

**Child Support Services
Continuous Quality Improvement Goals
SFY 2022-2023**

The goals and objectives for the Child Support Program can be found under 45 CFR § 305.2 (a). They are: paternity establishment, support order establishment (percentage of cases under order), current collections (collection of current support), and arrears collection (collection of child support arrears). Goals for SFY 2022-2023 are based on each County's performance at the end of SFY 2022-2023.

DEFINITION OF GOALS

MOU Goals – Goals set forth in the Memoranda of Understanding between the state and the county. Those goals will be set at the federal minimum performance standard. Failure to meet the MOU goals could lead to a performance or corrective action plan as outlined in the MOU.

CQI Goals – Goals set by the program to ensure continuous quality improvement (CQI) for our families and that we are maximizing our incentive potential as a state. CQI goals are **not** subject to a performance or corrective action plan.

Paternity Establishment:

- The goal is to maintain the level of performance at the end of SFY 2022-2023, but no goal will be set above 99%.

Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state. The minimum federal standard and the MOU goal is 50%, counties falling below the minimum standard will not be eligible for incentives on this measure.

Cases Under Order:

- The goal is to maintain the level of performance at the end of SFY 2022-2023, but no goal will be set above 89%.

Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state. The minimum federal standard and the MOU goal is 50%, counties falling below the minimum standard will not be eligible for incentives on this measure.

Collection Rate:

- The goal is to maintain the level of performance at the end of SFY 2022-2023, but no goal will be set above 69%.

Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state. The minimum federal standard and the MOU goal is 40%, counties falling below the minimum standard will not be eligible for incentives on this measure.

Payments to Arrears:

- The goal is to maintain the level of performance at the end of SFY 2022-2023, but no goal will be set above 69%.

Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state. The minimum federal standard and MOU goal is 40%, counties falling below the minimum standard will not be eligible for incentives on this measure.

The fifth federal measure, cost effectiveness, is set as a goal in North Carolina by measuring the total collections that a county receives. Therefore, the State of North Carolina includes the following performance goal:

Total Collections:

Total Collections in years' past, were calculated based on allocated collections. Allocated collections are funds that have been allocated to a IV-D case but has not been distributed nor disbursed to the client.

Effective SFY 2022-2023 Total Collections will be based on disbursed collections as reported on the OCSE157.

The goal for SFY 2022-2023 will be set using the total disbursed collections as of 06/30/2022. Disbursed collections are funds that have been disbursed to the client in a IV-D case.

With this change, all five performance measures can be calculated in data warehouse.

*Note: When a county increases their overall collections while exercising fiscal responsibility, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state under the federal cost effectiveness performance measure. In addition, the total base collections are the determining factor in the amount of incentives that the state receives from the federal government. There will **not** be an MOU goal for total collections.*

*Note: When a county increases their overall collections while exercising fiscal responsibility, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state under the federal cost effectiveness performance measure. In addition, the total base collections are the determining factor in the amount of incentives that the state receives from the federal government. There will **not** be an MOU goal for total collections.*