

**Child Support Services**  
**Quarterly Narrative**  
**State Fiscal Year 2026 3<sup>rd</sup> Quarter Ending 03|31|2026**

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	202403	\$ 482,066,136	\$ 473,924,959	94.30%	87.08%	67.60%	63.83%
STATEWIDE	202503	\$ 478,076,258	\$ 470,192,136	93.97%	90.30%	67.69%	63.08%
STATEWIDE	202603	\$ 473,866,768	\$ 465,595,126	96.91%	89.11%	67.20%	63.15%
STATEWIDE	Change	\$ (4,209,490)	\$ (4,597,010)	2.94%	-1.19%	-0.49%	0.07%
STATEWIDE	SFY2026 GOALS	NA	\$ 636,111,182	96.30%	89.99%	67.74%	67.30%
CQI +/-		N/A	73.19%	0.00%	0.00%	0.00%	0.00%
ON TRACK?			NO	YES	NO	NO	YES

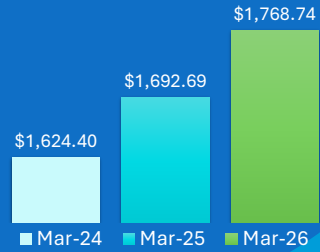
STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 Month	Expedited Process 6 Month
STATEWIDE	202403	98.79%	78.31%	65.89%	93.72%	84.43%
STATEWIDE	202503	98.82%	79.71%	68.50%	94.30%	84.19%
STATEWIDE	202603	99.03%	79.42%	74.53%	93.83%	82.10%
STATEWIDE	Change	0.21%	-0.29%	6.03%	-0.47%	-2.09%
STANDARDS		90%	75%	75%	90%	75%

STATEWIDE SELF ASSESSMENT	Report Month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	202403	83.19%	86.89%	98.76%	90.34%
STATEWIDE	202503	81.32%	88.63%	98.85%	89.87%
STATEWIDE	202603	82.42%	88.39%	98.94%	90.73%
STATEWIDE	Change	1.10%	-0.24%	0.09%	0.86%
STANDARDS		75%	75%	75%	75%

(Line 25 (Current Support Paid) + Line27 (Arrears Paid))

Line 2 (Cases Under Order)

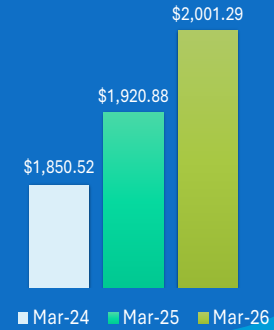
Average Payment Per All Orders



(Line 25 (Current Support Paid) + Line27 (Arrears Paid))

Line 2 (Cases Under Order) - Line 2c (Cases With Orders for Zero Cash)

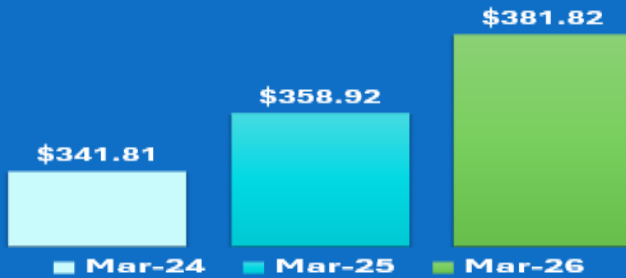
Average Payment Per Cash Order



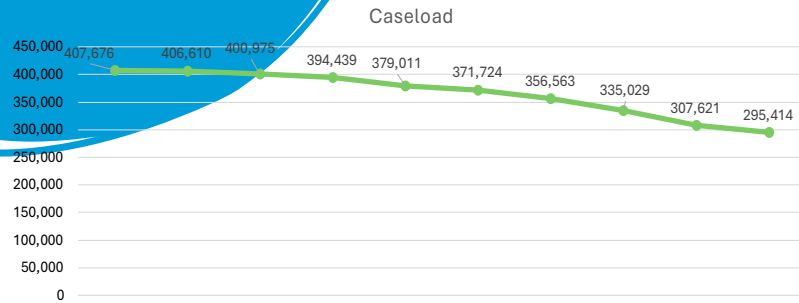
(Monthly Obligation Amount Sum) ACTS Subaccount Bal History Table

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

Average CSUP Obligation



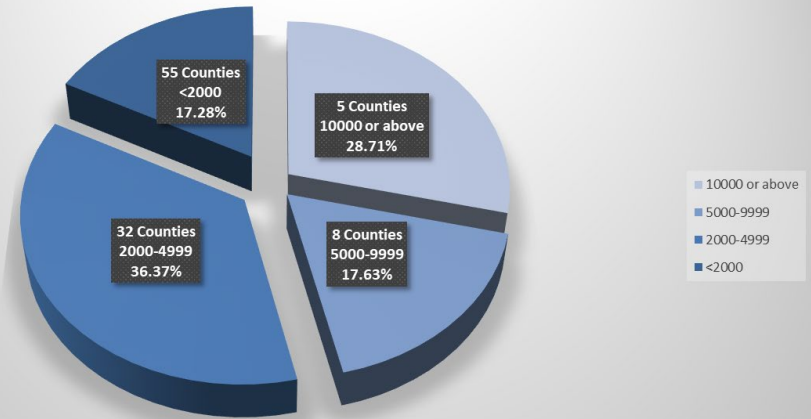
## Caseload Trend 03/2017 – 03/2026



STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	6,089	2.06%
ARRF	3,326	1.13%
ARRN	56,794	19.23%
ARRP	4,550	1.54%
ARRS	2,282	0.77%
IVE	1,082	0.37%
MAO	135,242	45.78%
NPA	85,229	28.85%
SFHF	820	0.28%

STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
Total IVD Cases open	295,414	100.00%
Non-Interstate Cases	250,932	84.94%
Initiating Interstate Responding Interstate	25,115	8.50%
Staffing Report As of 03/31/2026	1,298	6.56%

Child Support Services Caseloads as of 03 | 31 | 2026



# SELF ASSESSMENT

03/2025  
vs  
03/2026

Self-Assessment	Goals	25-Mar	26-Mar	Change
Case Closure	90%	98.82%	99.03%	0.21%
Enforcement	75%	79.71%	79.42%	-0.29%
Establishment	75%	68.50%	74.53%	6.03%
Expedited Process 12 Month	90%	94.30%	93.83%	-0.47%
Expedited Process 6 Month	75%	84.19%	82.10%	-2.09%
Interstate	75%	81.32%	82.42%	1.10%
Medical	75%	88.63%	88.39%	-0.24%
Review & Adjustment	75%	98.85%	98.94%	0.09%

## SUMMARY

- North Carolina achieved a record-breaking Self-Assessment Establishment score of 74.53% - the highest in state history!
- As of March 2026, total disbursed collections have reached \$465,595,126. Notably, the Average Payment Per Order has continued to rise, increasing from \$1,692.69 in March 2025 to \$1,768.74 in March 2026.

### Self-assessment and Incentives

- Statewide Incentives show the most significant increase in ‘%Pat Est’, a 2.94% increase over last year bringing the score to 96.91%.
- Statewide Self-Assessment show the most increase in ‘Establishment’, an 6.03% rise over last year bringing the score to 74.53%.

### Staffing

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

Staffing	Total Authorized Supervisor Positions	Total Positions Currently Frozen	Total Vacant Positions on Last Day of the Quarter	Total Supervisors Active on Last Day of the Quarter	Total Authorized IV-D Agent Positions	Total Positions Currently Frozen	Total Vacant Positions on Last Day of the Quarter	Total IV-D Agents Active on the Last Day of the Quarter	Total Authorized IV-D Clerical / Admin Positions	Total Positions Currently Frozen	Total Vacant Positions on Last Day of the Quarter	Total IV-D Clerical / Admin Staff Active on Last Day of the Quarter
03.31.2025	210.76	2.50	8.00	200.26	938.88	7.50	61.00	870.38	186.15	1.00	17.00	168.15
03.31.2026	208.01	1.00	6.25	<b>200.76</b>	927.38	6.00	53.75	<b>867.63</b>	183.35	1.00	15.00	<b>167.35</b>
Difference	-2.75	-1.50	-1.75	0.50	-11.50	-1.50	-7.25	-2.75	-2.80	0.00	-2.00	-0.80
% of Change	-1.30%	-60.00%	-21.88%	<b>0.25%</b>	-1.22%	-20.00%	-11.89%	<b>-0.32%</b>	-1.50%	0.00%	-11.76%	<b>-0.48%</b>

Staffing Cont.	Total Authorized Atty/Para/Other Positions	Total Positions Currently Frozen	Total Vacant Positions on Last Day of the Quarter	Total Atty/Para/Other Active on Last Day of the Quarter	Total Authorized All IV-D Positions	Total Positions Currently Frozen	Total Vacant Positions on Last Day of the Quarter	Total Active Staff on Last Day of the Quarter
03.31.2025	62.60	0.00	2.00	60.60	1400.39	11.00	87.00	1302.39
03.31.2026	65.30	0.00	2.00	<b>63.30</b>	1384.04	8.00	78.00	<b>1298.04</b>
Difference	2.70	0.00	0.00	2.70	-16.35	-3.00	-9.00	-4.35
% of Change	4.31%	0.00%	0.00%	<b>4.46%</b>	-1.17%	27.27%	-10.34%	<b>-0.33%</b>

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

- Unfrozen Supervisors increased 0.25%
- Unfrozen Agents decreased -0.32%.
- Unfrozen Clerks decreased -0.48%
- Unfrozen Atty/Para/Other increased 4.46%
- Total Unfrozen Staff decreased -0.33%

**Unemployment data\***

Unemployment rates for counties ranged from **3.30%** in Currituck County and **6.30%** in Edgecombe County. The statewide unemployment rate was **3.40%** as of December 2025.

Unemployment Rates by County Caseload Size	
10000 and above	4.34%
5000-9999	4.40%
4999-2000	4.52%
less than 2000	4.20%
<b>Statewide Average</b>	<b>3.40%</b>

**Caseload / Agent**

Caseloads per agent ranged from **148** in Alleghany County to **889** in Perquimans County. The statewide average caseload per agent was **340**.

Average Cases per Agent by County Caseload Size	
10000 and above	363.11
5000-9999	383.94
4999-2000	350.19
less than 2000	355.32
<b>Statewide</b>	<b>339.70</b>

*\*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 IV D 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.