for completeness and accuracy and signed by each reporting staff member each day and submitted to the unit supervisor.

4. The Time Log should accurately represent the activity of the reporting staff member during the specific review period. No attempt should be made to structure the data to portray an individual's perception of the proper allocation of work time activity.

#### Instructions for Completion of Reporting Form

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3. The activities or work tasks have been listed for staff to categorize their activity. In addition, they are asked to judge whether the work is IV-D related, is not (and is not likely to be) IV-D related, or whether it is unknown that the work is IV-D related. Also, they are asked to report the status of each case on which they are working. That is, is it a new entry, a new case process, or an old case that has been brought forward. Workers should write the proper task code in one of these columns.

4. The time study report assumes a seven and one-half (7.5) hour work day, but work activities performed during overtime hours should be reported as well. Authorized non-productive activities, such as lunch period or administrative time that cannot be categorized, should be entered at the bottom of the log sheet.





THE STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF CHILD SUPPORT SERVICES  
COOPERATIVE AGREEMENT

WHEREAS, the New Hampshire Department of Health and Human Services/Division of Child Support Services (hereinafter "DCSS") is required by federal mandate to expedite the processing of child support actions that are initiated through a voluntary application process for IV-D services; and

WHEREAS, the New Hampshire Supreme Court (hereinafter "Supreme Court") has instituted an Expedited Process for the purposes of handling domestic and marital IV-D cases; and

WHEREAS, the Supreme Court on July 1, 1996 instituted a Family Division pilot program in Grafton and Rockingham Counties for the purposes of handling domestic, marital, and other family actions; and the New Hampshire Legislature subsequently passed House Bill 2, (Laws of 2005, Chapter 177:14) authorizing the statewide expansion of the Family Division of the New Hampshire Judicial Branch (hereinafter "JBFD") as of July 1, 2005 replacing the New Hampshire Superior Court as the Court of general jurisdiction over marital and domestic relations cases, with the implementation of the statewide expansion of the JBFD to be performed in accordance with RSA 490-D:5; and

WHEREAS, the New Hampshire Legislature passed House Bill 609 in 2011 to organize, constitute, and establish the New Hampshire Circuit Court; established to consist of three (3) divisions: a probate division, a district division and a family division; with the Circuit Court having the jurisdiction, powers, and duties conferred upon the former probate and district courts and upon the former judicial branch family division by RSA 547, RSA 502-A and RSA 490-D; and

WHEREFORE, DCSS and the Supreme Court, through the Administrative Office of the Courts (hereinafter "AOC"), and on behalf of its subcomponent, the Circuit Court Family Division (hereinafter "CCFD"), agree that cooperation shall benefit the public at large through the timely filing, hearing, and resolution of child support matters, and they hereby covenant and agree as follows:

I. ORGANIZATIONAL RELATIONSHIP

The Supreme Court has general superintendence over the New Hampshire Court System (RSA 490:4). The New Hampshire Constitution pt. 2, Art. 73-A places responsibility for administration of all the courts on the Supreme Court. In August 1983, the Supreme Court created AOC to assist in its administrative, financial, and non-judicial personnel management responsibilities. These obligations were further defined by order of the Supreme Court dated January 21, 2005. Under the direction of the Supreme Court, AOC is responsible for the preparation and the administration of the Circuit Court's budget, the establishment of standardized budgeting and accounting procedures in the State's courts, and the collection and maintenance of statistics. The AOC falls under the direct supervision of the Chief Justice of the Supreme Court.

The CCFD has marital master positions to assist in handling marital and child support matters. The masters are authorized to hear all marital matters, paternity cases, and Uniform Interstate Family Support Act (UIFSA) actions, as well as show cause hearings and violations of existing child support orders. The Marital Master Program is administered in the CCFD by the Administrative Judge of the Circuit Court.

The Circuit Court was established through Chapter 88, of the Laws of 2011. The CCFD is a trial court, with jurisdiction of domestic, marital, and other family actions (Laws 2005, Chapter 177:14). CCFD judges and masters are assigned to one or more circuits or locations at the discretion of the administrative judge of the circuit court after considering population, judicial time and efficiency, available judicial resources, and the needs of the public.

Pursuant to RSA 490-F: 15, the Circuit Court with the consent of the parties shall, and without the consent of the parties may, commit to one or more referees any cause at law or in equity, or the determination of any question of fact pending in the court wherein parties are not entitled to a trial by jury. The child support referees are authorized to hear, analyze, and make recommendations on IV-D paternity establishment cases, child and medical support establishment and modification cases, and child support cases brought under UIFSA.

DCSS is responsible for administering a statewide child support establishment and enforcement program under Title IV-D of the Social Security Act. The Department must have in effect and use, in interstate and intrastate cases, administrative and/or judicial expedited processes to establish paternity and to establish, modify, and enforce support orders.

## II. DUTIES AND RESPONSIBILITIES

DCSS, and the Supreme Court, by and through AOC, on behalf of its subcomponent, the CCFD, hereby agree to comply with Title IV-D of the Social Security Act, and agree to implement all federal regulations and requirements.

### A. DCSS shall:

1. identify and keep monthly logs by case name of each IV-D case that is heard by the CCFD. IV-D cases include:
  - a. establishment of paternity;
  - b. establishment of new orders for support;
  - c. establishment of temporary orders for support;
  - d. establishment and enforcement of interstate reciprocal cases under UIFSA or any other laws governing interstate child support cases;
  - e. enforcement of existing orders for support;
  - f. modifications of divorce decrees and other orders with respect to support; and
  - g. hearings on support violations and show cause hearings.
2. monitor time frames for all IV-D cases to determine whether they are being disposed of within federally mandated time frames established in 45 CFR §303.101(b)(2);
3. provide the CCFD with written requests to schedule hearings;
4. notify the Administrative Judge of the Circuit Court or designee, when any CCFD Court Clerk fails on two or more separate occasions to schedule a hearing in a timely manner, in accordance with paragraph II, section B.3;
5. seek reimbursement from the federal Office of Child Support Enforcement (OCSE) for a portion of the direct expenses of the marital masters, child support referees, and in accordance with 45 CFR 304.21, for positions involved with the administration of IV-D activities (which includes the salaries and benefits for the positions) and a portion of the indirect expenses associated with these positions (which includes the salaries and benefits of clerical/support staff who do not work exclusively for the marital masters or child support referees) as well as the services and commodities which support the program as follows:
  - a. The amount of reimbursement for all direct expenses shall be calculated by multiplying the current Federal Financial Participation (hereinafter “FFP”) rate by the percentage of time marital masters, child support referees, and

administrators spend on IV-D activities, as reported on a monthly basis, by the total amount of direct expenses as referred to in Exhibit A, attached hereto.

- b. The amount of reimbursement for the indirect expenses of clerical/support staff salaries and benefits shall be calculated by multiplying the current FFP rate by the percentage of time spent by court personnel on IV-D activities cases by the total indirect expenses as referred to in Exhibit A, attached hereto. The percentage of time spent on IV-D activities will be derived from time study projects (see Section II, D.5) conducted in several courts for the purposes of this Agreement. See Exhibit B attached hereto.
  - c. The amount of reimbursement for all indirect expenses of services and commodities shall be calculated by multiplying the total cost pool as referred to in Exhibit A, attached hereto, by the ratio of marital masters and referees to the total number of judicial officers, by the percentage of the master and referee time spent on IV-D cases, and by the current FFP rate, as referred to in Exhibit A; and
6. shall remit on a monthly basis the reimbursement due as calculated in accordance with this section.

B. The CCFD as authorized by the Supreme Court, shall:

1. schedule, where practicable, the marital masters and/or child support referees to hear IV-D cases in CCFD Courts with jurisdiction over IV-D cases. The marital masters and/or child support referees shall exercise independent judicial discretion in ruling on IV-D cases;
2. employ its best efforts, in conjunction with DCSS, to coordinate regularly scheduled Court days, by use of block scheduling, for the resolution of establishment, modification, and enforcement cases in order to achieve mutual efficiencies in the administration of IV-D cases;
3. require that all CCFD Court Clerks mail to all parties a notice of hearing within twenty-one (21) days of the receipt of a request by DCSS; the date of said hearing shall be within ninety (90) days of receipt of the request unless the docket will not permit such scheduling; but in any event shall ensure compliance pursuant to paragraph II, section B.9;
4. after notice is given pursuant to paragraph II, section A.4 above, the Court shall have fourteen (14) days in which to take corrective action or to notify DCSS why corrective action is inappropriate. Corrective action, in this instance, shall mean the mailing of a notice of hearing within fourteen (14) days;
5. require marital masters, child support referees, and administrators to report the percentage of their time each day that was dedicated to IV-D activities. A daily reporting log (hereinafter log) will be completed by each master, child support referee, and administrator; copies are attached hereto as Exhibits C. The log will be used for monitoring and managing the processing of IV-D cases and activities;
6. require that the marital masters, child support referees, and administrators sign and submit the completed logs at the end of each month to the Administrative Judge of the Circuit Court or designee;

7. require that the marital masters, and child support referees, identify the case name and case number of each IV-D case heard daily and submit these case lists together with the logs monthly to the Administrative Judge of the Circuit Court or designee;
8. require that the Administrative Judge of the Circuit Court or designee review the logs and case lists for accuracy and forward them to the AOC within one (1) week of receipt thereof;
9. take reasonable measures to ensure that the CCFD shall meet the federal time frames for expedited processes mandated by 45 CFR §303.101;
10. require, for all cases referred to DCSS or cases in which an application for services is received by DCSS in which the obligation for support and the amount of the obligation have been established and DCSS has requested a copy of the Order, that all CCFD Court Clerks mail copies of the requested orders within fourteen (14) days of the receipt of the request by DCSS, or other IV-D Agency, in order to ensure compliance with the federal time frames mandated by 45 CFR 303.6; and,
11. require that all record keeping documents identified under this Agreement shall be safeguarded and retained for a period of seven (7) years from the date the Agreement terminates and shall be made available to the DCSS within a reasonable time upon request.

C. The AOC, the CCFD, and DCSS agree to the following efforts:

1. Liaison Meetings

The parties recognize the benefits and business efficiencies achieved by having staff from each entity meet and work together at developing best practices and achieving a mutual understanding of each other's business needs. As such, the parties agree to the following liaison meetings:

a. Local Liaison

DCSS field staff from each local District Office shall meet with court staff from the CCFD facility that provides services to that DO, on a bi-annual schedule, or as may be otherwise necessary, to address issues that arise from the court resolution of IV-D cases, such as, case scheduling, case procedural issues, or any other identified activities or actions that will improve efficiencies for the resolution of IV-D cases.

The court staff shall include the CCFD Court Clerk and other appropriate CCFD personnel, along with the Circuit Court Administrative Judge or designee. DCSS staff shall include the DCSS DO supervisor and appropriate DO staff along with at least one representative from DCSS Administration and Child Support Legal.

b. Administrative Liaison

The Circuit Court Administrative Judge or designee, the Circuit Court Administrator(s), and an appropriate representative from AOC shall meet on an annual basis for liaison meetings with appropriate DCSS representatives to review and discuss administrative issues that have arisen within the IV-D Process.

2. IV-D Training

The Circuit Court Administrative Judge or designee, the Circuit Court Administrator(s), the CCFD Judges who hear IV-D cases, marital masters, child support referee(s), and appropriate court staff, shall attend on an annual basis, for a minimum of three (3) hours, training and education, provided by DCSS, on IV-D issues. Such training will assist in the maintenance and development of IV-D program knowledge. DCSS shall provide qualified staff to develop, present, and facilitate the educational training program.

3. The IV-D Program Development Workgroup

The parties shall participate on the IV-D Program Development Workgroup, which was established under a prior Cooperative Agreement for the purpose of jointly fulfilling the goals of the AOC/DCSS Agreement, while ensuring IV-D program compliance. The workgroup shall, at a minimum, be composed of the following: the Circuit Court Administrative Judge designee; the Director of AOC designee; the Director of DCSS administrative designee; and the Director of DCSS Child Support-Legal designee.

For the term of this Cooperative Agreement the Workgroup shall meet monthly to identify and address areas within which efficiencies may be achieved, with the overall goal being the creation of a more efficient expedited process for the judicial resolution of IV-D cases. Specifically, the Workgroup shall seek to implement a more centralized system for the scheduling, hearing and processing of IV-D cases, including both establishment and enforcement. The use of video hearings and DCSS use of administrative processes shall be explored.

The parties recognize and acknowledge the need to form an effective partnership to achieve overall IV-D program compliance. As such, the parties agree to the meaningful participation of appropriate staff in order to accomplish the tasks of this workgroup.

D. The AOC, as authorized by the Supreme Court, shall:

1. review and track for accuracy all of the logs received from the CCFD;
2. submit to DCSS a monthly summary report showing the total reimbursement due for each marital master, child support referee, and administrator together with copies of logs for use in authorizing reimbursement payments;
3. submit to DCSS monthly statements reflecting actual costs for salaries and benefits of clerical/support staff and costs for services and commodities;
4. make available to DCSS upon request the case names and case numbers of all IV-D cases heard by marital masters and child support referees in order to assist DCSS in tracking and monitoring cases; and
5. in each of the three (3) state fiscal years of the Agreement administer two-week time studies in three different locations, measuring and reporting the percentage of time clerical/support staff spend on IV-D activities. The two (2) weeks shall be selected to best reflect average workload. The percentage of time reported by clerical/support staff as spent on IV-D activities shall be adjusted annually based on the results of any time studies conducted in that year.

### III. ESTIMATED REIMBURSEMENT

#### DIRECT EXPENSE:

The estimated reimbursement for the direct expense of the marital masters shall be \$14,117 for SFY 2015, \$14,117 for SFY 2016 and \$14,117 for SFY 2017. These figures are based upon the actual current salaries and benefits. Salary and benefits shall be multiplied by an estimated 2.3% IV-D time, and by the current FFP rate of sixty-six percent (66%).

The estimated reimbursement for the direct expense of referees shall be \$77,093 for SFY 2015, \$77,093 for SFY 2016 and \$77,093 for SFY 2017. These figures are based upon the actual current salaries and benefits expense. Salary and benefits shall be multiplied by an estimated twenty-seven percent (27%) IV-D time, and by the current FFP rate of sixty-six percent (66%).

The estimated reimbursement for the direct expense of the administrators shall be \$7,564 for SFY 2015, \$7,564 for SFY 2016 and \$7,564 for SFY 2017. These figures are based upon current salaries and benefits expense. Salary and benefits shall be multiplied by an estimated IV-D time of eight percent (8%), and by the current FFP rate of sixty-six percent (66%).

#### INDIRECT EXPENSE:

The estimated reimbursement for the indirect expenses of clerical/support staff salaries and benefits shall be \$923,837 for SFY 2015, \$923,837 for SFY 2016 and \$923,837 for FY 2017. These figures are based upon the annualized salaries and benefits expense from February 2014. The result is multiplied by fifty-four point six percent (54.6%), the percentage of domestic case time and forty-five point three percent (45.3%), the time spent on IV-D activities, and by sixty-six (66%) percent, the current FFP rate. Estimates used are based on the most current (October/December 2013) time studies.

#### SERVICES AND COMMODITIES:

The estimated reimbursement for the indirect expenses of services and commodities shall be \$13,687 for SFY 2015, \$13,687 for SFY 2016 and \$13,687 for FY 2017. These figures are derived by multiplying the total cost pool of indirect expenses of services and commodities by the ratio of marital masters and referees to the total number of judicial officers, currently 15%, then multiplying by two point three percent (2.3%), the estimated judicial time on IV-D cases, multiplied by sixty-six (66%) percent FFP rate.

The State's indirect costs, pursuant to RSA 124:11, are not recoverable.

The actual expenses shall be reviewed semi-annually by the AOC and DCSS to monitor that such expenses are within the amount budgeted herein.

The Agreement shall be amended to reflect the adjustment to the estimated reimbursements in the event that any additional marital masters, child support referees or case managers are hired during the term of the contract.

DCSS has the right to refuse reimbursement for any costs, which are, or may become, prohibited by federal or state law.

### IV. FISCAL RESPONSIBILITY

The AOC hereby agrees to reimburse DCSS for any payments withheld from DCSS, adjustments made in funds otherwise due DCSS, or fines imposed by the U.S. Department of Health and Human Services (HHS), due to any expenditures claimed by the AOC and paid pursuant to this Agreement that are later determined to be improper. The reimbursement shall only be required in situations where AOC failed to comply with the terms of this Agreement. Such reimbursement shall not be required for payments withheld or adjustments made, or fines imposed due to the failure of DCSS to comply with the terms of this Agreement. AOC agrees to reimburse DCSS for any expenditures under this Agreement which are determined as a result of an audit by DCSS, HHS or any authorized entity to be attributable to: (1) Services to ineligible individuals; (2) ineligible services; (3) ineligible indirect costs, the AOC may be liable for any disallowance or charges; or (4) any other claims which are inconsistent with the provisions of this Agreement.

If DCSS and/or AOC determine that any withholding, adjustment, or fine imposed by HHS due to AOC noncompliance, is erroneous or improper for any reason, DCSS and AOC shall evaluate the merits of an appeal and may pursue an appeal through appropriate avenues. DCSS and AOC shall jointly decide whether to file, pursue, and/or continue any such appeal. Should there be disagreement on this issue the Office of the Attorney General shall be consulted and its determination shall be final and binding and shall not be subject to judicial review or administrative procedures. AOC shall be responsible for all litigation costs incurred. AOC shall return funds required to be returned under this section no later than thirty (30) days following DCSS' request for its return. However, if an appeal is requested within that thirty (30) day period, the AOC will not be responsible for returning funds until thirty (30) days after such appeal has been completed and denied, or until a fiscal sanction has been imposed by HHS, whichever occurs first.

#### IV. CONFIDENTIALITY

This agreement does not authorize access to any records or documents by court personnel or authorized DCSS employees other than what is already authorized by current job responsibilities, nor does it provide access to such records or documents by any other person(s). All information, records and documents received relating to IV-D cases shall be safeguarded in accordance with relevant federal and state statutes and regulations, including, but not limited to, 42 USC §654 (26); RSA 161-B: 7, III, except as otherwise permissible under Chapter 91-A or court order.

Only authorized representative(s) of the United States Government, the State Legislative Budget Assistants Audit Division, and authorized representatives of DCSS and court personnel shall have the right to inspect and examine records or documents pursuant to this Agreement to the extent authorized by law and/or federal and state regulations. Any such authorized person(s) must provide reasonable notice and presentation of proper credentials or identification.

#### V. EFFECTIVE DATES

This Agreement shall be effective upon approval by Governor and Executive Council and shall terminate on June 30, 2017. Services under this Agreement shall begin on July 1, 2014.

Documented services provided during any Federal Fiscal Quarter in which this Agreement is effective shall be reimbursable pursuant to 45 CFR §304.21 (d).

This Agreement may be amended at any time during its term by written agreement of both parties.

#### VI. TERMINATIONS

Should the AOC, or the CCFD breach or fail to meet any terms and/or conditions of this contract, including:

1. Failure to meet time frames in expedited process program standards; or
2. Failure to take corrective action as defined in paragraph II, section B.4 above; or

3. Failure to maintain and/or provide required records and documentation; or,
4. Failure to participate in local liaison or administrative liaison meetings pursuant to paragraph II, section C.1 above; or,
5. Failure to meaningfully participate in the IV-D Training, or IV-D Program Development Workgroup pursuant to paragraph II, sections C.2, and C.3 above;

then DCSS may, at its option, refuse reimbursement for the month in which the breach occurred, refuse reimbursement for the month in which corrective action was to take place, or terminate the contract.

This Agreement may be terminated at any time during its term by written agreement of both parties.

IN WITNESS WHEREOF, the Supreme Court by its duly authorized agent and DCSS, by its duly authorized agent have executed this Agreement on this 6th day of May, 2014.

ADMINISTRATIVE OFFICE OF THE COURTS  
STATE OF NEW HAMPSHIRE

By:   
Donald D. Goodnow, Director  
Administrative Office of the Courts

DIVISION OF CHILD SUPPORT SERVICES

By:   
Mary S. Weatherill, Director  
New Hampshire Department of Health and Human Services  
Division of Child Support Services

RATIFICATION:

  
Nicholas A. Toumpas, Commissioner  
New Hampshire Department of Health and Human Services

**IV-D Budget for FY 2015, FY 2016 & FY 2017**

	FY 2015-2017 Estimated Expense	Estimated IV- D %	FFP	Est. FY 2015- 2017 Reimbursement
<u>Direct Expenses</u>				
Marital Masters	\$929,991	x 0.023	x 0.66	\$14,117
Referees	\$432,621	x 0.27	x 0.66	\$77,093
Administrators	\$143,261	x 0.08	x 0.66	\$7,564
<u>Indirect Expenses</u>				
Clerical Staff	3,089,963	x 0.453	x 0.66	\$923,837
<u>Services &amp; Commodities</u>				
Telephone, Postage, Printing	1,161,914			\$2,646
Library	134,727			\$307
Equipment Rental	160,513			\$365
Equipment Purchase	204,844			\$466
Equip. Maintenance	128,509			\$293
Facilities	1,828,680			\$4,164
Computerization	60,071			\$137
Travel	302,912			\$690
Interpreters	361,000			\$822
Court Security Officers	0			\$0
Sheriff Reimbursement	367,021			\$836
Ecourt	1,300,668			\$2,962
Subtotal	\$6,010,859	x 0.023	x 0.66	\$13,687
Ratio of masters & referees to total judicial officers	0.15			
<b>AMOUNT BUDGETED</b>	<b>\$10,606,695</b>			<b>\$1,036,298</b>

## Exhibit B

### SUMMARY OF TIME STUDY

The methods and procedures governing time study reporting of the child support activity are outlined below:

#### Personnel Required to Report

The identification of personnel required to participate in the time study process and the tasks subject to time study examination reflect the full involvement of clerical support staff for masters and referees who process IV-D related cases. This includes clerical staff, case managers, and their direct supervisors who work on cases as well as supervise subordinates. Law clerks, and the senior law clerk who has the ultimate responsibility for management of the office, were not included in the study, as it would have been prohibitive in terms of the time and effort required to capture useful data.

#### Reporting Period

These time studies that provided a baseline determining the amount of time spent in processing IV-D cases, were done over a two-week period in several courts for purposes of figuring cost allocation. These same studies should be reviewed again so that procedures that were noted "unknown" relative to IV-D status may be researched and a value assigned to these cases. This will enable us to project the expected number of cases that will become IV-D even if they entered the system as "unknown". In addition, a certain number of "non-IV-D" cases would be expected to convert to IV-D. Again, these cases would have to be pulled and studied to determine any change in IV-D status.

#### Preparation of Time Study Reports

A Time Log was developed to be used in gathering data for time study reporting. The form was designed to identify the amount of time each reporting staff member spends in the performance of a variety of functions during the course of a normal business day. The activities are then allocated to one of the three (3) categories of IV-D status, "yes", "no", or "unknown" for the purpose of determining costs of the IV-D related portion of the operation.

A listing of the tasks to be itemized on the time study report form and instructions for the preparation of the form follow:

- A = Enter Case
- B = Order of Notice
- C = Hearing Notices
- D = Notice of Decision
- E = Scheduling
- F = Phone
- G = Counter
- H = Docketing and Correspondence
- I = Closing

#### General Instructions

1. The Time Log must be completed daily by those staff members designated as time study personnel. The reports are to be reviewed by the unit supervisor for the completeness and accuracy and collected daily. They should be forwarded to the Administrative Office of the Courts weekly.

2. A Time Log should be filed when the staff members designated as time study personnel are absent from work part or all of the day due to sick time, vacation leave, personal leave or other authorized leave.

3. The daily Time Log must be reviewed for completeness and accuracy and signed by each reporting staff member each day and submitted to the unit supervisor.

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DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF CHILD SUPPORT SERVICES  
COOPERATIVE AGREEMENT

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WHEREAS, the New Hampshire Supreme Court (hereinafter "Supreme Court") has instituted an Expedited Process for the purposes of handling domestic and marital IV-D cases; and

WHEREAS, the Supreme Court on July 1, 1996 instituted a Family Division pilot program in Grafton and Rockingham Counties for the purposes of handling domestic, marital, and other family actions; and the New Hampshire Legislature subsequently passed House Bill 2, (Laws of 2005, Chapter 177:14) authorizing the statewide expansion of the Family Division of the New Hampshire Judicial Branch (hereinafter "JBFD") as of July 1, 2005 replacing the New Hampshire Superior Court as the Court of general jurisdiction over marital and domestic relations cases, with the implementation of the statewide expansion of the JBFD to be performed in accordance with RSA 490-D:5; and

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WHEREFORE, DCSS and the Supreme Court, through the Administrative Office of the Courts (hereinafter "AOC"), and on behalf of its subcomponent, the Circuit Court Family Division (hereinafter "CCFD"), agree that cooperation shall benefit the public at large through the timely filing, hearing, and resolution of child support matters, and they hereby covenant and agree as follows:

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Pursuant to RSA 490-F: 15, the Circuit Court with the consent of the parties shall, and without the consent of the parties may, commit to one or more referees any cause at law or in equity, or the determination of any question of fact pending in the court wherein parties are not entitled to a trial by jury. The child support referees are authorized to hear, analyze, and make recommendations on IV-D paternity establishment cases, child and medical support establishment and modification cases, and child support cases brought under UIFSA.

DCSS is responsible for administering a statewide child support establishment and enforcement program under Title IV-D of the Social Security Act. The Department must have in effect and use, in interstate and intrastate cases, administrative and/or judicial expedited processes to establish paternity and to establish, modify, and enforce support orders.

## II. DUTIES AND RESPONSIBILITIES

DCSS, and the Supreme Court, by and through AOC, on behalf of its subcomponent, the CCFD, hereby agree to comply with Title IV-D of the Social Security Act, and agree to implement all federal regulations and requirements.

### A. DCSS shall:

1. identify and keep monthly logs by case name of each IV-D case that is heard by the CCFD. IV-D cases include:
  - a. establishment of paternity;
  - b. establishment of new orders for support;
  - c. establishment of temporary orders for support;
  - d. establishment and enforcement of interstate reciprocal cases under UIFSA or any other laws governing interstate child support cases;
  - e. enforcement of existing orders for support;
  - f. modifications of divorce decrees and other orders with respect to support; and
  - g. hearings on support violations and show cause hearings.
2. monitor time frames for all IV-D cases to determine whether they are being disposed of within federally mandated time frames established in 45 CFR §303.101(b)(2);
3. provide the CCFD with written requests to schedule hearings;
4. notify the Administrative Judge of the Circuit Court or designee, when any CCFD Court Clerk fails on two or more separate occasions to schedule a hearing in a timely manner, in accordance with paragraph II, section B.3;
5. seek reimbursement from the federal Office of Child Support Enforcement (OCSE) for a portion of the direct expenses of the marital masters, child support referees, and in accordance with 45 CFR 304.21, for positions involved with the administration of IV-D activities (which includes the salaries and benefits for the positions) and a portion of the indirect expenses associated with these positions (which includes the salaries and benefits of clerical/support staff who do not work exclusively for the marital masters or child support referees) as well as the services and commodities which support the program as follows:
  - a. The amount of reimbursement for all direct expenses shall be calculated by multiplying the current Federal Financial Participation (hereinafter "FFP") rate by the percentage of time marital masters, child support referees, and

administrators spend on IV-D activities, as reported on a monthly basis, by the total amount of direct expenses as referred to in Exhibit A, attached hereto.

- b. The amount of reimbursement for the indirect expenses of clerical/support staff salaries and benefits shall be calculated by multiplying the current FFP rate by the percentage of time spent by court personnel on IV-D activities cases by the total indirect expenses as referred to in Exhibit A, attached hereto. The percentage of time spent on IV-D activities will be derived from time study projects (see Section II, D.5) conducted in several courts for the purposes of this Agreement. See Exhibit B attached hereto.
  - c. The amount of reimbursement for all indirect expenses of services and commodities shall be calculated by multiplying the total cost pool as referred to in Exhibit A, attached hereto, by the ratio of marital masters and referees to the total number of judicial officers, by the percentage of the master and referee time spent on IV-D cases, and by the current FFP rate, as referred to in Exhibit A; and
6. shall remit on a monthly basis the reimbursement due as calculated in accordance with this section.

B. The CCFD as authorized by the Supreme Court, shall:

1. schedule, where practicable, the marital masters and/or child support referees to hear IV-D cases in CCFD Courts with jurisdiction over IV-D cases. The marital masters and/or child support referees shall exercise independent judicial discretion in ruling on IV-D cases;
2. employ its best efforts, in conjunction with DCSS, to coordinate regularly scheduled Court days, by use of block scheduling, for the resolution of establishment, modification, and enforcement cases in order to achieve mutual efficiencies in the administration of IV-D cases;
3. require that all CCFD Court Clerks mail to all parties a notice of hearing within twenty-one (21) days of the receipt of a request by DCSS; the date of said hearing shall be within ninety (90) days of receipt of the request unless the docket will not permit such scheduling; but in any event shall ensure compliance pursuant to paragraph II, section B.9;
4. after notice is given pursuant to paragraph II, section A.4 above, the Court shall have fourteen (14) days in which to take corrective action or to notify DCSS why corrective action is inappropriate. Corrective action, in this instance, shall mean the mailing of a notice of hearing within fourteen (14) days;
5. require marital masters, child support referees, and administrators to report the percentage of their time each day that was dedicated to IV-D activities. A daily reporting log (hereinafter log) will be completed by each master, child support referee, and administrator; copies are attached hereto as Exhibits C. The log will be used for monitoring and managing the processing of IV-D cases and activities;
6. require that the marital masters, child support referees, and administrators sign and submit the completed logs at the end of each month to the Administrative Judge of the Circuit Court or designee;

7. require that the marital masters, and child support referees, identify the case name and case number of each IV-D case heard daily and submit these case lists together with the logs monthly to the Administrative Judge of the Circuit Court or designee;
8. require that the Administrative Judge of the Circuit Court or designee review the logs and case lists for accuracy and forward them to the AOC within one (1) week of receipt thereof;
9. take reasonable measures to ensure that the CCFD shall meet the federal time frames for expedited processes mandated by 45 CFR §303.101;
10. require, for all cases referred to DCSS or cases in which an application for services is received by DCSS in which the obligation for support and the amount of the obligation have been established and DCSS has requested a copy of the Order, that all CCFD Court Clerks mail copies of the requested orders within fourteen (14) days of the receipt of the request by DCSS, or other IV-D Agency, in order to ensure compliance with the federal time frames mandated by 45 CFR 303.6; and,
11. require that all record keeping documents identified under this Agreement shall be safeguarded and retained for a period of seven (7) years from the date the Agreement terminates and shall be made available to the DCSS within a reasonable time upon request.

C. The AOC, the CCFD, and DCSS agree to the following efforts:

1. Liaison Meetings

The parties recognize the benefits and business efficiencies achieved by having staff from each entity meet and work together at developing best practices and achieving a mutual understanding of each other's business needs. As such, the parties agree to the following liaison meetings:

a. Local Liaison

DCSS field staff from each local District Office shall meet with court staff from the CCFD facility that provides services to that DO, on a bi-annual schedule, or as may be otherwise necessary, to address issues that arise from the court resolution of IV-D cases, such as, case scheduling, case procedural issues, or any other identified activities or actions that will improve efficiencies for the resolution of IV-D cases.

The court staff shall include the CCFD Court Clerk and other appropriate CCFD personnel, along with the Circuit Court Administrative Judge or designee. DCSS staff shall include the DCSS DO supervisor and appropriate DO staff along with at least one representative from DCSS Administration and Child Support Legal.

b. Administrative Liaison

The Circuit Court Administrative Judge or designee, the Circuit Court Administrator(s), and an appropriate representative from AOC shall meet on an annual basis for liaison meetings with appropriate DCSS representatives to review and discuss administrative issues that have arisen within the IV-D Process.

2. IV-D Training

The Circuit Court Administrative Judge or designee, the Circuit Court Administrator(s), the CCFD Judges who hear IV-D cases, marital masters, child support referee(s), and appropriate court staff, shall attend on an annual basis, for a minimum of three (3) hours, training and education, provided by DCSS, on IV-D issues. Such training will assist in the maintenance and development of IV-D program knowledge. DCSS shall provide qualified staff to develop, present, and facilitate the educational training program.

3. The IV-D Program Development Workgroup

The parties shall participate on the IV-D Program Development Workgroup, which was established under a prior Cooperative Agreement for the purpose of jointly fulfilling the goals of the AOC/DCSS Agreement, while ensuring IV-D program compliance. The workgroup shall, at a minimum, be composed of the following: the Circuit Court Administrative Judge designee; the Director of AOC designee; the Director of DCSS administrative designee; and the Director of DCSS Child Support-Legal designee.

For the term of this Cooperative Agreement the Workgroup shall meet monthly to identify and address areas within which efficiencies may be achieved, with the overall goal being the creation of a more efficient expedited process for the judicial resolution of IV-D cases. Specifically, the Workgroup shall seek to implement a more centralized system for the scheduling, hearing and processing of IV-D cases, including both establishment and enforcement. The use of video hearings and DCSS use of administrative processes shall be explored.

The parties recognize and acknowledge the need to form an effective partnership to achieve overall IV-D program compliance. As such, the parties agree to the meaningful participation of appropriate staff in order to accomplish the tasks of this workgroup.

D. The AOC, as authorized by the Supreme Court, shall:

1. review and track for accuracy all of the logs received from the CCFD;
2. submit to DCSS a monthly summary report showing the total reimbursement due for each marital master, child support referee, and administrator together with copies of logs for use in authorizing reimbursement payments;
3. submit to DCSS monthly statements reflecting actual costs for salaries and benefits of clerical/support staff and costs for services and commodities;
4. make available to DCSS upon request the case names and case numbers of all IV-D cases heard by marital masters and child support referees in order to assist DCSS in tracking and monitoring cases; and
5. in each of the three (3) state fiscal years of the Agreement administer two-week time studies in three different locations, measuring and reporting the percentage of time clerical/support staff spend on IV-D activities. The two (2) weeks shall be selected to best reflect average workload. The percentage of time reported by clerical/support staff as spent on IV-D activities shall be adjusted annually based on the results of any time studies conducted in that year.

### III. ESTIMATED REIMBURSEMENT

#### DIRECT EXPENSE:

The estimated reimbursement for the direct expense of the marital masters shall be \$14,117 for SFY 2015, \$14,117 for SFY 2016 and \$14,117 for SFY 2017. These figures are based upon the actual current salaries and benefits. Salary and benefits shall be multiplied by an estimated 2.3% IV-D time, and by the current FFP rate of sixty-six percent (66%).

The estimated reimbursement for the direct expense of referees shall be \$77,093 for SFY 2015, \$77,093 for SFY 2016 and \$77,093 for SFY 2017. These figures are based upon the actual current salaries and benefits expense. Salary and benefits shall be multiplied by an estimated twenty-seven percent (27%) IV-D time, and by the current FFP rate of sixty-six percent (66%).

The estimated reimbursement for the direct expense of the administrators shall be \$7,564 for SFY 2015, \$7,564 for SFY 2016 and \$7,564 for SFY 2017. These figures are based upon current salaries and benefits expense. Salary and benefits shall be multiplied by an estimated IV-D time of eight percent (8%), and by the current FFP rate of sixty-six percent (66%).

#### INDIRECT EXPENSE:

The estimated reimbursement for the indirect expenses of clerical/support staff salaries and benefits shall be \$923,837 for SFY 2015, \$923,837 for SFY 2016 and \$923,837 for FY 2017. These figures are based upon the annualized salaries and benefits expense from February 2014. The result is multiplied by fifty-four point six percent (54.6%), the percentage of domestic case time and forty-five point three percent (45.3%), the time spent on IV-D activities, and by sixty-six (66%) percent, the current FFP rate. Estimates used are based on the most current (October/December 2013) time studies.

#### SERVICES AND COMMODITIES:

The estimated reimbursement for the indirect expenses of services and commodities shall be \$13,687 for SFY 2015, \$13,687 for SFY 2016 and \$13,687 for FY 2017. These figures are derived by multiplying the total cost pool of indirect expenses of services and commodities by the ratio of marital masters and referees to the total number of judicial officers, currently 15%, then multiplying by two point three percent (2.3%), the estimated judicial time on IV-D cases, multiplied by sixty-six (66%) percent FFP rate.

The State's indirect costs, pursuant to RSA 124:11, are not recoverable.

The actual expenses shall be reviewed semi-annually by the AOC and DCSS to monitor that such expenses are within the amount budgeted herein.

The Agreement shall be amended to reflect the adjustment to the estimated reimbursements in the event that any additional marital masters, child support referees or case managers are hired during the term of the contract.

DCSS has the right to refuse reimbursement for any costs, which are, or may become, prohibited by federal or state law.

### IV. FISCAL RESPONSIBILITY

The AOC hereby agrees to reimburse DCSS for any payments withheld from DCSS, adjustments made in funds otherwise due DCSS, or fines imposed by the U.S. Department of Health and Human Services (HHS), due to any expenditures claimed by the AOC and paid pursuant to this Agreement that are later determined to be improper. The reimbursement shall only be required in situations where AOC failed to comply with the terms of this Agreement. Such reimbursement shall not be required for payments withheld or adjustments made, or fines imposed due to the failure of DCSS to comply with the terms of this Agreement. AOC agrees to reimburse DCSS for any expenditures under this Agreement which are determined as a result of an audit by DCSS, HHS or any authorized entity to be attributable to: (1) Services to ineligible individuals; (2) ineligible services; (3) ineligible indirect costs, the AOC may be liable for any disallowance or charges; or (4) any other claims which are inconsistent with the provisions of this Agreement.

If DCSS and/or AOC determine that any withholding, adjustment, or fine imposed by HHS due to AOC noncompliance, is erroneous or improper for any reason, DCSS and AOC shall evaluate the merits of an appeal and may pursue an appeal through appropriate avenues. DCSS and AOC shall jointly decide whether to file, pursue, and/or continue any such appeal. Should there be disagreement on this issue the Office of the Attorney General shall be consulted and its determination shall be final and binding and shall not be subject to judicial review or administrative procedures. AOC shall be responsible for all litigation costs incurred. AOC shall return funds required to be returned under this section no later than thirty (30) days following DCSS' request for its return. However, if an appeal is requested within that thirty (30) day period, the AOC will not be responsible for returning funds until thirty (30) days after such appeal has been completed and denied, or until a fiscal sanction has been imposed by HHS, whichever occurs first.

#### IV. CONFIDENTIALITY

This agreement does not authorize access to any records or documents by court personnel or authorized DCSS employees other than what is already authorized by current job responsibilities, nor does it provide access to such records or documents by any other person(s). All information, records and documents received relating to IV-D cases shall be safeguarded in accordance with relevant federal and state statutes and regulations, including, but not limited to, 42 USC §654 (26); RSA 161-B: 7, III, except as otherwise permissible under Chapter 91-A or court order.

Only authorized representative(s) of the United States Government, the State Legislative Budget Assistants Audit Division, and authorized representatives of DCSS and court personnel shall have the right to inspect and examine records or documents pursuant to this Agreement to the extent authorized by law and/or federal and state regulations. Any such authorized person(s) must provide reasonable notice and presentation of proper credentials or identification.

#### V. EFFECTIVE DATES

This Agreement shall be effective upon approval by Governor and Executive Council and shall terminate on June 30, 2017. Services under this Agreement shall begin on July 1, 2014.

Documented services provided during any Federal Fiscal Quarter in which this Agreement is effective shall be reimbursable pursuant to 45 CFR §304.21 (d).

This Agreement may be amended at any time during its term by written agreement of both parties.

#### VI. TERMINATIONS

Should the AOC, or the CCFD breach or fail to meet any terms and/or conditions of this contract, including:

1. Failure to meet time frames in expedited process program standards; or
2. Failure to take corrective action as defined in paragraph II, section B.4 above; or

3. Failure to maintain and/or provide required records and documentation; or,
4. Failure to participate in local liaison or administrative liaison meetings pursuant to paragraph II, section C.1 above; or,
5. Failure to meaningfully participate in the IV-D Training, or IV-D Program Development Workgroup pursuant to paragraph II, sections C.2, and C.3 above;

then DCSS may, at its option, refuse reimbursement for the month in which the breach occurred, refuse reimbursement for the month in which corrective action was to take place, or terminate the contract.

This Agreement may be terminated at any time during its term by written agreement of both parties.

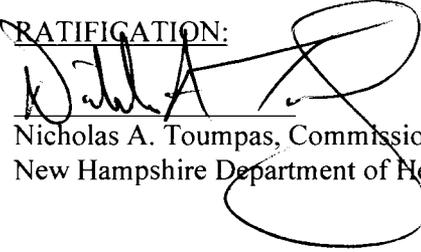
IN WITNESS WHEREOF, the Supreme Court by its duly authorized agent and DCSS, by its duly authorized agent have executed this Agreement on this 6<sup>th</sup> day of May, 2014.

ADMINISTRATIVE OFFICE OF THE COURTS  
STATE OF NEW HAMPSHIRE

By:   
Donald D. Goodnow, Director  
Administrative Office of the Courts

DIVISION OF CHILD SUPPORT SERVICES

By:   
Mary S. Weatherill, Director  
New Hampshire Department of Health and Human Services  
Division of Child Support Services

RATIFICATION:  
  
Nicholas A. Toumpas, Commissioner  
New Hampshire Department of Health and Human Services

**IV-D Budget for FY 2015, FY 2016 & FY 2017**

	FY 2015-2017 Estimated Expense	Estimated IV- D %	FFP	Est. FY 2015- 2017 Reimbursement
<u>Direct Expenses</u>				
Marital Masters	\$929,991	x 0.023	x 0.66	\$14,117
Referees	\$432,621	x 0.27	x 0.66	\$77,093
Administrators	\$143,261	x 0.08	x 0.66	\$7,564
<u>Indirect Expenses</u>				
-				
Clerical Staff	3,089,963	x 0.453	x 0.66	\$923,837
<u>Services &amp; Commodities</u>				
Telephone, Postage, Printing	1,161,914			\$2,646
Library	134,727			\$307
Equipment Rental	160,513			\$365
Equipment Purchase	204,844			\$466
Equip. Maintenance	128,509			\$293
Facilities	1,828,680			\$4,164
Computerization	60,071			\$137
Travel	302,912			\$690
Interpreters	361,000			\$822
Court Security Officers	0			\$0
Sheriff Reimbursement	367,021			\$836
Ecourt	1,300,668			\$2,962
Subtotal	\$6,010,859	x 0.023	x 0.66	\$13,687
Ratio of masters & referees to total judicial officers	0.15			
<b>AMOUNT BUDGETED</b>	<b>\$10,606,695</b>			<b>\$1,036,298</b>

## Exhibit B

### SUMMARY OF TIME STUDY

The methods and procedures governing time study reporting of the child support activity are outlined below:

#### Personnel Required to Report

The identification of personnel required to participate in the time study process and the tasks subject to time study examination reflect the full involvement of clerical support staff for masters and referees who process IV-D related cases. This includes clerical staff, case managers, and their direct supervisors who work on cases as well as supervise subordinates. Law clerks, and the senior law clerk who has the ultimate responsibility for management of the office, were not included in the study, as it would have been prohibitive in terms of the time and effort required to capture useful data.

#### Reporting Period

These time studies that provided a baseline determining the amount of time spent in processing IV-D cases, were done over a two-week period in several courts for purposes of figuring cost allocation. These same studies should be reviewed again so that procedures that were noted "unknown" relative to IV-D status may be researched and a value assigned to these cases. This will enable us to project the expected number of cases that will become IV-D even if they entered the system as "unknown". In addition, a certain number of "non-IV-D" cases would be expected to convert to IV-D. Again, these cases would have to be pulled and studied to determine any change in IV-D status.

#### Preparation of Time Study Reports

A Time Log was developed to be used in gathering data for time study reporting. The form was designed to identify the amount of time each reporting staff member spends in the performance of a variety of functions during the course of a normal business day. The activities are then allocated to one of the three (3) categories of IV-D status, "yes", "no", or "unknown" for the purpose of determining costs of the IV-D related portion of the operation.

A listing of the tasks to be itemized on the time study report form and instructions for the preparation of the form follow:

- A = Enter Case
- B = Order of Notice
- C = Hearing Notices
- D = Notice of Decision
- E = Scheduling
- F = Phone
- G = Counter
- H = Docketing and Correspondence
- I = Closing

#### General Instructions

1. The Time Log must be completed daily by those staff members designated as time study personnel. The reports are to be reviewed by the unit supervisor for the completeness and accuracy and collected daily. They should be forwarded to the Administrative Office of the Courts weekly.

2. A Time Log should be filed when the staff members designated as time study personnel are absent from work part or all of the day due to sick time, vacation leave, personal leave or other authorized leave.

3. The daily Time Log must be reviewed for completeness and accuracy and signed by each reporting staff member each day and submitted to the unit supervisor.

4. The Time Log should accurately represent the activity of the reporting staff member during the specific review period. No attempt should be made to structure the data to portray an individual's perception of the proper allocation of work time activity.

#### Instructions for Completion of Reporting Form

1. Reporting requires that daily activity is to be reduced to ten (10) minute reporting periods. No period of time less than ten (10) minutes will be used for the purposes of this report. It is acceptable to lump several cases under one ten (10) minute time block when tasks take only a few seconds to complete.

2. The reporting form does not require that daily activities be reported in the time sequence in which they were performed during the day. However, it is strongly recommended, given the number of cases processed daily, that staff complete logs, including the docket number of each case worked on, as the task is completed.

3. The activities or work tasks have been listed for staff to categorize their activity. In addition, they are asked to judge whether the work is IV-D related, is not (and is not likely to be) IV-D related, or whether it is unknown that the work is IV-D related. Also, they are asked to report the status of each case on which they are working. That is, is it a new entry, a new case process, or an old case that has been brought forward. Workers should write the proper task code in one of these columns.

4. The time study report assumes a seven and one-half (7.5) hour work day, but work activities performed during overtime hours should be reported as well. Authorized non-productive activities, such as lunch period or administrative time that cannot be categorized, should be entered at the bottom of the log sheet.



