

Child Support Services

Quarterly Narrative

State Fiscal Year 2027 1st Quarter Ending 09|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.***

Incentives

Incentives					
Report Month	% Pat Est	% Cases Under Order	% CSUP	% Arrears	NA
202409	90.28%	89.43%	67.78%	47.29%	NA
202509	91.74%	88.47%	67.73%	47.76%	NA
202609	91.23%	87.88%	68.13%	47.03%	NA
2026 v 2025	-0.51%	-0.59%	0.40%	-0.73%	NA

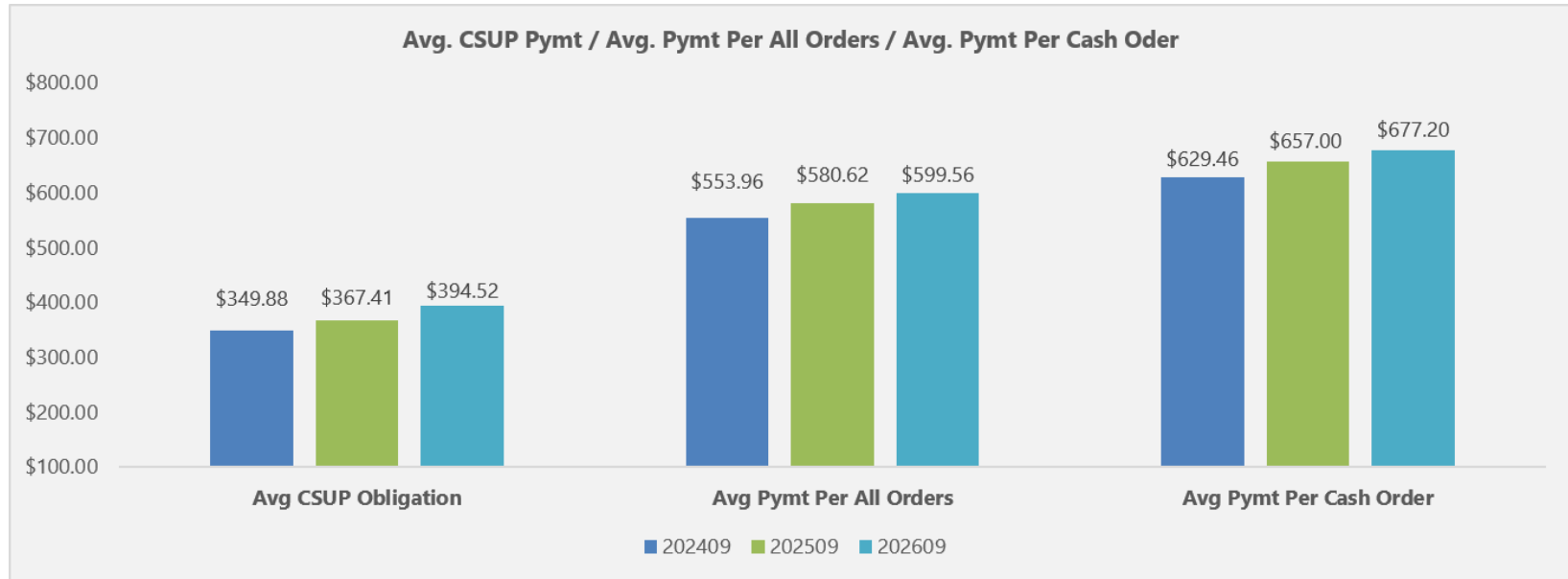
Self-Assessment

Self-Assessment					
Report Month	Case Closure	Enforcement	Establishment	Exp 12 Month	Exp 6 Month
202409	98.86%	88.72%	65.84%	94.42%	85.14%
202509	98.91%	89.02%	74.14%	94.63%	83.20%
202609	99.07%	89.28%	73.52%	93.65%	83.13%
2026 v 2025	0.15%	0.26%	-0.62%	-0.98%	-0.07%

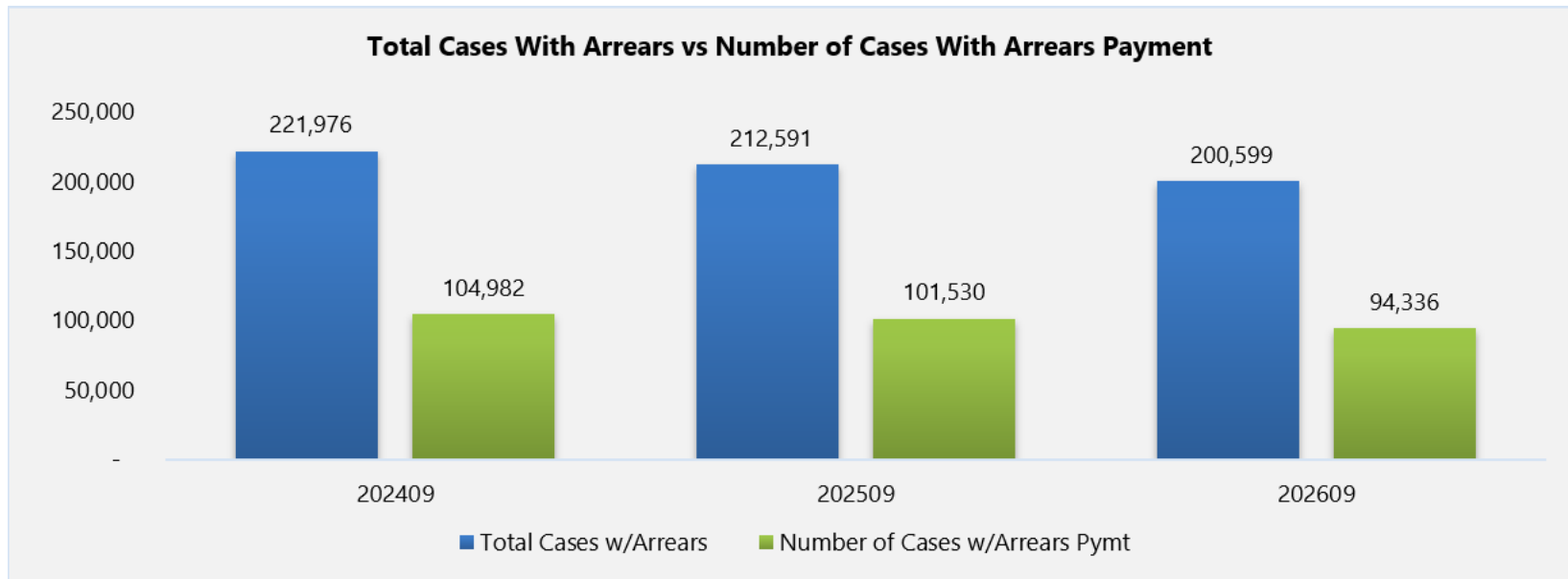
Self-Assessment

Self-Assessment					
Report Month	Interstate	Medical	Review & Adjustment Inclusive	Review & Adjustment Needed	NA
202409	83.33%	87.24%	98.85%	89.80%	NA
202509	81.56%	88.65%	99.05%	90.98%	NA
202609	82.99%	88.05%	98.82%	89.60%	NA
2026 v 2025	1.43%	-0.59%	-0.22%	-1.38%	NA

Average CSUP Obligation / Average Payment Per All Orders / Average Payment Per Cash Orders



Arrears



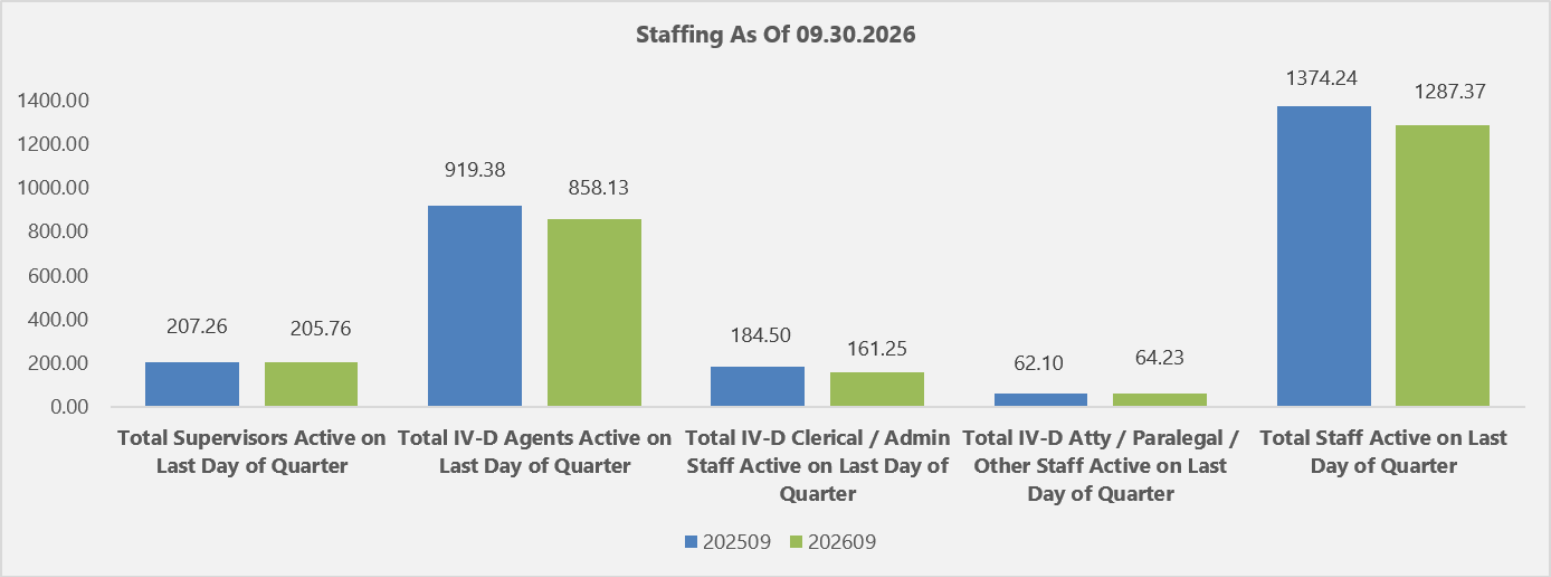
Case Types

<i>Caseload Types By Number</i>	
AFDC	5,933
ARRF	3,118
ARRN	58,732
ARRP	4,451
ARRS	2,169
IVE	494
MAO	136,019
NPA	78,744
SFHF	335

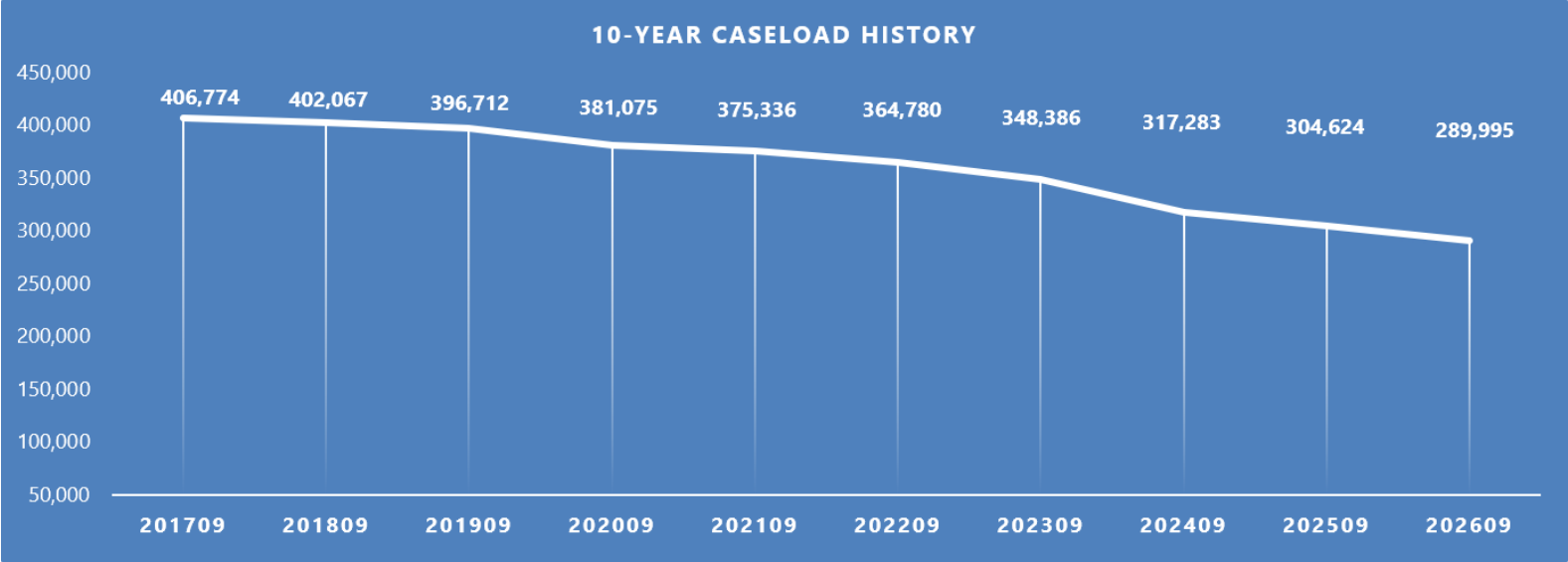
Case and Activity Information

<i>Case and Activity Information</i>	
Total Open Cases	289,995
Initiating Interstate (Line 1a - OCSE157)	24,739
Responding Interstate (Line 1b - OCSE157)	19,115
Total Agents 1st Qtr 09/30/2026	858.13
Cases Per Agent 1st Qtr 09/30/2026	337.94
Total Distribution Adjustments	10,817
% of all distribution transactions (IVD and NIVD) by Debit Cards	66.48%
% of all distribution transactions (IVD and NIVD) by Direct Deposit	31.00%
Total all distribution transactions (IVD and NIVD) Direct Dep / Debit Cards as of 09.30.2026	97.48%

Staffing



Caseload



SUMMARY

- As of September 2026, total disbursed collections have reached \$175,355,197. Notably, the Average Payment Per Order has continued to rise, increasing from \$367.41 in September 2025 to \$394.52 in September 2026.

Self-assessment and Incentives

- Statewide Incentives show the most significant increase in '%CSUP', a 0.40% increase over last year bringing the score to 68.13%.
- Statewide Self-Assessment show the most increase in 'Interstate', a 1.43% rise over last year bringing the score to 82.99%.

Unemployment data*

Unemployment rates for counties ranged from **2.70%** in Currituck County and **5.40%** in Edgecombe County. The statewide unemployment rate was **3.60%** as of August 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	3.60%

Caseload / Agent

Caseloads per agent ranged from **175** in Clay County to **840** in Perquimans County. The statewide average caseload per agent was **351**.

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	351.05

**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/CQI Specialists.