



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**  
Division of Social Services

ROY COOPER • Governor  
MANDY COHEN, MD, MPH • Secretary  
WAYNE E. BLACK • Director

June 27, 2018

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES  
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: SFY 2019 Continuous Quality Improvement Goals

The federal goals and objectives for the Child Support Program can be found under 45 CFR § 305.2 (a). They are: paternity establishment, support order establishment, current collections, and arrears collection. The fifth federal measure, cost effectiveness, is set as a goal in North Carolina by measuring the total collections that a county receives. Goals for SFY 2019 are based on each County's performance at the end of SFY 2018. As a reminder, child support goals are cumulative and reset at the start of each state fiscal year on July 1<sup>st</sup>.

The attached document outlines the methodology used to determine the goals for SFY 2019. Each county will receive their individualized goals by July 6, 2018. If you have any questions, please see your Program Representative.

Sincerely,

Carla West, Section Chief

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

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