

Child Support Services

Quarterly Narrative

State Fiscal Year 2026 2nd Quarter Ending 12|31|2025

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.

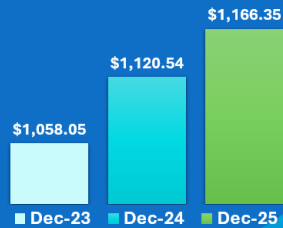
The Department shall monitor the performance of each office and shall implement a system of reporting that allows each local office to review its performance as well as the performance of other local offices. The Department shall publish an annual performance report that includes the statewide and local 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 Alloc Collections	Total Disbursed Collections	% Pat Est	% Cases Under Order	% Current Collections	% Cases paying towards arrears
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	202512	\$ 316,499,254	\$ 310,377,296	94.43%	89.12%	67.35%	57.94%
STATEWIDE	Change	\$ (3,228,330)	\$ (3,791,828)	2.25%	-0.77%	-0.53%	-0.24%
STATEWIDE	SFY2026 GOALS	NA	\$ 636,111,182	96.30%	89.99%	67.74%	67.30%
CQI +/-		N/A	48.79%	0.00%	0.00%	0.00%	0.00%
ON TRACK?			NO	YES	NO	NO	NO

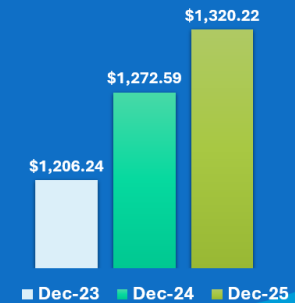
(Line 25 (Current Support Paid) + Line27 (Arrears Paid))
Line 2 (Cases Under Order)

Average
Payment
Per All
Orders



(Line 25 (Current Support Paid) + Line27 (Arrears Paid))
Line 2 (Cases Under Order) - Line 2c (Cases With Orders for Zero Cash)

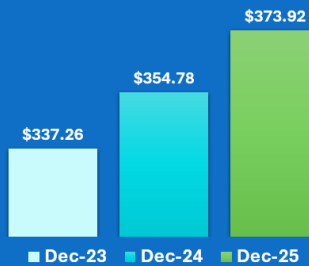
Average
Payment
Per Cash
Order



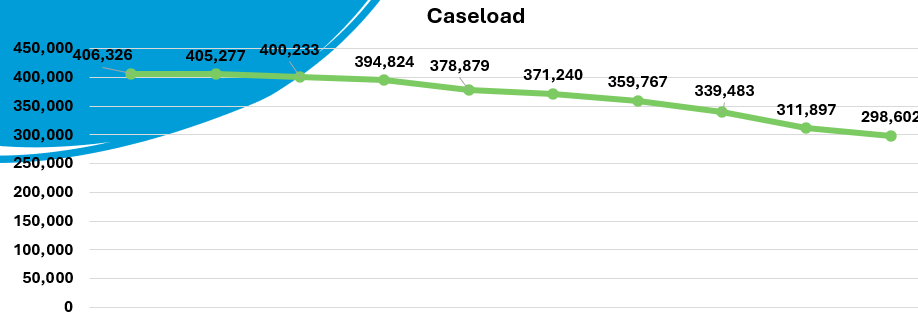
(Monthly Obligation Amount Sum) ACTS Subaccount Bal History Table

(ACTS Account Number Count Distinct) ACTS Subaccount Bal History Table

Average
CSUP
Obligation



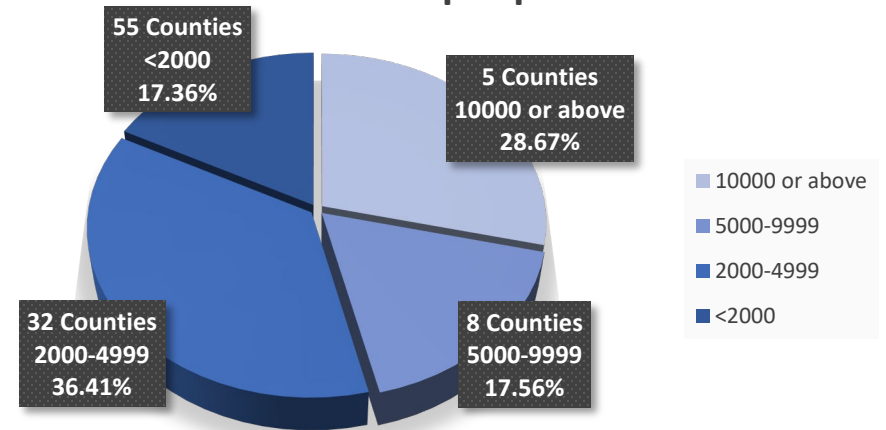
Caseload Trend 12/2016 – 12/2025



STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	6,412	2.15%
ARRF	2,943	0.99%
ARRN	57,328	19.20%
ARRP	4,641	1.55%
ARRS	2,127	0.71%
IVE	2,637	0.88%
MAO	135,415	45.35%
NPA	85,325	28.57%
SFHF	1,774	0.59%

STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
Total IVD Cases open	298,602	100.00%
Non-Interstate Cases	253,981	85.06%
Initiating Interstate Responding Interstate	25,233	8.45%
Staffing Report As of 12/31/2025	19,388	6.49%
	1,380	

Child Support Services Caseloads as of 12|31|2025



SELF ASSESSMENT

12/2024
vs
12/2025

Self-Assessment	Goals	24-Dec	25-Dec	Change
Case Closure	90%	98.91%	99.22%	0.31%
Enforcement	75%	79.34%	78.19%	-1.15%
Establishment	75%	67.72%	74.14%	6.42%
Expedited Process 12 Month	90%	94.35%	94.29%	-0.06%
Expedited Process 6 Month	75%	84.32%	81.97%	-2.35%
Interstate	75%	82.72%	81.77%	-0.95%
Medical	75%	88.02%	88.15%	0.13%
Review & Adjustment	75%	98.55%	99.04%	0.49%

SUMMARY

- North Carolina achieved a record-breaking Self-Assessment Establishment score of 74.14% - the highest in state history!
- As of December 2025, total disbursed collections have reached \$310,377,296. Notably, the Average Payment Per Order has continued to rise, increasing from \$1,272.59 in December 2024 to \$1,320.22 in December 2025.

Self-assessment and Incentives

- Statewide Incentives show the most significant increase in ‘%Pat Est’, a 2.25% increase over last year bringing the score to 94.43%.
- Statewide Self-Assessment show the most increase in ‘Establishment’, an 6.42% rise over last year bringing the score to 74.14%.

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
12.31.2024	210.01	1.50	208.51	7.50	943.63	6.50	937.13	65.50	188.15	1.00	187.15	13.00
12.31.2025	209.59	1.00	208.59	11.00	932.13	11.00	921.13	37.00	185.25	2.00	183.25	21.00
Difference	-0.542	-0.50	0.08	3.50	-11.50	4.50	-16.00	-28.50	-2.90	1.00	-3.90	8.00
% of Change	-0.20%	-33.33%	0.04%	46.67%	-1.22%	69%	-1.71%	-43.51%	-1.54%	100%	-2.08%	61.54%

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
12.31.2024	60.35	0.00	60.35	1.00	1403.14	9.00	1394.14	87.00	1394.14
12.31.2025	64.60	0.00	64.60	2.50	1393.57	14.00	1379.57	71.50	1379.57
Difference	4.25	0.00	4.25	1.50	-9.57	5.00	-14.57	-15.50	-14.57
% of Change	7.04%	0.00%	7.04%	150%	-0.68%	56%	-1.05%	-17.82%	-1.05%

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

- Unfrozen Supervisors increased 0.04%
- Unfrozen Agents decreased -1.71%.
- Unfrozen Clerks decreased -2.08%
- Unfrozen Atty/Para/Other increased 7.04%
- Total Unfrozen Staff decreased -1.05%

Unemployment data*

Unemployment rates for counties ranged from **3.00%** in Currituck and **6.10%** in Edgecombe and Halifax Counties. The statewide unemployment rate was **3.70%** as of September 2025.

Unemployment Rates by County Caseload Size	
10000 and above	4.34%
5000-9999	4.39%
4999-2000	4.41%
less than 2000	4.03%
Statewide Average	3.70%

Caseload / Agent

Caseloads per agent ranged from **170** in Alleghany County to **866** in Perquimans County. The statewide average caseload per agent was **324**.

Average Cases per Agent by County Caseload Size	
10000 and above	346.63
5000-9999	384.40
4999-2000	324.55
less than 2000	333.78
Statewide	324.17

**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.*

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.