

**Child Support Services**  
**County Quarterly Report Narrative**  
**State Fiscal Year 2019 2<sup>nd</sup> Quarter Ending 03|31|2019**

The purpose of this report is to provide a general overview of North Carolina's statewide performance in accordance to 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.*

# SFY 2019 | MARCH 2019

## NC CSS STATEWIDE STATISTICS | GOALS | TRENDS

When the  
**WHY** is  
big enough the  
**HOW** is  
easy!

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Collections	% Pat Est	% Cases Under Order	% Current Collections	% Cases paying towards arrears
STATEWIDE	201703	\$521,527,605.11	97.36%	85.68%	67.87%	63.20%
STATEWIDE	201803	\$516,611,442.77	98.11%	85.21%	67.78%	62.95%
STATEWIDE	201903	\$514,003,774.93	98.27%	84.97%	67.96%	63.16%
STATEWIDE	Change	-\$2,607,668	0.16%	-0.24%	0.18%	0.21%
STATEWIDE	SFY2019 GOALS	\$700,523,850	100.00%	86.03%	68.01%	67.01%

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Caseload	Average CSUP Obligation	Average Payment Per Order	Total Cases w/Arrears	Total Arrears Due	Total Arrears Distributed
STATEWIDE	201703	407676	\$ 283.78	\$ 1,472.31	305,453	\$ 1,874,807,801.34	\$ 117,138,400.97
STATEWIDE	201803	406610	\$ 287.39	\$ 1,470.33	301,595	\$ 1,880,210,297.84	\$ 115,909,435.59
STATEWIDE	201903	400975	\$ 292.95	\$ 1,487.71	296,537	\$ 1,755,648,976.92	\$ 115,081,590.42
DIFFERENCE		-5635	\$ 5.56	\$ 17.38	-5058	\$ (124,561,320.92)	\$ (827,845.17)

Report Month	Number of Cases Under Order	TOTAL \$ DIST	AVG PYMT PER ORDER	Number of Cases w/Pymt	Monthly CSUP Due	Average CSUP Obligation
201703	349,293	\$514,266,330.02	\$1,472.31	230,204	\$65,327,914.53	\$283.78
201803	346,457	\$509,405,330.33	\$1,470.33	225,813	\$64,895,787.86	\$287.39
201903	340,696	\$506,856,402.60	\$1,487.71	219,630	\$64,339,576.84	\$292.95

Report Month	Total Arrears Due	Total Cases w/Arrears	Total Cases w/Pymt to Arrears	Total Arrears Distributed
201703	\$1,874,807,801.34	305,453	193,036	\$117,138,400.97
201803	\$1,880,210,297.84	301,595	189,853	\$115,909,435.59
201903	\$1,755,648,976.92	296,537	187,280	\$115,081,590.42

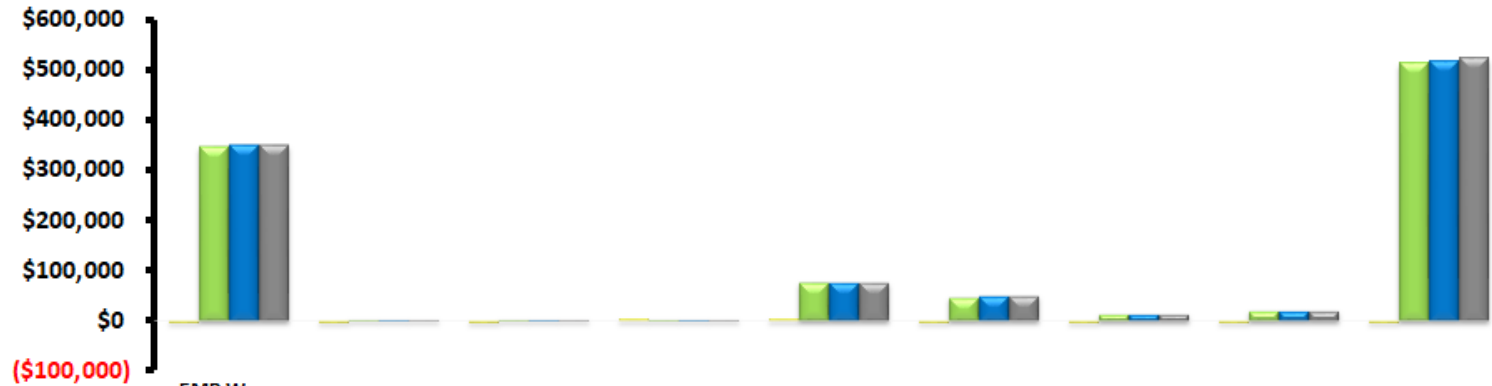
STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
Total IVD Cases open	400975	
Non-Interstate Cases	341736	85.23%
Initiating Interstate	33919	8.46%
Responding Interstate	25320	6.31%
Staffing Report As of 03/31/2019	1438	

STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	15,272	3.81%
ARRF	3,248	0.81%
ARRN	60,711	15.14%
ARRP	8,591	2.14%
ARRS	2,356	0.59%
IVE	6,249	1.56%
MAO	166,993	41.65%
NPA	133,405	33.27%
SFHF	4,150	1.03%

STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 Month	Expedited Process 6 Month
STATEWIDE	201703	98.91%	78.80%	69.62%	94.49%	88.39%
STATEWIDE	201803	98.85%	78.90%	71.08%	94.46%	88.51%
STATEWIDE	201903	99.14%	79.72%	69.83%	94.23%	87.74%
STATEWIDE	Change	0.29%	0.82%	-1.25%	-0.23%	-0.77%
	STANDARDS	90.00%	75.00%	75.00%	90.00%	75.00%

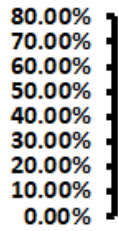
STATEWIDE SELF ASSESSMENT	Report Month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	201703	80.35%	84.13%	97.82%	87.42%
STATEWIDE	201803	79.03%	84.02%	98.02%	87.84%
STATEWIDE	201903	78.58%	84.19%	98.12%	87.06%
STATEWIDE	Change	-0.45%	0.17%	0.10%	-0.78%
	STANDARDS	75.00%	75.00%	75.00%	75.00%

## COLLECTIONS COMPARISON SFY2017 | SFY2018 | SFY2019



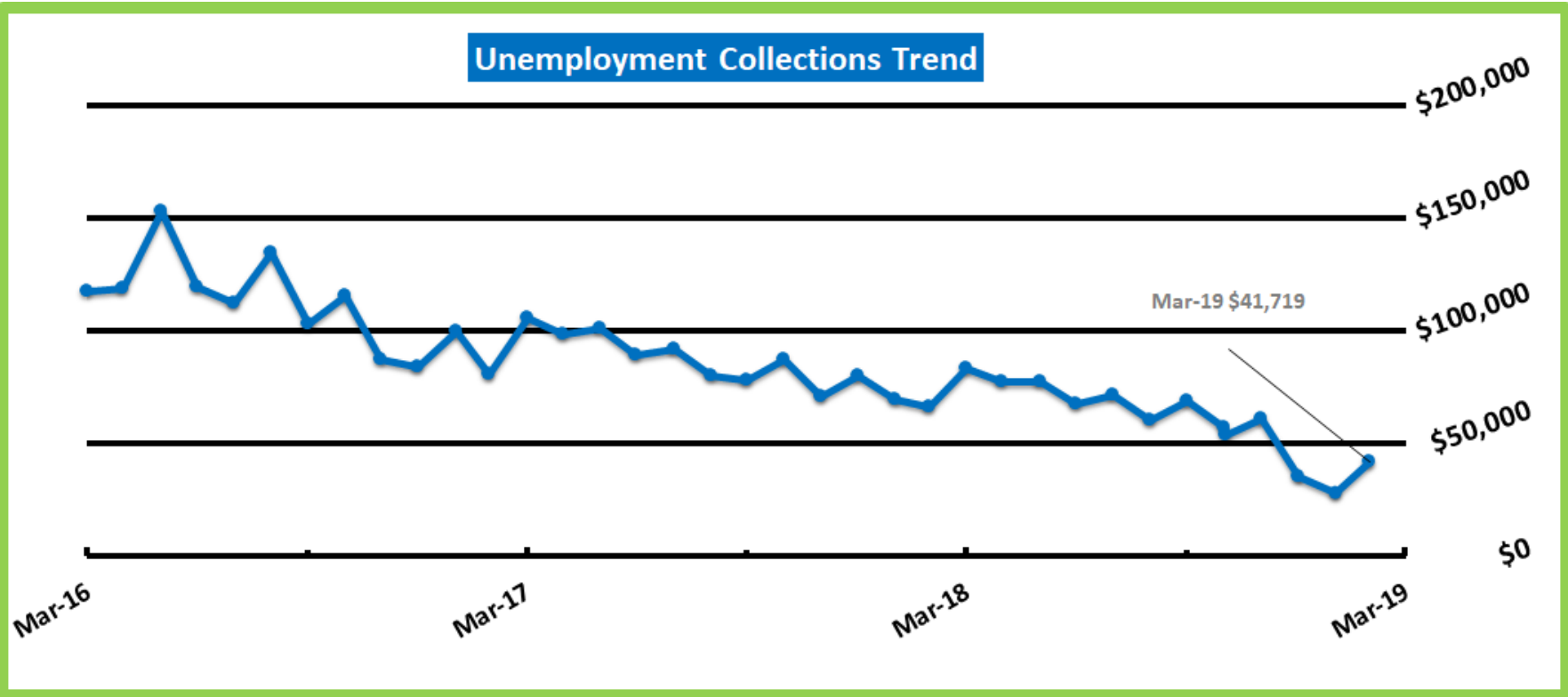
	EMP Wage WH	UIB	FIDM	Misc	NCP	Other State	Purge	All Tax	TOTAL
Year	(\$1,148,957)	(\$265,377)	(\$78,266)	\$73,050	\$1,242,298	(\$997,485)	(\$308,525)	(\$1,131,746)	(\$2,615,010)
SFY2019	\$348,485,959	\$422,853	\$825,133	\$1,716,454	\$78,463,618	\$48,579,158	\$14,470,355	\$21,040,245	\$514,003,775
SFY2018	\$349,634,916	\$688,230	\$903,400	\$1,643,404	\$77,221,320	\$49,576,643	\$14,778,880	\$22,171,991	\$516,618,785
SFY2017	\$349,936,453	\$875,305	\$796,634	\$1,720,879	\$79,199,198	\$50,518,389	\$15,668,364	\$22,812,384	\$521,527,605

**% of COLLECTIONS BY PAY SOURCE COMPARISON  
SFY2017 | SFY2018 | SFY2019**



	EMP Wage WH	UIB	FIDM	Misc	NCP	Other State	Purge	All Tax
■ SFY2019	67.80%	0.08%	0.16%	0.33%	15.27%	9.45%	2.82%	4.09%
■ SFY2018	67.68%	0.13%	0.17%	0.32%	14.95%	9.60%	2.86%	4.29%
■ SFY2017	67.10%	0.17%	0.15%	0.33%	15.19%	9.69%	3.00%	4.37%

### Unemployment Collections Trend



## SUMMARY

- Caseload size has decreased 5,635 cases from March 2018.
- 67.80% of total net collections is received via income withholding, while 15.27% of total net collections are attributed to direct payments by non-custodial parents.

### Self-assessment and Incentives

- Statewide Self-Assessment show an increase in Enforcement (0.82% rise over last year bringing the score to 79.72%). All other categories show at least a 0.10% difference over last year.
- Statewide Incentives show an increase in percentage of Cases Paying Toward Arrears (0.21% rise over last year bringing the score to 63.16%). All other categories show less than a 1% difference over last year.

## 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	Authorized Agents	Frozen Agents	Unfrozen Agents	Authorized Clerks	Frozen Clerks	Unfrozen Clerks	Total Authorized	Total Frozen	Total Unfrozen
<b>03.31.2018</b>	193.74	0.00	193.74	942.58	2.00	941.58	211.15	0.00	211.15	1346.87	2.00	1344.87
<b>03.31.2019</b>	197.69	0.00	197.69	947.08	1.00	946.08	206.75	1.00	205.75	1351.27	2.00	1349.27
<b>Difference</b>	3.95	0.00	3.95	4.50	-1.00	4.50	-4.40	1.00	-5.40	4.40	0.00	4.40
<b>% of Change</b>	2.04%	0.00%	2.04%	0.48%	-50.00%	0.48%	-2.08%	0.00%	-2.56%	0.33%	0.00%	0.33%

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

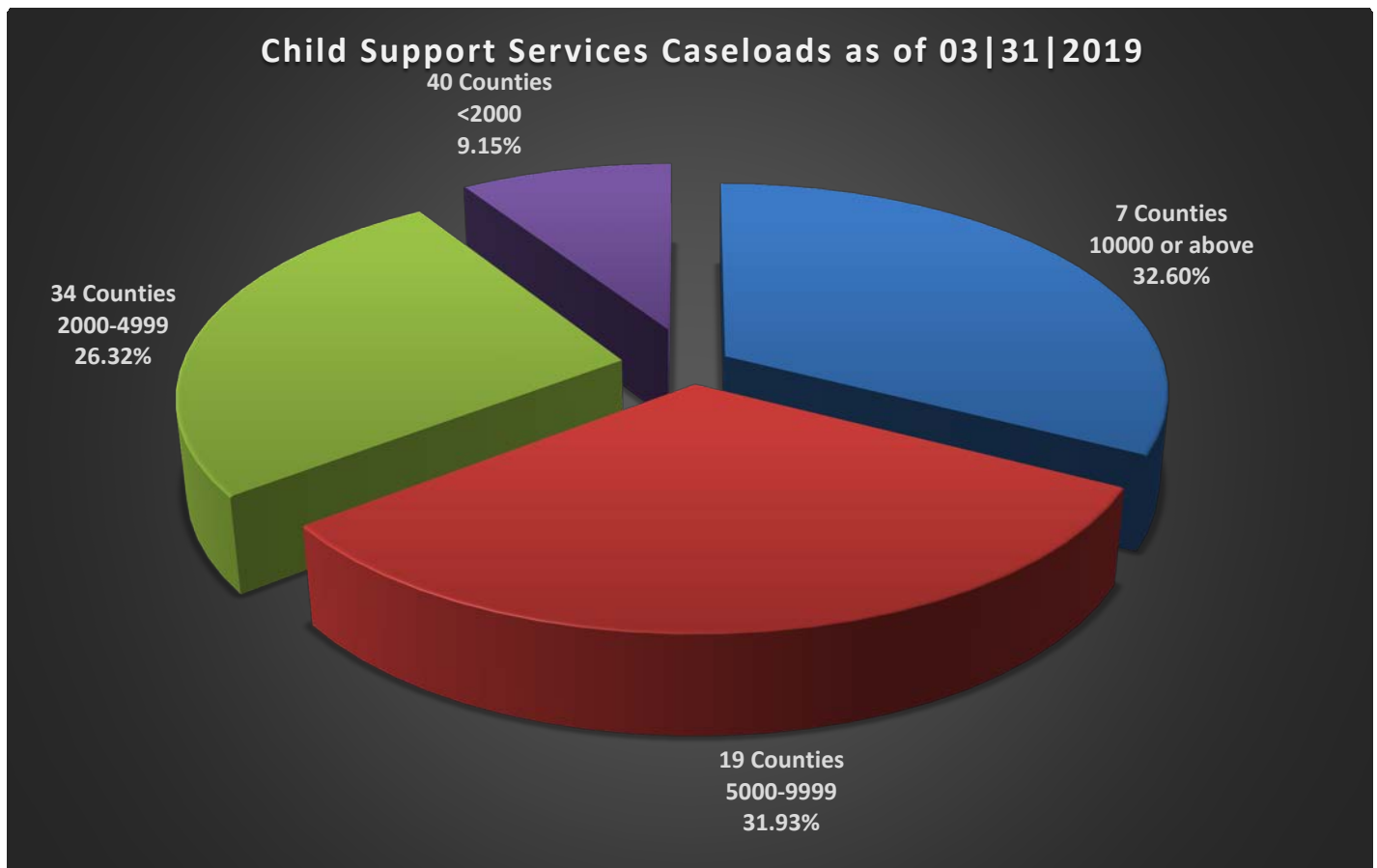
- Unfrozen Supervisors – increase of 2.04%.
- Unfrozen Agents – increase of 0.48%.
- Unfrozen Clerks – decrease of -2.56%
- Total Unfrozen Staff – increase of 0.33%



## 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 – 400,975 cases



## Unemployment data\*

Unemployment rates for counties ranged from 3.20% for Buncombe to 12.50 % for Hyde County.

The statewide unemployment rate was 4.20% as of February 2019.

*\*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 current unemployment rate.*

Unemployment Rates by County Caseload Size	
10000 and above	4.43%
5000-9999	4.19%
4999-2000	4.92%
less than 2000	5.02%
<b>Statewide Average</b>	<b>4.20%</b>

## Caseload / Agent

Caseloads per agent ranged from 248 for Orange to 908 for Madison County. The statewide average caseload per agent was 427.

Average Cases per Agent by County Caseload Size	
10000 and above	429.10
5000-9999	484.07
4999-2000	401.84
less than 2000	422.72
<b>Statewide</b>	<b>427.73</b>