



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

CARLA WEST • Division Director, Human Services

July 31, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES

ATTENTION: Child Support Managers and Supervisors

SUBJECT: SFY 2026-2027 Continuous Quality Improvement Goals

REQUIRED ACTION: ☒ Information Only	☐ Action Needed
☐ Time Sensitive Action Needed	☐ 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 2026-2027 (July 2026 – June 2027) 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 May 12, 2026, from Carla West, performance measures under the MOU for SFY 2026-2027 and SFY 2027-2028 were set beginning July 1, 2026, through June 30, 2028. 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.

To support our shared commitment in providing outstanding child support services to the families of North Carolina and maximize our incentive potential as a state (and therefore maximize the incentive potential for the county), the Continuous Quality Improvement (CQI) Performance Goals for SFY 2026–2027 are being set. These goals are **non-punitive**, forward-looking benchmarks designed to encourage steady growth in each county's performance based on its own results from the prior year. They are **not tied to performance or corrective action plans**, nor do they affect the Memoranda of Understanding (MOU) obligations already in place.

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

MAILING ADDRESS: P.O. Box 20800, Raleigh, NC 27619
www.ncdhhs.gov • TEL: 919-855-4755 • FAX: 919-715-8174

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

CQI goals are developed by reviewing each county's performance at the end of SFY 2025–2026 and identifying what the state believes is a realistic upper range of improvement for the upcoming fiscal year. These goals are intended to help counties stretch toward their highest potential, recognizing that each county operates in different local conditions and with unique resources. They represent an opportunity to focus on progress, not penalties.

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 2026-2027 (first tab of worksheet) and each county's individual goals (second tab of worksheet).

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 fluid and cursive, with the first name "Verna" being more prominent than the last name "Donnelly".

Verna Donnelly
North Carolina State Child Support Deputy Director

Attachment

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

CSS_26_28