

**Child Support Services
Quarterly Narrative
State Fiscal Year 2024 4th Quarter Ending 06|28|2024**

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 collection.**
- 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	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	202406	\$ 654,311,395	\$ 643,544,022	96.00%	88.53%	67.82%	68.17%
STATEWIDE	Change	\$ (5,474,182)	\$ (5,498,800)	-1.91%	3.19%	0.13%	-1.43%
STATEWIDE	SFY2024 GOALS		\$ 647,090,467	98.41%	85.84%	67.69%	69.60%
CQI +/-		N/A	99.45%	0.00%	0.00%	0.00%	0.00%
ON TRACK?			NO	NO	YES	YES	NO

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	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
STATEWIDE	202406	326,179	\$ 345.65	\$ 2,228.49	\$ 2,535.00	250,930	\$ 1,634,516,768
DIFFERENCE		-27,045	\$ 16.96	\$ 75.26	\$ 78.55	-10,066	\$ 1,682,054

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
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
202406	288,780	253,864	\$ 643,544,022	177,196	\$ 61,248,086	171,048	\$ 147,996,121
DIFFERENCE	-12,647	-10,356	\$ (5,498,800)	-8,848	\$ 98,069	-10,617	\$ (9,837,492)

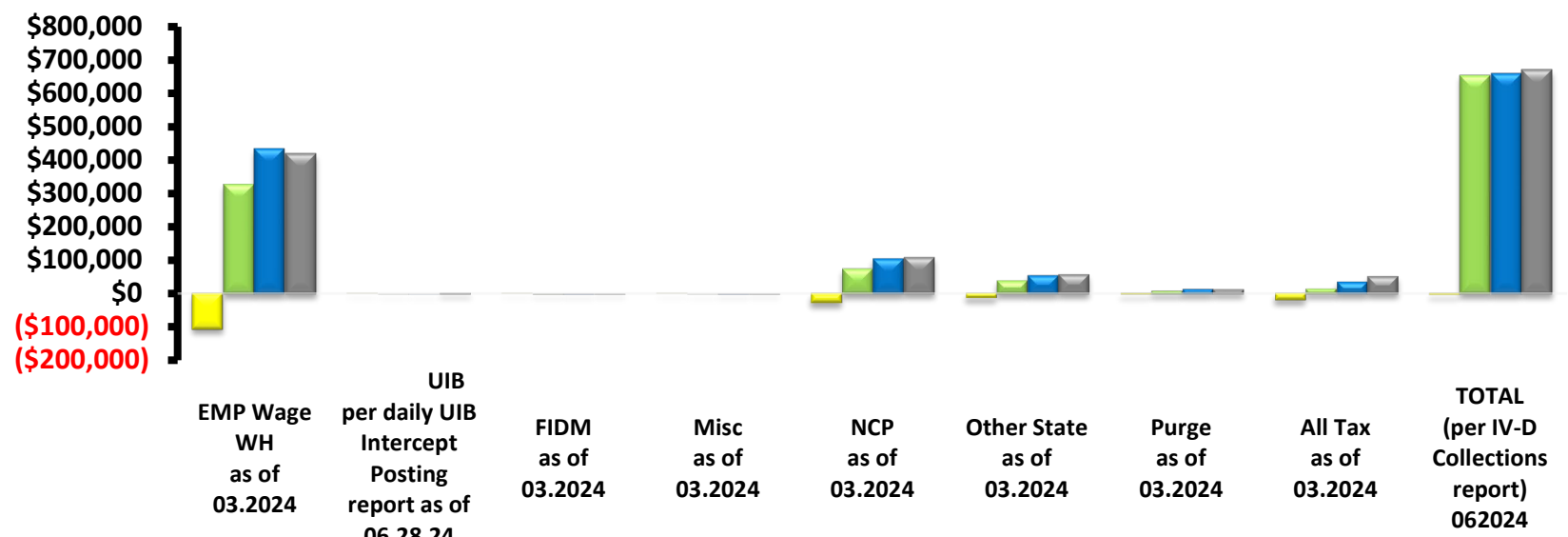
STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
Total IVD Cases open	326,179	100.00%
Non-Interstate Cases	278,393	85.35%
Initiating Interstate	27,310	8.37%
Responding Interstate	20,476	6.28%
Staffing Report As of 06/28/2024	1,332	

STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	8,009	2.46%
ARRF	2,773	0.85%
ARRN	55,903	17.14%
ARRP	5,113	1.57%
ARRS	1,989	0.61%
IVE	5,255	1.61%
MAO	143,955	44.13%
NPA	99,573	30.53%
SFHF	3,609	1.11%

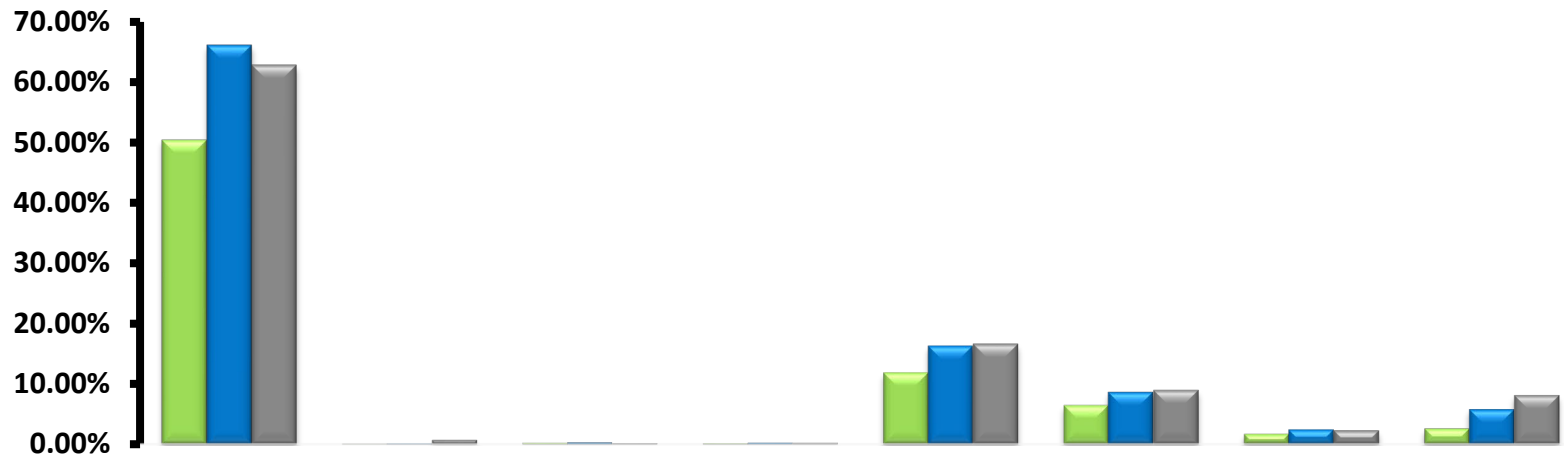
STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 Month	Expedited Process 6 Month
STATEWIDE	202206	98.72%	81.08%	66.31%	94.03%	85.47%
STATEWIDE	202306	98.99%	80.80%	64.90%	93.20%	85.10%
STATEWIDE	202406	98.87%	79.71%	66.19%	93.68%	84.26%
STATEWIDE	Change	-0.12%	-1.09%	1.29%	0.48%	-0.84%
STANDARDS		90%	75%	75%	90%	75%

STATEWIDE SELF ASSESSMENT	Report Month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	202206	82.40%	86.19%	98.88%	90.60%
STATEWIDE	202306	81.79%	86.41%	98.59%	89.53%
STATEWIDE	202406	83.40%	87.56%	98.99%	91.40%
STATEWIDE	Change	1.61%	1.15%	0.40%	1.87%
STANDARDS		75%	75%	75%	75%

COLLECTIONS COMPARISON SFY2022 | SFY2023 | SFY2024

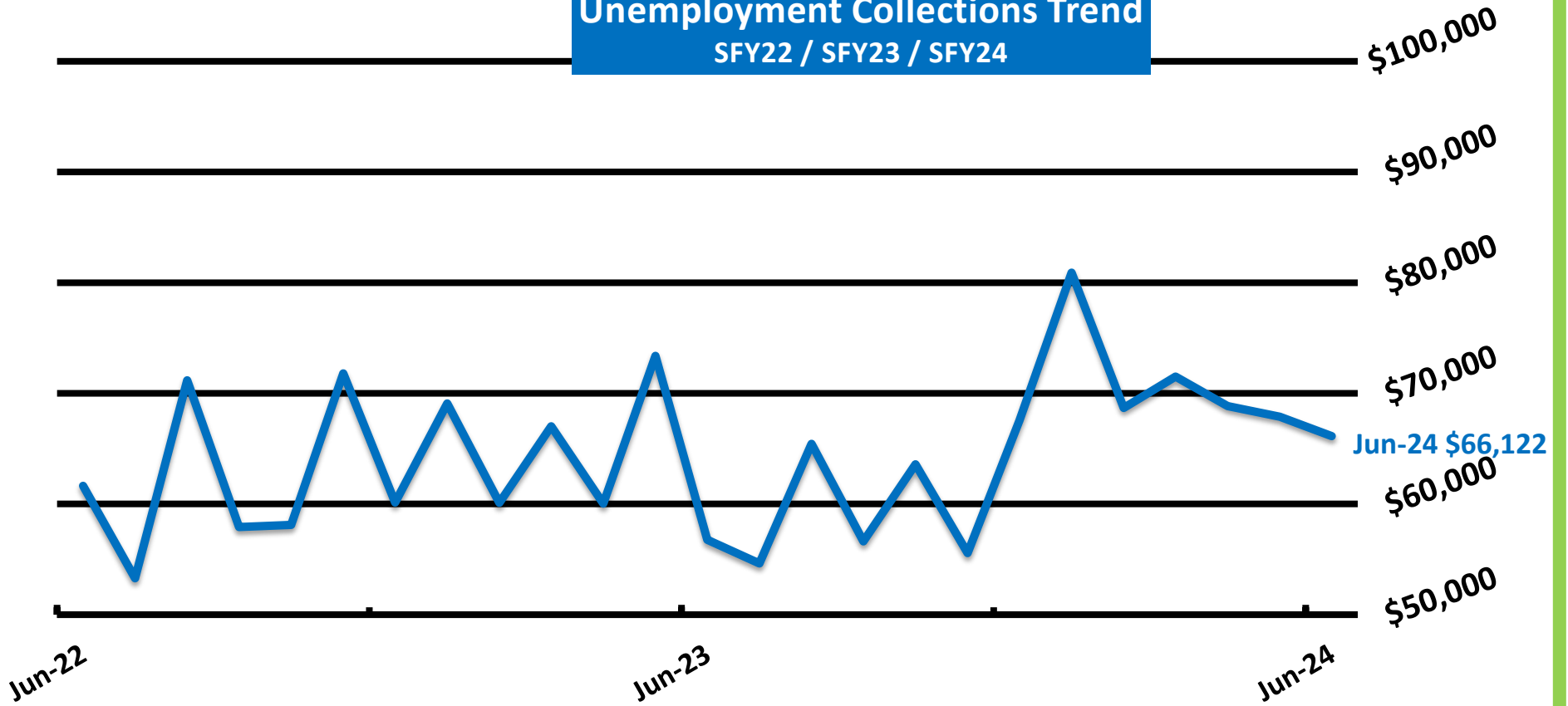


**% of COLLECTIONS BY PAY SOURCE COMPARISON
SFY2022 | SFY2023 | SFY2024**



	EMP Wage WH as of 03.2024	per daily UIB Intercept Posting report as of 06.28.24	FIDM as of 03.2024	Misc as of 03.2024	NCP as of 03.2024	Other State as of 03.2024	Purge as of 03.2024	All Tax as of 03.2024
■ SFY2024	50.42%	0.09%	0.24%	0.18%	11.93%	6.49%	1.73%	2.61%
■ SFY2023	66.09%	0.12%	0.31%	0.22%	16.32%	8.69%	2.45%	5.80%
■ SFY2022	62.73%	0.73%	0.21%	0.25%	16.62%	9.01%	2.30%	8.15%

Unemployment Collections Trend SFY22 / SFY23 / SFY24



SUMMARY

- Caseload size has decreased 27,045 cases from June 2023.
- 68.43% of total net collections is received via 'Income Withholding', while 16.19% of total net collections are attributed to direct payments by non-custodial parents. *(current data is not available for this category. This data is effective as of March 2024)*

Self-assessment and Incentives

- Statewide Incentives show the most significant increase in '%Cases Under Order', a 3.19% increase over last year bringing the score to 88.53%.
- Statewide Self-Assessment show the most increase in 'Review & Adjustment Needed', a 1.87% rise over last year bringing the score to 91.40%.

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
06.30.2023	211.26	0.00	211.26	8.00	949.88	1.00	948.88	74.00	186.25	0.00	186.25	20.25
06.28.2024	209.01	1.00	208.01	11.50	953.63	5.00	948.63	49.13	189.15	0.00	189.15	11.50
Difference	-2.25	1.00	-3.25	3.50	3.75	4.00	-0.25	-24.87	2.90	0.00	2.90	-8.76
% of Change	-1.07%	100.00%	-1.54%	43.75%	0.39%	400.00%	-0.03%	-33.61%	1.56%	0.00%	1.56%	-43.21%

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	Total Filled Staff IV-D Services FTE's
06.30.2023	48.35	0.00	48.35	2.00	1395.74	1.00	1394.74	104.25	1290.49
06.28.2024	60.35	0.00	60.35	3.00	1413.14	6.00	1407.14	75.13	1332.01
Difference	12.00	0.00	12.00	1.00	17.40	5.00	12.40	-29.12	41.52
% of Change	24.82%	0.00%	24.82%	50.00%	1.25%	500.00%	0.89%	-27.93%	3.22%

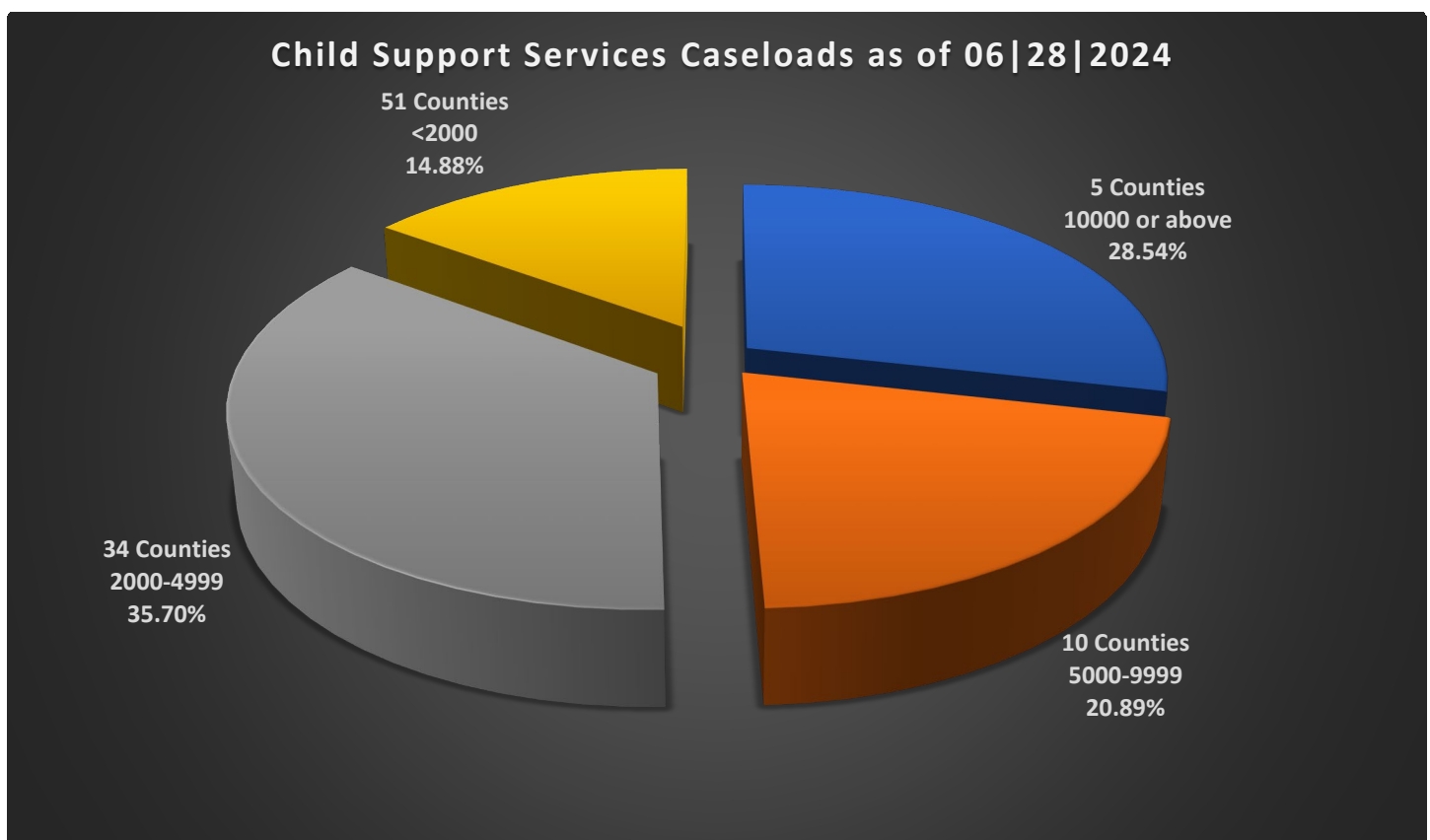
Summary of staffing changes this quarter vs. the same quarter previous year:

- Unfrozen Supervisors decreased -1.54%
- Unfrozen Agents decreased -0.03%.
- Unfrozen Clerks increased 1.56%
- Unfrozen Atty/Para/Other increased 24.82%
- Total Unfrozen Staff increased 0.89%

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 – 326,179 cases



Unemployment data*

Unemployment rates for counties ranged from **2.80%** in Buncombe and Currituck Counties to **6.00 %** in Scotland County.

The statewide unemployment rate was **3.50%** as of May 2024.

Unemployment Rates by County Caseload Size	
10000 and above	3.78%
5000-9999	3.64%
4999-2000	3.91%
less than 2000	3.58%
Statewide Average	3.50%

Caseload / Agent

Caseloads per agent ranged from **164** in Swain County to **982** in Perquimans County. The statewide average caseload per agent was **344**.

Average Cases per Agent by County Caseload Size	
10000 and above	364.45
5000-9999	414.71
4999-2000	338.01
less than 2000	345.02
Statewide	344.00

**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.*