

**Child Support Services
County Quarterly Report Narrative
State Fiscal Year 2018 3rd Quarter Ending 03|31|2018**

The purpose of this report is to provide a general overview of North Carolina's statewide performance in accordance to 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 collections.**
- 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.***

SFY 2018 | MARCH 2018

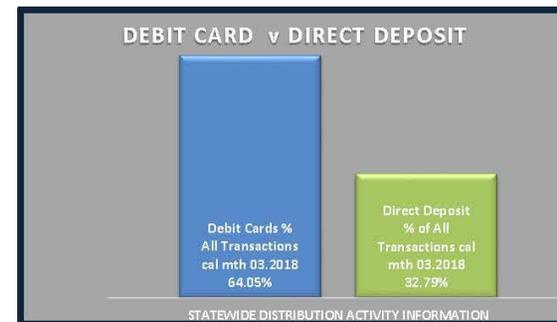
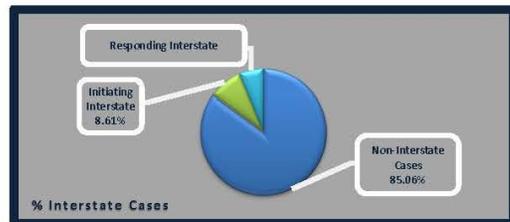
NC CHILD SUPPORT SERVICES STATEWIDE STATISTICS | GOALS | TRENDS

STATEWIDE INCENTIVE & CASELOAD STATS	Report Month	Collections	% Pat Est	% Cases Under Order	% Current Collections	% Cases paying towards arrears	Caseload
STATEWIDE	201703	\$521,527,605	97.36%	85.68%	67.87%	63.20%	407676
STATEWIDE	201803	\$516,611,443	98.11%	85.21%	67.78%	62.95%	406610
STATEWIDE	Change	-\$4,916,162	0.76%	-0.47%	-0.10%	-0.25%	-1066
STATEWIDE	SFY2018 GOALS	\$704,353,648	100.00%	86.08%	67.96%	67.13%	

STATEWIDE DISTRIBUTION ACTIVITY INFORMATION	Date	Total
Total Adjustments by Distribution	SFY as of 03.31.2018	32604
Debit Cards % All Transactions	cal mth 03.2018	64.05%
Direct Deposit % of All Transactions	cal mth 03.2018	32.79%
Total all distribution transactions	cal mth 03.2018	96.84%

STATEWIDE CASE & ACTIVITY INFORMATION	Total	%
Total IVD Cases open	406610	
Non-Interstate Cases	345882	85.06%
Initiating Interstate	34999	8.61%
Responding Interstate	25729	6.33%
Total Agents (03.31.2018)	943	

STATEWIDE CASELOAD	Total	% OF CASELOAD
AFDC	16,735	4.12%
ARRF	3,230	0.79%
ARRNI	61,024	15.01%
ARRP	9,214	2.27%
ARRS	2,309	0.57%
IVE	5,614	1.38%
MAO	163,105	40.11%
NPA	141,321	34.76%
SFHF	4,058	1.00%



STATEWIDE SELF ASSESSMENT	Report Month	Case Closure	Enforcement	Establishment	Expedited Process 12 month	Expedited Process 6 month	Interstate	Medical	Review and Adjustment Inclusive	Review and Adjustment Needed
STATEWIDE	201703	98.91%	78.80%	69.62%	94.49%	88.39%	80.35%	84.13%	97.82%	87.42%
STATEWIDE	201803	98.85%	78.90%	71.08%	94.46%	88.51%	79.03%	84.02%	98.02%	87.84%
STATEWIDE	Change	-0.06%	0.10%	1.46%	-0.04%	0.12%	-1.32%	-0.11%	0.19%	0.42%
STATEWIDE	SFY2018 STANDARDS	90.00%	75.00%	75.00%	90.00%	75.00%	75.00%	75.00%	75.00%	75.00%

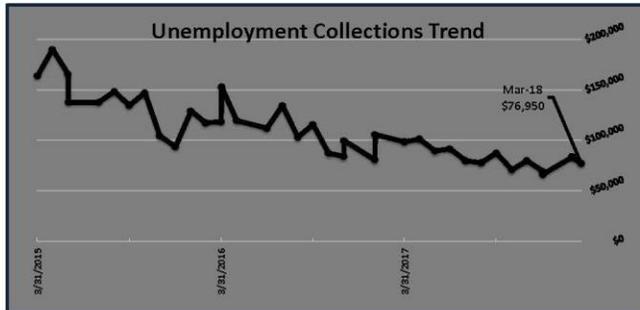
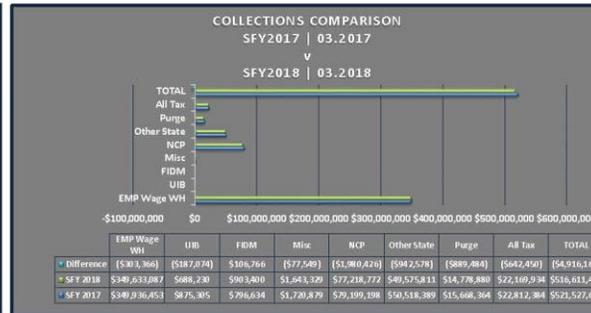
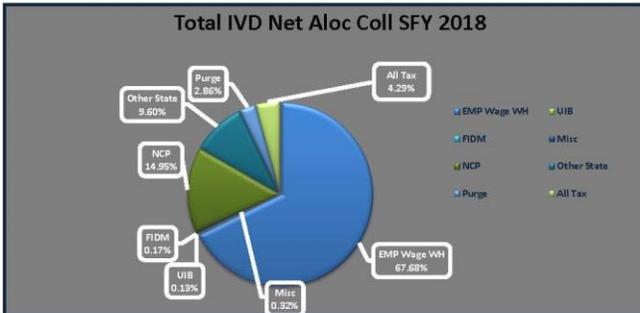
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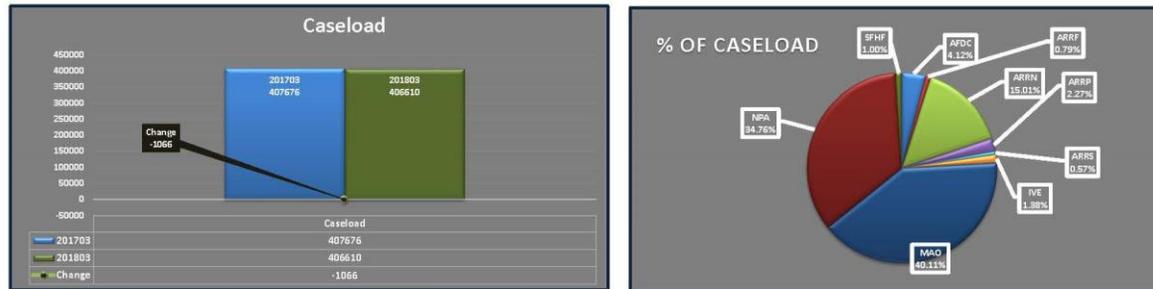
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SUMMARY

- Caseload size has decreased 1,066 cases from December 2017.
- Net allocated collections indicate a decrease of \$4,916,162 for state fiscal year 2018 (SFY) compared to last year. The most significant decrease is identified as -non-custodial parent payments, with a \$1.9 million decrease over the same time last year.

Self-assessment

- The greatest increase is seen in Establishment with a 1.46% rise over last year bringing the score to 71.08%. All other categories show less than a 1% difference over last year.
- Statewide Incentives show an increase in Percentage of Paternity Establishment (0.76% over last year). Total Collections reflects a decrease of \$4,916,162 over last year. Percentage of Cases Under Order, Percentage of Current Collections and Percentage of Cases Paying Towards arrears show less than a 1% difference over last year.

STATEWIDE SUMMARY

Staffing

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

Staffing	Authorized Supervisors	Frozen Supervisors	Unfrozen Supervisors	Authorized Agents	Frozen Agents	Unfrozen Agents	Authorized Clerks	Frozen Clerks	Unfrozen Clerks	Total Authorized	Total Frozen	Total Unfrozen
03.31.2017	192.24	0.00	192.24	942.98	2.00	940.98	213.50	0.00	213.50	1348.72	2.00	1346.72
03.31.2018	192.49	0.00	192.49	943.23	2.00	941.23	210.15	0.00	210.15	1345.87	2.00	1343.87
Difference	0.25	0.00	0.25	0.25	0.00	0.25	-3.35	0.00	-3.35	-2.85	0.00	-2.85
% of Change	0.13%	0.00%	0.13%	0.03%	0.00%	0.03%	-1.57%	0.00%	-1.57%	-0.21%	0.00%	-0.21%

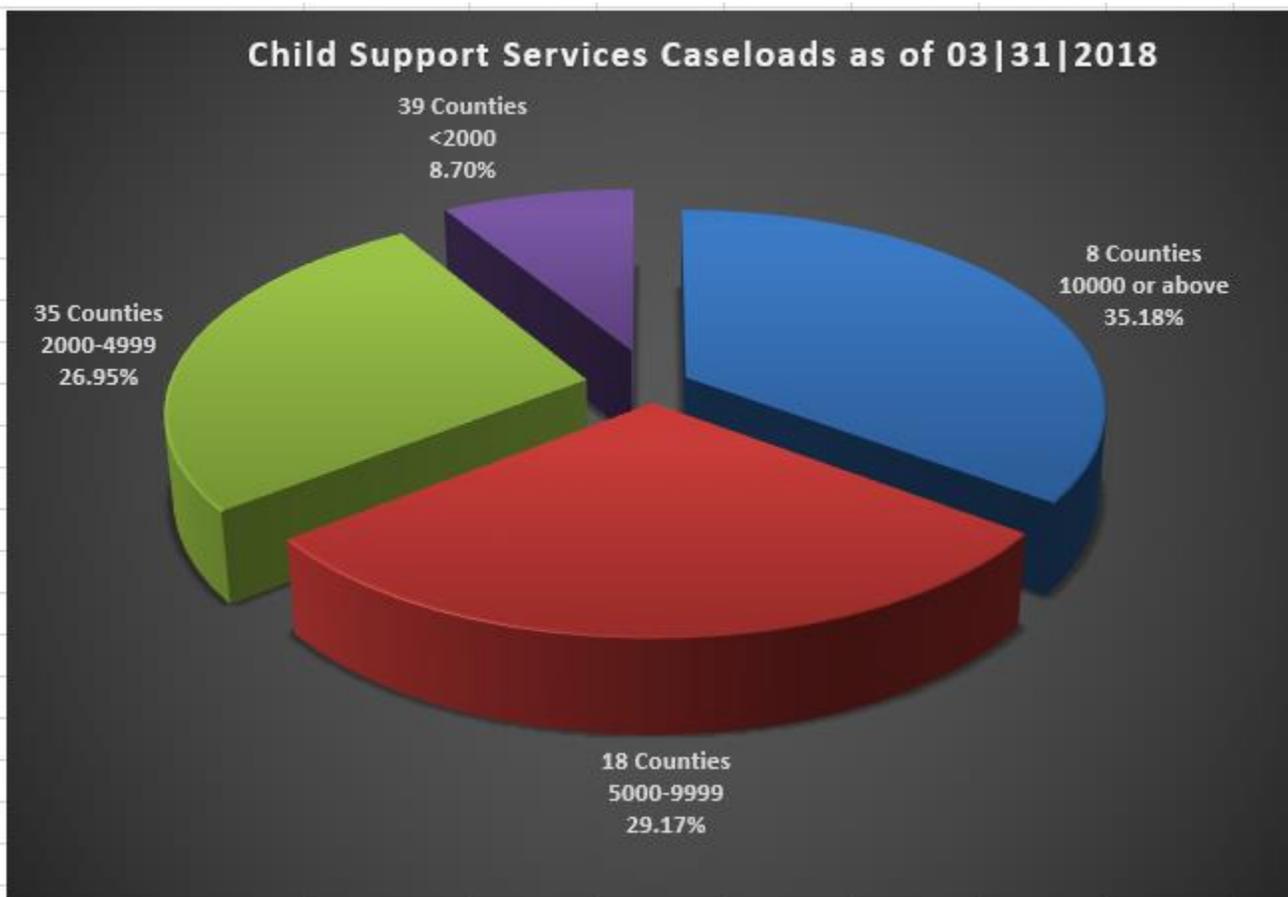
Summary of staffing changes this quarter vs. the same quarter previous year:

- Unfrozen Supervisors – increase of 0.13%.
- Unfrozen Agents – increase of 0.03%.
- Unfrozen Clerks – decrease of 1.57%
- Total Unfrozen Staff – decrease of 0.21%

COUNTY SUMMARY

One of the tools used in composing this narrative is the Excel file – County Quarterly 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.

Statewide Caseload – 406,610 cases



Unemployment data*

Unemployment rates for counties ranged from 3.50% for Buncombe to 14.90 % for Hyde County.

The statewide unemployment rate was 4.6% as of February 2018.

**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 current unemployment rate.*

Unemployment Rates by County Caseload Size	
10000 and above	4.81%
5000-9999	4.59%
4999-2000	5.29%
less than 2000	5.63%
Statewide Average	5.26%

Caseload / Agent

Caseloads per agent ranged from 250 for Swain to 889 for Madison County. The statewide average caseload per agent was 429.

Average Cases per Agent by County Caseload Size	
10000 and above	439.35
5000-9999	495.11
4999-2000	402.66
less than 2000	420.50
Statewide	429.19