



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

SUSAN G. OSBORNE • Assistant Secretary for Human Services

July 21, 2022

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES  
ATTENTION: Child Support Managers and Supervisors

INFORMATION: SFY 2022-2023 Continuous Quality Improvement Goals

The federal goals and objectives for the Child Support Program can be found under 45 CFR § 305.2 (a). They are: paternity establishment, support order establishment, current collections, and collections towards arrears. The fifth federal measure, cost effectiveness, is set as a goal in North Carolina by measuring the total collections that a county receives.

In State Fiscal Year 2022-2023 (July 2022 – June 2023) the child support program will again separate goals designed to ensure continuous improvement of our program from the goals that are listed in the Memoranda of Understanding (MOU) between the state and the county. As noted in the DCDL dated May 20, 2022 from Susan Osborne, performance measures under the MOU for SFY 2022-2023 and SFY 2023-2024 were set beginning July 1, 2022 through June 30, 2024. For child support, those annual measures were set at the minimum federal performance standard in four areas:

- (1) paternity establishment – minimum performance measure is 50%;
- (2) support order establishment – minimum performance measure is 50%;
- (3) current collections – minimum performance measure is 40%; and
- (4) collection towards arrears – minimum performance measure is 40%.

Failure to meet the MOA goals could lead to a performance or corrective action plan as outlined in the MOA.

In order to ensure that our state continues to improve our program for the children and families we serve and maximize our incentive potential as a state (and therefore maximize the incentive potential for the county), continuous quality improvement (CQI) goals will also be set for SFY 2022-2023 based on each County's performance at the end of SFY 2022-2023. These goals are ***not*** subject to a performance or corrective action plan by the state and instead are set as a way to measure improvement in each area. As a reminder, child support goals are cumulative and reset at the start of each state fiscal year on July 1<sup>st</sup>.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619  
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

Because of the significant barriers counties are currently facing due to the COVID-19 pandemic, there will not be any increases set for our CQI goals for SFY 2022-2023. In fact, the goal is to maintain our performance wherever possible. The attached documents outline the methodology used to determine the goals for SFY 2022-2023 and each county's individual CQI goals.

If you have any questions, please see your Regional CQI Specialist.

Sincerely,



Carla West, Senior Director for Economic Security

Attachments: Child Support Services CQI Goals SFY 2022-2023  
SFY2022-2023 Individual County CQI Goals

cc: IV-D Regional CQI Specialists  
IV-D Policy and Training

DCDL\_CSS\_22\_30