



**North Carolina Department of Health and Human Services
Division of Social Services**

Pat McCrory
Governor

Richard O. Brajer
Secretary DHHS

Wayne E. Black
Division Director

April 4, 2016

Dear Child Support Colleagues

Reference: Annual Self-Assessment Report FFY 2015

Child support services affects the financial well-being of many North Carolina children and families. To help ensure that custodial parents have sufficient financial resources to support their children, the states are required to locate the noncustodial parents, establish paternity and child support orders modify orders, and collect and distribute payments. As part of the federal monitoring, regulation 45 CFR § 308.1(e) requires states to submit the results of their annual self-assessment review to the Federal Office of Child Support. The standards and criteria for state self-assessment review and report processes are established in 45 CFR 308. States must conduct an annual review of eight required program criteria. The timeframe was October 1, 2014 through September 30, 2015. The assessment reviewed the following eight categories:

- Case Closure
- Disbursement of Collections
- Enforcement of Orders
- Establishment of Paternity and Support Orders
- Expedited Processes
- Intergovernmental Services
- Medical Support Enforcement
- Review and Adjustment

Child Support staff deserve recognition and gratitude for the work in each case. Our excellent scores show the achievements you strive for every child for which we work so diligently. North Carolina Child Support exceeded in seven of the eight federal compliance requirements. While North Carolina has made significant strides towards achieving the performance standards for the category Establishment of Paternity and Support Orders, the State did not meet the 75 percent standard but continues to show increases in passing percentages achieving 65.82 percent.

The annual FFY2015 Self- Assessment report is located in SharePoint under Reports. In addition, the timeframes to these activities is located in SharePoint, under the Tools of the Trade. The title of the document

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is Case Processing Timeframes. The document lists the criterion, federal section and a brief description of the case processing timeframes.

If you have questions, please contact the Policy and Training unit at (919) 855-4755 or contact your Regional Program Representative.

Sincerely,

A handwritten signature in cursive script that reads "Judy McArn".

Judy McArn
Section Chief, Child Support Services

cc: IV-D Regional Program Representatives
IV-D Policy and Training
Debbie Henderson

CSS-02-2016