



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

June 4, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Statewide Focus on Paternity and Support Establishment

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

Federal Regulations require all states to complete an annual assessment of performance in eight different program categories (Case Closure, Disbursement of Collections, Establishment of Paternity and Support, Expedited Process, Enforcement of Orders, Medical Support Enforcement, Intergovernmental, and Review & Adjustment). These are known as our Self-Assessment goals. Historically, NC has failed to meet the statewide federal standard of 75% in the category of Establishment of Paternity and Support. Our current statewide average is 69.28% as of May 31, 2025. As stated on the April's 100 County DSS Directors' call and Child Support Services Managers' call, North Carolina Child Support Services will be implementing a statewide focus on Establishment of Paternity and Support Self-Assessment for the next several months.

If counties are below the 75% standard, it will be indicated in the monthly County Contact Follow-Up email and letter sent by your Regional Continuous Quality Improvement Specialist. The focus will be on cases that have been referred from IV-A, or an application has been received requesting services. Within 90 days of locating the noncustodial parent, appropriate actions should be taken to:

- (1) establish a court order for paternity and/or support OR
- (2) issue a summons and attempt service of process.

When these actions are not performed in a timely manner (within 90 days of locating the noncustodial parent), the case will fail the Self-Assessment standard which in turn reduces the county score and statewide average.

We ask that you pay close attention to all County Contact Follow-Up letters over the next several months to remain aware of your county score in this area. We hope to see continuous quality improvement in processes that will lead to improved performance in this area statewide.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES • CHILD SUPPORT SERVICES

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For more information about Establishment of Paternity and Support Orders please visit the [Job Designs](#) link in SharePoint.

If you have any questions, please contact your Regional Continuous Quality Improvement (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 State Child Support Deputy Director

CC: Regional CQI Specialist
CSS_25_27

Attachment: May 2025 – Self-Assessment Scores for All Counties