

**Child Support Services  
Quarterly Narrative  
State Fiscal Year 2025 1<sup>st</sup> Quarter Ending 09|30|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	202209	\$ 161,673,894	\$ 158,620,300	90.86%	84.49%	67.25%	48.88%
STATEWIDE	202309	\$ 157,684,864	\$ 154,607,335	90.50%	85.18%	67.24%	46.09%
STATEWIDE	202409	\$ 160,273,107	\$ 157,178,626	90.28%	89.43%	67.78%	47.29%
STATEWIDE	Change	\$ 2,588,243	\$ 2,571,291	-0.22%	4.25%	0.54%	1.20%
STATEWIDE	SFY2025 GOALS		\$ 638,178,101	96.50%	88.53%	67.82%	68.17%
CQI +/-		N/A	24.63%	0.00%	0.00%	0.00%	0.00%
ON TRACK?			YES	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	202209	364,780	\$ 315.19	\$ 514.66	\$ 587.00	239,324	\$ 1,637,054,163
STATEWIDE	202309	348,386	\$ 332.59	\$ 521.02	\$ 594.32	229,881	\$ 1,641,927,544
STATEWIDE	202409	317,283	\$ 349.88	\$ 553.96	\$ 629.46	221,976	\$ 1,641,129,654
DIFFERENCE		-31,103	\$ 17.29	\$ 32.94	\$ 35.14	-7,905	\$ (797,890)

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
202209	308,206	270,222	\$ 158,620,300	188,458	\$ 59,399,406	116,970	\$ 38,416,077
202309	296,741	260,140	\$ 154,607,335	179,846	\$ 59,815,599	105,963	\$ 33,731,060
202409	283,737	249,702	\$ 157,178,626	170,993	\$ 59,827,210	104,982	\$ 34,942,881
DIFFERENCE	-13,004	-10,438	\$ 2,571,291	-8,853	\$ 11,611	-981	\$ 1,211,821

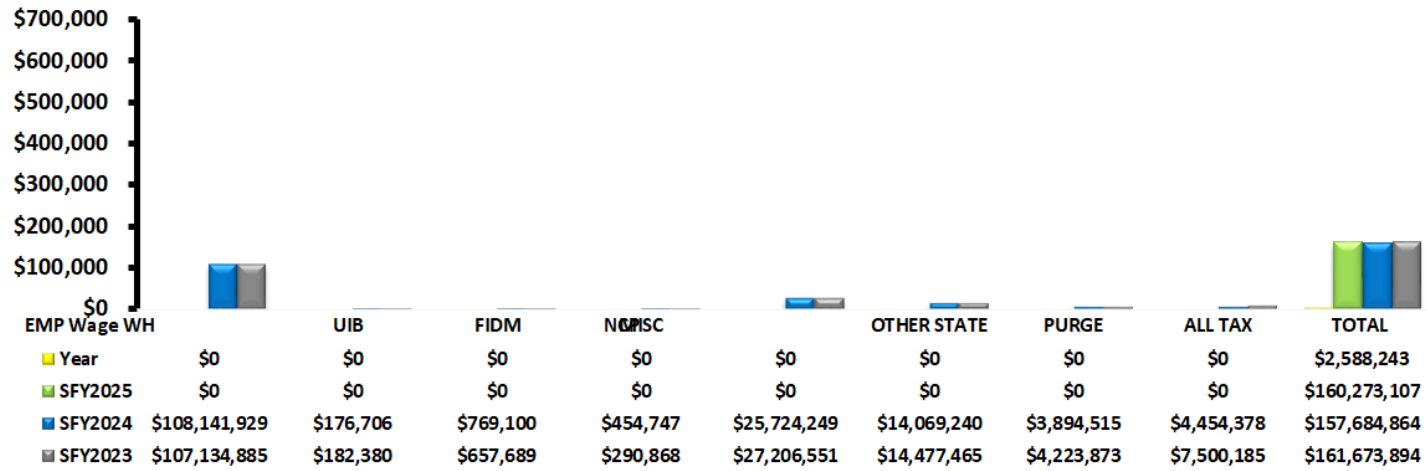
STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
Total IVD Cases open	317,283	100.00%
Non-Interstate Cases	270,125	85.14%
Initiating Interstate Responding Interstate	26,776	8.44%
Staffing Report As of 09/30/2024	20,382	6.42%
	1,395	

STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	7,770	2.45%
ARRF	2,779	0.88%
ARRN	57,570	18.14%
ARRP	5,082	1.60%
ARRS	2,016	0.64%
IVE	5,182	1.63%
MAO	137,637	43.38%
NPA	95,693	30.16%
SFHF	3,554	1.12%

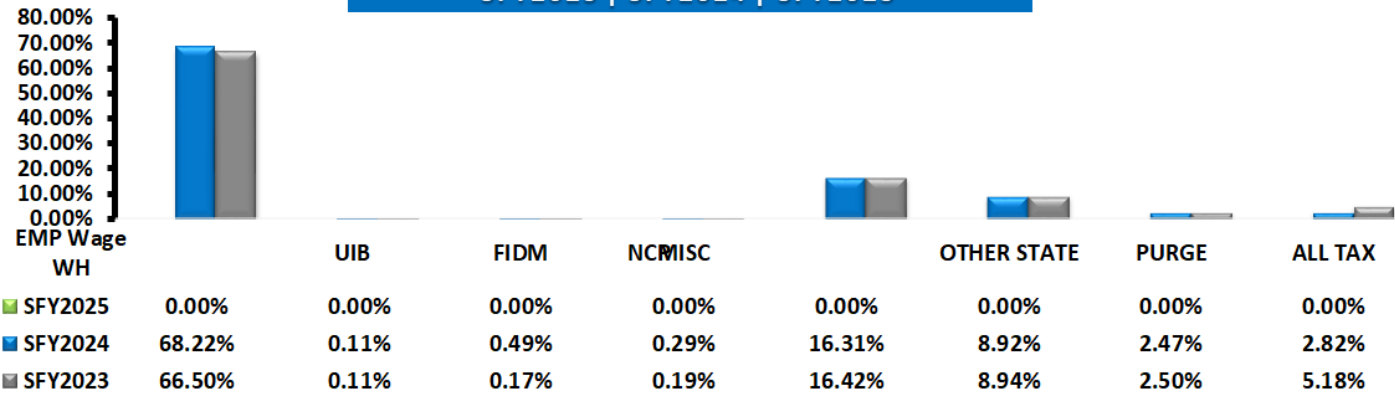
STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 Month	Expedited Process 6 Month
STATEWIDE	202209	98.68%	89.26%	65.49%	94.02%	85.67%
STATEWIDE	202309	98.83%	88.70%	64.91%	92.59%	84.22%
STATEWIDE	202409	98.86%	88.72%	65.84%	94.42%	85.14%
STATEWIDE	Change	0.03%	0.02%	0.93%	1.83%	0.92%
STANDARDS		90%	75%	75%	90%	75%

STATEWIDE SELF ASSESSMENT	Report Month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	202209	80.84%	86.31%	98.86%	90.13%
STATEWIDE	202309	82.38%	86.32%	98.60%	89.42%
STATEWIDE	202409	83.33%	87.24%	98.85%	89.80%
STATEWIDE	Change	0.95%	0.92%	0.25%	0.38%
STANDARDS		75%	75%	75%	75%

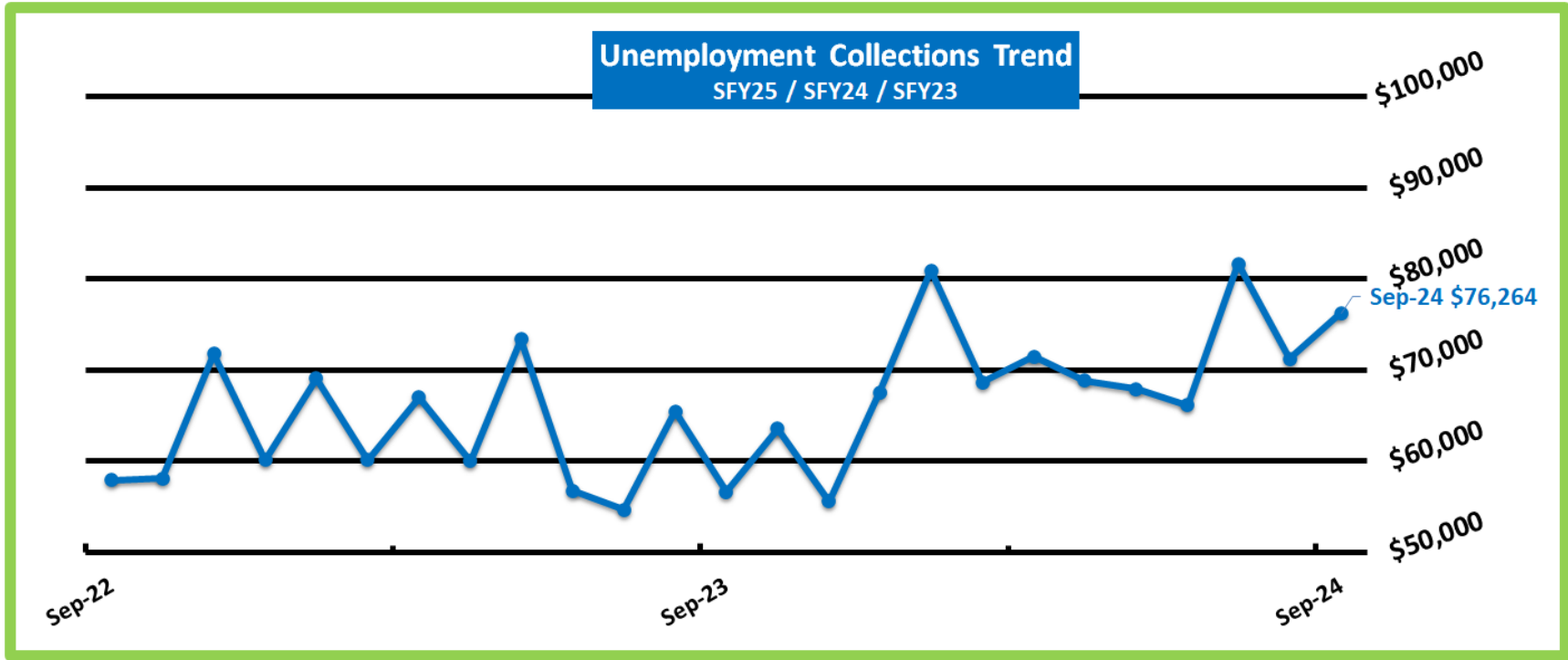
**COLLECTIONS COMPARISON  
SFY2025 | SFY2024 | SFY2023**



**% of COLLECTIONS BY PAY SOURCE COMPARISON  
SFY2025 | SFY2024 | SFY2023**



### Unemployment Collections Trend SFY25 / SFY24 / SFY23



## SUMMARY

- Caseload size has decreased 31,103 cases from September 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 4.25% increase over last year bringing the score to 89.43%.
- Statewide Self-Assessment show the most increase in 'Expedited Process 12 Month', a 1.83% rise over last year bringing the score to 94.42%.

## 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>09.30.2023</b>	207.51	0.00	207.51	8.00	954.38	1.00	953.38	73.00	186.00	0.00	186.00	24.00
<b>09.30.2024</b>	208.51	1.50	207.01	12.00	946.63	6.50	940.13	55.00	185.15	0.00	185.15	15.00
<b>Difference</b>	1.00	1.50	-0.50	4.00	-7.75	5.50	-13.25	-18.00	-0.85	0.00	-0.85	-9.00
<b>% of Change</b>	0.48%	100.00%	<b>-0.24%</b>	50.00%	-0.81%	550.00%	<b>-1.39%</b>	-24.66%	-0.46%	0.00%	<b>-0.46%</b>	-37.50%

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
<b>09.30.2023</b>	58.35	0.00	58.35	4.00	1405.74	1.00	1404.74	109.00	<b>1404.74</b>
<b>09.30.2024</b>	61.60	0.00	61.60	1.00	1402.89	8.00	1394.89	83.00	<b>1394.89</b>
<b>Difference</b>	3.25	0.00	3.25	-3.00	-2.85	7.00	-9.85	-26.00	<b>-9.85</b>
<b>% of Change</b>	5.57%	0.00%	<b>5.57%</b>	-75.00%	-0.20%	700.00%	<b>-0.70%</b>	-23.85%	<b>-0.70%</b>

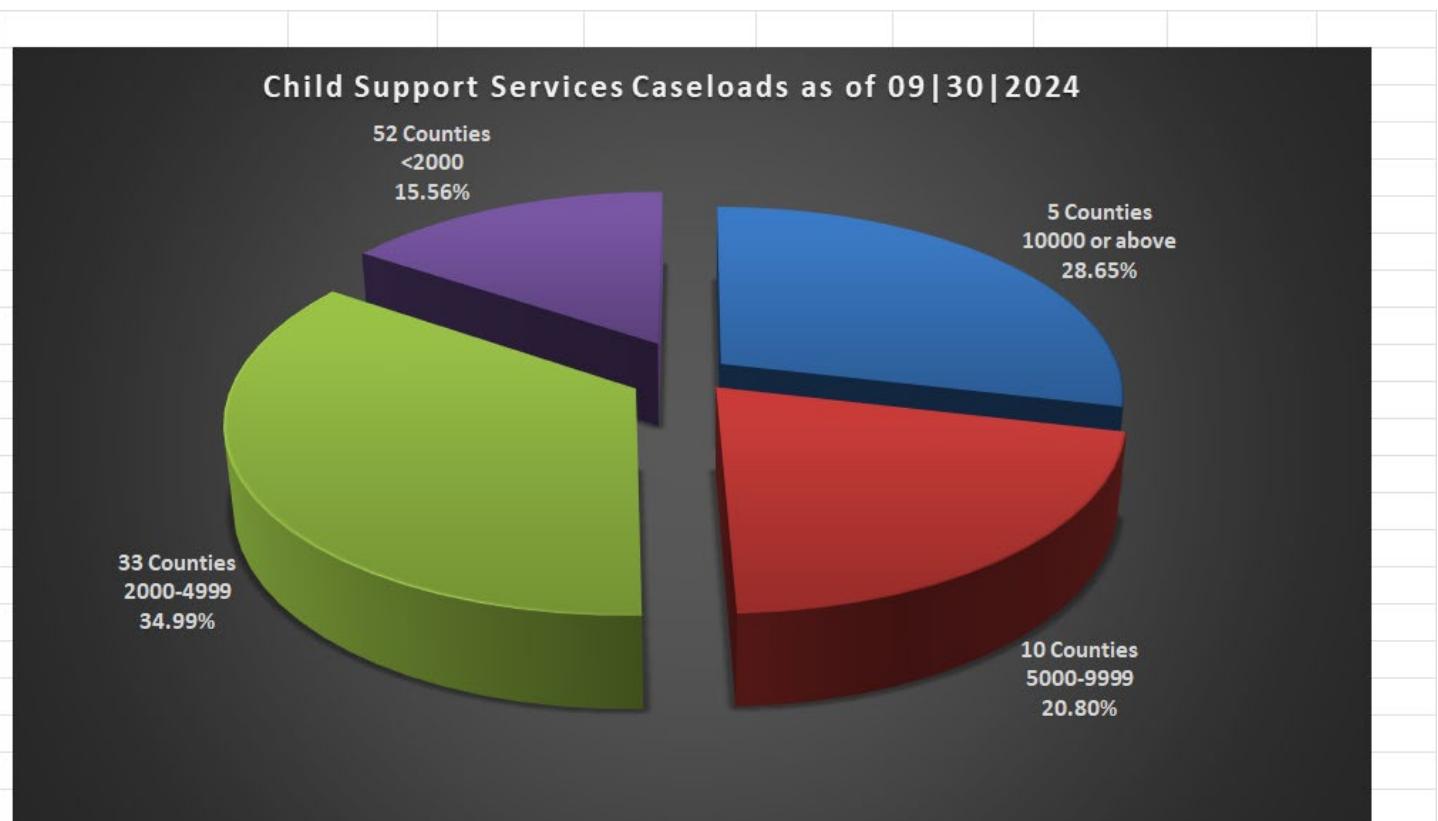
**Summary of staffing changes this quarter vs. the same quarter previous year:**

- Unfrozen Supervisors decreased -0.24%
- Unfrozen Agents decreased -1.39%.
- Unfrozen Clerks decreased -0.46%
- Unfrozen Atty/Para/Other increased 5.57%
- Total Unfrozen Staff decreased -0.70%

## 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 – 317,283 cases





## Unemployment data\*

Unemployment rates for counties ranged from **3.20%** in Dare and Currituck Counties to **7.80 %** in Scotland County.

The statewide unemployment rate was **4.30%** as of August 2024.

Unemployment Rates by County Caseload Size	
10000 and above	4.66%
5000-9999	4.46%
4999-2000	4.82%
less than 2000	4.22%
<b>Statewide Average</b>	<b>4.30%</b>

## Caseload / Agent

Caseloads per agent ranged from **185** in Alleghany County to **984** in Perquimans County. The statewide average caseload per agent was **345**.

Average Cases per Agent by County Caseload Size	
10000 and above	355.49
5000-9999	421.30
4999-2000	325.59
less than 2000	342.37
<b>Statewide</b>	<b>345.38</b>

*\*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.*