Child Support Services
Quarterly Narrative
State Fiscal Year 2025 2nd Quarter Ending 12|31|2024

The purpose of this report is to provide a general overview of North Carolina's statewide performance in accordance with General Statutes 110-129.1(a). The performance report can assist in identifying opportunities of improvement for child support offices.

CHILD SUPPORT PROGRAM/ENHANCED STANDARDS
SECTION 10.46. G.S. 110-129.1(a):

"(a) In addition to other powers and duties conferred upon the Department of Health and Human Services, Child Support Enforcement Program, by this Chapter or other State law, the Department shall have the following powers and duties:
…
(9) Implement and maintain performance standards for each of the State and county child support enforcement offices across the State. The performance standards shall include the following:
a. Cost per collection.
b. Consumer satisfaction.
c. Paternity establishments.
d. Administrative costs.
e. Orders established.
f. Collections on arrearages.
g. Location of absent parents.
h. Other related performance measures.

The Department shall monitor the performance of each office and shall implement a system of reporting that allows each local office to review its performance as well as the performance of other local offices. The Department shall publish an annual performance report that includes the statewide and local office performance of each child support office."

It is important to note – while this report reviews and summarizes numerical data from the "County Quarterly Report", it does not consider various obstacles that the State or counties may face –employee longevity, judicial obstacles, or county budgets – to name a few. ***It also does not address cost per collections, consumer satisfaction, and administrative costs as this information is not available at this time.***

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Total Aloc Collections	Total Disbursed Collections	% Pat Est	% Cases Under Order	% Current Collections	% Cases paying towards arrears
STATEWIDE	202212	$ 320,822,386	$ 315,154,723	93.14%	85.01%	67.32%	59.21%
STATEWIDE	202312	$ 316,309,034	$ 310,735,094	92.25%	86.51%	67.48%	57.59%
STATEWIDE	202412	$ 319,727,584	$ 314,169,124	92.18%	89.89%	67.88%	58.18%
STATEWIDE	Change	$ 3,418,550	$ 3,434,030	-0.07%	3.38%	0.40%	0.59%
STATEWIDE	SFY2025 GOALS		$ 638,178,101	96.50%	88.53%	67.82%	68.17%
CQI +/-		N/A	49.23%	0.00%	0.00%	0.00%	0.00%
ON TRACK?			YES	NO	YES	YES	YES

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Caseload	Average CSUP Obligation	Average Payment Per Order	Average Payment Per Cash Order	Total Cases w/Arrears	Total Arrears Due
STATEWIDE	202212	359,767	$ 319.68	$ 1,030.44	$ 1,175.96	247,354	$ 1,641,539,856
STATEWIDE	202312	339,483	$ 337.26	$ 1,058.05	$ 1,206.24	238,065	$ 1,645,851,304
STATEWIDE	202412	311,897	$ 354.78	$ 1,120.54	$ 1,272.59	229,122	$ 1,640,766,965
DIFFERENCE		-27,586	$ 17.52	$ 62.49	$ 66.35	-8,943	$ (5,084,339)

Report Month	Number of Cases Under Order	Cases W/Cash Order	TOTAL $ DIST	Number of Cases w/Pymt	Monthly CSUP Due	Total Cases w/Pymt to Arrears	Total Arrears Distributed
202212	305,845	267,997	$ 315,154,723	188,386	$ 60,223,211	146,457	$ 73,401,944
202312	293,686	257,607	$ 310,735,094	179,753	$ 60,623,033	137,100	$ 66,965,732
202412	280,373	246,873	$ 314,169,124	170,594	$ 60,522,827	133,292	$ 68,467,433
DIFFERENCE	-13,313	-10,734	$ (3,434,030)	-9,159	$ (100,206)	-3,808	$ (1,501,701)

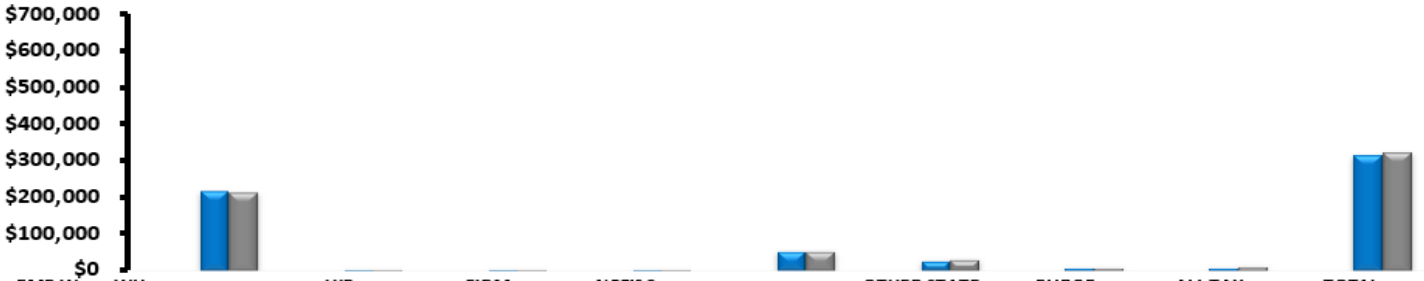
STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
Total IVD Cases open	311,897	100.00%
Non-Interstate Cases	265,297	85.06%
Initiating Interstate	26,449	8.48%
Responding Interstate	20,151	6.46%
Staffing Report As of 12/31/2024	1,394	

STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	7,610	2.44%
ARRF	2,756	0.88%
ARRN	56,138	18.00%
ARRP	4,952	1.59%
ARRS	1,993	0.64%
IVE	5,047	1.62%
MAO	135,623	43.48%
NPA	94,455	30.28%
SFHF	3,323	1.07%

STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 Month	Expedited Process 6 Month
STATEWIDE	202212	98.33%	78.63%	65.31%	93.71%	84.87%
STATEWIDE	202312	98.67%	77.95%	65.69%	93.70%	84.20%
STATEWIDE	202412	98.91%	79.34%	67.72%	94.35%	84.32%
STATEWIDE	Change	0.24%	1.39%	2.03%	0.65%	0.12%
STANDARDS		90%	75%	75%	90%	75%

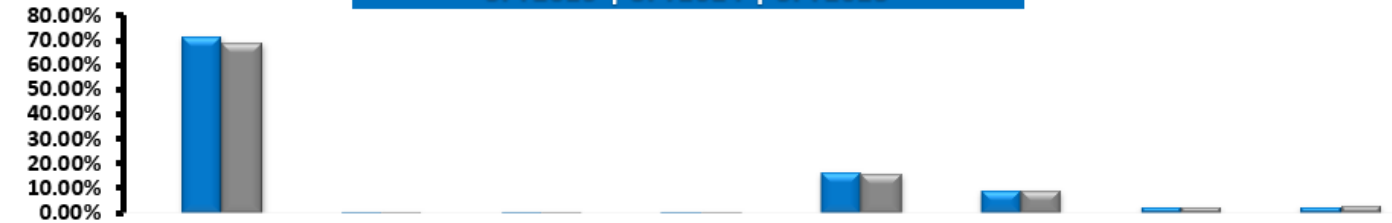
STATEWIDE SELF ASSESSMENT	Report Month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	202212	81.14%	86.30%	98.89%	90.87%
STATEWIDE	202312	83.37%	86.44%	98.75%	90.70%
STATEWIDE	202412	82.72%	88.02%	98.55%	87.97%
STATEWIDE	Change	-0.65%	1.58%	-0.20%	-2.73%
STANDARDS		75%	75%	75%	75%

COLLECTIONS COMPARISON
SFY2025 | SFY2024 | SFY2023

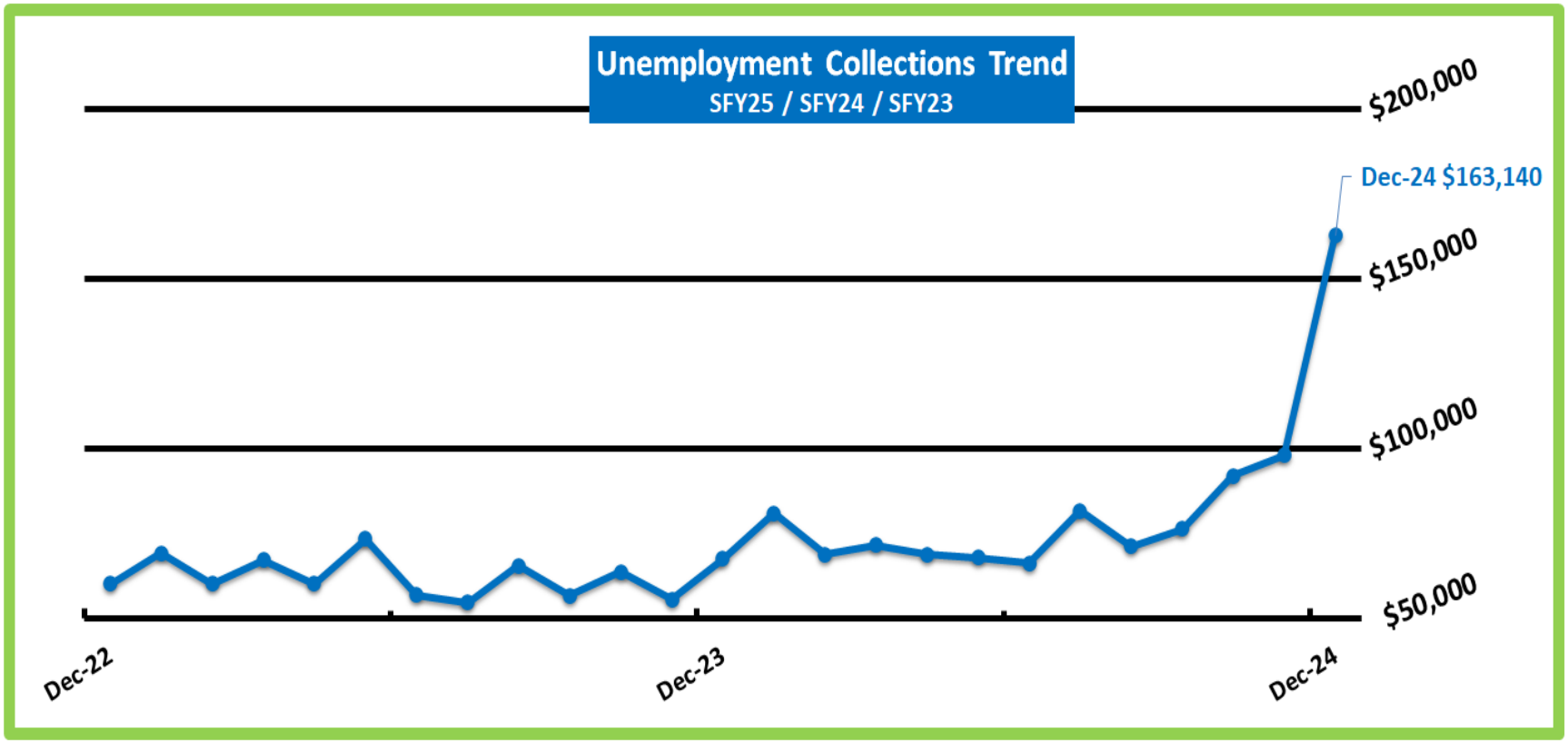


EMP Wage WH		UIB	FIDM	NCMISC		OTHER STATE	PURGE	ALL TAX	TOTAL
Year	$0	$0	$0	$0	$0	$0	$0	$0	$0
SFY2025	$0	$0	$0	$0	$0	$0	$0	$0	$0
SFY2024	$218,742,464	$363,410	$1,185,850	$763,111	$51,968,024	$28,121,625	$7,491,943	$7,672,607	$316,309,034
SFY2023	$215,503,965	$372,448	$1,285,288	$636,047	$53,939,714	$28,504,331	$8,126,698	$12,453,895	$320,822,386

% of COLLECTIONS BY PAY SOURCE COMPARISON
SFY2025 | SFY2024 | SFY2023



EMP Wage WH		UIB	FIDM	NCMISC		OTHER STATE	PURGE	ALL TAX
SFY2025	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
SFY2024	71.51%	0.13%	0.37%	0.24%	16.43%	8.89%	2.37%	2.43%
SFY2023	69.01%	0.11%	0.58%	0.18%	15.80%	9.21%	2.42%	2.69%


Unemployment Collections Trend
SFY25 / SFY24 / SFY23
$200,000
$150,000
$100,000
$50,000
Dec-24 $163,140
Dec-22
Dec-23
Dec-24

SUMMARY

- Caseload size has decreased 27,586 cases from December 2023.
- 68.43% of total net collections is received via 'Income Withholding', while 16.19% of total net collections are attributed to direct payments by non-custodial parents. *(current data is not available for this category. This data is effective as of March 2024)*

Self-assessment and Incentives

- Statewide Incentives show the most significant increase in '%Cases Under Order', a 3.38% increase over last year bringing the score to 89.89%.
- Statewide Self-Assessment show the most increase in 'Establishment', a 2.03% rise over last year bringing the score to 67.72%.

STATEWIDE SUMMARY

Staffing

The following compares staffing numbers reported for the same quarter of the respective state fiscal years.

Staffing	Authorized Supervisors	Frozen Supervisors	Unfrozen Supervisors	Vacant Supervisors	Authorized Agents	Frozen Agents	Unfrozen Agents	Vacant Agents	Authorized Clerks	Frozen Clerks	Unfrozen Clerks	Vacant Clerks
12.31.2023	208.01	0.00	208.01	9.00	956.63	1.00	955.63	65.63	187.15	0.00	187.15	18.50
12.31.2024	210.01	1.50	208.51	7.50	943.63	6.50	937.13	65.50	188.15	1.00	187.15	13.00
Difference	2.00	1.50	0.50	-1.50	-13.00	5.50	-18.50	-0.13	1.00	1.00	0.00	-5.50
% of Change	0.96%	150.00%	**0.24%**	-16.67%	-1.36%	550.00%	**-1.94%**	-0.20%	0.53%	100.00%	**0.00%**	-29.73%

Staffing Cont.	Authorized Atty/Para/Other	Frozen Atty/Para/Other	Unfrozen Atty/Para/Other	Vacant Atty/Para/Other	Total Authorized Staff	Total Frozen Staff	Total Unfrozen Staff	Total Vacant Staff	Total Filled Staff IV-D FTEs
12.31.2023	59.35	0.00	59.35	3.00	1411.14	1.00	1410.14	96.13	**1314.01**
12.31.2024	60.35	0.00	60.35	1.00	1403.14	9.00	1394.14	87.00	**1394.14**
Difference	1.00	0.00	1.00	-2.00	-8.00	8.00	-16.00	-9.13	**80.13**
% of Change	1.68%	0.00%	**1.68%**	-66.67%	-0.57%	800.00%	**-1.13%**	-9.50%	**6.10%**

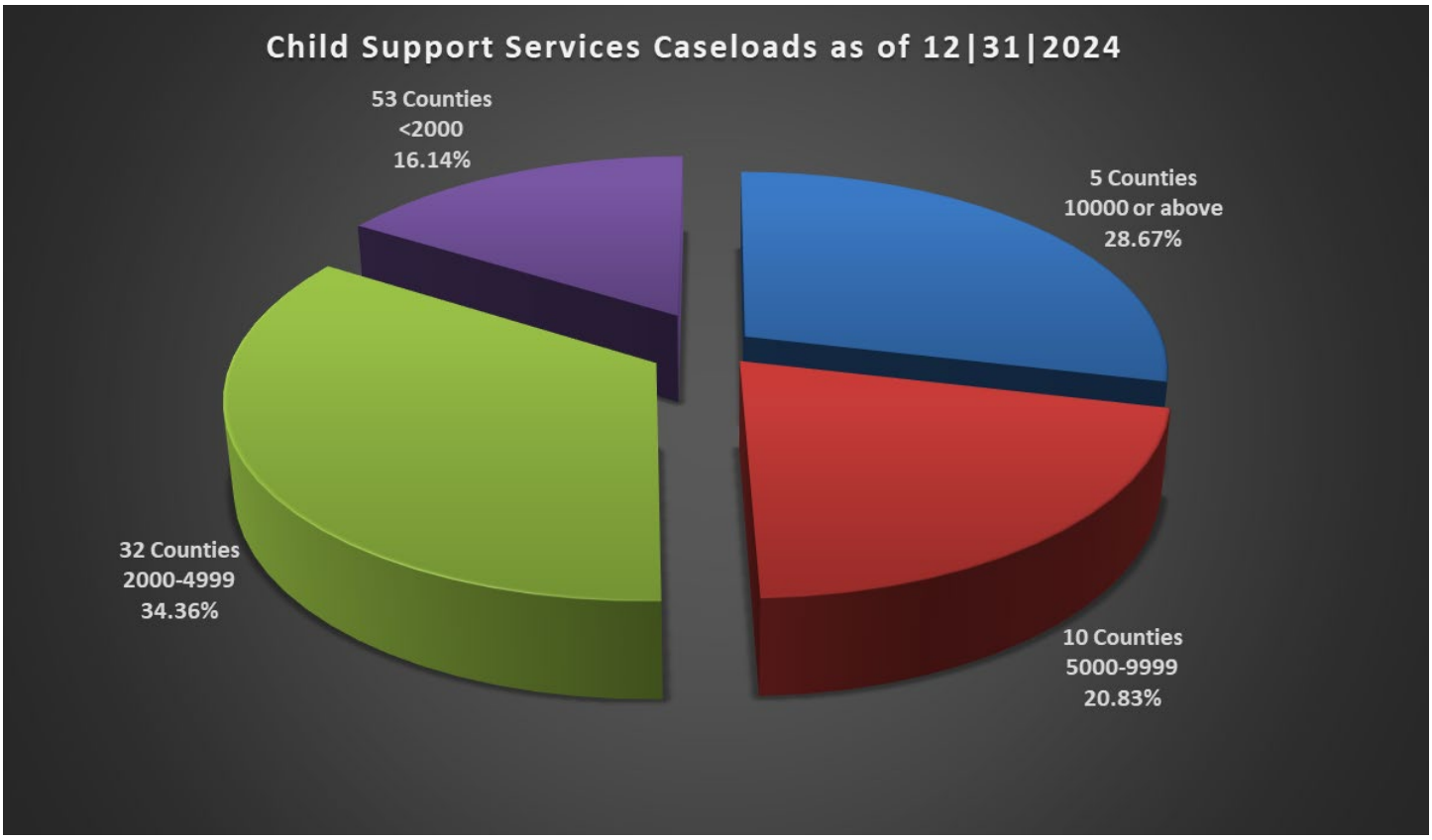
Summary of staffing changes this quarter vs. the same quarter previous year:

- Unfrozen Supervisors increased 0.24%
- Unfrozen Agents decreased -1.94%.
- Unfrozen Clerks had no change
- Unfrozen Atty/Para/Other increased 1.68%
- Total Unfrozen Staff decreased -1.13%

COUNTY SUMMARY

One of the tools used in composing this narrative is the Excel file – CSS Master Report which contains Incentives, Agent Activity, Staffing, Self-Assessment scores, as well as a 5 Factor report which reports county performance in the areas of Total Collections per Unfrozen Staff, Percentage of Cases Under Order, Percentage of Paternity Establishment, Percentage of Current Collections, and Percentage of Cases paying towards Arrears. Comparison data in these areas is provided for counties as well as some additional reference information such as case load size, cases per agent, Self-Assessment scores and unemployment data as available from the North Carolina Department of Commerce - Division of Employment Security. Sources of information are the Office of Child Support Enforcement OCSE-157 report, XPTR IVD Collections Report, the Agent Statistical Report, and Self-Assessment scores for all categories by county via Client Services Data Warehouse, as well as staffing as provided by field staff/regional representatives.

Statewide Caseload – 311,897 cases



Unemployment data*

Unemployment rates for counties ranged from **2.90%** in Currituck and Orange Counties to **8.90 %** in Mitchell County.

The statewide unemployment rate was **3.70%** as of November 2024.

Unemployment Rates by County Caseload Size	
10000 and above	3.76%
5000-9999	4.06%
4999-2000	4.02%
less than 2000	4.02%
Statewide Average	**3.70%**

Caseload / Agent

Caseloads per agent ranged from **180** in Alleghany County to **918** in Perquimans County. The statewide average caseload per agent was **333**.

Average Cases per Agent by County Caseload Size	
10000 and above	350.38
5000-9999	422.96
4999-2000	324.76
less than 2000	334.41
Statewide	**332.82**

**Source is the North Carolina Department of Commerce – Division of Employment Security – Unadjusted (not seasonally adjusted) rate. It is normal to report not-seasonally-adjusted data for the current unemployment rate.*