

**Child Support Services  
Quarterly Narrative  
State Fiscal Year 2020 2<sup>nd</sup> Quarter Ending 12|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 2020 | DEC 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                            | 201712        | \$335,874,755 | 94.77%    | 85.48%              | 67.85%                | 56.74%                         |
| STATEWIDE                            | 201812        | \$335,867,417 | 94.82%    | 85.27%              | 68.06%                | 57.51%                         |
| STATEWIDE                            | 201912        | \$338,830,159 | 95.30%    | 84.99%              | 68.50%                | 58.17%                         |
| STATEWIDE                            | Change        | \$2,962,742   | 0.48%     | -0.28%              | 0.44%                 | 0.66%                          |
| STATEWIDE                            | SFY2020 GOALS | \$695,566,315 | 100.00%   | 86.17%              | 67.98%                | 67.39%                         |
| CQI +/-                              |               | 48.71%        | -1.93%    | 0.50%               | 0.00%                 | 0.50%                          |
| ON TRACK?                            |               | NO            | YES       | NO                  | 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                            | 201712       | 405277   | \$ 285.68               | \$ 955.67                 | \$ 1,325.46                    | 292,512               | \$ 1,875,837,955  |
| STATEWIDE                            | 201812       | 400233   | \$ 290.42               | \$ 969.90                 | \$ 1,353.08                    | 287,582               | \$ 1,769,284,656  |
| STATEWIDE                            | 201912       | 394824   | \$ 298.00               | \$ 995.15                 | \$ 1,397.77                    | 281,182               | \$ 1,742,227,656  |
| DIFFERENCE                           |              | -5409    | \$ 7.58                 | \$ 25.25                  | \$ 44.69                       | -6400                 | -\$27,057,000     |

| Report Month | Number of Cases Under Order | Cases W/Cash Order | TOTAL \$ DIST | Number of Cases w/Pynt | Monthly CSUP Due | Total Cases w/Pynt to Arrears | Total Arrears Distributed |
|--------------|-----------------------------|--------------------|---------------|------------------------|------------------|-------------------------------|---------------------------|
| 201712       | 346,434                     | 249,782            | \$331,075,889 | 225,242                | \$64,347,966     | 165,962                       | \$69,472,826              |
| 201812       | 341,290                     | 244,638            | \$331,015,891 | 219,770                | \$63,825,198     | 165,383                       | \$70,282,340              |
| 201912       | 335,544                     | 238,892            | \$333,916,269 | 213,137                | \$63,515,078     | 163,553                       | \$73,114,953              |
| DIFFERENCE   | -5,746                      | -5,746             | 2,900,378     | -6,633                 | -310,120         | -1,830                        | \$2,832,613               |

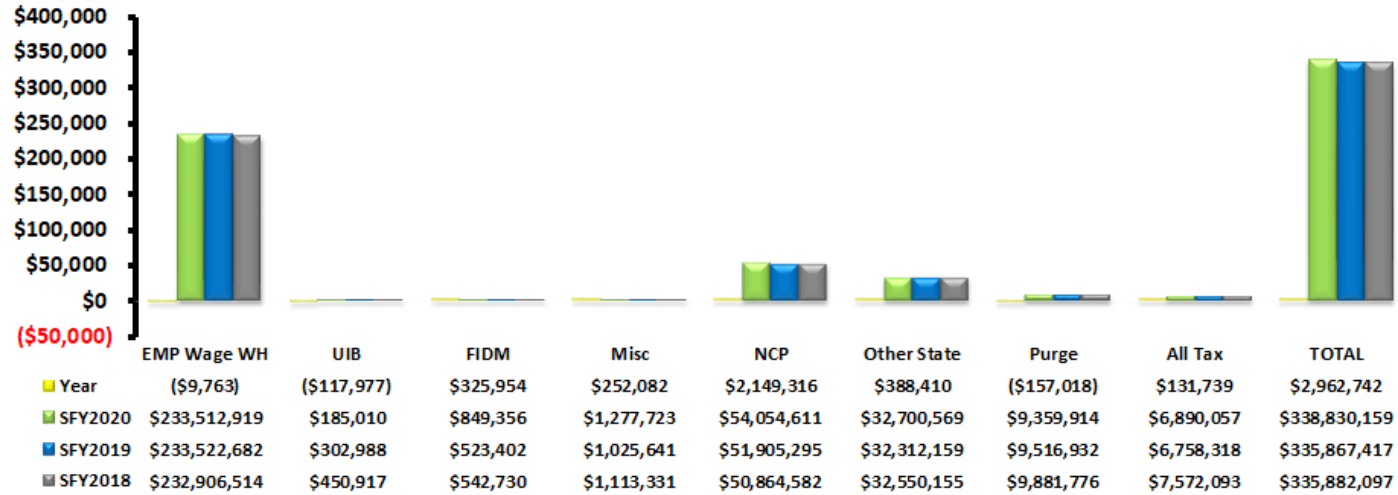
| STATEWIDE CASE & ACTIVITY INFORMATION | Total  | %      |
|---------------------------------------|--------|--------|
| open                                  | 394824 |        |
| Cases                                 | 336964 | 85.35% |
| Initiating Interstate                 | 33108  | 8.39%  |
| Interstate                            | 24752  | 6.27%  |
| of 12/31/2019                         | 1429   |        |

| STATEWIDE CASELOAD | Total   | % OF CASELOAD |
|--------------------|---------|---------------|
| AFDC               | 14,768  | 3.74%         |
| ARRF               | 3,286   | 0.83%         |
| ARRN               | 61,646  | 15.61%        |
| ARRP               | 8,161   | 2.07%         |
| ARRS               | 2,397   | 0.61%         |
| IVE                | 6,371   | 1.61%         |
| MAO                | 166,222 | 42.10%        |
| NPA                | 127,773 | 32.36%        |
| SFHF               | 4,200   | 1.06%         |

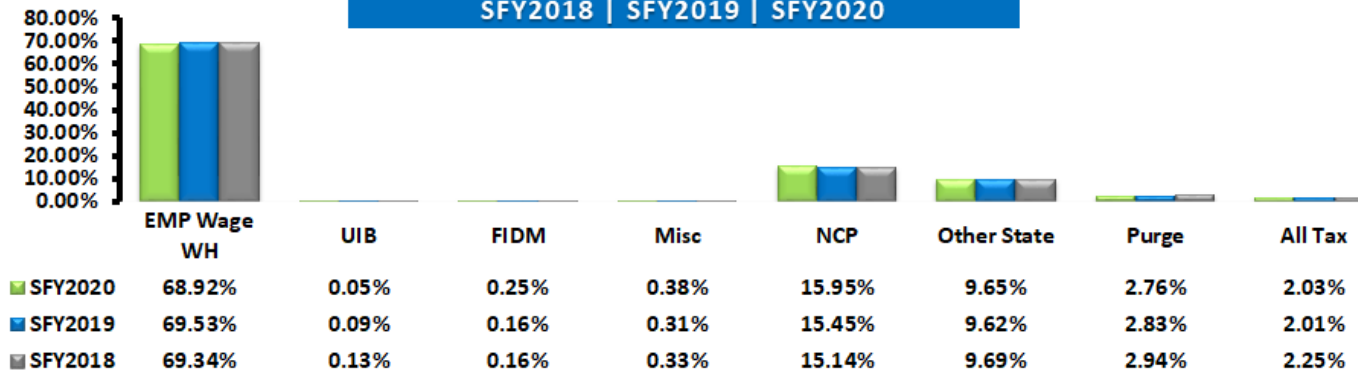
| STATEWIDE SELF ASSESSMENT | Report Month | Case Closure | Enforcement | Establishment | Expedited Process 12 Month | Expedited Process 6 Month |
|---------------------------|--------------|--------------|-------------|---------------|----------------------------|---------------------------|
| STATEWIDE                 | 201712       | 98.71%       | 78.70%      | 70.58%        | 94.55%                     | 88.50%                    |
| STATEWIDE                 | 201812       | 98.96%       | 79.93%      | 69.69%        | 94.50%                     | 88.10%                    |
| STATEWIDE                 | 201912       | 99.04%       | 80.36%      | 70.00%        | 94.86%                     | 88.66%                    |
| STATEWIDE                 | Change       | 0.08%        | 0.43%       | 0.31%         | 0.36%                      | 0.56%                     |
| STANDARDS                 |              | 90%          | 75%         | 75%           | 90%                        | 75%                       |

| STATEWIDE SELF ASSESSMENT | Report Month | Interstate | Medical | Review and Adjustment Inclusive | Review and Adjustment Needed |
|---------------------------|--------------|------------|---------|---------------------------------|------------------------------|
| STATEWIDE                 | 201712       | 80.46%     | 83.67%  | 97.91%                          | 87.07%                       |
| STATEWIDE                 | 201812       | 79.31%     | 83.74%  | 97.97%                          | 85.87%                       |
| STATEWIDE                 | 201912       | 79.03%     | 85.07%  | 98.46%                          | 89.15%                       |
| STATEWIDE                 | Change       | -0.28%     | 1.33%   | 0.49%                           | 3.28%                        |
| STANDARDS                 |              | 75%        | 75%     | 75%                             | 75%                          |

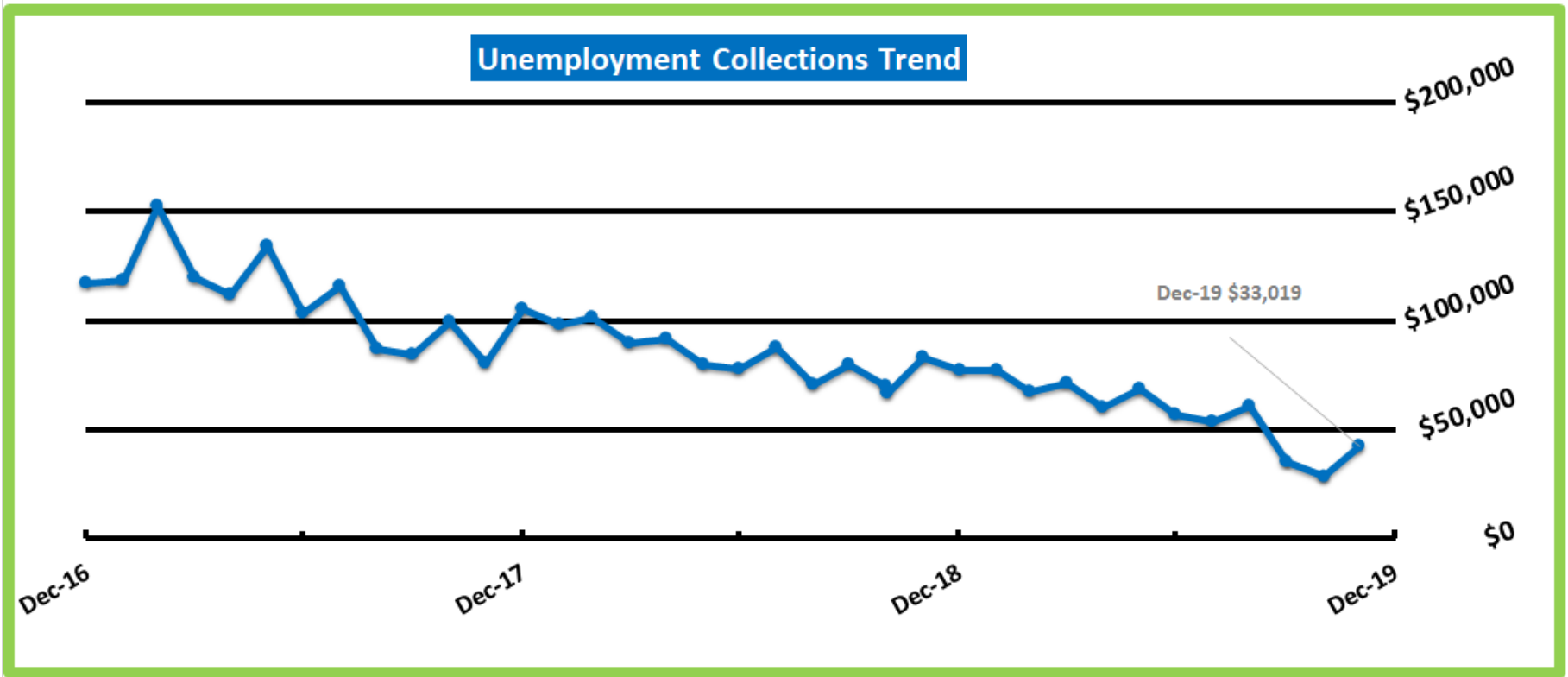
### COLLECTIONS COMPARISON SFY2018 | SFY2019 | SFY2020



### % of COLLECTIONS BY PAY SOURCE COMPARISON SFY2018 | SFY2019 | SFY2020



### Unemployment Collections Trend



## SUMMARY

- Caseload size has decreased 5,409 cases from September 2019.
- 68.92% of total net collections is received via income withholding, while 15.95% of total net collections are attributed to direct payments by non-custodial parents.

### Self-assessment and Incentives

- Statewide Self-Assessment show an increase in Review and Adj. Needed (3.28% rise over last year bringing the score to 89.15%). All other categories show less than a 1.5% difference over last year
- Statewide Incentives show the most significant increase in 'Cases Paying Towards Arrears', with a 0.66% increase 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>12.31.2018</b>  | 198.69                 | 0.00               | 198.69               | 948.58            | 1.00          | 947.58          | 210.65            | 2.00          | 208.65          | 1357.92          | 2.00         | 1355.92        |
| <b>12.31.2019</b>  | 190.94                 | 0.00               | 190.94               | 946.58            | 1.00          | 945.58          | 207.65            | 1.00          | 206.65          | 1344.92          | 2.00         | 1342.92        |
| <b>Difference</b>  | -7.75                  | 0.00               | -7.75                | -2.00             | 0.00          | -2.00           | -3.00             | -1.00         | -2.00           | -13.00           | 0.00         | -13.00         |
| <b>% of Change</b> | -3.90%                 | 0.00%              | -3.90%               | -0.21%            | 0.00%         | -0.21%          | -1.42%            | 0.00%         | -0.96%          | -0.96%           | 0.00%        | -0.96%         |

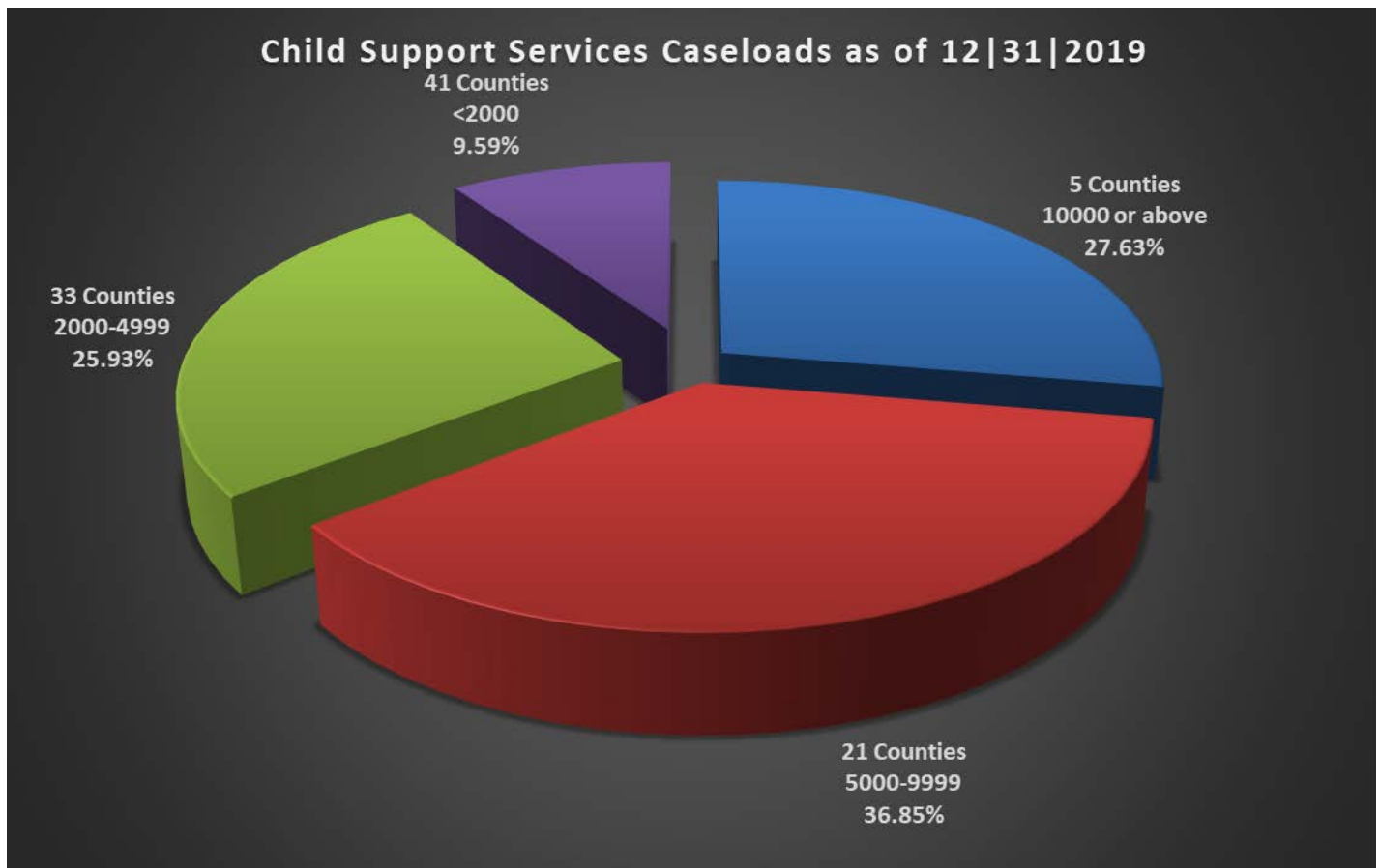
Summary of staffing changes this quarter vs. the same quarter previous year:

- Unfrozen Supervisors – decrease of -3.90%.
- Unfrozen Agents – decrease of -0.21%.
- Unfrozen Clerks – decrease of -0.96%
- Total Unfrozen Staff – decrease of -0.96%

## 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 – 394,824 cases



## Unemployment data\*

Unemployment rates for counties ranged from 2.50% in Buncombe County to 9.80 % in Hyde County.

The statewide unemployment rate was 3.40% as of November 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<br>Caseload Size |              |
|---|--------------|
| 10000 and above                               | 3.52%        |
| 5000-9999                                     | 3.55%        |
| 4999-2000                                     | 3.98%        |
| less than 2000                                | 3.76%        |
| <b>Statewide Average</b>                      | <b>3.40%</b> |

## Caseload / Agent

Caseloads per agent ranged from 252 in Ashe County to 865 in Madison County. The statewide average caseload per agent was 418.

| Average Cases per Agent by<br>County Caseload Size |               |
|--|---------------|
| 10000 and above                                    | 439.77        |
| 5000-9999  | 468.77        |
| 4999-2000  | 389.46        |
| less than 2000                                     | 413.22        |
| <b>Statewide</b>                                   | <b>418.37</b> |