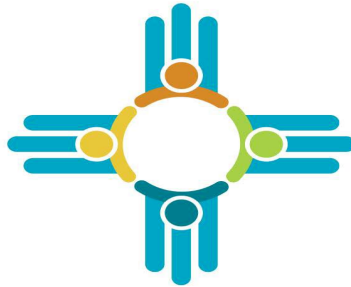


State of New Mexico



HEALTH CARE
AUTHORITY

Child Support Services Division

Parental Responsibility Act
(§ 40-5A-1 et seq., NMSA 1978)
Annual Report
(November 1, 2023 – October 31, 2024)

To

Governor Michelle Lujan Grisham
and
The New Mexico State Legislature

From

Kari Armijo, Cabinet Secretary

December 2024

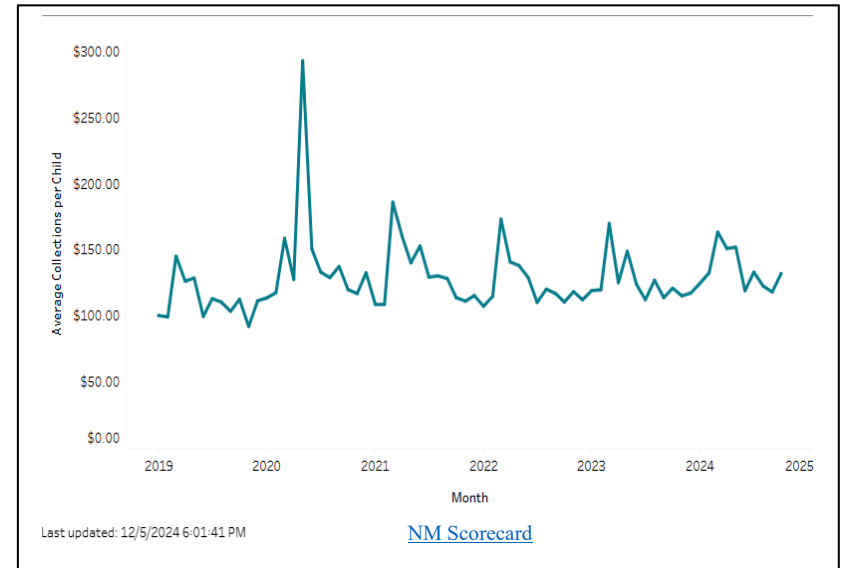
CHILD SUPPORT AND THE PARENTAL RESPONSIBILITY ACT

The Health Care Authority (HCA) Child Support Services Division (CSSD) plays a very important role in the Parental Responsibility Act (PRA) which has been in effect since July 1, 1995, through State Statute, § 40-5A-1 et seq., NMSA 1978.

The purpose of the PRA is to require parents to pay down, or in some instances, eliminate child support delinquencies or participate in modernization initiatives in order to be issued, maintain or renew a driver, professional, and/or recreational license. There are currently sixty-three (63) New Mexico state entities that issue licenses as defined by the PRA. HCA-CSSD works with all entities to bring parents back into compliance with their child support obligation and ensure children are financially supported. Studies have shown that the consistent collection of child support has a positive effect on family relationships, involvement by the non-custodial parent in the child’s life, the child’s academic achievements, and cognitive development in young children.

In 2018, the HCA-CSSD began a concerted effort to implement national best practices and modernization initiatives to positively impact the families and children it serves. The HCA-CSSD is continuing to modernize and has made strong gains in better serving families. Some of these accomplishments include changing payment distribution and disbursement rules to get more money to current and former families on assistance; changing child support guidelines to allow for right-sized support orders based on the current economy and on ability to pay; and incorporating a self-support reserve to consider the subsistence needs of parents when determining child support obligations. The main goal in all of these efforts is to ensure children get the consistent monthly financial support they need to grow up happy and healthy, while helping parents avoid falling behind on child support payments thus avoiding delinquencies and large arrearage balances. The scorecard measure to the right is updated each month on the HCA website to indicate an *average* of how much a child can receive each month based on total HCA-CSSD collections. It demonstrates increased consistency.

Figure 1: Departmental Social Impact CSSD Performance Scorecard



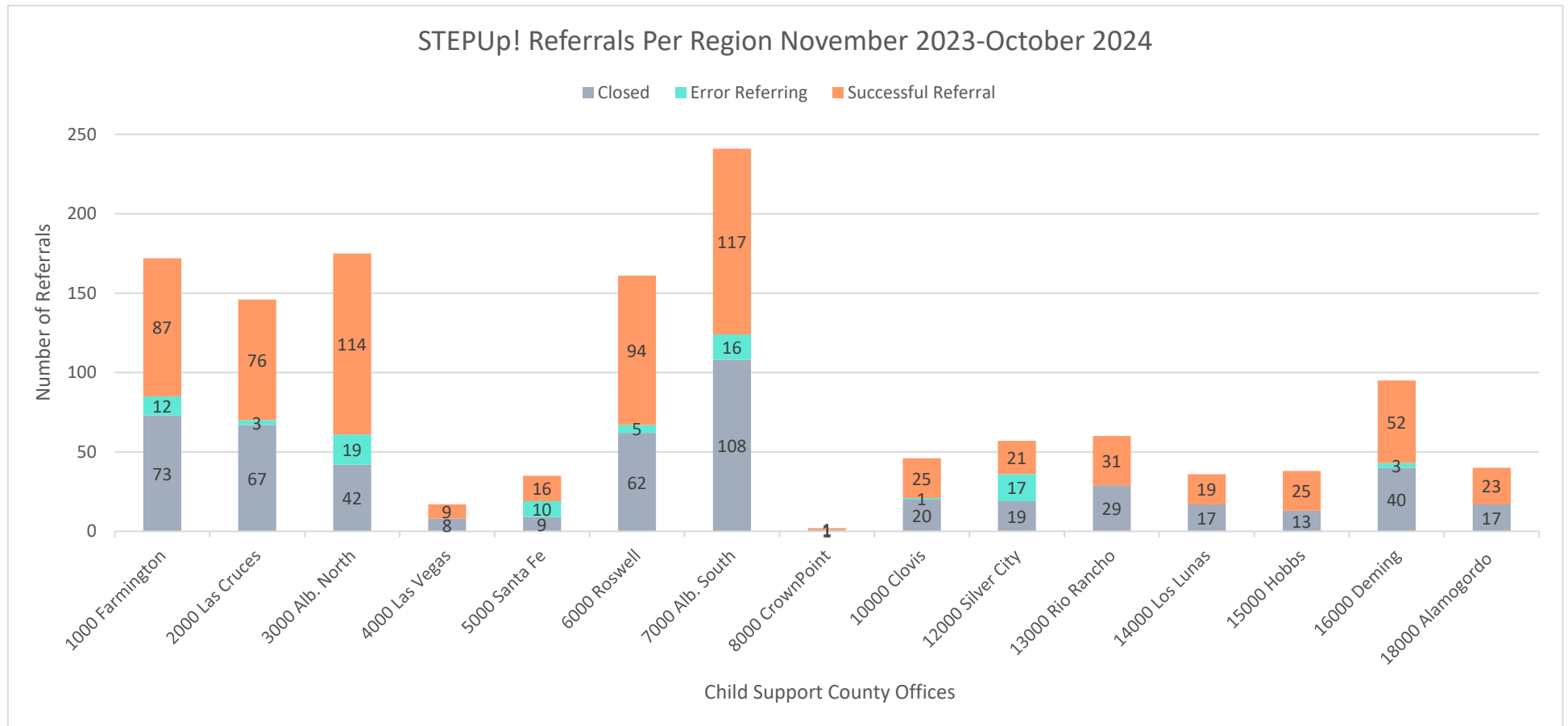
The PRA is just one of the programs that has benefited from modernization initiatives.

In 2020, the HCA-CSSD implemented the Supporting, Training, and Employing Parents Up! (STEPUp!) program, which benefits non-custodial parents (NCPs) whose licenses have been or are in jeopardy of being suspended due to child support delinquency. The HCA-CSSD refers NCPs to the Department of Workforce Solutions (DWS) to assist them with job development and job opportunities, with the goal of gaining employment and being placed on wage withholding for more consistent payments. By complying with the referral to the STEPUp! program, the NCPs are provided a Certificate of Compliance (CoC) in order to get licenses re-issued or stop suspension by the licensing agency. Successful compliance with the referral to the STEPUp! program is in

offered to non-custodial parents in lieu of making a lump sum payment to obtain the CoC.

The STEPUp! program allows an HCA-CSSD customer to meet with a DWS Career Consultant for assistance in obtaining employment and/or addressing barriers to finding employment. In October 2023, the Application Programming Interface (API) for the Child Support Enforcement System (CSES) went live which allows the HCA-CSSD staff to send automatic referrals to DWS for the STEPUp! program, resulting in a more efficient process. STEPUp! has seen a total of 710 statewide successful referrals that resulted in non-custodial parents gaining employment between November 2023 and October 2024.

Figure 3: STEPUp! Referrals Per Region



THE PARENTAL RESPONSIBILITY ACT - PROCESS AND PROGRESS

The PRA states that, upon receiving appropriate notice, a parent will comply with subpoenas and warrants relating to child support and parentage. Under the PRA, due process protections for the parent are outlined and require the board which is denying the application or renewal of the license to provide written notice of the grounds for the denial and the right to an administrative hearing.¹

¹ See § 40-5A-6 (2015).

A PRA requirement of the HCA-CSSD (§ 40-5A-1 et seq., NMSA 1978) is annual reporting to the Governor and the Legislature on the progress of child support enforcement measures. These measures include:

- 1) the number of obligors certified by the division as delinquent.
- 2) the number of obligors who also were licensees or applicants subject to the provisions of the PRA.
- 3) the number of licenses suspended or revoked by each board and the number of new licenses and renewals that were delayed or denied by each board.
- 4) the number of licenses and renewals that were granted following an applicant’s compliance with a judgment and order for support; and
- 5) the cost incurred for the year in the enforcement of the PRA.

The data for those measures for the reporting period of November 1, 2023, to October 31, 2024, are:

1. The number of monthly delinquent obligors certified by the division is noted in the following table:

Table 1: November 2023-October 2024 Delinquent Obligor Certified Monthly

2023		2024		2024	
November	13,401	January	13,354	June	12,598
December	13,509	February	13,397	July	12,681
		March	13,102	August	12,667
		April	12,867	September	12,495
		May	12,751	October	12,509

2. The number of obligors who also were licensees or applicants subject to the provisions of the PRA: **301,848**
3. The number of licenses that were suspended or revoked by each board, and the number of new licenses and renewals that were delayed or denied by each board: **8,070**
4. The number of licenses and renewals that were granted following an applicant's compliance with a judgment and order for support: **981**
5. The number of administrative hearings conducted by the licensing entities: **1**
6. The cost incurred by the licensing agencies in the enforcement of the PRA: **\$27,195**

SUMMARY OF EFFECTIVENESS

Figure 4: Total Lump Sum Payment Amounts Collected for PRA Compliance

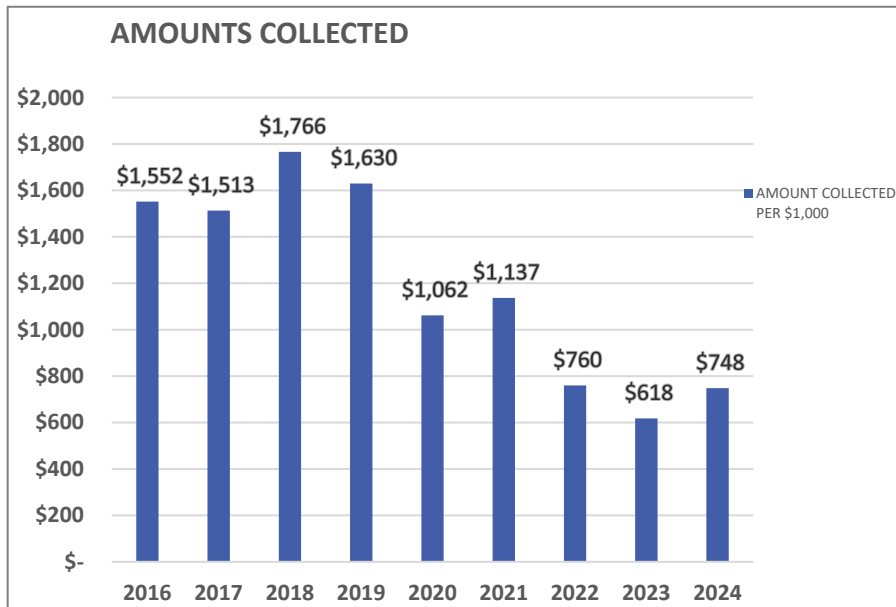
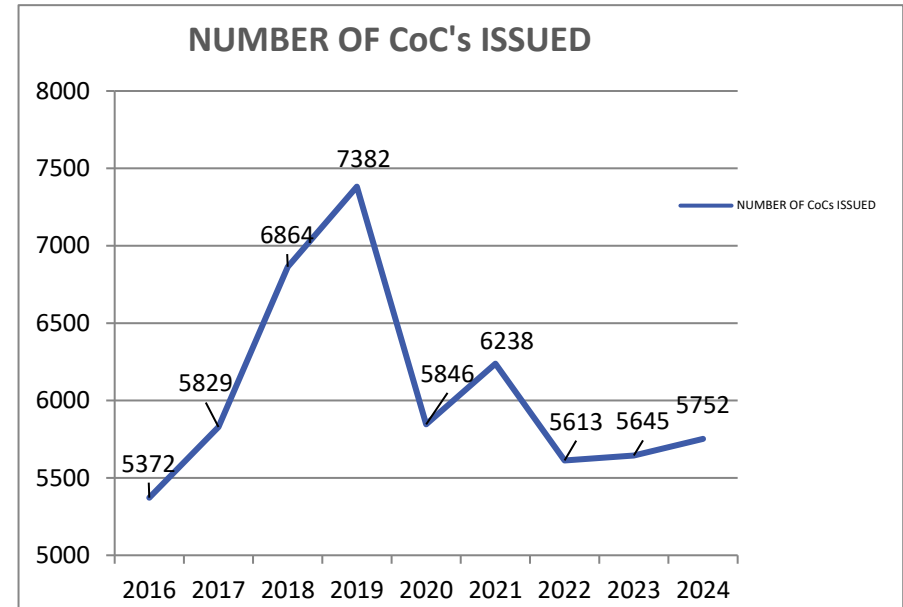


Figure 5: Total Number of CoC's Issued



The HCA-CSSD collected a total of \$748,390.00 in lump-sum payments from PRA compliance. This is an increase in lump-sum payments from 2023 of \$617,882.00. The number of referrals to licensing entities and collections from lump-sum payments has decreased over time due, in part, to the STEPUp! program referrals that assists NCPs with job development and job opportunities to get them back on track to meeting their

monthly child support obligations rather than simply paying a lump sum payment to get their license back. The HCA-CSSD certified a monthly average of 13,401 delinquent obligors for the current review period and issued 5,752 CoC's this year. The itemization of the amounts collected by the HSD-CSSD is noted in Table #2.

Currently, the licensing entities report to the HCA-CSSD both on a monthly and annual basis on the work they have performed to comply with the PRA. The work of the licensing entities for the reporting period from November 1, 2023, to October 31, 2024, is reflected in Table #3.

Table 2: Total Collections for Reporting Period by Licensing Entity

Regulatory Organization	CSSD Total Collections for Reporting Period November 1, 2023 - October 31, 2024
Taxation and Revenue Department - MVD	\$664,000.67
Regulation and Licensing Department	
Alcohol and Gaming Division	\$50.00
Construction Industries Division	\$1,610.00
Manufactured Housing Division	\$0.00
Securities Division	\$0.00
Accountancy	\$0.00
Acupuncture and Oriental Medicine	\$0.00
Animal Shelter Servicing	\$0.00
Athletic Commission	\$759.33
Athletic Trainers	\$0.00
Barbers and Cosmetologist	\$329.00
Board of Naprapathic Practice (with NM Medical Board)	\$0.00
Body Art Practitioners	\$400.00
Chiropractic Examiners	\$0.00
Counseling and Therapy Practice	\$0.00
Dental Health	\$0.00
Funeral Services Board	\$0.00

Interior Design	\$0.00
Landscape Architects	\$0.00
Massage Therapy	\$0.00
Nursing Home Administrators	\$0.00
Nutrition and Dietetics	\$0.00
Occupational Therapy	\$0.00
Optometry	\$0.00
Osteopathic Medicine (with NM Medical Board)	\$0.00
Pharmacy	\$0.00
Physical Therapist	\$0.00
Podiatry	\$0.00
Private Investigations	\$400.00
Psychologist Examiners	\$0.00
Real Estate Appraisers	\$0.00
Real Estate Commission	\$7,200.00
Respiratory Care	\$0.00
Signed Language Interpreting Practices	\$0.00
Social Work	\$0.00
Speech-Language Pathology Audiology & Hearing Aid Dispensing Practices	\$0.00
Department of Health	
Scientific Laboratory Division	\$0.00
Emergency Medical Services Bureau	\$0.00
Maternal & Child Health Bureau	\$0.00
Medical Cannabis Program	\$0.00
Department of Public Safety	\$0.00
Department of Transportation	
Traffic Safety Bureau	\$0.00
Energy, Minerals and Natural Resources Dept.	\$0.00
Department of Game and Fish	\$66,256.67
Environment Department	

Solid Waste Bureau	\$0.00
Petroleum Storage Tank Bureau	\$0.00
Medical Imaging and Radiation Therapy Program	\$0.00
Surface Water Quality Bureau	\$0.00
Drinking Water Bureau	\$0.00
Public Education Department	\$0.00
Department of Agriculture	\$0.00
Board of Examiners for Architects	\$0.00
State of NM Medical Examiners Board	\$0.00
Board of Nursing	\$3,235.83
Commission for the Blind	\$0.00
Board of Veterinary Medicine	\$0.00
Gaming Control Board	\$0.00
Board of Licensure for Professional Engineers and Surveyors	\$0.00
Racing Commission	\$310.00
Office of Superintendent of Insurance	\$1,504.50
Public Regulation Commission	
State of NM Fire Marshal's Office	\$0.00
Motor Transportation Division	\$0.00
Supreme Court	
State of NM Supreme Court Bar Examiners	\$2,334.00
State of NM Supreme Court Disciplinary Board	\$0.00
State of NM Certified Court Reporter Board	\$0.00
Total Amount Collected	\$748,390.00

Table 3: Compliance Performance by Licensing Entity

	Number of Obligors Subject to PRA	Number of Suspended Licenses	Number of Revoked Licenses	Number of Delayed New Licenses	Number of Denied New Licenses	Number of Delayed Renewals	Number of Denied Renewals	Number of Licenses Granted after Obligor Compliance	Number of Renewals Granted after Obligor Compliance	Number of Hearings Held	Cost Incurred for Implementation & Enforcement of PRA
Board of Examiners for Architects	0	0	0	0	0	0	0	0	0	0	0
Board of Licensure for Professional Engineers and Surveyors	11,248	0	0	0	0	0	0	0	0	0	0
Board of Nursing	49	0	1	0	0	0	0	0	0	0	0
Board of Veterinary Medicine	0	0	0	0	0	0	0	0	0	0	0
Commission for the Blind	96	0	0	0	0	0	0	0	0	0	0
Department of Agriculture	10	4	0	0	0	0	0	1	0	0	\$2,800.00
Department of Game & Fish	923	788	0	0	0	0	0	0	0	0	\$23,075.00
Department of Health											
Scientific Laboratory Division	283,288	5	5	0	0	0	0	1	0	0	0
Emergency Medical Services Bureau	0	0	0	0	0	0	0	0	0	0	0
Maternal & Child Health Bureau	0	0	0	0	0	0	0	0	0	0	0
Department of Homeland Security	0	0	0	0	0	0	0	0	0	0	0

Department of Public Safety											
Law Enforcement Certification Board	1	0	0	0	0	0	0	1	0	1	0
Concealed Carrying Unit	NR										
Department of Transportation	0	0	0	0	0	0	0	0	0	0	0
Energy, Minerals & Natural Resource Department											
Mining and Minerals Division	0	0	0	0	0	0	0	0	0	0	0
Environment Department											
Solid Waste Bureau	NR										
Petroleum Storage Tank Bureau	0	0	0	0	0	0	0	0	0	0	\$600.00
Medical Imaging and Radiation Therapy Program	0	0	0	0	0	0	0	0	0	0	\$720.00
Drinking Water Bureau	NR										
Medical Board	1	0	0	1	0	0	0	0	0	0	0
Board of Naprapathic Practice	NR										
Board of Osteopathic Medical Examiners	NR										
Office of the Superintendent of Insurance	731	0	68	0	0	0	0	0	0	0	0

Public Education Department	0	0	0	0	0	0	0	0	0	0	0
Public Regulation Commission											
Motor Transportation Division	NR										
Racing Commission	NR										
Regulation & Licensing Department											
<i>DIVISIONS:</i>											
Alcohol Beverage Control Division	0	0	0	0	0	0	0	0	4	0	0
Cannabis Control Division	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Construction Industries Division	0	0	0	0	0	0	0	0	4	0	0
Manufactured Housing Division	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Securities Division	0	0	0	0	0	0	0	0	0	0	N/A
<i>BOARDS & COMMISSIONS</i>											
Accountancy	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Acupuncture and Oriental Medicine	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Athletic Commission	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Athletic Trainers	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Barbers and Cosmetologist	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK

Body Art Practitioners	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Chiropractic Examiners	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Counseling and Therapy Practice	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Dental Health	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Funeral Services Board	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Interior Design	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Landscape Architects	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Massage Therapy	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Nursing Home Administrators	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Nutrition and Dietetics	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Occupational Therapy	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Optometry	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Pharmacy	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Physical Therapist	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Podiatry	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Private Investigations	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Psychologist Examiners	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Real Estate Appraisers	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Real Estate Commission	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Respiratory Care	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK

Signed Language Interpreting Practices	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Social Work	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Speech-Language Pathology Audiology & Hearing Aid Dispensing Practices	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK	UNK
Supreme Court											
Bar Examiners	972	0	0	0	0	0	0	0	0	0	0
Board Governing Recording of Judicial Proceedings	649	0	0	0	0	0	0	0	0	0	0
Disciplinary Board	2	0	0	0	0	0	0	0	0	0	0
Taxation and Revenue Department											
Motor Vehicle Division	3,878	4,084	0	19	1,261	58	1,776	54	916	0	0
TOTALS	301,848	4,881	74	20	1,261	58	1,776	57	924	1	\$27,195

*Based on information received from monthly reports. NR = Licensing Agencies that did not report data. UNK = Information unknown by Licensing Agencies.

SUMMARY

Since the inception of the 1995 Parental Responsibility Act and the License Suspension Program managed by the Child Support Services Division much has changed. The Child Support Program is always working to improve the License Suspension Program as an important enforcement tool. One of the goals for 2025 is see improved compliance from the licensing entities under the PRA.

Most notable is the opportunity to provide non-custodial parents who are having a difficult time making their monthly obligations due to unemployment or under-employment the opportunity for job development and/or job placement through the STEPUp! Program, a collaboration with the Department of Workforce Solutions. Before this program, NCPs had to come up with a lump sum payment to get their license(s) back, and without employment, most NCPs found that step difficult to accomplish, resulting in delinquency and an inability to meet the Child Support program's requirements, but most importantly responsibility to their children. The STEPUp! referral has resulted in fewer lump sum collections, however, the Child Support Program is seeing improvement in other performance measures, such as current support collections, which are the monthly obligations on which the custodial parent and the child can rely.