



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

**JOSH STEIN** • Governor

**DEVPUTTA SANGVAI** • Secretary

**CARLA WEST** • Division Director, Human Services

August 18, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: SFY 2025-2026 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 2025-2026 (July 2025 – June 2026) 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 email dated April 22, 2024, from Carla West, performance measures under the MOU for SFY 2024-2025 and SFY 2025-2026 were set beginning July 1, 2024, through June 30, 2026. 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 MOU goals could lead to a performance or corrective action plan as outlined in the MOU.

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 2025-2026 based on each County's performance at the end of SFY 2024-2025. 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.

The attached document outlines the methodology used to determine the goals for SFY 2025-2026 (first tab of worksheet) and each county's individual goals (second tab of worksheet).

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

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If you have any questions, please contact 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 State Child Support Deputy Director

Attachment

cc: IV-D Regional Continuous Quality Improvement Specialists  
IV-D Policy and Training

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