



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

July 15, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: Statewide Focus on Enforcement

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

Federal regulations require all states to complete an annual assessment of performance in eight program categories (Case Closure, Disbursement of Collections, Establishment of Paternity and Support, Expedited Process, Enforcement of Orders, Medical Support, Intergovernmental, and Review & Adjustment). These are our Self-Assessment goals.

As previously done with the Establishment Self-Assessment goal, we will continue to highlight specific goals as part of our commitment to continuous quality improvement. Over the next several months, North Carolina Child Support Services will begin a statewide focus on Enforcement Self-Assessment. Our current statewide average for Enforcement is 80.37% as of June 30, 2026.

Counties falling below the 75% standard will be identified in the monthly County Contact Follow-Up letter sent by your Regional Continuous Quality Improvement Specialist. Our immediate focus will be on cases in delinquent (DELQ) status that require timely enforcement action. When enforcement actions are not completed on time, cases fail the Self-Assessment standard, which lowers both the county score and the statewide average.

Please pay close attention to all County Contact Follow-Up letters during this period to stay aware of your county's standing. We hope to see continued improvement in processes that strengthen performance statewide.

Over the next several months, we will also introduce additional statewide CQI strategies to support improvement in Enforcement. Details will be shared as each strategy is rolled out.

Attached is June 2026 Enforcement Self-Assessment Scores for all counties.

Sincerely,

Verna Donnelly
North Carolina State Child Support Deputy Director

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

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CC: Regional CQI Specialists
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