



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**SUSAN G. OSBORNE** • Deputy Secretary for Opportunity and Well-Being

July 17, 2023

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: SFY 2023-2024 Continuous Quality Improvement Goals

REQUIRED ACTION: <input checked="" type="checkbox"/> Information Only	<input type="checkbox"/> Action Needed
<input type="checkbox"/> Time Sensitive Action Needed	<input type="checkbox"/> Immediate Action Needed

The federal goals and objectives for the Child Support Program can be found under 45 CFR § 305.2 (a). They are: paternity establishment, support order establishment, current collections, and collections towards arrears. The fifth federal measure, cost effectiveness, is set as a goal in North Carolina by measuring the total collections that a county receives.

In State Fiscal Year 2023-2024 (July 2023 – June 2024) the child support program will again separate goals designed to ensure continuous improvement of our program from the goals that are listed in the Memoranda of Understanding (MOU) between the state and the county. As noted in the DCDL dated May 20, 2022 from Susan Osborne, performance measures under the MOU for SFY 2022-2023 and SFY 2023-2024 were set beginning July 1, 2022 through June 30, 2024. For child support, those annual measures were set at the minimum federal performance standard in four areas:

- (1) paternity establishment – minimum performance measure is 50%;
- (2) support order establishment – minimum performance measure is 50%;
- (3) current collections – minimum performance measure is 40%; and
- (4) collection towards arrears – minimum performance measure is 40%.

Failure to meet the MOA goals could lead to a performance or corrective action plan as outlined in the MOA.

In order to ensure that our state continues to improve our program for the children and families we serve and maximize our incentive potential as a state (and therefore maximize the incentive potential for the county), continuous quality improvement (CQI) goals will also be set for SFY 2023-2024 based on each County’s performance at the end of SFY 2022-2023. These goals are not subject to a performance or corrective action plan by the state and instead are set as a way to measure improvement in each area. As a reminder, child support goals are cumulative and reset at the start of each state fiscal year on July 1st.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES**

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

The attached document outlines the methodology used to determine the goals for SFY 2023-2024 (first tab of worksheet) and each county's individual CQI goals (second tab of worksheet). If you have any questions, please see your Regional CQI Specialist.

Sincerely,

A handwritten signature in blue ink that reads "Verna Donnelly". The signature is written in a cursive style with a large initial 'V'.

Verna Donnelly  
North Carolina Child Support Deputy Director

cc: IV-D Regional CQI Specialists  
IV-D Policy and Training

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