

Child Support Services
Quarterly Narrative
State Fiscal Year 2026 4th Quarter Ending 06|30|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	202406	\$ 654,311,395	\$ 643,544,022	96.00%	88.53%	67.82%	68.17%
STATEWIDE	202506	\$ 646,534,788	\$ 636,111,182	95.80%	89.99%	67.74%	67.30%
STATEWIDE	202606	\$ 645,011,349	\$ 634,269,038	99.20%	88.99%	67.55%	67.38%
STATEWIDE	Change	\$ 1,523,439	\$ (1,842,144)	3.40%	-1.00%	-0.19%	0.08%
STATEWIDE	SFY2026 GOALS	NA	\$ 636,111,182	96.30%	89.99%	67.74%	67.30%
CQI +/-		N/A	99.71%	0.00%	0.00%	0.00%	0.00%
ON TRACK?			NO	YES	NO	NO	YES

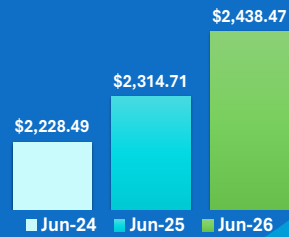
STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Caseload	Average CSUP Obligation	Average Payment Per Order	Average Payment Per Cash Order	Total Cases w/Arrears	Total Arrears Due
STATEWIDE	202406	326,179	\$ 345.65	\$ 2,228.49	\$ 2,535.00	250,930	\$ 1,634,516,768
STATEWIDE	202506	305,393	\$ 363.28	\$ 2,314.71	\$ 2,622.47	240,479	\$ 1,648,414,006
STATEWIDE	202606	292,276	\$ 388.06	\$ 2,438.47	\$ 2,758.89	229,683	\$ 1,645,736,139
DIFFERENCE		-13,117	\$ 24.78	\$ 123.76	\$ 136.42	-10,796	\$ 2,677,867

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
202406	288,780	253,864	\$ 643,544,022	177,196	\$ 61,248,086	171,048	\$ 147,996,121
202506	274,813	242,562	\$ 636,111,182	166,641	\$ 60,537,100	161,832	\$ 142,376,847
202606	260,109	229,900	\$ 634,269,038	153,228	\$ 59,461,853	154,755	\$ 150,249,531
DIFFERENCE	-14,704	-12,662	\$ (1,842,144)	-13,413	\$ (1,075,247)	-7,077	\$ 7,872,684

$$\frac{(\text{Line 25 (Current Support Paid)} + \text{Line 27 (Arrears Paid)})}{\text{Line 2 (Cases Under Order)}}$$

Line 2 (Cases Under Order)

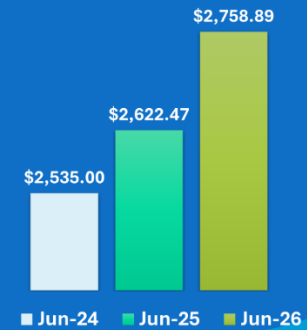
Average
Payment
Per All
Orders



$$\frac{(\text{Line 25 (Current Support Paid)} + \text{Line 27 (Arrears Paid)})}{\text{Line 2 (Cases Under Order)} - \text{Line 2c (Cases With Orders for Zero Cash)}}$$

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

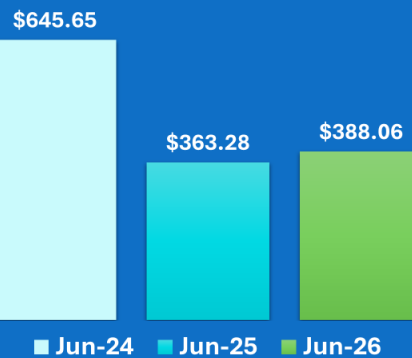
Average
Payment
Per Cash
Order



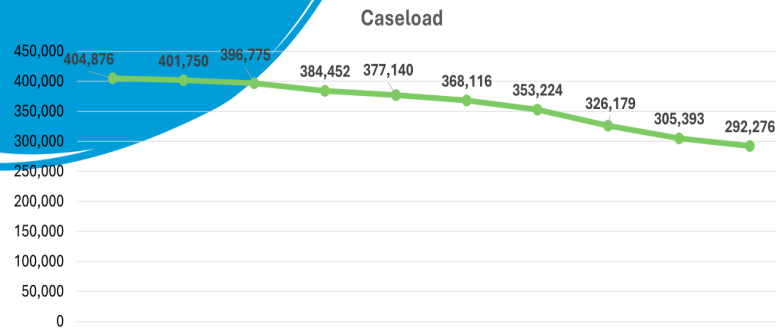
(Monthly Obligation Amount Sum) ACTS Subaccount Bal History Table

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

Average
CSUP
Obligation



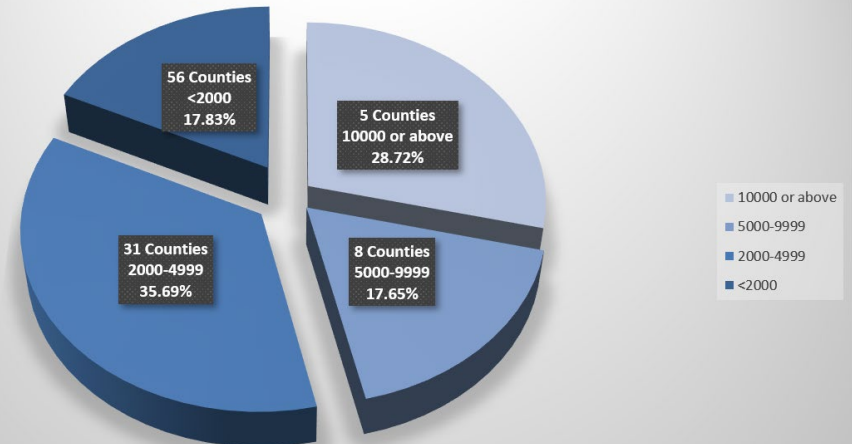
Caseload Trend 06/2017 – 06/2026



STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	5,687	1.95%
ARRF	3,217	1.10%
ARRN	57,482	19.67%
ARRP	4,492	1.54%
ARRS	2,219	0.76%
IVE	648	0.22%
MAO	134,918	46.16%
NPA	83,158	28.45%
SFHF	455	0.16%

STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
Total IVD Cases open	292,276	100.00%
Non-Interstate Cases	248,025	84.86%
Initiating Interstate	24,943	8.53%
Responding Interstate	19,308	6.61%
Staffing Report As of 06/30/2026	1,297	

Child Support Services Caseloads as of 06/30/2026



SELF ASSESSMENT

06/2025

VS

06/2026

Self-Assessment	Goals	25-Jun	26-Jun	Change
Case Closure	90%	98.89%	99.08%	0.19%
Enforcement	75%	80.54%	80.37%	-0.17%
Establishment	75%	72.76%	74.95%	2.19%
Expedited Process 12 Month	90%	94.41%	93.65%	-0.76%
Expedited Process 6 Month	75%	84.13%	82.79%	-1.34%
Interstate	75%	82.07%	82.13%	0.06%
Medical	75%	88.66%	88.27%	-0.39%
Review & Adjustment	75%	99.05%	98.90%	-0.15%

SUMMARY

- North Carolina achieved a record-breaking Self-Assessment Establishment score of 74.95% - the highest in state history!
- As of June 2026, total disbursed collections have reached \$634,269,038. Notably, the Average Payment Per Order has continued to rise, increasing from \$2,314.71 in June 2025 to \$2,438.47 in June 2026.

Self-assessment and Incentives

- Statewide Incentives show the most significant increase in ‘%Pat Est’, a 3.40% increase over last year bringing the score to 99.20%.
- Statewide Self-Assessment show the most increase in ‘Establishment’, a 2.19% rise over last year bringing the score to 74.95%.

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
06.30.2025	211.01	2.75	8.00	200.26	936.38	9.00	52.00	875.38	186.15	1.00	19.00	166.15
06.30.2026	209.01	1.00	6.00	202.01	930.38	8.00	60.00	862.38	185.25	1.00	14.00	170.25
Difference	-2.00	-1.75	-2.00	1.75	-6.00	-1.00	8.00	-13.00	-0.90	0.00	-5.00	4.10
% of Change	-0.95%	-63.64%	-25.00%	0.87%	-0.64%	-11.11%	15.38%	-1.49%	-0.48%	0.00%	-26.32%	2.47%

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
06.30.2025	64.60	0.00	2.50	62.10	1400.14	12.75	81.50	1305.98
06.30.2026	64.73	0.00	1.50	63.23	1389.37	10.00	82.50	1296.87
Difference	0.13	0.00	-1.00	1.13	-10.77	-2.75	1.00	-9.02
% of Change	0.20%	0.00%	-40.00%	1.82%	-0.77%	-21.57%	1.23%	-0.69%

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

- Unfrozen Supervisors increased 0.87%
- Unfrozen Agents decreased -1.49%.
- Unfrozen Clerks increased 2.47%
- Unfrozen Atty/Para/Other increased 1.82%
- Total Unfrozen Staff decreased -0.69%

Unemployment data*

Unemployment rates for counties ranged from **2.70%** in Currituck County and **5.20%** in Hyde County. The statewide unemployment rate was **3.50%** as of May 2026.

Unemployment Rates by County Caseload Size	
10000 and above	3.70%
5000-9999	3.85%
4999-2000	3.80%
less than 2000	3.51%
Statewide Average	3.50%

Caseload / Agent

Caseloads per agent ranged from **177** in Clay County to **868** in Perquimans County. The statewide average caseload per agent was **338**.

Average Cases per Agent by County Caseload Size	
10000 and above	359.17
5000-9999	395.01
4999-2000	351.89
less than 2000	341.18
Statewide	338.00

**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.