

Child Support Services
Quarterly Narrative
State Fiscal Year 2021 3rd Quarter Ending 03|31|2021

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.***

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Collections	% Pat Est	% Cases Under Order	% Current Collections	% Cases paying towards arrears
STATEWIDE	201903	\$514,003,775	98.27%	84.97%	67.96%	63.16%
STATEWIDE	202003	\$517,571,013	98.70%	85.01%	68.34%	63.54%
STATEWIDE	202103	\$528,941,843	95.77%	84.86%	67.13%	67.02%
STATEWIDE	Change	\$11,370,830	-2.93%	-0.15%	-1.21%	3.48%
STATEWIDE	SFY2021 GOALS	\$692,932,659	99.00%	85.85%	67.60%	68.57%
CQI +/-		76.33%	-1.37%	0.00%	0.00%	0.00%
ON TRACK?		YES	NO	NO	NO	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	201903	400975	\$ 292.95	\$ 1,487.71	\$ 1,644.49	296537	\$ 1,755,648,977
STATEWIDE	202003	394439	\$ 300.50	\$ 1,522.00	\$ 1,696.31	289647	\$ 1,730,995,404
STATEWIDE	202103	379011	\$ 302.46	\$ 1,624.58	\$ 1,824.89	275008	\$ 1,680,623,112
DIFFERENCE		-15428	\$ 1.96	\$ 102.58	\$ 128.58	-14639	-\$50,372,292

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
201903	340,696	308,215	\$ 506,856,403	219,630	\$ 64,339,577	187,280	\$ 115,081,590
202003	335,315	300,860	\$ 510,350,346	213,847	\$ 64,260,442	184,040	\$ 118,283,526
202103	321,622	286,319	\$ 522,500,010	203,636	\$ 61,590,866	184,302	\$ 149,331,892
DIFFERENCE	-13,693	-14,541	\$ 12,149,664	-10,211	-22,669,576	262	\$ 31,048,366

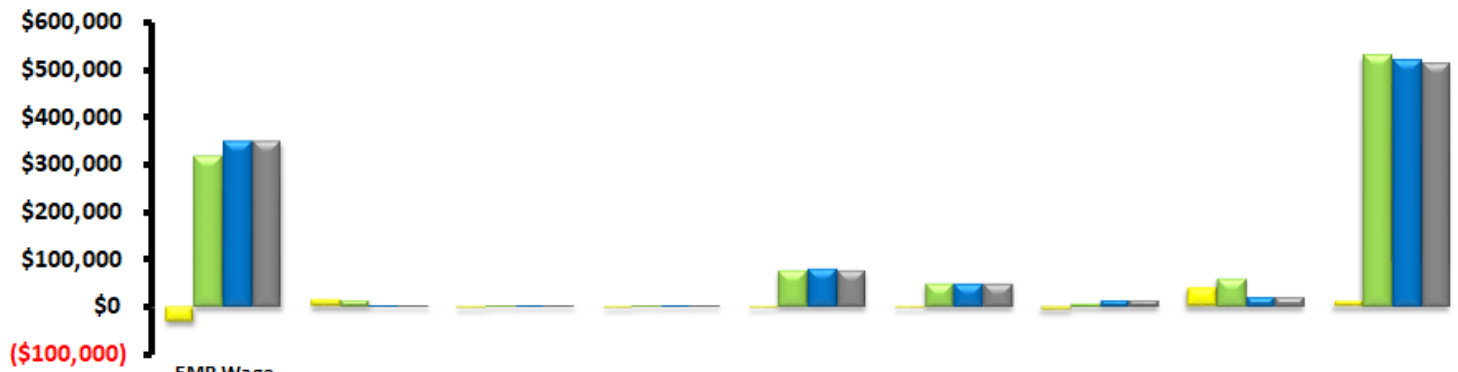
STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
open	379011	
Non-Interstate Cases	324821	85.70%
Initiating Interstate	31349	8.27%
Responding Interstate	22841	6.03%
Staffing Report As of 03/31/2021	1366	

STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	13,282	3.50%
ARRF	2,900	0.77%
ARRN	58,787	15.51%
ARRP	6,995	1.85%
ARRS	2,249	0.59%
IVE	6,552	1.73%
MAO	165,821	43.75%
NPA	118,102	31.16%
SFHF	4,323	1.14%

STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 Month	Expedited Process 6 Month
STATEWIDE	201903	99.14%	79.72%	69.83%	94.23%	87.74%
STATEWIDE	202003	98.99%	80.40%	70.14%	94.77%	88.69%
STATEWIDE	202103	98.72%	80.11%	63.38%	92.51%	76.18%
STATEWIDE	Change	-0.27%	-0.29%	-6.76%	-2.26%	-12.51%
STANDARDS		90%	75%	75%	90%	75%

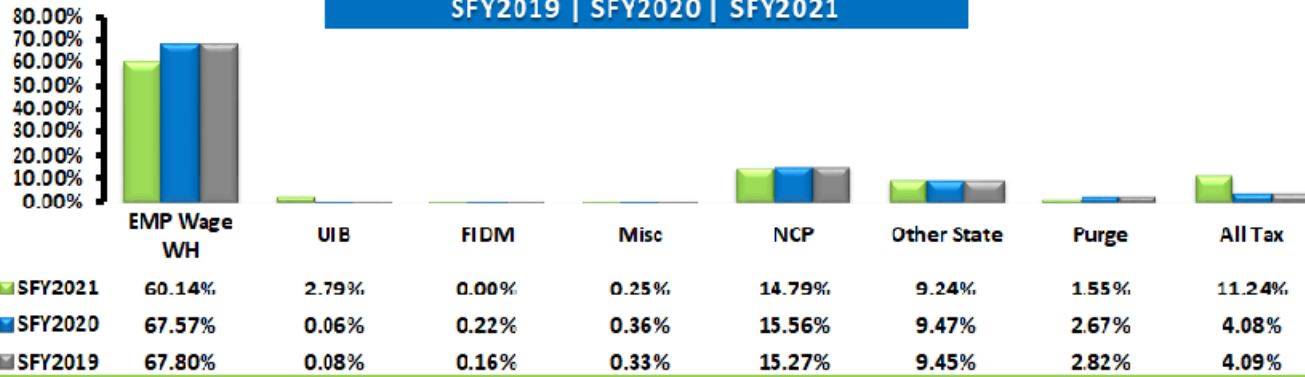
STATEWIDE SELF ASSESSMENT	Report Month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	201903	78.58%	84.19%	98.12%	87.06%
STATEWIDE	202003	80.36%	85.27%	98.36%	88.69%
STATEWIDE	202103	80.84%	85.32%	98.90%	89.05%
STATEWIDE	Change	0.48%	0.05%	0.54%	0.36%
STANDARDS		75%	75%	75%	75%

COLLECTIONS COMPARISON SFY2019 | SFY2020 | SFY2021

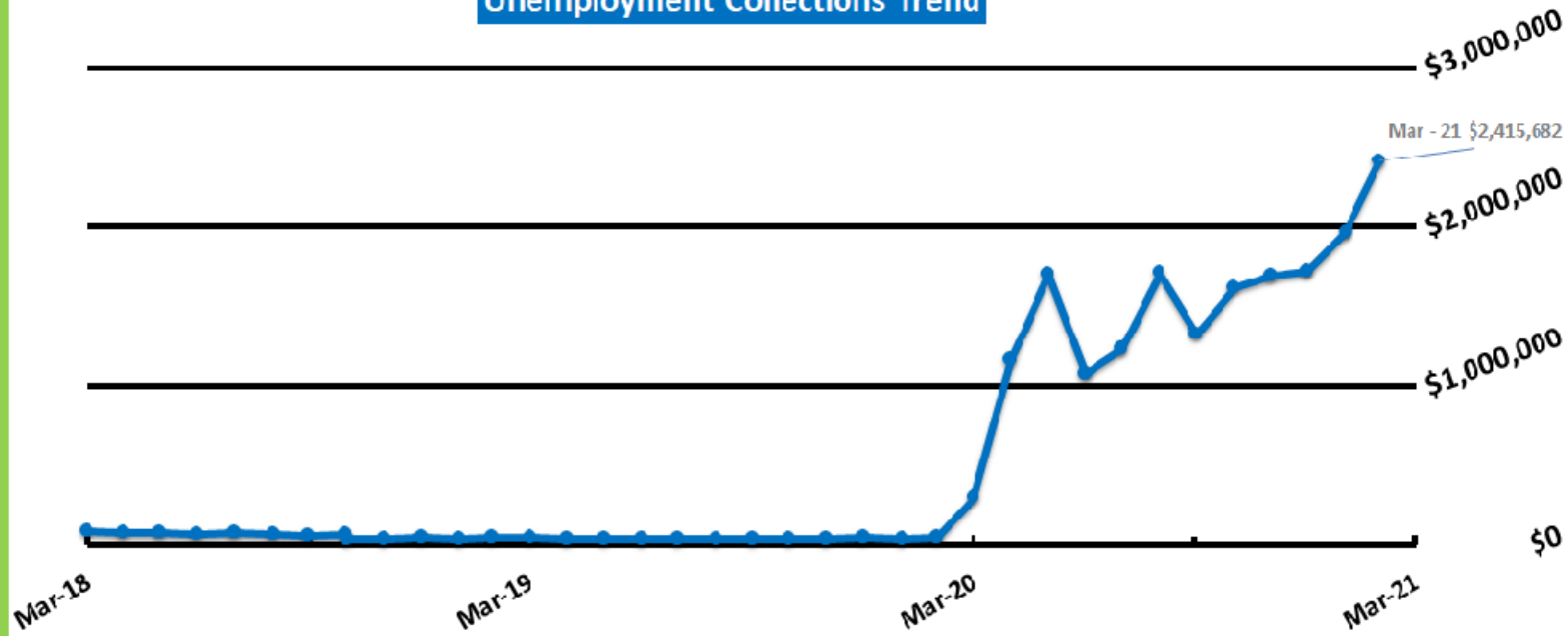


	EMP Wage WH	UIB	FIDM	Misc	NCP	Other State	Purge	All Tax	TOTAL
Year	(\$31,603,133)	\$14,447,905	(\$1,149,332)	(\$537,231)	(\$2,316,983)	(\$157,825)	(\$5,618,642)	\$38,306,071	\$11,370,830
SFY2021	\$318,110,873	\$14,747,337	\$13,769	\$1,339,925	\$78,225,564	\$48,867,929	\$8,207,379	\$59,429,068	\$528,941,843
SFY2020	\$349,714,005	\$299,432	\$1,163,101	\$1,877,157	\$80,542,547	\$49,025,754	\$13,826,020	\$21,122,997	\$517,571,013
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

% of COLLECTIONS BY PAY SOURCE COMPARISON SFY2019 | SFY2020 | SFY2021



Unemployment Collections Trend



SUMMARY

- Caseload size has decreased 15,428 cases from March 2020.
- 60.14% of total net collections is received via income withholding, while 14.79% of total net collections are attributed to direct payments by non-custodial parents.

Self-assessment and Incentives

- Statewide Incentives show the most significant increase in ‘%Cases Paying Toward Arrears’, a 3.48% increase over last year bringing the score to 67.02%.
- Statewide Self-Assessment show the most increase in ‘Review & Adjustment (inclusive)’, a 0.54% rise over last year bringing the score to 98.90%.

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
03.31.2020	191.69	0.00	191.69	947.83	1.00	946.83	207.65	1.00	206.65	1347.17	2.00	1345.17
03.31.2021	203.34	0.00	203.34	954.43	3.00	951.43	214.75	4.00	210.75	1372.52	10.00	1365.52
Difference	11.65	0.00	11.65	6.60	2.00	4.60	7.10	3.00	4.10	25.35	8.00	20.35
% of Change	6.08%	0.00%	6.08%	0.70%	200.00%	0.49%	3.42%	300.00%	1.98%	1.88%	400.00%	1.51%

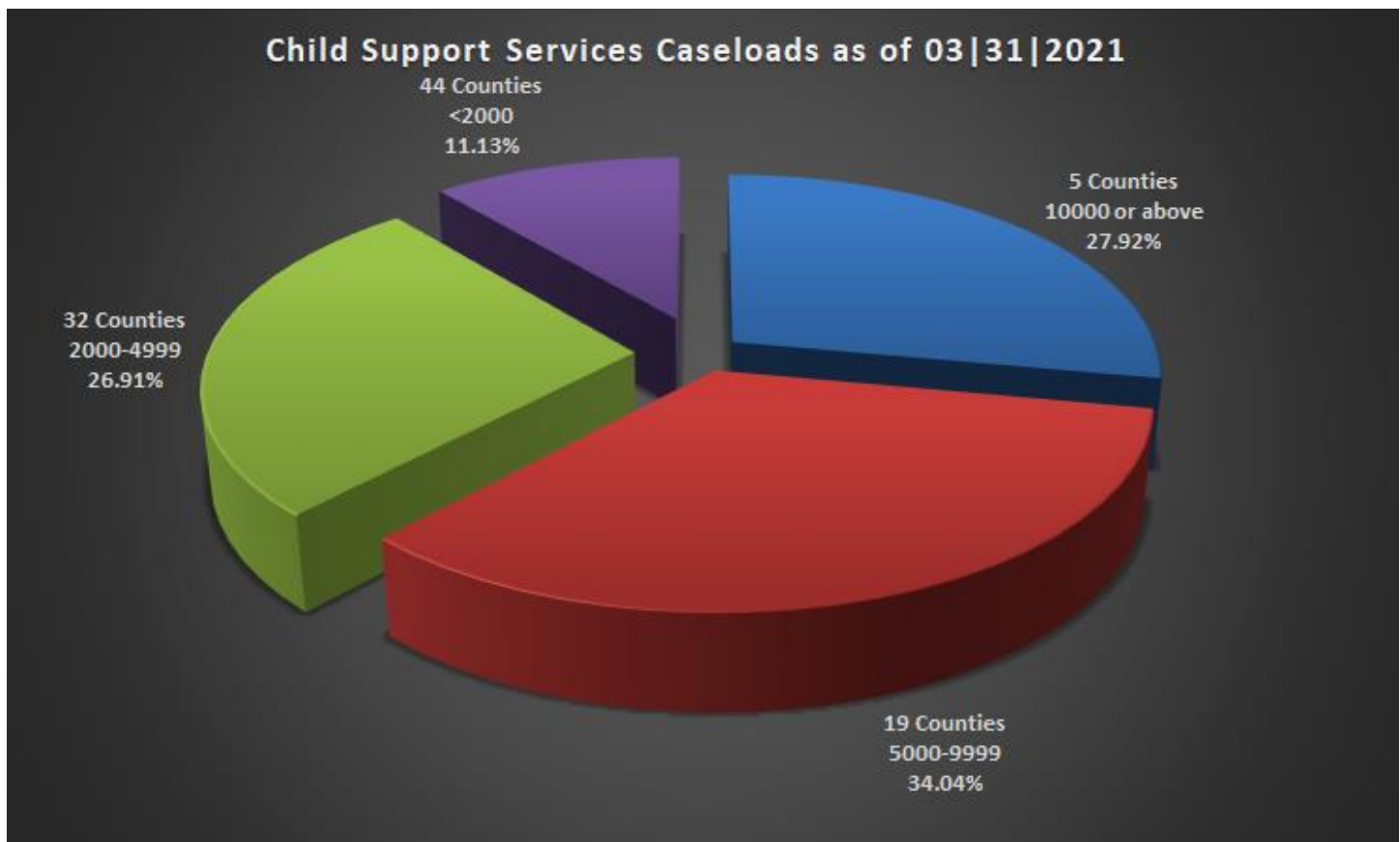
Summary of staffing changes this quarter vs. the same quarter previous year:

- Unfrozen Supervisors – increase of 6.08%.
- Unfrozen Agents – increase of 0.49%.
- Unfrozen Clerks – increase of 1.98%
- Total Unfrozen Staff – increase of 1.51%

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 – 379,011 cases



Unemployment data*

Unemployment rates for counties ranged from 4.00% in Orange County to 10.90 % in Scotland County.

The statewide unemployment rate was 5.60% as of February 2021.

**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	6.08%
5000-9999	5.75%
4999-2000	6.38%
less than 2000	5.90%
Statewide Average	5.60%

Caseload / Agent

Caseloads per agent ranged from 137 in Clay County to 807 in Madison County. The statewide average caseload per agent was 398.

Average Cases per Agent by County Caseload Size	
10000 and above	418.14
5000-9999	444.14
4999-2000	383.81
less than 2000	385.75
Statewide	397.84