

Child Support Program Annual Performance Report

General Statute 110-129.1



North Carolina Department of Health and Human Services

**State Fiscal Year 2022 - 2023
September 12, 2023**

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Attachment A: SFY 2023 County Quarterly Report

Attachment B: SFY 2022 County Quarterly Report

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Purpose of Report

North Carolina General Statute 110-129.1 requires the Department of Health and Human Services (DHHS) to implement and maintain performance standards for all Child Support Services (CSS) 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 noncustodial parents
- h) Other related performance measures

DHHS shall monitor the performance of each office and implement a system of reporting that allows each county office to review its own performance as well as the performance of other county offices.

The Department is required to publish an annual performance report that includes statewide and individual office performance data. This report is designed to provide insight into the status of the child support program. It does not consider various obstacles that the state or counties may face, such as employee longevity, judicial obstacles, or county budgets. It also does not address cost per collections, consumer satisfaction, and administrative costs as this information is not available at this time. The focus of this report includes:

- Historical data regarding the child support program;
- Program mission, vision, values; and
- Program goals and performance standards.

It is helpful to note that performance metrics required by Session Law 2017-41, Section 3.3 (1) (Rylan's Law) also requires the identification, tracking, and reporting of certain performance metrics for several human services programs, including Child Support. The reporting for those requirements can be found in the *Progress Report of Oversight of the Local Administration of Social Services Programs other than Medical Assistance*.

Child Support Program and Services Overview

Congress established the federal-state Child Support Services (CSS) program in 1975 under Title IV-D of the Social Security Act. The program's goals are to secure financial support for children from their noncustodial parents and to assist families with gaining economic security and self-sufficiency. Under Title IV-D, states must provide certain mandated child support services. Case managers determine which services are needed and how each may be used, depending on the circumstances of a case. The mandated program services are:

- **Noncustodial Parent Location:** identification of residential and business addresses as well as assets of the noncustodial parent (NCP).
- **Establishment of Paternity:** a determination of the legal responsibility of fatherhood of a child.
- **Establishment of a Support Obligation:** a court order requiring the noncustodial parent to provide support for a child, which may include monetary support and health insurance coverage.
- **Collection of Support Payments:** receipt accounting and record keeping of court ordered child support payments to North Carolina Child Support Centralized Collections (NCCSCC).
- **Enforcement of a Support Obligation:** use of as many enforcement remedies as necessary to ensure the noncustodial parent's compliance with court ordered support.
- **Review and Modification to Obligations:** orders must be reviewed every three years or upon a change of circumstances.

Child support uses a variety of methods to provide services including administrative, quasi-judicial, judicial, and any combination thereof. We strive to ensure that noncustodial parents provide financial support for minor children and to do so in a timely manner each month.

The North Carolina Child Support Services Program (NCCSS) is administered by the North Carolina Department of Health and Human Services, Division of Social Services, and is governed by N.C. Gen. Stat. §110, Article 9. State authority and direction is under state statutes at GS 50, 52-C and 110-129 through 110-142.

NCCSS is a state supervised, county administered program. Counties have chosen to operate under three different management models:

- **County department of social services (72 counties).** The Child Support Program is located within the county Department of Social Services (DSS). The department director oversees the program and reports either to the county social services board or the county manager.
- **County manager (8 counties).** The Child Support Program is managed by a county director or program manager(s). The child support office supervisor reports to the county manager.
- **Private vendor (20 counties).** A private vendor contracts with the county to operate the Child Support Program. The vendor's site manager reports to the county contract administrator, who is usually the DSS director or the county manager. Private vendors either have contracts based on a flat fee or performance-based compensation based on a percentage of collections.

Counties may choose to operate the program within county government or through a contract with a private vendor. All local offices are part of the North Carolina program and services are the same in all counties, regardless of where or by whom they are offered. Program policies do not vary, although there is some flexibility in service

delivery due to local program options, court preferences, or other factors. The Child Support Program provides services to approximately 353,000 cases as of SFY 2022 – 2023. Other options for citizens who need child support services include county Clerks of Superior Court and private legal representation.

Regardless of who operates the local CSS program, the same regulations, laws, and state policies apply. NCCSS Continuous Quality Improvement (CQI) specialists are responsible for providing consultation, program assistance and monitoring to all local offices.

Program Mission and Values

As an agency of our state’s Department of Health and Human Services, Child Support Services shares in the department-wide mission, vision, and value statements. In alignment with the Department, the Child Support Services Program’s mission is to provide family-centered child support services through mutual collaboration with families and partners, using innovative strategies to reach a common goal of self-sufficiency. The vision is for children to be able to depend on their parents and/or custodians for the financial, medical, and emotional support they need to be healthy and successful.

The Child Support Services Program values are:

- **People focused** – Focus on the people we serve, deliver value and make a positive impact on their lives and communities.
- **Teamwork** – We are all one department, one team, working toward one goal: to improve the health, safety, and well-being of all North Carolinians.
- **Proactive Communication** – Maintain an open and trusting environment for collaboration and continuous improvement with our team, stakeholders, and the people we serve.
- **Transparency** – Share expertise, information, and honest feedback within the Department and with stakeholders and the community. Ask for help when needed.
- **Stewardship** – Be good stewards of resources and time to create a positive impact for those we serve.
- **Joy** – Have joy and balance at work so we all bring our A-game when serving the people of North Carolina.
- **Belonging** – Intentionally promote an inclusive, equitable workplace that reflects the communities we serve, where everyone feels a sense of belonging, and our diverse backgrounds and experiences are valued and recognized as strengths.

To provide the level of service that aligns with the Department’s exceptional standards, the Child Support Services Program continues to focus on improved communication, collaboration, customer service, technology modernization, father focused initiatives, and continuous quality improvement.

Program Service Enhancements

NCCSS, along with many child support programs throughout the country, continue to discover many opportunities to enhance service to program participants using innovative solutions.

Technology Modernization

North Carolina's legislators helped NCCSS by passing Session Law 2015-241, Section 12C.(d), requiring the program to retain up to 15 percent of the annual federal incentive payments it receives from the federal government to enhance centralized child support services. The 15 percent of the federal incentives will be reinvested in the Child Support Program. The child support enhancements will assist local child support agencies in increasing their performance and overall effectiveness. This legislation was renewed, without amendments, in 2017 under North Carolina Session Law 2017-15, Section 11C.6(d).

Since the implementation of SL 2015-241 and its renewal under SL 2017-57, the retained fees have allowed the program to enhance the customer focused e-Child Support system for improved customer service, data reliability, effectiveness, and efficiency, reformat the application for child support services and make it available online for customers use, and obtain services for better location of delinquent noncustodial parents. NCCSS has been working with the Information Technology Division (ITD) to identify technology that will move our program towards improving our statewide child support computer system, known as the Automated Collection and Tracking System (ACTS). For more details about the use of these funds please see the report titled "North Carolina Child Support Incentives – Proposed Plan" that was submitted November 1, 2020 to the Joint Legislative Oversight Committee on Health and Human Services and the Fiscal Research Division.

Improved Communication and Efficiency

NCCSS strives to provide excellent customer service and offers several methods of communicating with program participants while continuing to maintain the focus of local offices to service customers directly.

On January 31, 2020, the child support website, also referred to as e-Child Support, was redesigned to enhance the customer experience. The new mobile optimized website includes features that have enhanced the customers' ability to interact with their local county child support office and provides easy access to information about their case. This website was further enhanced during SFY 2023 to include multiple surveys for customers to provide their personal experiences interacting with the program and a new tutorial video for customers demonstrating how to navigate the site, showing quick links for registered users and other information available. These improvements serve as tools to both better understand the current and future needs of the program and to meet the needs of the families we serve.

In SFY 2022, the program began offering Non-Custodial Parents the ability to make payments by phone, through digital eWallets such as PayPal, Apple Pay, and Venmo,

or by going into their local Walmart to make a payment. We believe that these expanded payment options will meet customers where they are and will offer the ability to support their families in a new way. For SFY 2023, the program expanded the ability to communicate with customers through text messaging. Customers have the opportunity to opt-in to receive these texts and can choose what types of information they prefer to receive. These texts alerts are grouped into three categories:

- Financial – delivering payment due dates for non-custodial parents as well as disbursed payment information to our custodial parents.
- Case Management – providing information regarding upcoming appointments, hearings, etc.
- Informational Message – advising of general announcements, office closures, office relocations, etc.

Additionally, a new interactive voice response (IVR) system was implemented for our customers which provided the ability to make reminder calls to custodial parents when hearings and appointments are scheduled.

Also, NCCSS enrolled in the Central Authority Payment (CAP) service that was launched by the federal Office of Child Support Services to help states send international child support payments electronically. Germany was the first country to use this service and payments are now successfully being transmitted using this option.

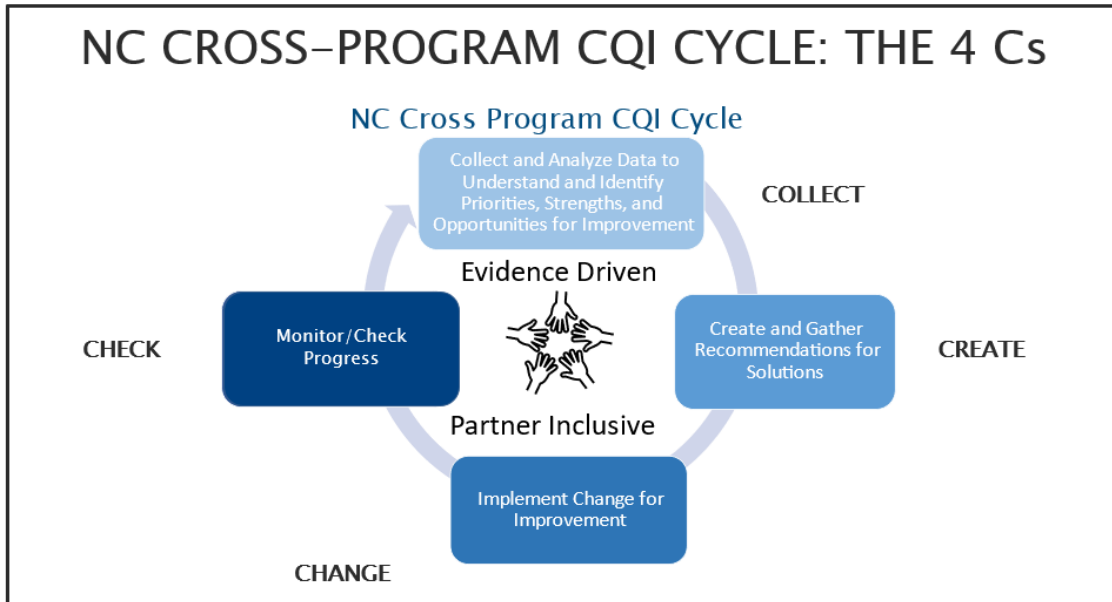
Collaboration

NCCSS is continuously striving towards working more efficiently and effectively with others to achieve our goals. The following explains the program's collaborative efforts.

Regional Support

The structure and supervision of Child Support Services is now based on a regional support model. With seven contiguous regions across the state, the goal is to have a Continuous Quality Improvement (CQI) Specialist and a Regional Trainer assigned to each region, forming a County Support Team. The County Support Team works collaboratively with the county to serve as a resource and provide comprehensive technical assistance and training on areas that have been identified as needing improvement. Whenever needed, the team will work with the county to develop a CQI plan and then track the county's progress to ensure the county has all the tools they need to continuously improve their services and program.

We have recently began working under a specific CQI model that aligns with how CQI work is done across other DSS programs including Child Welfare Services, Adult Protective Services, and Economic and Family Services. This CQI model and its guiding principles is an evidence driven, partner inclusive approach to improving the quality of our services. The NC Cross-Program CQI Cycle is seen below:



IV-D Attorney Communication

Several years ago, an e-mail listserv for all IV-D attorneys serving the NCCSS network was created to be used as a primary communication tool and forum for IV-D attorneys. Monitored and maintained by the Child Support Attorney General’s team, the listserv allows attorneys to not only discuss legal questions and issues, legislation, and new child support laws with the Attorney General’s office, but also with each other, providing a valuable resource for peer-to-peer support. As a result of additional collaboration between the Attorney General’s office and the Child Support Services policy unit, classroom training and conference calls are being held for attorneys, as appropriate, to discuss implementation of new or revised policies and any changes in state or federal laws.

North Carolina Child Support Services Workgroups

In 2018, NCCSS central office spearheaded an initiative where several workgroups were formed to focus on working together to improve our program. Composed of state and county staff, the workgroups were tasked with identifying improvements on several key areas: enforcement best practices, establishment best practices, and data analytics. A fourth group was convened in early 2019 that is focused on improving our outreach into the community, ensuring that we reach the customers that need our help, build relationships with allied agencies that will enhance the services that we offer, and that we provide the best possible service to all. In 2022, these groups were instrumental in the development of the plan for the next statewide child support system. These workgroups met once during SFY2023.

North Carolina Access & Visitation Program

NCCSS administers the federal Access and Visitation Program grant. Through this program, North Carolina Division of Social Services contracts with the North Carolina Administrative Office of the Courts (NCAOC) to operate eight Access and Visitation programs in eight judicial districts servicing twelve counties (Anson, Bertie, Buncombe,

Cumberland, Durham, Halifax, Hertford, Mecklenburg, Northampton, Richmond, Stanly, and Union) where a unified family court has been established.

Through the North Carolina Access and Visitation Program, NCAOC provides individual counseling for parents, education that is focused on the effects of separation and divorce on children and families, and referrals to services in the community, such as housing, health care, financial assistance, mediation services, and job counseling. As part of the grant, NCAOC created and routinely updates a video that is used in all custody and mediation parent orientations held in family district court, maintains the parent education materials used by the courts, and works with various fatherhood programs across the state to promote the Access and Visitation Program.

The primary established outcome goal for the program is to increase the amount of parenting time between noncustodial parents receiving services through the access and visitation program and their children.

Statewide Program Goals and Performance

Federal regulations require each state to assess its performance annually. This requirement is part of the Social Security Act added by the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA). NCCSS utilizes the information obtained from the self-assessment review as one primary tool for program monitoring and program management.

Each year, NCCSS establishes goals for each county child support agency and the state based on standard incentives measurements set forth by the federal Office of Child Support Services (OCSS) in 45 CFR 305. In return, OCSs allocates incentive payments to the 50 states and 4 territories. Goals are shared with each county and reviewed by the NCCSS Central Office. NCCSS Continuous Quality Improvement (CQI) specialists work closely with each county to meet any needed improvement.

Performance Standards

As noted above, 45 CFR 305 establishes program performance measures, standards, financial incentives, and penalties for the IV-D Program by measuring performance levels in five program areas:

1. Percentage of paternities established for children born out-of-wedlock – this measure is calculated by dividing the total number of children who were born out of wedlock with paternity established or acknowledged during the current fiscal year, by the total number of children who were born out-of-wedlock and in an open case at the end of the previous fiscal year;
2. Percentage of child support cases under an order – this measure is calculated by dividing the total number of IV-D cases with support orders during the fiscal year by the total number of IV-D cases during the fiscal year;

3. Percentage of current support paid – this measure is calculated by dividing the total number of dollars collected for current support in IV-D cases, by the total dollars owed for current support in IV-D cases;
4. Percentage of cases with a payment towards arrears owed – this measure is calculated by dividing the total number of eligible IV-D cases paying towards arrears by the total number of IV-D cases with arrears due; and
5. Cost effectiveness – this measure is calculated by dividing the total amount of money collected through the child support program by the total amount of money spent by the program to make these collections. (Note: this federal measure is captured through our total collections goal in North Carolina.)

45 CFR 308 establishes standards and criteria for the State to perform a self-assessment review to ensure that the state is meeting the federal requirements and maintaining responsibility for and control of the results that are produced and reported. To meet this requirement, NCCSS utilizes information from our automated self-assessment program as the primary tool for program monitoring and management. The self-assessment process looks at eight categories to determine if the case is meeting the federal timeframes outlined in 45 CFR 308.2. The categories being assessed are Case Closure, Disbursement of Collections, Establishment of Paternity and Support, Expedited Process, Enforcement of Orders, Medical Support Establishment, Intergovernmental Processing, and Review and Adjustment.

NCCSS publishes performance and self-assessment statistics for the state and the individual counties on a monthly, quarterly, and annual basis. The charts below show the performance for SFY 2021, SFY 2022 and SFY 2023. County performance information can be found in Attachment A (SFY 2023 County Quarterly Report as of June 2023), Attachment B (SFY 2022 County Quarterly Report as of June 2022) and Attachment C (SFY 2021 County Quarterly Report as of June 2021).

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Total Alloc Collections	Total Disbursed Collections	% Pat Est	% Cases Under Order	% Current Collections	% Cases paying towards arrears
STATEWIDE	202106	\$ 717,567,213	\$ 708,210,003	98.37%	84.98%	67.47%	71.36%
STATEWIDE	202206	\$ 669,847,756	\$ 659,704,086	98.51%	84.67%	66.75%	71.46%
STATEWIDE	202306	\$ 659,785,577	\$ 649,042,822	97.91%	85.34%	67.69%	69.60%
STATEWIDE	Change	\$ (10,062,179)	\$ (10,661,264)	-0.60%	0.67%	0.94%	-1.86%
STATEWIDE	SFY2023 GOALS		\$ 659,704,086	98.51%	84.67%	66.75%	69.00%
CQI +/-		N/A	98.38%	0.00%	0.00%	0.00%	0.00%
ON TRACK?			NO	NO	YES	YES	YES

STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 Month	Expedited Process 6 Month
STATEWIDE	202106	96.97%	82.06%	66.56%	93.28%	78.55%
STATEWIDE	202206	98.72%	81.08%	66.31%	94.03%	85.47%
STATEWIDE	202306	98.99%	80.80%	64.90%	93.20%	85.10%
STATEWIDE	Change	0.27%	-0.28%	-1.41%	-0.83%	-0.37%
STANDARDS		90%	75%	75%	90%	75%

STATEWIDE SELF ASSESSMENT	Report Month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	202106	81.01%	85.97%	99.06%	91.21%
STATEWIDE	202206	82.40%	86.19%	98.88%	90.60%
STATEWIDE	202306	81.79%	86.41%	98.59%	89.53%
STATEWIDE	Change	-0.61%	0.22%	-0.29%	-1.07%
STANDARDS		75%	75%	75%	75%

Impact of COVID-19

The impact the COVID-19 pandemic has had on NCCSS is still being evaluated, the most significant impact was a decrease in overall collections from the last two previous years. In response to the COVID-19 pandemic, NCCSS requested from the federal Office of Child Support Services flexibility under the Stafford Act for the following federal time frames related to performance requirements. These flexibilities remained as long as the federal public health emergency was in effect.

The public health emergency officially ended May 11, 2023 and the following conditions applied to the timeframe or requirement flexibilities granted to the state:

- For actions initiated before May 11, 2023, extended timeframes granted to your state or tribe under the Stafford Act still apply, even if the timeframe extends beyond that date
- For actions beginning on or after May 11, 2023, timeframes will return to those set out in federal law and regulations

Therefore, the flexibilities previously granted, as shown in the table below, officially ended for NCCSS on May 11, 2023.

	CRITERIA	DESCRIPTION	STATUTE/REGULATION	CURRENT REQUIREMENT	FLEXIBILITY APPROVED / DENIED
✓	STATE PLAN	Payment disbursement within 2 business days	454B (c) (1) 302.32(b)(1), (2)(i), and 2(ii)	2 Business Days	APPROVED - 5 Business Days for fully electronic processes and 10 Business days if manual processes are required. Six-months if payments received from the IRS/BFS or 20 business days from the date federal guidance is received regarding stimulus payments.
✓	PATERNITY AND SUPPORT ORDER	Establish orders or complete service of process within 90 calendar days of locate	303.4(d)	90 Calendar Days	APPROVED - 300 Calendar Days
✓	ENFORCEMENT	Take enforcement action within 30 calendar days of delinquency	303.6(c)(2)	30 Calendar Days	APPROVED - 180 Calendar Days
✓	ENFORCEMENT	Take enforcement action within 60 calendar days of delinquency when service of process is necessary	303.6(c)(2)	60 Calendar Days	APPROVED - 300 Calendar Days
✓	INTERSTATE	Make Intergovernmental referrals within 20 calendar days	303.7(c)(4)(i),(ii)	20 Calendar Days	APPROVED - 40 Calendar Days
✓	INTERSTATE	Take specified actions within 75 calendar days of receipt of an intergovernmental form and documentation from its central registry	303.7(d)(2)(i), (ii), and (iii)	75 Calendar Days	APPROVED - 150 Calendar Days
✓	INTERSTATE	Within 10 working days of locating the noncustodial parent in a different State, return forms, or, if directed, forward /transmit forms to noncustodial parent's State	303.7(d)(3)	10 Working Days	APPROVED - 20 Working Days

	CRITERIA	DESCRIPTION	STATUTE/REGULATION	CURRENT REQUIREMENT	FLEXIBILITY APPROVED / DENIED
✓	INTERSTATE	Forward/transmit forms within 10 working days of locating the noncustodial parent in a different political subdivision within the State	303.7(d)(4)	10 Working Days	APPROVED - 20 Working Days
✓	INTERSTATE	File the controlling order determination request within 30 calendar days	303.7(d)(5)(i)	30 Calendar Days	APPROVED - 300 Calendar Days
✓	INTERSTATE	Notify appropriate jurisdictions of the controlling order determination and any reconciled arrearages within 30 calendar days	303.7(d)(5)(ii)	30 Calendar Days	APPROVED - 60 Calendar Days
✓	INTERSTATE	Within 10 working days of receipt of instructions for case closure, stop responding state income withholding and close interstate case	303.7(d)(9)	10 Work Days	APPROVED - 20 Working Days
✓	REVIEW AND ADJUSTMENT	Provide notice (of the right to request review of the order) within 15 business days when learning of noncustodial parent incarceration of more than 180 calendar days	303.8(b)(7)(ii)	15 Business Days	APPROVED - 30 Business Days
✓	INCOME WITHHOLDING	Issue the income withholding order (IWO) notice to the employer within 2 business days	303.100 (e)(2), 303.100 (e)(3), 454A(g)(1)(A)(i), 466, 453A (g) (1)	2 Business Days	APPROVED - 5 Business Days for fully electronic processes and 10 Business days if manual processes are required.
✓	SYSTEMS	The statewide system must transmit IWO orders and notices to employers and other debtors within 2 business days	307.11 (c) (1) (i)	2 Business Days	APPROVED - 5 Business Days for fully electronic processes and 10 Business days if manual processes are required.

	CRITERIA	DESCRIPTION	STATUTE/REGULATION	CURRENT REQUIREMENT	FLEXIBILITY APPROVED / DENIED
✓	Annual Self-Assessment Report	Conduct an annual Self- Assessment Review (see more information below)	308.1(a); 308.1(b)(2)(iv)		APPROVED - No report due for FFY 2020 or FFY 2021
✓	EXPEDITED PROCESS	Establish orders for support within 6 months on 75 percent of actions filed	303.101(b)(2)(i)	6 months	APPROVED - 12 months
✓	EXPEDITED PROCESS	Establish orders for support within 12 months on 90 percent of actions filed	303.101(b)(2)(i)	12 months	APPROVED - 24 months
✓	REVIEW AND ADJUSTMENT	Conduct a review of the order and adjust the order or determine that the order should not be adjusted within 180 calendar days of receiving a request for a review or locating the non-requesting parent	303.8(e)	180 calendar days	APPROVED - 360 calendar days

Results-Oriented - The Reports

Through collaborative efforts and with the intent to meet monitoring requirements as well as providing performance data to all counties in a comparative way, NCCSS has re-evaluated its performance measures. Examples of these reports and a description are shown below.

The Incentive Goal Report

This report is used to compare current performance in the federal incentive areas against established goals. This report is generated monthly and offers the ability to sort data by office and program representative. It reports progress in:

- Percentage (%) current support paid;
- Percentage (%) of cases under court order;
- Percentage (%) of cases paying towards arrears;
- Percentage (%) paternity established; and
- Total net allocated collections.

Agent Statistical Report

This report allows offices to utilize the Data Warehouse to easily retrieve and review agent activities in the following event categories:

System Locates Filed	Support Orders Established Other Completed
System Locates Completed	Support Orders Modified Completed

Manual Locates Filed	Support Orders Modified Other Completed
Manual Locates Completed	Review, No Modification, Completed
Paternity Filed	Enforcement Withhold Completed
Paternity Completed	Enforcement Other Filed
Support Orders Established Filed	Enforcement Other Completed
Support Orders Established Completed	Enforcement Other Hearing Completed

County Quarterly Report and Narrative

NCCSS is required to monitor the performance of each office and implement a system of reporting that allows county offices to review their own performance and the performance of other offices. NCCSS developed a quarterly report which contains essential performance results in a central location and allows the ability to sort and filter data various ways. The Microsoft Excel workbook contains the following 5 worksheets:

- **5 Factor Report** – The report can be sorted by county, caseload size, cases/agent, and current unemployment data for comparison of 5 factors - Collections per unfrozen staff, and the four incentive percentages – % Collection Rate, % Cases Under Order, % Paternity Establishment, and % Payment to Arrears.
- **Incentive Goal Report** – Four incentives and total net allocated collections with respective goals as well as calculated percentages of goals obtained are shown and can be sorted by office and/or CQI specialist.
- **Staffing Report** – Staffing levels including supervisors, agents and clerical staff can be shown by office and/or CQI specialist.
- **Agent Activity Report** – Data from the Agent Statistical Report with per agent activity calculations is based on staffing data from the staffing report. The report can be sorted by office and/or CQI specialist.
- **Self-Assessment Scores** - All categories of self-assessment as mandated by the Federal Office of Child Support Services are listed. The report can be sorted by a county or CQI specialist.

Quality Reviews

Each month, CQI specialists conduct quality reviews of individual cases to help ensure data reliability, proper documentation, and timely case management practices. Based on office caseload size, reviews are conducted, and scores calculated for both overall accuracy as well as data reliability as related to the federal Office of Child Support Services (OCSS) 157.

Quality Review Form		
1	County	
	IVD Case Number	
	NCP	
	CP	
	EIS Case Number	
	Date Review Completed	
	Date Reviewed with Supervisor	
Item Num	Description	Outcome
50	Screen C8F completed? (marriage and separation/ divorce dates)	N
70	If NPA, are full services being given? Fee Paid? Documented on C8C?	N
90	Paternity indicators correct? BOW and PAI, check PEST event, (COPS if born of marriage)	N
160	Orders entered correctly in ACTS? (terms, extensions, start date, Order vs Distribution reviewed/balances match when applicable)	N
230	Is only child emancipated? CSUP closed if emancipated? Verification requested from CP on school status of child?	N
240	Case Closure? Was it a proper closure?	N
250	Signed Application for NPA Cases, (DSS-4451 or DSS-1344)	N
260	Supplemental Data Sheet (DSS-4688)	N
270	All Legal Documents: Court Orders, Guideline Worksheets, etc.	N
280	Affidavit of Parentage or court order addressing paternity, if appropriate	N
290	Birth Records for all Children	N
905	ALL ITEMS	11
906	Total P	0
907	Total F	0
908	Total N	11
909	OVERALL SCORE	0.00%
Reviewer Comments		

Local Office Continuous Quality Improvement Plans

After each state fiscal year; local offices' performance is measured against goals in each of the incentive areas, collections and all self-assessment categories. Continuous Quality Improvement plans are established by CQI specialists for any area where goals or standards have not been met. Each quarter, results are monitored and reviewed with county supervisors.

SAMPLE COUNTY CONTINUOUS QUALITY IMPROVEMENT (CQI) PLAN SFY2023

Incentive Performance Measures

PATERNITY ESTABLISHMENT

	Prev BOW	Pat Est	%PatEst	PatEstGoal	ON TRACK	LY Qtr %	CQI
Qtr 1 Results	5180	4269	82.41%	88.96%	YES	81.47%	0.00%
Qtr 2 Results	5180	4384	84.63%	88.96%	YES	83.92%	0.00%
Qtr 3 Results	5180	4480	86.49%	88.96%	NO	87.11%	0.00%
Qtr 4 Results	5180	4588	88.57%	88.96%	NO	88.96%	0.00%

% CASES UNDER ORDER

	Open Cases	CUO	%CUO	CUOGoal	ON TRACK	LY Qtr %	CQI
Qtr 1 Results	6585	5102	77.48%	76.97%	YES	72.59%	0.00%
Qtr 2 Results	6504	5084	78.17%	76.97%	YES	77.29%	0.00%
Qtr 3 Results	6308	5074	80.44%	76.97%	YES	76.75%	0.00%
Qtr 4 Results	6176	5051	81.78%	76.97%	YES	76.97%	0.00%

% CURRENT SUPPORT PAID

	CSUP Due	CSUP Coll	%CSup	CSUPGoal	ON TRACK	LY Qtr %	CQI
Qtr 1 Results	\$ 2,938,106.62	\$ 1,911,999.06	65.08%	64.18%	YES	63.52%	0.00%
Qtr 2 Results	\$ 5,922,406.22	\$ 3,823,961.71	64.57%	64.18%	YES	63.49%	0.00%
Qtr 3 Results	\$ 8,995,677.95	\$ 5,808,809.02	64.57%	64.18%	YES	63.58%	0.00%
Qtr 4 Results	\$ 12,143,899.13	\$ 7,853,453.84	64.67%	64.18%	YES	64.18%	0.00%

% CASES WITH ARREARS PAID

	Cases Arr Due	Cases Arr Coll	%Arr	ArrGoal	ON TRACK	LY Qtr %	CQI
Qtr 1 Results	4041	1898	46.97%	69.00%	YES	45.96%	-1.24%
Qtr 2 Results	4192	2403	57.32%	69.00%	NO	59.69%	-1.24%
Qtr 3 Results	4329	2740	63.29%	69.00%	NO	65.30%	-1.24%
Qtr 4 Results	4457	2989	67.06%	69.00%	NO	70.24%	-1.24%

DISB COLLECTIONS

	Disb Coll	Disb Coll Goal	% of Goal	ON TRACK
Qtr 1 Results	\$ 2,569,989.14	\$ 10,694,886.60	24.03%	NO
Qtr 2 Results	\$ 5,057,228.76	\$ 10,694,886.60	47.29%	NO
Qtr 3 Results	\$ 7,772,434.85	\$ 10,694,886.60	72.67%	YES
Qtr 4 Results	\$ 10,507,571.30	\$ 10,694,886.60	98.25%	NO

SAMPLE COUNTY CONTINUOUS QUALITY IMPROVEMENT (CQI) PLAN SFY2023

SELF-ASSESSMENT SCORES

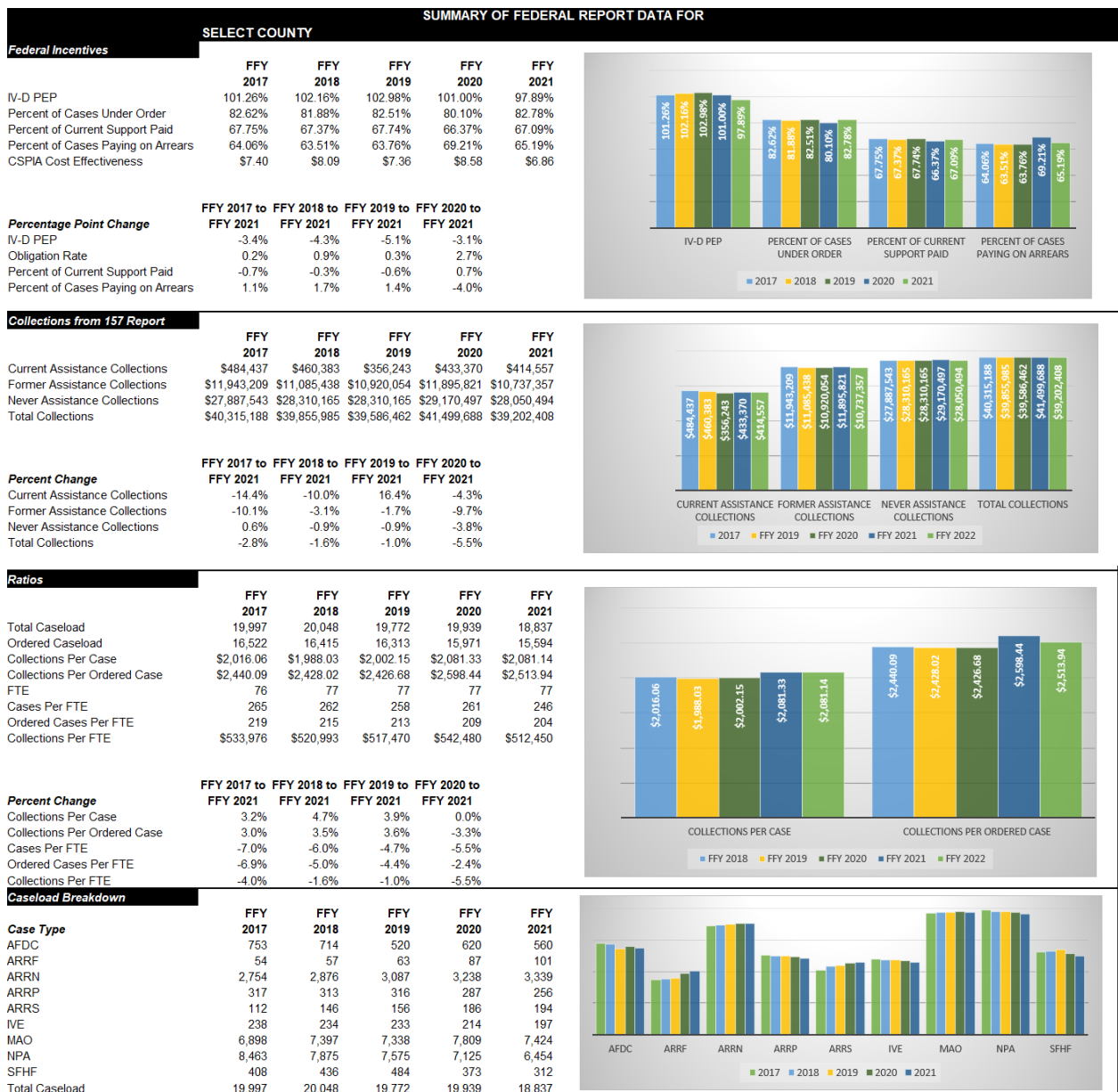
Self Assessment	SFY2023 GOAL (Federal Standard)	Qtr 1 Results	ON TRACK	Qtr 2 Results	ON TRACK	Qtr 3 Results	ON TRACK	Qtr 4 Results	ON TRACK
Case Closure	90.00%	98.95%	YES	95.98%	YES	98.93%	YES	99.43%	YES
Enforcement	75.00%	86.22%	YES	69.82%	NO	71.79%	NO	71.02%	NO
Establishment	75.00%	47.52%	NO	50.98%	NO	55.30%	NO	60.11%	NO
12 month Expedited	90.00%	86.96%	NO	89.35%	NO	88.93%	NO	89.49%	NO
6 month Expedited	75.00%	81.01%	YES	83.08%	YES	82.78%	YES	83.96%	YES
Interstate	75.00%	91.30%	YES	88.61%	YES	81.40%	YES	76.67%	YES
Medical	75.00%	85.00%	YES	87.85%	YES	88.03%	YES	89.09%	YES
R & A Inclusive	75.00%	96.60%	YES	96.91%	YES	97.03%	YES	98.35%	YES
R & A Needed	75.00%	71.00%	NO	75.24%	YES	75.51%	YES	85.39%	YES

IMPROVEMENT STRATEGY PLAN	
AREAS FOR IMPROVEMENT	
INCENTIVE MEASURES	
Pat Est %	
ON TRACK?	
YES	
CUO %	
ON TRACK?	
YES	
CSUP %	
ON TRACK?	
YES	
ARREARS %	
ON TRACK?	
YES	
TOTAL COLLECTIONS	
ON TRACK?	
NO	
<input type="checkbox"/> Agents will work all RWR – Delinquency & RWRD workload items received each month by COB on the last working day of the month. <input type="checkbox"/> Agents will process all LW notices timely (within 2 business days) <input type="checkbox"/> Agents will attempt all administrative enforcement remedies prior to Initiating court action.	
SELF-ASSESSMENT	
Case Closure	
ON TRACK?	
YES	
Enforcement	
ON TRACK?	
YES	
Establishment	
ON TRACK?	
NO	
<input type="checkbox"/> Agents will work RWRs on all new case referrals timely, within 2 business days to initiate client interviews to expedite cases & aid in improving timeliness <input type="checkbox"/> Agents to review the XPTR report - Cases Opened in ACTS each month to ensure timely actions taken on all newly opened cases. <input type="checkbox"/> Agents will work the DW report - Establishment Self-Assessment Pass/Fail report, focusing on NA cases	
12 Month Expedited	
ON TRACK?	
NO	
<input type="checkbox"/> Agents will work the '6-Month Expedited Pass/Fail' and/or '12-Month Expedited Pass/Fail' report focusing on the NA cases to aid in timely processing. <input type="checkbox"/> Agents will work the 'EAPS ECVA ECVS PCRS Service and Hearing' report for improving in this area.	
6 Month Expedited	
ON TRACK?	
YES	
Interstate	
ON TRACK?	
YES	
Medical	
ON TRACK?	
YES	
Review & Adjustment Inclusive	
ON TRACK?	
YES	
Review & Adjustment Needed	
ON TRACK?	
NO	
<input type="checkbox"/> Agents will work 'Review and Adjustment Review Needed County Specific Listing of Pass/Fail Cases' report focusing on the failed and NA cases <input type="checkbox"/> Agents will work 'RNIR and RARE' report monthly to aid in the timely processing of cases <input type="checkbox"/> Agents will work 'QTRLY CASES OUT-OF-CMPL' report from CSSXPTR or CSS ACTS Worker Portal	

Local Office 5 Year Federal Fiscal Year Final Outcome Snapshot

In SFY 2023, the Child Support Services program implemented a new report to provide to each local office that provides a snapshot of the performance incentive measures for the last five (5) federal fiscal years. This information gives the county an overview of the final performance, collections and expenditures outcomes. Additionally, various ratios are also provided. This report assists the county in identifying various trends, as well as, providing a tool to help identify areas that may need improvement or additional training. The report for the federal fiscal year is used to determine each county's share of the final incentive settlement.

For SFY 2024, the program plans to provide this same information to each county based on the state fiscal year performance, collections and expenditure outcomes.



Current Reward Program for Exemplary Performance

NCCSS continues to celebrate achievements of county child support offices by recognizing counties for meeting their goals and for improving in their overall performance. In addition to performance awards for offices, all child support staff across the state are encouraged to nominate co-workers for one of three *State of North Carolina's Child Support Services Employee of the Year – Front Line Staff, Manager, and Team*. Nominations are evaluated and the winner is selected by a panel of child support professionals.

Certificates are presented to all recipients at the North Carolina Child Support Council (NCCSC) Annual Training Conference.¹

Conclusion

The North Carolina Child Support Program is making every effort to increase self-assessment and performance scores in all categories. Additionally, the Program seeks to provide excellent customer service by continuing to collaborate with local, state, and federal agencies. As we constantly seek new and innovative approaches to further our program and assist our customers, the Program anticipates improved outcomes through new technology and enhancements to our current systems.

¹ NCCSC is a private non-profit organization that is not a part of the North Carolina state government.

5 Factor Report SFY2023 June 2023

County	Caseload	Cases/Agt	as of May 2023		Tot Collections	Collection	Cases Under	Paternity	Payment
			Unadj	Unempl rate	per unfroz staff	Rate	Order	Establishment Rate	to Arrears
					\$	%	%	%	%
ALAMANCE	6176	441		3.20%	\$447,131	64.67%	81.78%	88.57%	67.06%
ALEXANDER	1161	387		2.70%	\$405,232	62.02%	90.70%	106.79%	62.46%
ALLEGHANY	339	194		4.70%	\$240,749	62.61%	86.73%	108.66%	58.45%
ANSON	1921	404		3.60%	\$436,365	63.29%	94.27%	100.68%	73.94%
ASHE	892	223		2.70%	\$245,170	70.47%	91.14%	97.07%	72.29%
AVERY	277	277		2.80%	\$534,644	70.02%	88.45%	107.23%	63.77%
BEAUFORT	2690	489		3.40%	\$631,065	63.14%	90.07%	94.57%	62.78%
BERTIE	1345	448		3.90%	\$586,597	67.46%	93.16%	96.35%	70.33%
BLADEN	2060	343		3.80%	\$675,487	69.82%	86.12%	100.49%	74.72%
BRUNSWICK	3473	323		3.70%	\$507,929	70.46%	88.80%	105.70%	72.19%
BUNCOMBE	5981	748		2.40%	\$782,187	71.01%	94.03%	102.61%	73.33%
BURKE	2503	501		2.90%	\$447,708	66.11%	87.10%	107.45%	66.91%
CABARRUS	4766	285		2.90%	\$534,375	74.93%	88.90%	105.23%	77.31%
CALDWELL	2724	351		3.00%	\$569,328	67.25%	92.88%	102.60%	71.60%
CAMDEN	272	272		2.90%	\$473,199	75.79%	92.28%	108.33%	77.38%
CARTERET	2050	513		2.90%	\$728,768	69.03%	82.88%	98.76%	66.98%
CASWELL	873	291		3.20%	\$294,171	70.32%	90.49%	99.42%	70.06%
CATAWBA	5086	299		2.90%	\$470,824	69.66%	93.55%	101.52%	70.80%
CHATHAM	1473	491		2.60%	\$826,534	71.45%	80.38%	97.26%	69.40%
CHEROKEE	667	667		3.50%	\$491,869	61.77%	87.11%	102.67%	66.28%
CHOWAN	944	472		3.30%	\$368,190	64.15%	92.48%	96.25%	68.58%
CLAY	238	238		3.10%	\$452,522	68.74%	91.18%	98.77%	71.69%
CLEVELAND	6431	429		3.30%	\$417,905	61.77%	91.09%	95.30%	63.43%
COLUMBUS	3935	358		3.40%	\$382,776	63.74%	75.83%	97.86%	67.52%
CRAVEN	4340	620		3.20%	\$859,981	68.59%	83.18%	98.49%	67.80%
CUMBERLAND	18137	394		4.30%	\$608,996	67.36%	80.80%	95.66%	65.52%
CURRITUCK	749	749		2.80%	\$1,405,318	71.34%	93.06%	98.63%	75.86%
DARE	807	404		3.70%	\$887,260	73.78%	90.58%	102.78%	76.93%
DAVIDSON	4818	371		3.00%	\$713,198	69.55%	88.71%	100.98%	71.87%
DAVIE	1196	683		2.80%	\$765,949	72.25%	80.10%	100.86%	74.61%
DUPLIN	2470	274		3.00%	\$521,989	64.62%	88.87%	96.37%	70.71%
DURHAM	7891	272		2.80%	\$405,805	69.65%	91.10%	96.70%	72.79%
EDGECOMBE	4720	262		5.20%	\$297,018	63.82%	68.11%	81.52%	69.37%
FORSYTH	12618	371		3.20%	\$517,065	64.42%	89.38%	100.70%	67.56%
FRANKLIN	2725	341		3.20%	\$595,863	70.00%	89.76%	103.98%	69.93%
GASTON	8391	342		3.10%	\$461,360	69.68%	85.88%	104.23%	67.94%
GATES	437	437		3.00%	\$612,216	69.97%	94.51%	97.87%	77.40%
GRAHAM	243	324		4.20%	\$500,535	66.19%	89.30%	111.49%	64.64%
GRANVILLE	2282	240		2.70%	\$379,329	71.24%	89.75%	93.66%	67.86%
GREENE	1205	402		2.70%	\$387,528	63.58%	93.36%	102.16%	65.33%
GUILFORD	18897	386		3.50%	\$358,863	72.54%	68.11%	81.52%	69.37%
HALIFAX	3648	304		4.60%	\$395,652	67.53%	80.51%	93.46%	71.77%

5 Factor Report SFY2023 June 2023

County	Caseload	Cases/Agt	as of May 2023		Tot Collections	Collection	Cases Under	Paternity	Payment
			Unadj	Unempl rate	per unfroz staff	Rate	Order	Establishment Rate	to Arrears
					\$	%	%	%	%
HARNETT	4377	324		3.50%	\$490,163	70.60%	85.74%	101.02%	70.75%
HAYWOOD	1245	249		2.60%	\$343,654	75.52%	92.85%	101.24%	71.93%
HENDERSON	1961	327		2.60%	\$516,756	75.74%	91.79%	100.07%	72.62%
HERTFORD	1714	429		4.40%	\$641,610	71.79%	90.02%	97.72%	72.54%
HOKE	2351	303		4.00%	\$454,755	65.63%	84.94%	96.93%	67.10%
HYDE	155	310		5.00%	\$333,805	57.70%	92.90%	96.95%	63.58%
IREDELL	5347	411		2.90%	\$577,381	67.24%	80.92%	99.43%	73.15%
JACKSON	832	416		3.50%	\$437,516	65.68%	82.93%	108.87%	69.87%
JOHNSTON	5606	350		2.90%	\$648,387	74.69%	89.03%	106.48%	77.10%
JONES	357	357		2.90%	\$856,667	70.43%	93.84%	93.47%	73.77%
LEE	2254	334		3.60%	\$412,702	68.26%	85.14%	97.67%	69.27%
LENOIR	4491	345		3.20%	\$383,538	64.66%	85.91%	94.13%	68.38%
LINCOLN	2435	314		2.70%	\$525,061	69.54%	81.44%	101.19%	73.47%
MACON	1000	250		3.00%	\$434,704	61.03%	89.70%	103.35%	65.48%
MADISON	554	739		2.90%	\$549,030	67.60%	94.40%	94.38%	68.17%
MARTIN	1715	429		3.90%	\$521,678	67.36%	95.57%	98.34%	70.74%
MCDOWELL	1581	316		2.90%	\$444,683	65.99%	85.20%	100.95%	62.72%
MECKLENBURG	31176	390		3.10%	\$420,228	61.51%	71.42%	93.24%	66.59%
MITCHELL	300	300		3.30%	\$633,533	77.70%	94.33%	101.64%	77.97%
MONTGOMERY	1377	344		3.30%	\$438,609	75.32%	97.60%	100.73%	76.48%
MOORE	2233	319		3.20%	\$484,268	72.00%	93.69%	104.92%	72.68%
NASH	4521	348		4.20%	\$469,611	68.62%	86.73%	97.76%	72.32%
NEW HANOVER	5339	411		2.80%	\$880,153	71.38%	88.20%	95.25%	72.20%
NORTHAMPTON	1612	269		4.20%	\$266,686	66.31%	87.66%	88.89%	66.18%
ONSWLOW	7538	580		3.60%	\$1,416,388	68.66%	89.69%	98.43%	64.44%
ORANGE	1703	213		2.70%	\$383,235	73.22%	85.79%	104.07%	76.38%
PAMLICO	463	463		3.00%	\$675,851	66.25%	94.82%	95.16%	69.91%
PASQUOTANK	2291	458		3.70%	\$818,354	69.45%	88.43%	99.35%	71.79%
PENDER	1559	520		2.90%	\$686,717	65.16%	87.36%	99.75%	69.26%
PERQUIMANS	535	268		3.60%	\$390,637	69.17%	94.39%	98.56%	71.00%
PERSON	1780	297		3.20%	\$520,260	67.01%	89.33%	96.53%	76.03%
PITT	8821	401		3.50%	\$490,072	63.45%	91.85%	100.68%	69.31%
POLK	383	383		3.10%	\$646,133	72.02%	85.12%	109.26%	76.68%
RANDOLPH	4550	379		3.20%	\$504,494	66.51%	84.92%	100.78%	64.15%
RICHMOND	4000	410		4.10%	\$513,190	65.81%	92.63%	98.65%	69.05%
ROBESON	8516	341		4.70%	\$428,952	68.29%	85.30%	94.51%	73.01%
ROCKINGHAM	3291	411		3.50%	\$528,583	68.59%	86.17%	95.30%	68.34%
ROWAN	5095	329		3.10%	\$431,960	70.91%	85.73%	97.27%	75.70%
RUTHERFORD	3761	418		4.30%	\$501,817	62.48%	79.37%	96.67%	63.83%
SAMPSON	3112	311		3.00%	\$494,871	69.62%	91.20%	99.49%	69.43%
SCOTLAND	3726	339		6.80%	\$422,590	60.38%	90.02%	97.00%	70.06%
STANLY	2309	348		2.80%	\$325,598	70.02%	78.95%	100.63%	73.06%

5 Factor Report SFY2023 June 2023

County	Caseload	Cases/Agt	as of May 2023		Tot Collections	Collection	Cases Under	Paternity	Payment
			Unadj	Unempl rate	per unfroz staff	Rate	Order	Establishment Rate	to Arrears
					\$	%	%	%	%
STOKES	1089	272	2.70%		\$349,593	68.60%	92.56%	104.02%	63.19%
SURRY	1985	284	2.90%		\$339,808	69.25%	90.68%	106.30%	68.11%
SWAIN	366	183	2.60%		\$306,502	69.10%	89.89%	97.82%	71.12%
TRANSYLVANIA	710	355	2.90%		\$595,353	70.87%	93.94%	97.39%	77.67%
TYRRELL	177	354	5.10%		\$681,071	72.56%	93.22%	97.40%	78.40%
UNION	4827	536	2.70%		\$718,409	64.19%	89.99%	102.48%	68.85%
VANCE	2907	277	5.00%		\$402,620	68.96%	90.85%	101.49%	76.65%
WAKE	19056	381	2.70%		\$587,425	68.40%	86.47%	98.29%	71.58%
WARREN	1101	275	4.90%		\$338,840	72.20%	90.37%	101.20%	78.31%
WASHINGTON	1039	297	4.10%		\$380,604	66.78%	82.10%	94.42%	74.11%
WATAUGA	620	620	2.90%		\$902,197	76.15%	90.97%	102.03%	68.04%
WAYNE	8457	705	3.40%		\$701,292	64.31%	77.76%	92.35%	61.99%
WILKES	2740	457	3.30%		\$448,083	61.03%	88.83%	101.86%	58.99%
WILSON	4904	377	4.60%		\$537,658	64.73%	93.41%	101.31%	67.85%
YADKIN	1089	272	2.80%		\$415,201	63.49%	89.26%	105.13%	66.04%
YANCEY	334	445	2.80%		\$631,832	74.68%	82.63%	107.65%	66.22%
STATEWIDE	353224	372	3.40%		\$502,943	67.69%	85.34%	97.91%	69.60%
100	353218	381.62	3.40%						

City Report for 2023

Summary table with 15 columns: Staffing, Open Cases, Priority, Support, Total Disciplinary Actions, System Issues, Manual Issues, Priority, Support Orders, Support Order A/R, Support Order Del Camp, Support Order Out Comp, Review Mark, Withholding, Enforcement Order, Enforcement Pointing.

Main data table with 15 columns for various metrics and 15 columns for specific categories (A through O), each with sub-columns for counts and percentages.

City Report for 2023

TOTAL STAFFING as of 06.30.2023			IV-D SUPERVISORS				IV-D AGENTS				IV-D CLERKS				IV-D ATTY/PARALEGAL/OTHR				TOTAL IV-D SUPV/AGENTS/CLKS ATTY/PARALEGAL/OTHR				TOTAL FILLED CLASS	Non-IVD CONTRACT FEES	DESCRIPTION CONTRACT FEES
BSS PRIVATE COUNTY MANAGER	County		Sup Auth	Sup Froz	Sup Unfroz	Sup Vacant	Agt Auth	Agt Froz	Agt Unfroz	Agt Vacant	Clerk Auth	Clerk Froz	Clerk Unfroz	Clerk Vacant	Atty Paralegal Othr Auth	Atty Paralegal Othr Froz	Atty Paralegal Othr Unfroz	Atty Paralegal Othr Vacant	Tot Auth	Tot Froz	Tot Unfroz	Tot Vacant	IV-D SERVICES FEES		
DSS	Newsume, Kenya	YADKIN	0.00	0.00	0.00	0.00	4.00	0.00	4.00	0.00	0.00	0.00	0.00	0.00	1.00	0.00	1.00	0.00	5.00	0.00	5.00	0.00	5.00	0.00	
DSS	Jenkins, Pamela	YANCEY	0.25	0.00	0.25	0.00	0.75	0.00	0.75	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.05	0.00	1.05	0.00	1.05	0.00	1.05	0.00	
		Filtered Total	211.26	0.00	211.26	8.00	949.88	1.00	948.88	74.00	186.25	0.00	186.25	20.25	48.35	0.00	48.35	2.00	1395.74	1.00	1394.74	104.25	1290.49	81.74	

CASE CLOSURE	ENFORCEMENT	ESTABLISHMENT	EXPEDITED PROCESS 12 MONTH	EXPEDITED PROCESS 6 MONTH	INTERSTATE	MEDICAL	REVIEW AND ADJUSTMENT INCLUSIVE	REVIEW AND ADJUSTMENT REVIEW NEEDED
Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum
90.00	75.00	75.00	90.00	75.00	75.00	75.00	75.00	75.00
98.99	80.80	64.90	93.20	85.10	81.79	86.41	98.59	89.53
99.43	71.02	60.11	89.49	83.96	76.67	89.09	98.35	85.39
100.00	75.86	66.67	95.12	87.50	71.43	93.81	98.50	88.89
100.00	92.81	88.89			72.73	95.65	100.00	100.00
100.00	89.74	87.69	91.23	87.50	86.96	85.87	98.37	87.10
97.67	85.67	91.55	100.00	100.00	94.59	93.50	100.00	100.00
100.00	68.42	43.33	100.00	100.00	69.23	74.14	83.33	16.67
100.00	72.65	50.71	98.29	94.02	74.19	77.64	96.76	75.00
96.00	76.23	81.13	100.00	94.74	100.00	81.71	97.01	82.76
100.00	93.98	90.16	96.72	88.64	90.91	96.06	99.68	98.25
99.07	87.40	83.59	98.67	91.50	82.76	95.91	99.73	97.92
100.00	89.08	98.64	99.75	98.76	73.96	92.44	99.86	98.85
100.00	79.36	92.10	90.00	83.95	87.50	93.63	96.23	84.93
99.68	93.04	90.94	97.60	95.71	82.63	99.05	100.00	100.00
99.58	84.69	67.31	94.87	90.00	95.65	91.54	99.44	84.62
100.00	83.19	92.31	100.00	100.00	77.78	87.67	100.00	100.00
97.50	71.13	44.25	98.11	78.85	73.68	87.88	97.48	77.42
100.00	81.82	89.16	100.00	100.00	85.71	81.79	100.00	100.00
99.74	84.56	80.15	90.70	79.62	85.56	93.00	99.50	96.61
98.28	78.84	82.61	98.25	94.83	90.63	88.77	99.46	95.83
95.83	90.91	100.00	100.00	100.00	90.00	98.43	100.00	100.00
100.00	70.50	41.38	100.00	100.00	91.67	74.52	97.30	76.92
100.00	86.00	94.44	100.00	100.00	75.00	98.65	100.00	100.00
98.04	72.09	68.54	94.20	89.47	81.89	77.27	96.56	62.69
97.59	81.37	66.67	96.00	88.00	93.33	76.53	97.30	72.97
97.44	77.47	54.17	87.39	73.55	78.02	83.93	96.80	73.85
98.46	82.94	78.22	93.64	87.97	84.79	94.49	99.15	93.79
100.00	85.20	91.03	100.00	96.43	84.62	87.76	98.77	93.75
100.00	89.36	94.50	100.00	96.00	84.38	91.38	100.00	100.00
99.51	76.31	65.33	95.05	78.10	78.21	76.99	97.57	81.13

98.28	80.32	32.58	98.39	90.77	68.75	89.62	98.69	91.67
96.43	74.26	49.42	86.21	76.47	87.93	83.10	97.21	78.05
98.18	78.56	81.78	95.38	89.64	79.84	80.51	98.57	83.13
100.00	75.75	17.01	61.54	42.86	93.75	78.58	97.65	64.29
90.48	77.35	40.69	88.24	76.36	80.00	85.49	95.91	50.00
98.54	80.51	83.32	97.66	93.95	81.87	95.39	99.54	95.79
98.79	84.54	79.38	95.51	90.00	88.10	80.89	98.94	91.89
99.72	79.41	75.43	94.29	90.44	87.65	81.11	99.82	98.88
100.00	86.67	86.36	100.00	72.73	83.33	78.45	100.00	100.00
100.00	92.00	87.18	100.00	100.00	66.67	95.96	91.43	25.00
97.83	74.73	79.74	86.52	80.43	82.50	87.00	99.07	93.10
93.75	82.47	94.29	96.61	83.61	75.00	85.99	98.80	88.89
98.92	85.07	72.93	94.28	82.37	85.05	87.92	99.83	98.38
97.96	81.62	73.86	93.50	86.93	78.67	95.14	98.55	88.24
97.71	82.83	72.21	93.90	85.88	76.60	89.63	99.56	96.92
100.00	79.08	78.44	92.86	84.16	89.69	79.22	98.74	87.50
100.00	79.07	89.30	98.53	98.53	69.57	97.61	98.51	90.91
98.94	84.54	93.85	97.54	84.68	97.56	92.60	98.50	89.47
100.00	83.61	70.63	100.00	97.06	93.33	83.71	96.50	81.58
99.28	75.49	61.10	96.08	90.57	84.75	91.25	97.23	81.82
100.00	70.53	68.97	100.00	100.00	0.00	89.74	100.00	100.00
100.00	80.51	81.85	92.73	87.95	84.25	91.84	99.39	91.11
100.00	77.11	47.17	100.00	100.00	47.50	84.76	91.47	63.33
98.48	93.02	96.61	99.01	97.32	93.18	92.54	98.86	92.04
100.00	81.86	93.02	100.00	100.00		83.54	97.92	85.71
100.00	77.04	80.00	92.31	90.38	71.70	79.01	99.05	80.00
99.05	80.65	85.60	93.19	86.60	91.67	91.20	99.43	94.83
99.27	89.02	62.79	96.23	93.46	93.33	96.26	99.35	96.23
93.94	79.64	81.38	97.37	97.37	76.09	87.26	97.35	87.88
100.00	74.46	95.24	100.00	100.00	91.67	95.87	100.00	100.00
100.00	82.57	80.88	92.00	88.46	96.00	92.59	98.17	88.57
100.00	73.97	78.25	93.75	93.75	78.79	87.50	99.04	89.47
97.23	73.36	22.57	82.48	57.87	76.85	79.29	99.73	98.40
100.00	91.53	100.00	100.00	100.00	83.33	92.26	97.83	83.33
100.00	86.88	95.08	96.97	87.88	75.00	95.90	100.00	100.00
100.00	91.85	99.51	90.91	72.73	84.62	98.87	100.00	100.00

98.36	82.96	86.54	88.95	83.59	79.49	90.43	99.65	96.36
100.00	78.86	73.61	92.66	79.66	95.00	82.16	96.68	81.08
100.00	78.69	38.31	91.67	81.13	86.67	87.26	100.00	100.00
100.00	100.00	33.33			28.57	100.00		
98.67	84.75	70.14	92.31	84.00	78.47	76.36	98.18	84.55
100.00	91.33	91.08	98.33	87.10	83.64	90.21	96.55	80.00
100.00	83.93	51.28	90.91	90.91	76.92	90.34	98.11	94.44
97.98	78.99	65.50	89.80	74.51	71.43	80.90	100.00	100.00
100.00	78.62	93.13	95.12	89.74	76.00	92.53	98.72	93.88
95.65	77.69	81.82	100.00	100.00	66.67	84.33	100.00	100.00
100.00	87.57	69.46	100.00	78.95	83.33	82.39	98.20	84.00
98.82	89.49	79.42	94.46	85.31	92.63	91.24	100.00	100.00
100.00	90.53	70.13	100.00	100.00	88.24	89.24	100.00	100.00
98.80	69.78	44.85	85.51	77.29	58.89	80.91	96.34	67.65
100.00	92.74	99.62	94.81	90.09	96.92	98.82	100.00	100.00
99.46	83.02	86.82	90.18	88.46	80.99	76.06	98.05	87.59
99.51	82.88	75.99	97.87	93.23	72.22	81.34	99.15	95.40
99.35	99.74	78.05	94.72	89.96	84.75	84.88	99.85	98.97
99.07	72.51	24.51	65.12	56.99	84.00	77.93	94.23	53.19
98.95	83.75	83.21	90.32	84.43	87.76	90.54	98.74	87.50
99.12	88.23	82.92	98.08	87.50	89.13	97.21	99.15	93.83
100.00	80.98	70.88	100.00	92.54	83.87	90.36	99.61	96.97
100.00	77.38	81.01	91.53	66.10	68.00	70.48	98.76	93.33
100.00	86.73	82.65	100.00	95.45	88.89	87.77	98.86	89.66
100.00	86.73	82.46	93.75	93.75	70.37	86.21	98.48	90.91
100.00	91.49	85.71	100.00	95.24	75.00	94.69	100.00	100.00
100.00	90.38	60.00	100.00	100.00	100.00	77.01	100.00	100.00
99.07	68.68	60.04	96.65	93.41	75.00	85.50	99.82	99.40
99.11	81.88	86.23	100.00	97.97	85.71	95.52	100.00	100.00
98.18	79.59	63.48	92.17	86.18	79.07	81.90	96.38	69.52
100.00	95.07	94.74	100.00	97.87	78.95	95.64	100.00	100.00
100.00	78.22	26.09	88.89	88.89	54.55	77.43	96.00	73.33
100.00	85.71	90.43	100.00	92.31	83.33	96.10	100.00	100.00
97.67	65.34	27.03	74.29	65.25	81.98	67.75	90.54	37.38

Incentive Goal SFY2023 June	Calculations are SFY	TOTAL DISBURSED COLLECTIONS			PATERNITY ESTABLISHMENT				CASES UNDER ORDER				CURRENT SUPPORT				ARREARS				MEDICAL		
		Consultant	Fips Name	SFY Actual	Goal	% of Goal	Prev BOW	Pat Est	%PatEst	Goal	Open Cases	CUO	%CUO	Goal	Csup due	Csup Coll	%CurCol	Goal	Cases Arr due	Cases Arr Col	%Arr	Goal	MedCase
Foreman, Cora	WASHINGTON	\$1,332,115	\$1,447,214	92.05%	968	914	94.42%	95.95%	1039	853	82.10%	86.81%	\$1,464,777	\$978,220	66.78%	67.35%	761	564	74.11%	69.00%	610	551	90.33%
Allen, Carole	WATAUGA	\$1,894,293	\$1,795,064	100.46%	394	402	102.03%	99.00%	620	564	90.97%	89.00%	\$1,857,933	\$1,414,764	76.15%	69.00%	560	381	68.04%	69.00%	363	239	65.84%
Mayfield, Kristi	WAYNE	\$11,220,077	\$12,123,935	92.55%	5830	5384	92.35%	95.21%	8457	6576	77.76%	80.93%	\$12,627,246	\$8,121,191	64.31%	63.13%	5490	3403	61.99%	67.10%	4071	3502	86.02%
Allen, Carole	WILKES	\$3,584,663	\$3,541,256	101.23%	1559	1588	101.86%	92.87%	2740	2434	88.83%	86.63%	\$4,246,326	\$2,591,577	61.03%	59.86%	2326	1372	58.99%	58.83%	1457	1235	84.76%
Mayfield, Kristi	WILSON	\$8,602,529	\$8,808,885	97.66%	3962	4014	101.31%	99.00%	4904	4581	93.41%	89.00%	\$10,043,440	\$6,501,269	64.73%	63.12%	4053	2750	67.85%	69.00%	3128	2666	85.23%
Newsome, Kenya	YADKIN	\$2,076,003	\$2,034,296	102.05%	702	738	105.13%	99.00%	1089	972	89.26%	89.00%	\$2,358,565	\$1,497,430	63.49%	61.42%	957	632	66.04%	67.83%	669	565	84.45%
Jenkins, Pamela	YANCEY	\$663,424	\$670,464	98.95%	170	183	107.65%	98.85%	334	276	82.63%	85.89%	\$678,847	\$506,955	74.68%	69.00%	222	147	66.22%	69.00%	203	160	78.82%
Consultant	Filtered Total	\$649,042,822	\$659,704,086	98.38%	276,326	271,160	98.13%	98.51%	353,224	301,427	85.34%	84.67%	\$725,712,671	\$491,209,209	67.69%	66.75%	260,996	181,665	69.60%	69.00%	204,166	168,243	82.41%
Mayfield, Kristi	EDGECOMBE TOT	\$5,643,343	\$5,953,990	94.78%	3,204	2,612	81.52%	86.01%	4,720	3,215	68.11%	70.49%	\$6,022,447	\$3,843,287	63.82%	63.71%	2,886	2,002	69.37%	69.00%	1,997	1,628	81.52%
Newsome, Kenya	GUILFORD TOT	\$33,374,235	\$33,505,712	99.61%	15,966	15,779	98.83%	99.00%	18,897	15,442	81.72%	79.27%	\$35,829,569	\$25,990,662	72.54%	69.00%	13,572	9,981	73.54%	69.00%	10,863	9,154	84.27%
	STATEWIDE	\$649,042,822	\$659,704,086	98.38%	275,471	269,705	97.91%	98.51%	353,224	301,427	85.34%	84.67%	\$725,712,671	\$491,209,209	67.69%	66.75%	260,996	181,665	69.60%	69.00%	204,166	168,243	82.41%

Please note: if a child is in more than one order county it may be counted twice, however, the state total eliminates duplicates.

5 Factor Report SFY2022 Jun 2022

County	Caseload	Cases/Agt	as of May 2022		Tot Collections	Collection	Cases Under	Paternity	Payment
			Unadj	Unempl rate	per unfroz staff	Rate	Order	Establishment Rate	to Arrears
					\$	%	%	%	%
ALAMANCE	6669	556	3.70%		\$586,184	64.18%	76.97%	88.96%	70.24%
ALEXANDER	1243	414	3.20%		\$458,863	63.79%	90.75%	106.02%	63.60%
ALLEGHANY	362	483	3.80%		\$260,142	64.75%	85.08%	106.19%	62.82%
ANSON	1994	420	4.70%		\$457,338	63.63%	91.68%	101.09%	75.98%
ASHE	938	235	3.20%		\$262,676	69.61%	88.81%	95.90%	70.67%
AVERY	291	291	3.30%		\$536,116	67.82%	86.25%	98.31%	67.79%
BEAUFORT	2902	387	3.80%		\$416,033	63.94%	88.80%	100.89%	66.42%
BERTIE	1352	386	5.00%		\$566,343	67.18%	95.41%	95.97%	74.16%
BLADEN	2115	353	4.50%		\$504,832	69.34%	84.87%	101.29%	74.56%
BRUNSWICK	3662	341	4.60%		\$496,867	69.08%	83.26%	107.21%	73.04%
BUNCOMBE	6176	772	3.00%		\$766,468	70.22%	92.83%	100.66%	74.87%
BURKE	2573	515	3.40%		\$510,404	65.05%	88.77%	102.92%	66.88%
CABARRUS	4898	292	3.30%		\$537,430	73.96%	88.51%	105.51%	78.48%
CALDWELL	2868	370	3.60%		\$516,082	66.82%	91.67%	103.47%	70.96%
CAMDEN	283	283	3.40%		\$511,694	74.53%	90.46%	107.03%	75.98%
CARTERET	2097	524	3.30%		\$798,513	70.64%	86.12%	102.10%	69.13%
CASWELL	985	328	3.90%		\$314,540	68.81%	85.69%	99.17%	72.69%
CATAWBA	5481	322	3.40%		\$469,762	69.17%	91.72%	101.40%	72.27%
CHATHAM	1462	366	2.90%		\$522,831	71.38%	82.83%	93.99%	72.13%
CHEROKEE	684	342	3.80%		\$373,667	61.83%	84.80%	100.52%	64.55%
CHOWAN	991	496	3.90%		\$516,097	62.27%	94.05%	97.25%	69.33%
CLAY	267	134	4.00%		\$249,777	62.91%	90.26%	105.59%	75.00%
CLEVELAND	7024	439	4.00%		\$412,699	61.05%	87.33%	93.37%	66.93%
COLUMBUS	3809	346	4.60%		\$331,902	63.67%	79.73%	102.66%	68.89%
CRAVEN	4429	633	3.60%		\$844,948	68.68%	81.94%	95.13%	72.68%
CUMBERLAND	18584	404	5.30%		\$537,591	66.08%	82.00%	97.99%	67.77%
CURRITUCK	785	393	3.20%		\$881,334	69.94%	92.48%	100.76%	76.93%
DARE	857	429	3.90%		\$1,005,530	72.44%	89.03%	100.36%	79.86%
DAVIDSON	4968	331	3.40%		\$663,317	70.36%	89.81%	101.50%	73.74%
DAVIE	1269	338	3.30%		\$433,578	69.90%	75.89%	111.48%	74.79%
DUPLIN	2515	279	3.60%		\$504,795	64.78%	89.98%	98.10%	73.86%
DURHAM	8354	288	3.10%		\$408,874	69.02%	89.77%	96.54%	74.88%
EDGECOMBE	4782	319	7.20%		\$316,180	63.71%	70.49%	86.01%	71.69%
FORSYTH	13144	398	3.70%		\$455,544	63.26%	87.96%	99.95%	69.60%
FRANKLIN	2854	357	3.60%		\$590,970	67.60%	88.23%	105.13%	72.09%
GASTON	8781	355	3.80%		\$426,552	67.81%	83.50%	103.34%	70.43%
GATES	465	465	3.40%		\$667,120	70.58%	94.41%	97.15%	78.08%
GRAHAM	232	309	5.20%		\$558,251	65.46%	89.22%	106.90%	75.52%
GRANVILLE	2311	243	3.10%		\$369,976	72.42%	89.10%	98.67%	71.33%
GREENE	1222	407	3.20%		\$397,804	61.09%	92.88%	99.48%	68.68%
GUILFORD	20044	401	4.20%		\$354,690	71.71%	70.49%	86.01%	71.69%

5 Factor Report SFY2022 Jun 2022

County	Caseload	Cases/Agt	as of May 2022		Tot Collections	Collection	Cases Under	Paternity	Payment
			Unadj	Unempl rate	per unfroz staff	Rate	Order	Establishment Rate	to Arrears
					\$	%	%	%	%
HALIFAX	3791	316		5.80%	\$340,579	67.63%	82.51%	95.27%	74.40%
HARNETT	4299	344		4.10%	\$516,024	69.63%	89.46%	101.54%	72.16%
HAYWOOD	1404	281		3.20%	\$463,116	71.39%	88.68%	104.45%	70.45%
HENDERSON	2112	352		3.10%	\$574,431	74.94%	91.00%	104.15%	72.11%
HERTFORD	1734	495		5.10%	\$720,262	70.73%	91.35%	99.20%	75.38%
HOKE	2535	327		4.90%	\$468,127	65.61%	80.20%	102.76%	71.27%
HYDE	191	382		5.10%	\$246,063	54.63%	84.82%	97.01%	63.06%
IREDELL	5422	417		3.40%	\$597,213	65.57%	83.79%	99.88%	72.05%
JACKSON	758	379		3.60%	\$489,200	68.46%	89.18%	104.49%	71.80%
JOHNSTON	5935	371		3.30%	\$661,742	74.47%	87.97%	108.34%	77.12%
JONES	386	386		3.30%	\$450,005	69.01%	93.52%	91.70%	76.68%
LEE	2269	336		4.20%	\$441,350	66.39%	86.82%	95.78%	69.44%
LENOIR	4732	364		3.70%	\$393,577	62.40%	85.82%	92.68%	69.11%
LINCOLN	2452	316		3.10%	\$477,421	67.85%	82.54%	97.00%	73.05%
MACON	1023	256		3.40%	\$461,691	60.29%	90.32%	108.82%	66.78%
MADISON	569	759		3.40%	\$677,907	65.59%	96.49%	97.98%	69.03%
MARTIN	1786	298		4.40%	\$365,846	67.20%	96.36%	97.51%	71.56%
MCDOWELL	1647	412		3.40%	\$389,994	62.66%	84.82%	104.16%	64.86%
MECKLENBURG	32421	405		3.50%	\$378,661	60.33%	69.49%	93.84%	68.12%
MITCHELL	310	310		4.10%	\$761,970	75.89%	95.16%	108.99%	80.17%
MONTGOMERY	1447	289		3.60%	\$329,448	74.05%	94.68%	106.57%	78.14%
MOORE	2383	340		3.70%	\$512,800	70.90%	92.91%	101.65%	74.27%
NASH	4924	379		5.20%	\$455,349	68.28%	87.04%	98.25%	74.42%
NEW HANOVER	5875	588		3.30%	\$744,104	68.74%	87.73%	98.18%	72.64%
NORTHAMPTON	1733	289		4.60%	\$281,468	65.03%	86.15%	89.15%	69.55%
ONSLow	7901	608		4.20%	\$1,165,558	67.99%	89.75%	96.89%	68.28%
ORANGE	1770	221		2.90%	\$357,836	70.70%	85.03%	109.92%	77.47%
PAMLICO	496	248		3.70%	\$418,275	63.09%	93.75%	94.32%	69.57%
PASQUOTANK	2642	440		4.20%	\$651,448	67.95%	80.81%	97.44%	73.09%
PENDER	1596	532		3.30%	\$690,421	63.90%	89.54%	101.16%	71.56%
PERQUIMANS	574	287		4.30%	\$414,801	67.26%	88.33%	101.20%	71.92%
PERSON	1788	298		3.70%	\$421,873	67.55%	91.55%	97.16%	77.42%
PITT	8809	415		4.10%	\$570,730	63.60%	93.20%	98.29%	72.91%
POLK	404	404		3.70%	\$754,952	74.17%	83.66%	104.41%	75.90%
RANDOLPH	4983	498		3.50%	\$601,279	64.31%	81.58%	100.05%	66.70%
RICHMOND	4013	401		5.50%	\$512,106	64.71%	91.33%	100.41%	72.11%
ROBESON	8633	345		5.90%	\$400,106	67.53%	86.42%	95.60%	76.10%
ROCKINGHAM	3506	438		4.10%	\$535,518	68.49%	83.74%	101.20%	69.89%
ROWAN	5438	351		3.60%	\$439,864	68.35%	86.15%	100.11%	74.08%
RUTHERFORD	3817	424		5.10%	\$534,279	61.23%	80.85%	100.40%	64.69%
SAMPSON	3168	317		3.60%	\$490,886	68.64%	91.41%	98.96%	71.93%

5 Factor Report SFY2022 Jun 2022

County	Caseload	Cases/Agt	as of May 2022		Tot Collections	Collection	Cases Under	Paternity	Payment
			Unadj	Unempl rate	per unfroz staff	Rate	Order	Establishment Rate	to Arrears
					\$	%	%	%	%
SCOTLAND	3791	345	7.30%		\$426,813	59.85%	90.08%	96.36%	70.27%
STANLY	2470	373	3.30%		\$372,645	69.25%	75.79%	101.70%	76.68%
STOKES	1133	283	3.20%		\$501,651	68.51%	89.85%	103.49%	66.41%
SURRY	2127	304	3.40%		\$337,787	67.66%	88.81%	113.13%	66.80%
SWAIN	412	206	3.30%		\$319,976	68.13%	82.77%	102.15%	73.46%
TRANSYLVANIA	761	381	3.30%		\$667,345	66.10%	91.06%	97.87%	75.20%
TYRRELL	193	386	4.90%		\$531,078	70.92%	92.75%	95.09%	80.59%
UNION	4718	524	3.10%		\$737,063	64.05%	91.44%	100.30%	72.36%
VANCE	3043	290	6.10%		\$405,192	67.63%	89.09%	100.74%	76.90%
WAKE	20184	449	3.00%		\$694,144	67.60%	84.79%	99.32%	72.20%
WARREN	1124	281	6.20%		\$324,839	68.33%	88.88%	101.32%	78.50%
WASHINGTON	1145	327	5.20%		\$343,888	67.35%	86.81%	95.95%	76.52%
WATAUGA	667	667	3.30%		\$912,323	73.74%	92.35%	102.75%	73.41%
WAYNE	8662	433	4.00%		\$436,406	63.13%	80.93%	95.21%	67.10%
WILKES	2752	459	3.80%		\$444,874	59.86%	86.63%	92.87%	58.83%
WILSON	5069	406	5.60%		\$495,412	63.12%	93.51%	99.38%	70.86%
YADKIN	1128	297	3.30%		\$537,234	61.42%	89.63%	105.61%	67.83%
YANCEY	333	444	3.50%		\$671,139	75.60%	85.89%	98.85%	74.45%
STATEWIDE	368116	386	3.60%		\$490,384	66.75%	84.67%	98.51%	71.46%
100	368110	382.14	3.97%						

TOTAL STAFFING as of 06.30.2022		SUPERVISORS			AGENTS			CLERKS			TOT SUP/AGTS/CLKS			TOTAL FILLED STAFF IV-D SERVICES FTEs	CONTRACT FTEs	Description
Consultant	County	Sup Auth	Sup Froz	Sup Unfroz	Agt Auth	Agt Froz	Agt Unfroz	Clerk Auth	Clerk Froz	Clerk Unfroz	Tot Auth	Tot Froz	Total Unfroz			
Allen, Carole	WILKES	1.00	0.00	1.00	6.00	0.00	6.00	1.00	0.00	1.00	8.00	0.00	8.00	8.00	0.91	parttime attorney
Mayfield, Kristi	WILSON	2.50	0.00	2.50	12.50	0.00	12.50	3.00	0.00	3.00	18.00	0.00	18.00	18.00	3.80	2 contract deputies, 8 contract clerk, 50 Attorney, 50 contract program manager
Newsome, Kenya	YADKIN	0.00	0.00	0.00	3.80	0.00	3.80	0.00	0.00	0.00	3.80	0.00	3.80	3.80	0.00	
Craig, Angela	YANCEY	0.25	0.00	0.25	0.75	0.00	0.75	0.00	0.00	0.00	1.00	0.00	1.00	1.00	0.05	Contract Attorney
	Filtered Total	205.89	0.00	205.89	953.93	0.00	953.93	207.15	1.00	206.15	1366.97	1.00	1365.97	1365.97	93.48	
Mayfield, Kristi	EDGECOMBE Tot	3.00	0.00	3.00	15.00	0.00	15.00	2.00	1.00	1.00	20.00	1.00	19.00	19.00	3.50	
Newsome, Kenya	GUILFORD Tot	18.00	0.00	18.00	50.00	0.00	50.00	28.00	0.00	28.00	96.00	0.00	96.00	96.00	1.00	
TOTAL STAFFING as of 06.30.2022		205.89	0.00	205.89	953.93	0.00	953.93	207.15	1.00	206.15	1366.97	1.00	1365.97	1365.97	93.48	1459.45

Tribal has been excluded for this report

CASE CLOSURE	ENFORCEMENT	ESTABLISHMENT	EXPEDITED PROCESS 12 MONTH	EXPEDITED PROCESS 6 MONTH	INTERSTATE	MEDICAL	REVIEW AND ADJUSTMENT INCLUSIVE	REVIEW AND ADJUSTMENT REVIEW NEEDED
Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum
90.00	75.00	75.00	90.00	75.00	75.00	75.00	75.00	75.00
98.72	81.08	66.31	94.03	85.47	82.40	86.19	98.88	90.60
98.18	72.23	44.33	86.59	80.24	89.06	84.80	97.39	74.73
98.77	74.54	71.06	94.94	93.67	82.05	94.55	96.67	72.73
100.00	88.19	93.33			87.50	93.28	100.00	100.00
97.37	94.89	89.22	97.53	89.29	100.00	90.73	97.73	83.78
100.00	89.20	91.95	95.45	90.70	87.50	93.32	100.00	100.00
100.00	80.36	33.93	88.89	77.78	71.43	74.29	94.12	50.00
100.00	78.33	63.12	97.01	91.81	79.07	83.90	99.67	97.22
95.56	79.32	75.76	96.67	90.00	96.30	75.64	98.28	86.36
100.00	89.72	89.60	97.60	93.70	92.73	98.96	99.63	97.56
99.51	86.48	75.41	97.16	88.77	89.04	91.45	99.20	90.32
98.00	86.50	95.84	99.72	98.56	81.48	93.49	99.88	98.89
100.00	76.17	91.25	98.67	89.61	76.70	93.35	94.53	66.67
100.00	94.11	94.51	98.20	96.85	89.84	98.54	100.00	100.00
100.00	85.63	84.84	95.70	90.53	72.73	91.19	100.00	100.00
100.00	88.39	93.18	100.00	100.00	80.00	92.05	97.67	88.89
100.00	76.35	63.64	90.00	80.65	80.00	89.02	98.99	91.18
100.00	83.82	86.78	100.00	92.00	72.09	78.12	100.00	100.00
99.41	84.72	87.17	87.40	74.39	92.86	92.91	99.75	97.01
96.55	75.96	80.18	96.67	95.08	95.83	85.53	99.53	94.44
94.74	86.12	91.59	100.00	100.00	86.96	95.67	100.00	100.00
95.83	72.75	73.04	100.00	100.00	87.50	79.22	96.12	76.19
100.00	89.11	100.00	100.00	100.00	100.00	98.94	100.00	100.00
98.42	76.47	66.76	92.05	88.01	68.27	75.49	97.26	71.25
97.24	82.97	51.82	85.07	71.43	66.67	79.01	98.00	80.49
96.88	80.67	37.01	71.64	47.67	85.88	81.20	98.93	82.35
97.48	83.06	78.78	94.24	82.20	83.23	92.04	98.58	90.00
100.00	91.30	86.57	100.00	95.65	90.57	86.42	100.00	100.00
100.00	91.81	96.58	100.00	84.00	91.18	89.63	99.03	90.00
98.83	80.05	64.23	91.81	74.69	72.73	78.14	96.64	76.07

98.33	77.36	30.58	97.56	95.24	65.22	88.79	100.00	100.00
100.00	76.17	51.72	82.29	72.73	88.00	86.25	97.53	59.09
99.38	80.11	71.61	96.70	87.64	89.94	83.20	99.62	96.89
100.00	76.63	24.11	81.25	67.65	90.91	79.18	97.79	72.22
90.00	78.47	32.24	89.47	71.23	92.31	84.32	97.22	65.00
96.33	83.62	83.26	97.45	90.63	88.27	95.97	99.45	94.21
99.41	82.50	81.09	89.47	83.51	78.95	87.35	99.10	86.96
99.64	79.63	77.02	96.70	92.28	87.77	75.25	99.83	98.50
100.00	87.70	65.71	94.44	88.89	79.17	80.60	98.48	91.67
100.00	93.69	100.00	100.00	100.00	100.00	94.92	100.00	100.00
98.31	77.57	71.30	89.01	83.16	69.23	85.08	100.00	100.00
100.00	79.12	95.81	100.00	90.00	75.00	85.64	99.42	93.33
99.04	84.09	69.20	89.74	77.65	84.27	89.17	99.58	95.72
96.72	85.53	78.81	94.16	85.71	82.76	93.97	98.83	90.48
98.55	88.06	77.35	94.70	85.51	95.45	89.71	100.00	100.00
99.58	84.30	85.78	93.70	86.15	95.50	82.89	98.56	81.63
100.00	83.06	97.07	97.03	96.04	79.63	97.77	99.15	92.31
99.52	85.81	94.13	96.77	89.42	89.58	93.01	99.61	96.15
97.62	86.54	78.67	96.30	92.59	94.12	86.23	98.32	90.70
99.30	76.70	70.73	90.00	79.41	85.71	88.58	96.97	65.63
75.00	80.61	64.29	100.00	83.33	85.71	91.89	100.00	100.00
98.90	80.90	80.38	92.11	79.61	85.71	88.91	99.87	98.39
100.00	86.13	77.11	100.00	96.88	66.04	87.50	95.86	83.33
99.20	92.72	96.45	98.33	97.14	96.10	92.95	99.56	96.92
96.15	78.92	83.33	80.00	66.67	100.00	84.81	98.44	87.50
97.65	76.40	88.50	89.74	80.26	84.21	78.27	99.07	91.18
100.00	77.94	85.71	94.02	88.59	86.84	88.99	99.56	94.00
99.63	86.37	57.19	95.65	92.75	93.55	97.07	99.67	98.18
97.30	79.68	77.78	100.00	98.04	70.42	89.98	94.48	52.63
100.00	86.76	86.96	100.00	100.00	60.00	98.79	100.00	100.00
97.14	86.64	88.80	96.25	96.25	85.37	94.96	98.47	86.96
98.96	76.02	79.86	92.31	84.62	77.78	90.78	96.84	79.31
96.79	72.62	27.48	88.56	60.17	74.40	79.18	99.51	96.77
100.00	89.68	100.00	100.00	80.00	94.12	92.45	100.00	100.00
98.15	86.60	90.00	96.92	92.42	86.96	98.73	100.00	100.00
100.00	92.76	97.26	100.00	100.00	98.08	99.27	99.71	97.06

99.46	83.59	83.65	91.57	85.38	93.33	89.71	99.66	96.23
99.68	80.64	76.00	95.05	90.24	96.43	81.28	99.55	98.04
95.24	81.86	38.01	89.13	82.98	70.00	88.92	100.00	100.00
100.00	100.00	40.00			20.00			
95.53	77.97	57.37	93.33	83.04	85.49	81.30	98.44	83.65
99.05	88.20	91.63	94.23	87.27	87.18	88.84	98.53	88.24
100.00	83.95	57.58	100.00	94.44	68.75	86.52	95.65	78.57
100.00	79.60	53.27	88.14	77.78	85.51	81.27	99.68	98.04
100.00	77.72	93.33	97.30	87.18	80.85	89.65	98.22	80.95
100.00	81.15	84.78	100.00	100.00	83.33	80.58	100.00	100.00
100.00	89.70	88.43	93.55	87.10	90.63	80.72	98.70	88.89
97.80	81.88	84.96	95.78	87.82	89.08	89.26	99.85	98.65
95.45	93.82	73.33	100.00	100.00	92.31	84.08	100.00	100.00
99.12	73.22	40.55	89.33	73.70	65.88	79.93	97.05	69.70
100.00	93.54	98.42	95.32	93.43	98.44	98.97	100.00	100.00
97.49	84.64	88.48	94.32	91.49	77.44	74.66	98.52	87.39
99.34	83.14	75.20	99.62	94.01	74.42	90.90	98.84	90.74
97.30	99.72	81.23	96.35	92.48	82.83	87.45	99.86	98.97
98.51	70.38	34.08	82.46	66.41	68.97	82.09	94.79	66.15
98.51	84.94	80.66	92.36	88.97	85.94	87.69	99.09	91.30
99.39	80.19	79.91	97.65	86.05	88.10	88.38	99.13	93.24
100.00	81.08	59.17	90.00	89.47	96.43	89.43	98.37	88.57
100.00	78.25	78.06	92.86	74.42	67.86	81.67	98.71	92.00
100.00	86.18	78.36	100.00	96.00	85.00	87.38	98.71	87.50
92.86	77.30	62.22	100.00	100.00	57.89	86.99	100.00	100.00
100.00	85.15	78.65	100.00	100.00	71.43	92.66	99.09	91.67
100.00	88.57	65.00	75.00	75.00	100.00	69.47	100.00	100.00
94.53	75.60	87.31	98.51	97.39	73.13	88.10	96.98	85.59
100.00	83.53	81.94	98.76	98.13	85.19	86.81	100.00	100.00
99.16	78.45	65.44	90.32	81.87	76.82	77.72	99.21	91.09
100.00	90.15	93.27	98.08	98.08	92.31	96.27	98.56	90.91
96.77	81.92	38.13	66.67	62.50	61.54	78.14	97.73	72.73
100.00	91.86	91.00	100.00	97.56	86.96	97.14	99.01	95.00
96.58	67.68	29.32	82.64	76.98	71.90	70.76	95.55	56.38

Incentive Goal SFY2022 Jun	Calculations are SFY		TOTAL COLLECTIONS			PATERNITY ESTABLISHMENT				CASES UNDER ORDER				CURRENT SUPPORT				ARREARS				MEDICAL		
	Consultant	Fips Name	SFY Actual	Goal	% of Goal	Prev BOW	Pat Est	%PatEst	Goal	Open Cases	CUO	%CUO	Goal	Csup due	%Cup Coll	%CurCol	Goal	Cases Arr due	Cases Arr Col	%Arr	Goal	MedCase	MedSup	%Med
Foreman, Cora	WASHINGTON	\$1,461,524	\$1,457,791	100.26%	1012	971	95.95%	98.22%	1145	994	86.81%	87.31%	\$1,499,187	\$1,005,599	67.35%	67.54%	822	629	76.52%	69.00%	709	643	90.69%	
Allen, Carole	WATAUGA	\$1,824,845	\$1,817,460	100.40%	460	411	102.75%	99.00%	667	616	92.35%	89.00%	\$1,833,823	\$1,352,194	73.74%	69.00%	598	439	73.41%	69.00%	420	292	69.52%	
Mayfield, Kristi	WAYNE	\$12,219,382	\$12,883,026	94.85%	5767	5491	95.21%	95.77%	8662	7010	80.93%	86.98%	\$13,307,761	\$8,400,757	63.13%	64.97%	5757	3863	67.10%	66.75%	4395	3803	86.53%	
Allen, Carole	WILKES	\$3,558,889	\$3,389,752	104.99%	1682	1562	92.87%	90.89%	2752	2384	86.63%	82.99%	\$4,084,228	\$2,444,773	59.86%	59.79%	2288	1346	58.83%	58.63%	1419	1184	83.44%	
Mayfield, Kristi	WILSON	\$8,917,421	\$8,776,126	101.61%	4043	4018	99.38%	97.94%	5069	4740	93.51%	89.00%	\$9,959,599	\$6,286,790	63.12%	65.27%	4218	2989	70.86%	69.00%	3220	2715	84.32%	
Newsome, Kenya	YADKIN	\$2,041,491	\$2,223,088	91.83%	748	790	105.61%	99.00%	1128	1011	89.63%	89.00%	\$2,372,476	\$1,457,143	61.42%	62.84%	1004	681	67.83%	69.00%	696	583	83.76%	
Craig, Angela	YANCEY	\$671,139	\$664,052	101.07%	174	172	98.85%	97.30%	333	286	85.89%	84.81%	\$672,467	\$508,412	75.60%	69.00%	227	169	74.45%	69.00%	209	164	78.47%	
Consultant	Filtered Total	\$669,847,756	\$690,905,326	96.95%	281,846	278,274	98.73%	98.37%	368,116	311,702	84.67%	84.98%	\$727,225,618	\$485,451,533	66.75%	67.47%	271,230	193,811	71.46%	69.00%	212,756	175,027	82.27%	
Mayfield, Kristi	EDGECOMBE TOT	\$6,007,418	\$6,074,195	98.90%	3,196	2,749	86.01%	87.01%	4,782	3,371	70.49%	73.74%	\$6,017,030	\$3,833,671	63.71%	63.07%	3,112	2,231	71.69%	69.00%	2,074	1,664	80.23%	
Newsome, Kenya	GUILFORD TOT	\$34,050,275	\$33,953,562	100.28%	15,921	15,917	99.97%	99.00%	20,044	15,888	79.27%	79.56%	\$35,375,786	\$25,368,797	71.71%	69.00%	14,000	10,545	75.32%	69.00%	11,149	9,410	84.40%	
	STATEWIDE	\$669,847,756	\$692,932,659	96.67%	280,956	276,779	98.51%	98.37%	368,116	311,702	84.67%	84.98%	\$727,225,618	\$485,451,533	66.75%	67.47%	271,230	193,811	71.46%	69.00%	212,756	175,027	82.27%	

Please note: if a child is in more than one order county it may be counted twice, however, the state total eliminates duplicates.

5 Factor Report SFY2021 Jun 2021

County	Caseload	Cases/Agt	as of May 2021		Tot Collections	Collection	Cases Under	Paternity	Payment
			Unadj	Unempl rate	per unfroz staff	Rate	Order	Establishment Rate	to Arrears
					\$	%	%	%	%
ALAMANCE	7111	593		4.40%	\$602,194	62.31%	74.01%	94.67%	71.04%
ALEXANDER	1339	446		3.90%	\$493,580	66.67%	84.91%	106.89%	65.83%
ALLEGHANY	361	481		4.40%	\$306,418	67.60%	86.70%	109.38%	66.78%
ANSON	2007	423		5.50%	\$485,751	64.14%	91.63%	102.91%	75.03%
ASHE	983	246		3.70%	\$276,498	68.18%	84.64%	93.44%	69.06%
AVERY	308	308		3.60%	\$521,861	67.41%	82.14%	98.90%	66.51%
BEAUFORT	2825	377		4.30%	\$459,702	65.03%	88.85%	98.24%	67.14%
BERTIE	1441	412		5.50%	\$605,622	68.88%	94.24%	96.28%	73.66%
BLADEN	2052	342		5.20%	\$516,550	70.20%	87.91%	102.11%	74.97%
BRUNSWICK	3547	330		5.50%	\$515,094	71.19%	81.70%	104.24%	74.14%
BUNCOMBE	6444	599		4.10%	\$705,043	69.62%	91.68%	102.11%	75.25%
BURKE	2789	465		4.20%	\$427,209	63.28%	84.98%	95.22%	64.90%
CABARRUS	5052	302		4.10%	\$556,489	73.84%	88.10%	103.68%	77.42%
CALDWELL	3035	392		4.60%	\$559,195	67.48%	87.81%	98.29%	72.33%
CAMDEN	290	290		3.60%	\$535,836	77.13%	88.28%	101.54%	79.31%
CARTERET	2147	537		3.70%	\$833,476	71.16%	86.91%	100.92%	71.88%
CASWELL	1039	346		5.00%	\$372,285	70.85%	84.60%	100.00%	73.35%
CATAWBA	5728	337		4.30%	\$507,191	68.88%	91.93%	99.55%	72.21%
CHATHAM	1496	374		3.50%	\$542,340	69.27%	84.36%	92.21%	71.83%
CHEROKEE	672	336		4.80%	\$426,692	62.08%	93.15%	94.84%	69.14%
CHOWAN	1031	516		4.80%	\$558,505	62.33%	92.82%	98.81%	70.29%
CLAY	268	134		4.60%	\$285,023	66.76%	91.42%	101.18%	71.85%
CLEVELAND	7763	485		4.90%	\$450,953	60.74%	80.48%	95.99%	66.42%
COLUMBUS	3818	347		5.70%	\$343,902	64.77%	83.13%	99.45%	68.82%
CRAVEN	4429	554		4.40%	\$863,057	72.02%	85.50%	96.90%	74.51%
CUMBERLAND	18924	411		6.40%	\$586,951	66.79%	83.21%	99.00%	68.25%
CURRITUCK	792	396		3.90%	\$933,622	70.80%	94.70%	100.00%	74.52%
DARE	915	458		5.00%	\$1,078,076	71.51%	90.38%	101.44%	76.79%
DAVIDSON	5273	352		4.20%	\$709,164	72.23%	89.13%	102.29%	74.62%
DAVIE	1257	335		4.00%	\$459,263	68.49%	77.88%	98.14%	74.47%
DUPLIN	2586	287		3.90%	\$551,586	65.15%	92.15%	98.78%	72.44%
DURHAM	8875	329		3.90%	\$494,092	69.39%	89.00%	96.32%	73.07%
EDGECOMBE	4779	319		7.50%	\$344,444	63.07%	73.74%	87.01%	70.10%
FORSYTH	13136	398		4.50%	\$485,196	65.36%	89.69%	99.13%	71.13%
FRANKLIN	2865	358		4.40%	\$638,817	68.37%	88.97%	102.83%	69.30%
GASTON	8741	353		4.80%	\$464,694	69.51%	84.10%	100.81%	72.12%
GATES	501	501		4.30%	\$670,876	72.06%	91.62%	96.52%	74.46%
GRAHAM	232	309		6.10%	\$612,275	63.21%	90.95%	109.03%	68.08%
GRANVILLE	2324	245		3.70%	\$401,496	72.48%	91.27%	94.83%	71.64%
GREENE	1248	416		3.70%	\$445,552	64.56%	91.83%	104.44%	69.72%
GUILFORD	20293	406		5.20%	\$365,026	72.50%	73.74%	87.01%	70.10%

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County	Caseload	Cases/Agt	as of May 2021		Tot Collections	Collection	Cases Under	Paternity	Payment
			Unadj	Unempl rate	per unfroz staff	Rate	Order	Establishment Rate	to Arrears
					\$	%	%	%	%
HALIFAX	3905	325		6.70%	\$377,506	70.06%	84.84%	99.00%	73.28%
HARNETT	4402	352		4.90%	\$543,915	70.80%	88.66%	101.44%	73.08%
HAYWOOD	1465	366		4.10%	\$571,828	70.98%	91.95%	102.50%	69.34%
HENDERSON	2329	466		3.90%	\$603,464	75.61%	89.18%	104.53%	69.23%
HERTFORD	1794	513		6.10%	\$798,252	71.99%	89.80%	100.88%	77.75%
HOKE	2419	346		6.10%	\$508,414	67.14%	86.73%	96.54%	73.76%
HYDE	199	398		5.10%	\$305,660	60.99%	81.91%	109.92%	67.11%
IREDELL	5707	439		4.30%	\$654,359	65.06%	85.82%	100.50%	73.17%
JACKSON	749	375		4.20%	\$534,445	70.68%	93.86%	103.47%	73.78%
JOHNSTON	6178	386		3.90%	\$695,746	74.67%	85.84%	103.64%	78.67%
JONES	422	422		4.10%	\$486,704	71.48%	93.36%	96.62%	72.63%
LEE	2385	353		4.90%	\$483,549	68.23%	85.74%	94.37%	72.64%
LENOIR	5029	387		4.50%	\$423,220	61.99%	85.09%	91.36%	67.19%
LINCOLN	2553	329		3.80%	\$524,737	69.43%	82.18%	95.46%	73.67%
MACON	1048	349		3.90%	\$605,839	61.90%	87.98%	110.67%	66.89%
MADISON	601	801		4.00%	\$730,770	66.48%	95.34%	99.46%	72.55%
MARTIN	1908	318		4.90%	\$403,749	67.27%	93.82%	97.26%	68.93%
MCDOWELL	1736	434		4.30%	\$414,299	61.44%	88.25%	103.44%	67.60%
MECKLENBURG	32311	404		4.50%	\$413,658	61.93%	70.99%	93.93%	71.76%
MITCHELL	340	340		4.90%	\$847,818	76.21%	91.76%	109.78%	75.97%
MONTGOMERY	1449	362		4.30%	\$391,256	73.47%	93.79%	103.46%	73.86%
MOORE	2543	363		4.20%	\$543,403	71.14%	88.91%	102.28%	75.20%
NASH	4863	374		6.00%	\$481,868	70.26%	88.53%	97.58%	74.70%
NEW HANOVER	6130	613		4.00%	\$762,296	68.10%	86.79%	97.44%	69.19%
NORTHAMPTON	1849	308		5.50%	\$320,025	64.25%	85.99%	89.37%	68.63%
ONSLow	8264	751		4.80%	\$1,250,673	68.56%	89.28%	98.07%	70.57%
ORANGE	1874	268		3.30%	\$407,219	68.77%	85.22%	106.59%	73.82%
PAMLICO	555	278		4.00%	\$480,884	63.24%	90.81%	97.03%	68.50%
PASQUOTANK	2691	449		5.00%	\$727,057	68.63%	82.53%	96.51%	73.19%
PENDER	1721	574		4.00%	\$721,930	66.30%	86.98%	104.62%	73.62%
PERQUIMANS	578	289		4.60%	\$431,020	68.93%	87.37%	100.00%	78.45%
PERSON	1916	319		4.70%	\$450,817	67.29%	88.41%	100.35%	73.99%
PITT	9030	425		4.50%	\$600,119	64.80%	92.51%	98.45%	71.05%
POLK	412	412		4.20%	\$857,780	73.05%	89.56%	95.70%	78.21%
RANDOLPH	5166	517		4.50%	\$638,984	63.76%	80.76%	100.39%	68.19%
RICHMOND	4079	408		6.60%	\$576,467	67.02%	89.61%	101.16%	71.02%
ROBESON	8850	354		6.80%	\$435,678	68.44%	87.31%	95.80%	72.11%
ROCKINGHAM	3494	437		5.20%	\$589,866	69.30%	85.58%	102.44%	68.83%
ROWAN	5792	368		4.60%	\$457,138	67.39%	83.81%	102.64%	72.58%
RUTHERFORD	3768	419		5.90%	\$566,386	60.31%	85.14%	102.66%	63.46%
SAMPSON	3194	290		4.00%	\$474,352	68.24%	91.83%	99.00%	70.25%

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County	Caseload	Cases/Agt	as of May 2021		Tot Collections	Collection	Cases Under	Paternity	Payment
			Unadj	Unempl rate	per unfroz staff	Rate	Order	Establishment Rate	to Arrears
					\$	%	%	%	%
SCOTLAND	4009	364		8.60%	\$470,026	60.60%	90.32%	94.01%	68.30%
STANLY	2465	372		4.00%	\$398,019	68.44%	80.24%	102.57%	73.18%
STOKES	1203	301		4.00%	\$546,946	66.72%	90.19%	96.83%	62.48%
SURRY	2118	303		4.10%	\$348,688	67.19%	86.64%	110.11%	65.44%
SWAIN	404	539		4.30%	\$736,643	67.69%	86.88%	101.22%	71.72%
TRANSYLVANIA	819	273		3.90%	\$360,862	65.88%	92.80%	101.01%	71.13%
TYRRELL	202	404		5.60%	\$397,104	64.08%	92.57%	95.32%	71.27%
UNION	4843	484		3.60%	\$714,740	63.27%	89.43%	98.95%	69.86%
VANCE	3050	290		7.30%	\$416,781	67.34%	90.10%	105.83%	71.71%
WAKE	20676	459		3.70%	\$754,487	68.99%	85.11%	98.10%	73.66%
WARREN	1111	278		7.20%	\$349,514	70.18%	90.37%	104.41%	74.60%
WASHINGTON	1206	345		6.20%	\$317,142	67.54%	87.31%	98.22%	71.12%
WATAUGA	706	706		3.60%	\$636,948	72.69%	90.79%	103.37%	73.31%
WAYNE	8297	415		4.70%	\$481,491	64.97%	86.98%	95.77%	66.75%
WILKES	2851	475		4.30%	\$489,636	59.79%	82.99%	90.89%	58.63%
WILSON	5196	416		6.20%	\$531,084	65.27%	91.97%	97.94%	69.51%
YADKIN	1217	320		3.90%	\$610,328	62.84%	89.98%	109.61%	70.38%
YANCEY	349	465		3.80%	\$726,161	73.56%	84.81%	97.30%	73.83%
STATEWIDE	377140	397		4.50%	\$524,800	67.47%	84.98%	98.37%	71.36%
100	377136	397.32		4.71%					

TOTAL STAFFING as of 06.30.2021		SUPERVISORS								AGENTS				CLERKS				TOT SUP/AGTS/CLKS				TOTAL FILLED		CONTRACT	
Consultant	County	Sup Auth	Sup Unfrz	Sup	Agnt	Agnt Unfrz	Clerk	Clerk Unfrz	Clerk	Tot Auth	Tot	Froz	Total	Unfrz	IV-D SERVICES FTEs	FTEs	Description								
Mayfield, Kristi	ALAMANCE	3.50	0.00	3.50	12.00	0.00	12.00	3.00	0.00	3.00	18.50	0.00	18.50	18.50	0.00	2.50	2 deputies and .5 attorney								
Newsome, Kenya	ALEXANDER	1.00	0.00	1.00	3.00	0.00	3.00	0.00	0.00	0.00	4.00	0.00	4.00	4.00	0.00	2.50	DSS Attorney								
Newsome, Kenya	ALLEGHANY	0.25	0.00	0.25	0.75	0.00	0.75	1.00	0.00	1.00	2.00	0.00	2.00	2.00	0.00	0.25	Attorney								
Cauble, Leona	ANSON	1.25	0.00	1.25	4.75	0.00	4.75	0.00	0.00	0.00	7.00	0.00	7.00	7.00	0.00	2.00	Contract Attorney, 1 Contract Deputy								
Newsome, Kenya	ASHE	1.00	0.00	1.00	4.00	0.00	4.00	0.00	0.00	0.00	5.00	0.00	5.00	5.00	0.00	0.25	.25 DSS Attorney								
Allen, Carole	AVERY	0.00	0.00	0.00	1.00	0.00	1.00	0.00	0.00	0.00	1.00	0.00	1.00	1.00	0.00	0.05	attorney								
Newsome, Kenya	BEAUFORT	1.75	0.00	1.75	7.50	0.00	7.50	0.75	0.00	0.75	10.00	0.00	10.00	10.00	0.00	0.30	.33% attorney time dedicated to IVD								
Mayfield, Kristi	BERKE	0.50	0.00	0.50	3.50	0.00	3.50	0.00	0.00	0.00	4.00	0.00	4.00	4.00	0.00	0.07	7.50% attorney time spent on IVD services								
McDonald, Sally	BLADEN	1.00	0.00	1.00	6.00	0.00	6.00	1.00	0.00	1.00	8.00	0.00	8.00	8.00	0.00	2.60	.10 attorney, 2.5 deputies								
Foreman, Cora	BRUNSWICK	1.25	0.00	1.25	10.75	0.00	10.75	1.00	0.00	1.00	13.00	0.00	13.00	13.00	0.00	0.00	.25 FTE Attorney (included in Spv count)								
Craig, Angela	BUNCOMBE	2.00	0.00	2.00	10.75	0.00	10.75	5.60	0.00	5.60	18.35	0.00	18.35	18.35	0.00	0.00	1 Staff Attorney								
Allen, Carole	BURKE	2.00	0.00	2.00	6.00	0.00	6.00	2.00	0.00	2.00	10.00	0.00	10.00	10.00	0.00	0.20	parttime attorney								
Cauble, Leona	CABARRUS	4.25	0.00	4.25	16.75	0.00	16.75	2.00	0.00	2.00	23.00	0.00	23.00	23.00	0.00	3.20	3 Contract Attorneys (Shared DSS), 2 Contract Deputies, 1 P.I. 423 hrs/yr								
Allen, Carole	CALDWELL	1.25	0.00	1.25	7.75	0.00	7.75	1.00	0.00	1.00	10.00	0.00	10.00	10.00	0.00	1.00	attorney								
Craig, Angela	CAMDEN	0.25	0.00	0.25	1.00	0.00	1.00	0.50	0.00	0.50	1.75	0.00	1.75	1.75	0.00	0.03	3.20% attorney time spent on IVD services								
Foreman, Cora	CARTERET	1.00	0.00	1.00	4.00	0.00	4.00	1.00	0.00	1.00	6.00	0.00	6.00	6.00	0.00	0.50	1/2 position - attorney time spent on IVD services								
Mayfield, Kristi	CASWELL	0.33	0.00	0.33	3.00	0.00	3.00	1.00	0.00	1.00	4.33	0.00	4.33	4.33	1.00	0.00	Attorney								
Allen, Carole	CATAWBA	3.00	0.00	3.00	17.00	0.00	17.00	3.00	0.00	3.00	23.00	0.00	23.00	23.00	0.00	1.00	County Attorney (Shared DSS)								
Cauble, Leona	CHATHAM	1.00	0.00	1.00	4.00	0.00	4.00	0.00	0.00	0.00	5.00	0.00	5.00	5.00	0.00	0.50	.5 attorney								
Craig, Angela	CHEROKEE	1.00	0.00	1.00	2.00	0.00	2.00	0.00	0.00	0.00	3.00	0.00	3.00	3.00	0.00	0.10	Contract Attorney								
Cauble, Leona	CHOWAN	1.00	0.00	1.00	2.00	0.00	2.00	0.00	0.00	0.00	3.00	0.00	3.00	3.00	0.00	0.04	3.90% attorney time spent on IVD services								
Craig, Angela	CLAY	0.10	0.00	0.10	2.00	0.00	2.00	0.00	0.00	0.00	2.10	0.00	2.10	2.10	0.00	0.10	Contract Attorney								
Allen, Carole	CLEVELAND	4.00	0.00	4.00	16.00	0.00	16.00	2.00	0.00	2.00	22.00	0.00	22.00	22.00	0.00	1.00	DSS Attorney								
Foreman, Cora	COLUMBUS	3.00	0.00	3.00	11.00	0.00	11.00	2.00	0.00	2.00	16.00	0.00	16.00	16.00	2.00	0.00	1 deputy, 1 attorney								
McDonald, Sally	CRAVEN	2.00	0.00	2.00	8.00	0.00	8.00	1.00	0.00	1.00	11.00	0.00	11.00	11.00	1.28	0.00	1 full time deputy; 2 attorneys (1 atty 5% of time to IVD, the other 23% of time dedicated to IVD)								
McDonald, Sally	CUMBERLAND	8.00	0.00	8.00	46.00	0.00	46.00	16.00	0.00	16.00	70.00	0.00	70.00	70.00	6.50	0.00	2 attorneys, 1 paralegal, and 6.5 deputies								
Allen, Carole	CURRITUCK	0.50	0.00	0.50	2.00	0.00	2.00	0.00	0.00	0.00	2.50	0.00	2.50	2.50	0.07	0.00	7.00% Attorney time spent on IVD services								
Allen, Carole	DARE	0.50	0.00	0.50	2.00	0.00	2.00	0.00	0.00	0.00	2.50	0.00	2.50	2.50	0.00	0.00	9.58% Attorney time spent on IVD services								
Cauble, Leona	DAVIDSON	2.00	0.00	2.00	15.00	0.00	15.00	2.00	0.00	2.00	19.00	0.00	19.00	19.00	0.00	0.00	Total Filled Staff includes 1 County Attorney (Shared DSS)								
Newsome, Kenya	DAVIE	0.25	0.00	0.25	3.75	0.00	3.75	1.00	0.00	1.00	5.00	0.00	5.00	5.00	0.25	0.00	Contract Attorney (Shared DSS)								
Foreman, Cora	DUPLIN	1.00	0.00	1.00	9.00	0.00	9.00	1.00	0.00	1.00	11.00	0.00	11.00	11.00	1.10	0.00	1 deputy, .10 attorney								
Newsome, Kenya	DURHAM	6.00	0.00	6.00	28.00	1.00	27.00	4.00	3.00	1.00	38.00	4.00	34.00	34.00	0.00	0.00									
Mayfield, Kristi	EDGECOMBE-Rocky Mt	1.50	0.00	1.50	8.50	0.00	8.50	1.00	0.00	1.00	11.00	0.00	11.00	11.00	1.75	0.00	25% of attorney time spent on IVD services; 1.5 deputy								
Mayfield, Kristi	EDGECOMBE-Tarboro	1.50	0.00	1.50	6.50	0.00	6.50	1.00	0.00	0.00	9.00	1.00	8.00	8.00	0.75	0.00	25% of attorney time spent on IVD services; 1.5 deputy								
Cauble, Leona	EDRISTH	8.50	0.00	8.50	33.00	0.00	33.00	9.00	0.00	9.00	50.50	0.00	50.50	50.50	0.50	0.00	Total Filled Staff includes 2 staff Attorney's (Shared DSS) (75% each); 1 Contract Attorney (part-time)								
Craig, Angela	FRANKLIN	1.00	0.00	1.00	8.00	0.00	8.00	0.00	0.00	0.00	9.00	0.00	9.00	9.00	2.00	0.00	1 attorney 1 deputy								
Allen, Carole	GASTON	5.25	0.00	5.25	24.75	0.00	24.75	4.00	0.00	4.00	34.00	0.00	34.00	34.00	2.00	0.00	1 County Attorney (Shared DSS), 2 Contract Deputies								
Craig, Angela	GATES	0.25	0.00	0.25	1.00	0.00	1.00	0.50	0.00	0.50	1.75	0.00	1.75	1.75	0.04	0.00	4.20% Attorney time spent on IVD services								
Craig, Angela	GRAHAM	0.25	0.00	0.25	0.75	0.00	0.75	0.00	0.00	0.00	1.00	0.00	1.00	1.00	0.10	0.00	Contract Attorney								
Mayfield, Kristi	GRANVILLE	1.50	0.00	1.50	9.50	0.00	9.50	1.00	0.00	1.00	11.00	0.00	11.00	11.00	0.00	0.00	1 part time attorney 1 part time deputy								
McDonald, Sally	GREENE	1.00	0.00	1.00	3.00	0.00	3.00	0.50	0.00	0.50	4.50	0.00	4.50	4.50	0.05	0.00	.05% attorney								
Newsome, Kenya	GUILFORD-Greensboro	12.00	0.00	12.00	35.00	0.00	35.00	19.00	0.00	19.00	66.00	0.00	66.00	66.00	1.00	0.00	1-Administrative Officer								
Newsome, Kenya	GUILFORD-High Point	6.00	0.00	6.00	15.00	0.00	15.00	9.00	0.00	9.00	30.00	0.00	30.00	30.00	0.00	0.00	Attorney								
Mayfield, Kristi	HALIFAX	3.00	0.00	3.00	12.00	0.00	12.00	3.00	0.00	3.00	18.00	0.00	18.00	18.00	0.60	0.00	1 part time attorney								
McDonald, Sally	HARNETT	4.00	0.00	4.00	12.50	0.00	12.50	2.00	0.00	2.00	18.50	0.00	18.50	18.50	1.00	0.00	1 fulltime deputy								
Craig, Angela	HAYWOOD	1.00	0.00	1.00	4.00	0.00	4.00	1.00	0.00	1.00	6.00	0.00	6.00	6.00	0.25	0.00	Dorothy Morrow, Contract and Staff Attorney								
Craig, Angela	HENDERSON	1.00	0.00	1.00	5.00	0.00	5.00	1.00	0.00	1.00	7.00	0.00	7.00	7.00	0.50	0.00	County Attorney (Shared DSS)								
Mayfield, Kristi	HERTFORD	0.50	0.00	0.50	3.50	0.00	3.50	0.00	0.00	0.00	4.00	0.00	4.00	4.00	0.11	0.00	11.30% Attorney time spent on IVD services								
McDonald, Sally	Hoke	2.00	0.00	2.00	7.00	0.00	7.00	1.00	0.00	1.00	10.00	0.00	10.00	10.00	0.93	0.00	2 attorneys, .73 deputy								
Newsome, Kenya	HYDE	0.25	0.00	0.25	5.00	0.00	5.00	0.25	0.00	0.25	1.00	0.00	1.00	1.00	0.01	0.00	1% attorney time spent on IVD services for County								
Newsome, Kenya	IREDELL	2.00	0.00	2.00	13.00	0.00	13.00	2.00	0.00	2.00	17.00	0.00	17.00	17.00	2.00	0.00	Paralegal, County Attorney, 2 Contract Deputies								
Craig, Angela	JACKSON	1.00	0.00	1.00	2.00	0.00	2.00	1.00	0.00	1.00	4.00	0.00	4.00	4.00	0.10	0.00	Contract Attorney								
Newsome, Kenya	JOHNSTON	4.00	0.00	4.00	16.00	0.00	16.00	3.00	0.00	3.00	23.00	0.00	23.00	23.00	0.18	0.00	1 part time agent, 1 part time attorney & 1 Director								
Foreman, Cora	JONES	1.00	0.00	1.00	1.00	0.00	1.00	0.00	0.00	0.00	2.00	0.00	2.00	2.00	0.10	0.00	10% attorney services								
McDonald, Sally	LEE	1.50	0.00	1.50	6.75	0.00	6.75	1.00	0.00	1.00	9.25	0.00	9.25	9.25	0.12	0.00	contract attorney								
Foreman, Cora	LENOIR	3.00	0.00	3.00	13.00	0.00	13.00	2.00	0.00	2.00	18.00	0.00	18.00	18.00	2.00	0.00	1 attorney, 1 deputy, 1 Paralegal 90%								
Allen, Carole	LINCOLN	1.25	0.00	1.25	7.75	0.00	7.75	1.00	0.00	1.00	10.00	0.00	10.00	10.00	0.00	0.00	County Attorney (Shared DSS)								
Craig, Angela	LACON	0.25	0.00	0.25	3.00	0.00	3.00	0.00	0.00	0.00	3.25	0.00	3.25	3.25	0.10	0.00	Contract Attorney								
Craig, Angela	LADSON	0.00	0.00	0.25	0.75	0.00	0.75	0.25	0.00	0.25	1.25	0.00	1.25	1.25	0.10	0.00	contract attorney								
Mayfield, Kristi	MARTIN	1.00	0.00	1.00	6.00																				

TOTAL STAFFING as of 06.30.2021		SUPERVISORS			AGENTS			CLERKS			TOT SUP/AGTS/CLKS			TOTAL FILLED STAFF IV-D SERVICES FTEs	CONTRACT FTEs	Description
Consultant	County	Sup Auth	Sup Froz	Sup Unfroz	Agt Auth	Agt Froz	Agt Unfroz	Clerk Auth	Clerk Froz	Clerk Unfroz	Tot Auth	Tot Froz	Total Unfroz			
Newsome, Kenya	YADKIN	0.00	0.00	0.00	3.80	0.00	3.80	0.00	0.00	0.00	3.80	0.00	3.80	3.80	0.00	
Allen, Carole	YANCEY	0.25	0.00	0.25	0.75	0.00	0.75	0.00	0.00	0.00	1.00	0.00	1.00	1.00	0.05	Contract Attorney
	Filtered Total	206.64	0.00	206.64	953.93	3.00	950.93	213.75	4.00	209.75	1374.32	10.00	1367.32	1367.32	88.21	
Mayfield, Kristi	EDGECOMBE Tot	3.00	0.00	3.00	15.00	0.00	15.00	2.00	1.00	1.00	20.00	1.00	19.00	19.00	3.50	
Newsome, Kenya	GUILFORD Tot	18.00	0.00	18.00	50.00	0.00	50.00	28.00	0.00	28.00	96.00	0.00	96.00	96.00	1.00	
TOTAL STAFFING as of 06.30.2021		206.64	0.00	206.64	953.93	3.00	950.93	213.75	4.00	209.75	1374.32	10.00	1367.32	1367.32	88.21	1455.53

Tribal has been excluded for this report

CASE CLOSURE	ENFORCEMENT	ESTABLISHMENT	EXPEDITED PROCESS 12 MONTH	EXPEDITED PROCESS 6 MONTH	INTERSTATE	MEDICAL	REVIEW AND ADJUSTMENT INCLUSIVE	REVIEW AND ADJUSTMENT REVIEW NEEDED
Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum	Percent Passed AG Sum
90.00	75.00	75.00	90.00	75.00	75.00	75.00	75.00	75.00
98.86	82.06	66.56	93.28	78.55	81.01	85.97	99.06	91.21
97.37	72.69	37.51	82.28	73.28	64.06	84.31	96.91	69.39
97.96	72.76	48.21	100.00	83.33	80.00	92.76	98.31	85.71
100.00	95.56	87.50	100.00	100.00	75.00	88.89	100.00	100.00
100.00	88.45	79.51	94.62	82.98	85.00	91.47	98.60	87.88
100.00	85.34	90.72	84.85	81.25	70.27	93.57	100.00	100.00
100.00	77.24	46.94	100.00	92.31	50.00	73.47	97.56	50.00
100.00	81.03	68.17	98.01	87.84	80.49	90.64	99.11	93.88
100.00	79.79	78.08	96.67	83.87	95.65	79.94	100.00	100.00
100.00	92.07	94.39	98.54	91.43	87.80	99.12	99.36	96.88
100.00	86.15	84.57	95.03	82.42	92.09	91.76	98.98	88.64
99.29	87.09	96.73	100.00	88.05	80.17	93.12	100.00	100.00
100.00	74.12	84.43	95.97	91.06	69.01	90.33	96.97	83.33
100.00	90.80	92.85	98.10	95.71	89.19	98.96	100.00	100.00
99.62	87.98	74.45	95.60	92.47	77.05	90.08	99.76	80.00
100.00	88.60	70.59	100.00	66.67	92.31	86.08	100.00	100.00
98.25	75.54	94.78	90.00	85.71	75.61	93.03	99.18	87.50
100.00	87.16	81.25	100.00	75.00	82.05	80.28	100.00	100.00
99.77	82.64	83.84	85.75	62.33	87.30	92.27	99.89	99.02
100.00	78.90	74.47	96.67	90.00	82.61	84.85	99.45	94.74
100.00	90.94	89.77	100.00	100.00	92.59	86.69	99.27	90.00
100.00	76.75	67.92	100.00	100.00	80.00	80.37	99.33	92.86
100.00	87.00	96.77	100.00	100.00	100.00	100.00	100.00	100.00
98.25	78.27	54.71	89.42	83.39	66.67	78.18	98.01	79.52
99.42	85.01	43.38	88.76	60.44	72.97	78.59	98.52	89.23
99.02	82.35	70.95	92.19	79.09	77.24	84.42	97.04	64.00
98.39	80.20	75.93	97.14	80.90	89.42	91.28	98.89	91.83
100.00	87.84	86.75	97.67	88.64	90.77	88.96	98.29	87.50
100.00	91.29	94.49	96.97	85.29	94.74	90.70	100.00	100.00
96.32	81.50	70.61	93.65	67.59	75.73	81.44	98.01	85.59

94.25	78.88	30.98	92.68	85.37	66.67	87.35	99.50	95.83
96.81	79.01	63.55	88.16	69.43	79.10	86.41	98.01	71.43
99.05	79.45	79.43	96.73	83.64	90.79	84.85	98.35	73.81
93.10	77.19	25.23	90.48	71.74	92.86	73.18	98.47	80.00
98.84	82.03	36.82	85.94	67.69	93.75	78.22	98.41	84.62
96.00	86.99	78.40	96.54	77.34	78.69	96.73	99.82	97.67
98.11	88.99	80.00	89.93	69.80	86.49	86.46	98.36	80.65
99.45	82.85	77.25	95.16	88.58	84.75	76.27	99.92	99.16
100.00	87.00	57.89	75.00	63.64	66.67	83.59	98.75	90.00
100.00	92.91	100.00	100.00	100.00	87.50	96.27	96.67	75.00
97.26	81.83	76.05	91.26	77.27	84.09	88.43	100.00	100.00
97.30	82.73	92.62	100.00	98.00	66.67	87.45	99.40	95.00
99.03	82.89	68.71	88.24	60.29	74.71	87.65	99.38	93.69
98.69	86.35	70.79	95.24	77.17	83.48	95.00	98.94	86.96
98.33	88.58	50.58	87.91	69.39	94.20	88.12	97.27	82.81
98.98	88.90	85.34	92.90	77.54	92.86	83.91	98.35	81.36
100.00	86.12	97.58	100.00	100.00	98.28	98.82	97.87	85.71
98.03	85.05	93.30	96.00	72.18	91.11	92.39	99.35	92.31
95.12	88.74	77.12	90.57	83.64	93.94	86.27	98.63	89.19
98.95	81.32	72.41	83.93	67.80	90.48	92.61	99.22	92.11
100.00	83.50	67.65	100.00	100.00	88.89	97.26	100.00	100.00
98.85	82.19	86.21	93.81	82.74	81.06	88.57	99.89	97.14
100.00	86.85	84.13	96.88	96.88	72.55	90.98	96.64	89.74
99.28	92.27	94.99	97.65	90.96	93.33	90.97	99.46	95.97
100.00	77.68	81.08	100.00	85.71	100.00	84.39	100.00	100.00
96.05	80.33	60.14	98.31	59.68	80.95	81.23	98.70	83.87
94.96	77.72	83.15	92.52	81.76	89.47	89.42	99.45	93.75
99.07	88.00	57.34	91.54	85.82	89.39	93.64	99.71	98.28
100.00	77.15	90.73	100.00	98.41	81.63	87.55	94.58	43.75
93.33	86.84	93.48	100.00	100.00	85.71	95.91	100.00	100.00
100.00	88.88	91.48	95.06	91.46	70.97	96.47	99.23	90.48
100.00	78.70	93.38	87.50	83.33	69.23	90.40	97.25	69.57
97.09	73.84	14.28	55.34	29.52	66.15	79.76	99.81	98.56
93.33	88.81	96.88	100.00	100.00	75.00	89.63	97.67	50.00
100.00	87.48	88.11	98.77	97.53	87.88	98.39	100.00	100.00
100.00	90.71	94.25	97.87	91.30	92.31	99.43	100.00	100.00

100.00	88.61	78.42	87.95	72.73	79.45	90.20	99.52	95.00
99.47	78.81	79.59	94.20	88.11	88.89	81.41	99.76	98.15
98.72	74.52	42.54	95.38	83.33	55.00	86.41	100.00	100.00
100.00		#DIV/0			25.00			
98.13	81.09	81.98	94.01	84.75	85.33	81.02	99.35	91.00
97.98	84.04	93.70	95.71	75.32	80.95	84.37	98.34	86.84
100.00	86.11	56.76	100.00	84.62	76.47	84.08	98.86	96.43
98.68	80.75	40.65	86.49	68.42	77.27	81.94	99.22	93.62
98.75	83.37	93.36	100.00	88.46	88.00	90.31	100.00	100.00
92.00	82.11	61.40	80.00	40.00	62.50	83.69	100.00	100.00
100.00	90.82	83.26	100.00	91.84	78.43	80.53	99.62	96.55
99.05	81.99	76.45	95.13	48.98	93.33	88.18	99.35	91.74
100.00	95.54	86.96	100.00	97.14	100.00	85.64	100.00	100.00
97.54	72.23	39.95	87.97	65.83	64.77	80.50	96.40	72.55
100.00	94.62	99.19	94.64	86.30	88.89	98.34	100.00	100.00
98.36	86.10	88.73	95.77	91.17	88.19	77.15	99.36	93.91
98.29	84.34	82.13	99.25	93.70	84.00	80.76	98.59	91.46
99.60	99.92	75.14	97.40	90.17	86.05	84.26	99.43	95.50
100.00	73.04	51.48	93.01	78.95	60.81	79.94	94.97	52.00
99.42	83.51	82.14	96.79	91.01	88.89	81.50	98.97	90.00
98.40	83.00	80.63	92.07	72.22	52.50	80.25	98.97	92.63
98.46	83.70	85.49	88.46	80.00	88.89	90.44	99.69	97.73
100.00	78.53	80.61	97.18	75.34	65.38	82.92	97.73	78.95
99.55	83.86	80.83	100.00	94.62	88.10	84.19	99.67	96.88
100.00	86.02	95.52	100.00	100.00	95.24	92.31	100.00	100.00
100.00	81.19	90.09	93.75	85.42	71.88	89.61	96.32	72.22
100.00	86.61	65.00	100.00	100.00		75.82	97.37	80.00
99.33	74.05	60.49	95.44	86.18	67.16	84.59	99.11	95.00
100.00	84.92	89.98	99.59	97.10	74.07	85.13	100.00	100.00
98.17	80.06	60.77	78.51	54.67	83.77	75.73	99.24	88.89
100.00	90.34	95.40	97.22	97.22	71.43	94.69	99.46	87.50
97.44	83.65	36.04	80.00	68.75	100.00	75.89	100.00	100.00
100.00	84.24	79.44	97.50	82.50	95.24	96.91	100.00	100.00
100.00	76.26	60.82	92.23	77.17	85.78	77.42	97.81	78.43

Incentive Goal SFY2021 Jun	Calculations are SFY		TOTAL COLLECTIONS			PATERNITY ESTABLISHMENT				CASES UNDER ORDER				CURRENT SUPPORT				ARREARS				MEDICAL		
	Consultant	Fips Name	SFY Actual	Goal	% of Goal	Prev BOW	Pat Est	%PatEst	Goal	Open Cases	CUO	%CUO	Goal	Csup due	Csup Col	%CurCol	Goal	Cases Arr due	Cases Arr Col	%Arr	Goal	MedCase	MedSup	%Med
Foreman, Cora	WASHINGTON	\$1,585,708	\$1,457,791	108.77%	1009	991	98.22%	97.30%	1206	1053	87.31%	89.00%	\$1,540,638	\$1,040,610	67.54%	67.72%	883	628	71.12%	69.00%	733	654	89.22%	
Newsome, Kenya	WATAUGA	\$1,910,845	\$1,817,460	105.14%	416	430	103.37%	99.00%	706	641	90.79%	89.00%	\$1,915,743	\$1,392,549	72.69%	69.00%	637	467	73.31%	69.00%	441	312	70.75%	
Allen, Carole	WAYNE	\$13,481,751	\$12,883,026	104.65%	5885	5636	95.77%	95.25%	8297	7217	86.98%	85.49%	\$13,684,783	\$8,891,348	64.97%	65.94%	5979	3991	66.75%	64.00%	4374	3953	86.42%	
Newsome, Kenya	WILKES	\$3,317,092	\$3,389,752	115.56%	1735	1577	90.89%	95.27%	2851	2366	82.99%	83.65%	\$4,184,792	\$2,502,292	59.79%	59.34%	2335	1369	58.63%	57.32%	1468	1209	82.36%	
Mayfield, Kristi	WILSON	\$9,559,516	\$8,776,126	108.93%	4120	4035	97.94%	99.00%	5196	4779	91.97%	89.00%	\$10,025,485	\$6,544,012	65.27%	66.69%	4320	3003	69.51%	69.00%	3219	2658	82.57%	
Newsome, Kenya	YADKIN	\$2,319,245	\$2,223,088	104.33%	770	844	109.61%	99.00%	1217	1095	89.98%	89.00%	\$2,497,743	\$1,569,666	62.84%	63.51%	1060	746	70.38%	63.55%	747	614	82.20%	
Allen, Carole	YANCEY	\$726,161	\$664,052	109.35%	185	180	97.30%	99.00%	349	296	84.81%	78.46%	\$711,503	\$523,386	73.56%	69.00%	256	189	73.83%	69.00%	212	159	75.00%	
Consultant	Filtered Total	\$717,567,213	\$692,932,659	103.56%	286,183	282,195	98.61%	99.00%	377,140	320,477	84.98%	85.85%	\$741,603,846	\$500,335,717	67.47%	67.60%	282,968	201,931	71.36%	68.57%	216,527	175,751	81.17%	
Mayfield, Kristi	EDGECOMBE TOT	\$6,544,431	\$6,074,195	107.74%	3,202	2,786	87.01%	89.09%	4,779	3,524	73.74%	81.84%	\$6,158,513	\$3,884,378	63.07%	64.15%	3,274	2,295	70.10%	65.61%	2,123	1,669	78.62%	
Newsome, Kenya	GUILFORD TOT	\$35,042,483	\$33,993,617	103.09%	15,666	15,802	100.87%	99.00%	20,293	16,145	79.56%	83.62%	\$35,169,994	\$25,497,721	72.50%	69.00%	14,583	10,634	72.92%	69.00%	11,360	9,467	83.34%	
	STATEWIDE	\$717,567,213	\$692,932,659	103.56%	285,212	280,567	98.37%	99.00%	377,140	320,477	84.98%	85.85%	\$741,603,846	\$500,335,717	67.47%	67.60%	282,968	201,931	71.36%	68.57%	216,527	175,751	81.17%	

Please note: if a child is in more than one order county it may be counted twice, however, the state total eliminates duplicates.