

**Child Support Services  
Quarterly Narrative  
State Fiscal Year 2023 4<sup>th</sup> Quarter Ending 06|30|2023**

The purpose of this report is to provide a general overview of North Carolina’s statewide performance in accordance with General Statutes 110-129.1(a). The performance report can assist in identifying opportunities of improvement for child support offices.

**CHILD SUPPORT PROGRAM/ENHANCED STANDARDS**

**SECTION 10.46. G.S. 110-129.1(a):**

**"(a) In addition to other powers and duties conferred upon the Department of Health and Human Services, Child Support Enforcement Program, by this Chapter or other State law, the Department shall have the following powers and duties:**

...

**(9) Implement and maintain performance standards for each of the State and county child support enforcement offices across the State. The performance standards shall include the following:**

- a. Cost per collections.**
- b. Consumer satisfaction.**
- c. Paternity establishments.**
- d. Administrative costs.**
- e. Orders established.**
- f. Collections on arrearages.**
- g. Location of absent parents.**
- h. Other related performance measures.**

**The Department shall monitor the performance of each office and shall implement a system of reporting that allows each local office to review its performance as well as the performance of other local offices. The Department shall publish an annual performance report that includes the statewide and local office performance of each child support office."**

*It is important to note – while this report reviews and summarizes numerical data from the “County Quarterly Report”, it does not consider various obstacles that the State or counties may face –employee longevity, judicial obstacles, or county budgets – to name a few. **It also does not address cost per collections, consumer satisfaction, and administrative costs as this information is not available at this time.***

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Total Alloc Collections	Total Disbursed Collections	% Pat Est	% Cases Under Order	% Current Collections	% Cases paying towards arrears
STATEWIDE	202106	\$ 717,567,213	\$ 708,210,003	98.37%	84.98%	67.47%	71.36%
STATEWIDE	202206	\$ 669,847,756	\$ 659,704,086	98.51%	84.67%	66.75%	71.46%
STATEWIDE	202306	\$ 659,785,577	\$ 649,042,822	97.91%	85.34%	67.69%	69.60%
STATEWIDE	Change	\$ (10,062,179)	\$ (10,661,264)	-0.60%	0.67%	0.94%	-1.86%
STATEWIDE	SFY2023 GOALS		\$ 659,704,086	98.51%	84.67%	66.75%	69.00%
CQI +/-		N/A	98.38%	0.00%	0.00%	0.00%	0.00%
ON TRACK?			NO	NO	YES	YES	YES

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Caseload	Average CSUP Obligation	Average Payment Per Order	Average Payment Per Cash Order	Total Cases w/Arrears	Total Arrears Due
STATEWIDE	202106	377,140	\$ 303.71	\$ 2,209.86	\$ 2,489.91	282,968	\$ 1,653,497,599
STATEWIDE	202206	368,116	\$ 312.40	\$ 2,116.46	\$ 2,412.23	271,230	\$ 1,644,185,385
STATEWIDE	202306	353,224	\$ 328.69	\$ 2,153.23	\$ 2,456.45	260,996	\$ 1,632,834,714
DIFFERENCE		-14,892	\$ 16.29	\$ 36.77	\$ 44.22	-10,234	\$ (11,350,671)

Report Month	Number of Cases Under Order	Cases W/Cash Order	TOTAL \$ DIST	Number of Cases w/Pymt	Monthly CSUP Due	Total Cases w/Pymt to Arrears	Total Arrears Distributed
202106	320,477	284,432	\$ 708,210,003	201,599	\$ 61,227,807	201,931	\$ 207,874,286
202206	311,702	273,483	\$ 659,704,086	194,068	\$ 60,627,754	193,811	\$ 174,252,553
202306	301,427	264,220	\$ 649,042,822	186,044	\$ 61,150,017	181,665	\$ 157,833,613
DIFFERENCE	-10,275	-9,263	\$ (10,661,264)	-8,024	\$ 522,263	-12,146	\$ (16,418,940)

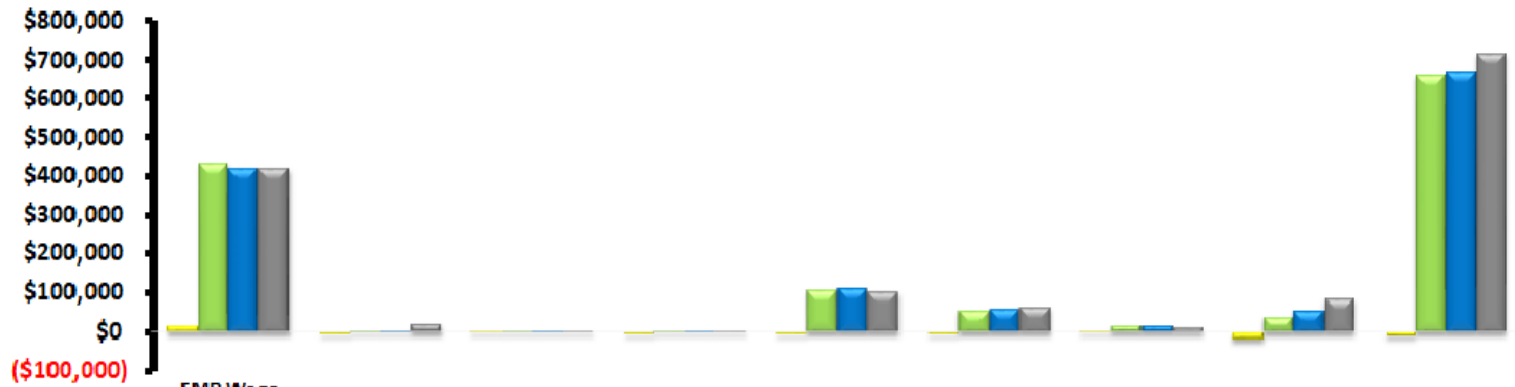
STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
Total IVD Cases open	353,224	
Non-Interstate Cases	303,294	85.86%
Initiating Interstate	28,838	8.16%
Responding Interstate	21,092	5.97%
Staffing Report As of 06/30/2023	1,290	

STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	10,246	2.90%
ARRF	2,701	0.76%
ARRN	56,135	15.89%
ARRP	5,582	1.58%
ARRS	2,058	0.58%
IVE	5,958	1.69%
MAO	163,226	46.21%
NPA	103,486	29.30%
SFHF	3,832	1.08%

STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 Month	Expedited Process 6 Month
STATEWIDE	202106	96.97%	82.06%	66.56%	93.28%	78.55%
STATEWIDE	202206	98.72%	81.08%	66.31%	94.03%	85.47%
STATEWIDE	202306	98.99%	80.80%	64.90%	93.20%	85.10%
STATEWIDE	Change	0.27%	-0.28%	-1.41%	-0.83%	-0.37%
STANDARDS		90%	75%	75%	90%	75%

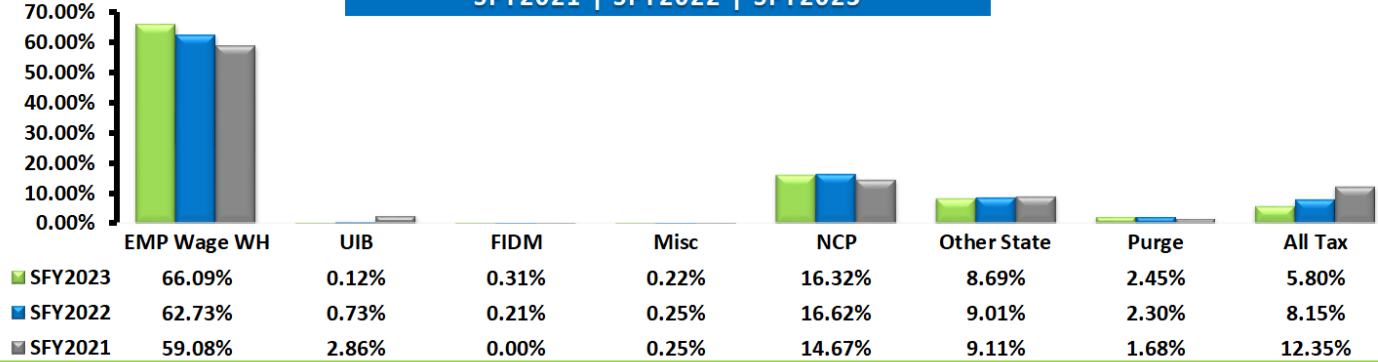
STATEWIDE SELF ASSESSMENT	Report Month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	202106	81.01%	85.97%	99.06%	91.21%
STATEWIDE	202206	82.40%	86.19%	98.88%	90.60%
STATEWIDE	202306	81.79%	86.41%	98.59%	89.53%
STATEWIDE	Change	-0.61%	0.22%	-0.29%	-1.07%
STANDARDS		75%	75%	75%	75%

### COLLECTIONS COMPARISON SFY2021 | SFY2022 | SFY2023

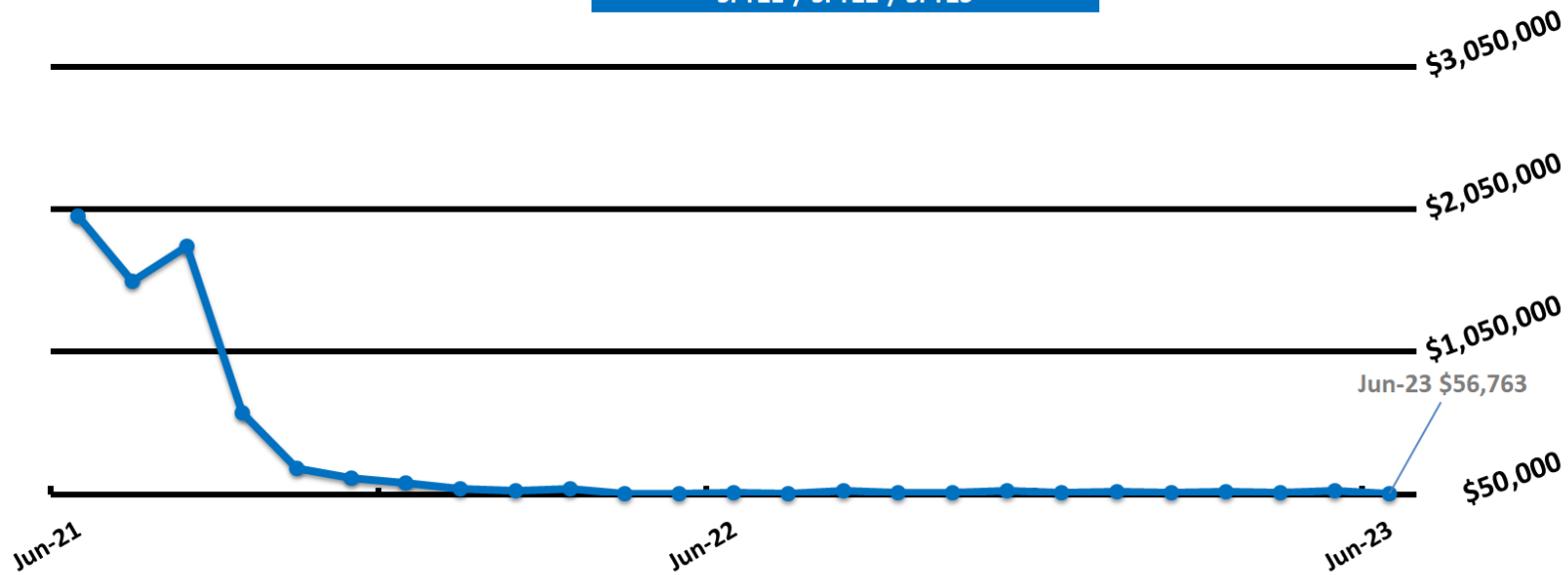


	EMP Wage WH	UIB	FIDM	Misc	NCP	Other State	Purge	All Tax	TOTAL
Year	\$15,880,592	(\$4,130,488)	\$634,540	(\$201,902)	(\$3,606,352)	(\$3,080,957)	\$739,293	(\$16,296,906)	(\$10,062,180)
SFY2023	\$436,066,503	\$758,842	\$2,060,020	\$1,461,341	\$107,704,800	\$57,305,203	\$16,153,446	\$38,275,420	\$659,785,577
SFY2022	\$420,185,911	\$4,889,330	\$1,425,480	\$1,663,243	\$111,311,153	\$60,386,160	\$15,414,153	\$54,572,326	\$669,847,756
SFY2021	\$423,922,470	\$20,487,725	\$16,572	\$1,796,928	\$105,292,715	\$65,366,913	\$12,049,550	\$88,634,339	\$717,567,213

### % of COLLECTIONS BY PAY SOURCE COMPARISON SFY2021 | SFY2022 | SFY2023



### Unemployment Collections Trend SFY21 / SFY22 / SFY23



## SUMMARY

- Caseload size has decreased 14,892 cases from June 2022.
- 66.09% of total net collections is received via income withholding, while 16.32% of total net collections are attributed to direct payments by non-custodial parents.

### Self-assessment and Incentives

- Statewide Incentives show the most significant increase in ‘%Current Collections’, a 0.94% increase over last year bringing the score to 67.69%.
- Statewide Self-Assessment show the most increase in ‘Case Closure, a 0.27% rise over last year bringing the score to 98.99%.

## STATEWIDE SUMMARY

### Staffing

The following compares staffing numbers reported for the same quarter of the respective state fiscal years.

Staffing	Authorized Supervisors	Frozen Supervisors	Unfrozen Supervisors	Vacant Supervisors	Authorized Agents	Frozen Agents	Unfrozen Agents	Vacant Agents	Authorized Clerks	Frozen Clerks	Unfrozen Clerks	Vacant Clerks
<b>06.30.2022</b>	205.89	0.00	205.89	NA	953.93	0.00	953.93	NA	207.15	1.00	206.15	NA
<b>06.30.2023</b>	211.26	0.00	211.26	8.00	949.88	1.00	948.88	74.00	186.25	0.00	186.25	20.25
<b>Difference</b>	5.37	0.00	5.37	NA	-4.04	-1.00	-5.04	NA	-20.90	-1.00	-19.90	NA
<b>% of Change</b>	2.61%	0.00%	2.62%	NA	-0.42%	-1.00%	-0.53%	NA	-10.09%	-100.00%	-9.65%	NA

*Tracking IVD Atty, Paralegal, Other & Vacant Positions effective 03/2023*

Staffing Cont.	Authorized Atty/Para/Other	Frozen Atty/Para/Other	Unfrozen Atty/Para/Other	Vacant Atty/Para/Other	Total Authorized Staff	Total Frozen Staff	Total Unfrozen Staff	Total Vacant Staff
06.30.22	NA	NA	NA	NA	1366.97	1.00	1365.97	NA
06.30.23	48.35	0.00	48.35	2.00	1395.74	1.00	1394.74	104.25
Difference	NA	NA	NA	NA	28.77	0.00	28.77	NA
% of Change	NA	NA	NA	NA	2.11%	0.00%	2.11%	NA

*Tracking IVD Atty, Paralegal, Other & Vacant Positions effective 03/2023*

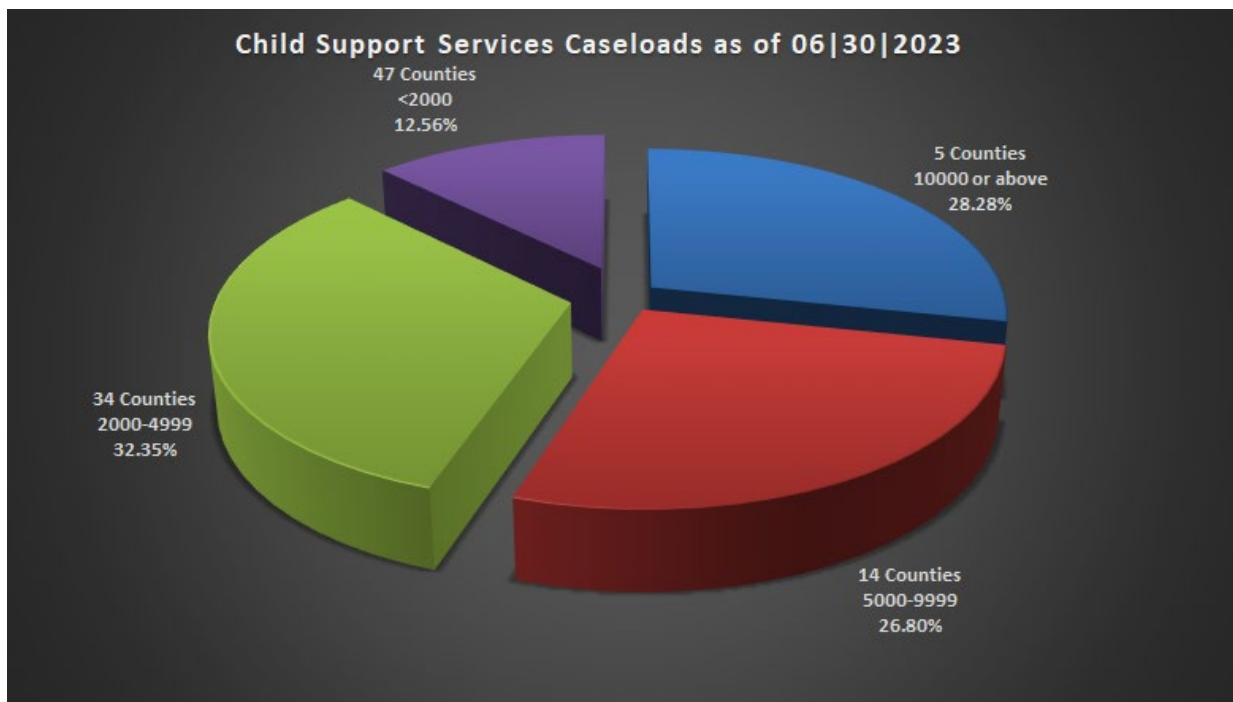
**Summary of staffing changes this quarter vs. the same quarter previous year:**

- Unfrozen Supervisors increased 2.62%.
- Unfrozen Agents decreased -0.53%.
- Unfrozen Clerks decreased -9.65%
- Unfrozen Atty/Para/Other – No change *(Tracking eff. 03/2023)*
- Total Unfrozen Staff increased 2.11%

## COUNTY SUMMARY

One of the tools used in composing this narrative is the Excel file – CSS Master Report which contains Incentives, Agent Activity, Staffing, Self-Assessment scores, as well as a 5 Factor report which reports county performance in the areas of Total Collections per Unfrozen Staff, Percentage of Cases Under Order, Percentage of Paternity Establishment, Percentage of Current Collections, and Percentage of Cases paying towards Arrears. Comparison data in these areas is provided for counties as well as some additional reference information such as case load size, cases per agent, Self-Assessment scores and unemployment data as available from the North Carolina Department of Commerce - Division of Employment Security. Sources of information are the Office of Child Support Enforcement OCSE-157 report, XPTR IVD Collections Report, the Agent Statistical Report, and Self-Assessment scores for all categories by county via Client Services Data Warehouse, as well as staffing as provided by field staff/regional representatives.

### Statewide Caseload – 353,224 cases



### Unemployment data\*

Unemployment rates for counties ranged from 2.60% in Chatham County to 5.10 % in Tyrrell County.

The statewide unemployment rate was 3.30% as of May 2023.

*\*Source is the North Carolina Department of Commerce – Division of Employment Security – Unadjusted (not seasonally adjusted) rate. It is normal to report not-seasonally-adjusted data for the current unemployment rate.*



Unemployment Rates by County Caseload Size	
10000 and above	3.36%
5000-9999	3.19%
4999-2000	3.60%
less than 2000	3.40%
<b>Statewide Average</b>	3.40%

### Caseload / Agent

Caseloads per agent ranged from 183 in Swain County to 749 in Currituck County. The statewide average caseload per agent was 382.

Average Cases per Agent by County Caseload Size	
10000 and above	384.37
5000-9999	441.55
4999-2000	364.05
less than 2000	365.02
<b>Statewide</b>	381.62