

# **Child Support Services Continuous Quality Improvement Goals SFY 2019**

The goals and objectives for the Child Support Program can be found under 45 CFR § 305.2 (a). They are: paternity establishment, support order establishment (percentage of cases under order), current collections (collection of current support), and arrears collection (collection of child support arrears). Goals for SFY 2019 are based on each County's performance at the end of SFY 2018.

## **Paternity Establishment:**

- If a county's achievement is 98% or above, the goal is to maintain but no goal will be set above 100%.
- If a county's achievement is equal to or between 95% and 97.99%, the goal is a .5% point increase.
- If a county's achievement is equal to or between 90% and 94.99%, the goal is a 1% point increase.
- If a county's achievement is less than 90%, the goal is to achieve 90%.
- The minimum federal standard is 50%, counties falling below this standard may be subject to the performance improvement/corrective action process under 2.1 and Attachment X of the Memorandum of Understanding between the North Carolina Department of Health and Human Services and the County.

*Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state.*

## **Cases Under Order:**

- If a county's achievement is 87% or above, the goal is to maintain but no goal will be set above 90%.
- If a county's achievement is equal to or between 82% and 86.99%, the goal is a .5% point increase.
- If a county's achievement is equal to or between 75% and 81.99%, the goal is a 1% point increase.
- If a county's achievement is below 75%, the goal is a 2% increase.
- The minimum federal standard is 50%, counties falling below this standard may be subject to the performance improvement/corrective action process under 2.1 and Attachment X of the Memorandum of Understanding between the North Carolina Department of Health and Human Services and the County.

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## **Collection Rate:**

- If a county's achievement is 67% or higher, the goal is to maintain but no goal will be set above 70%.
- If a county's achievement is equal to or between 60% and 66.99%, the goal is a .5% point increase.
- If a county's achievement is below 60%, the goal is a 1% point increase.
- The minimum federal standard is 40%, counties falling below this standard may be subject to the performance improvement/corrective action process under 2.1 and Attachment X of the Memorandum of Understanding between the North Carolina Department of Health and Human Services and the County.

*Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state.*

### **Payments to Arrears:**

- If a county's achievement is 67% or higher, the goal is to maintain but no goal will be set above 70%.
- If a county's achievement is equal to or between 62% and 66.99%, the goal is a .5% point increase.
- If a county's achievement is below 62%, the goal is a 1% point increase.
- The minimum federal standard is 40%, counties falling below this standard may be subject to the performance improvement/corrective action process under 2.1 and Attachment X of the Memorandum of Understanding between the North Carolina Department of Health and Human Services and the County.

*Note: When a county maximizes at least 80 percent performance, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state.*

The fifth federal measure, cost effectiveness, is set as a goal in North Carolina by measuring the total collections that a county receives. Therefore, the State of North Carolina includes the following performance goal:

### **Total Collections:**

- If a county's achievement is 95% of the goal or above, the goal is to maintain.
- If a county's achievement is equal to or between 85% and 94.99%, the goal is a .5% increase.
- If a county's achievement is equal to or between 75% and 84.99%, the goal is a 1% increase.
- If a county's achievement is equal to or between 65% and 74.99%, the goal is a 2% increase.

*Note: When a county increases their overall collections while exercising fiscal responsibility, it not only receives a higher percentage of the state's incentives, but it also helps increase the amount of incentives the federal government pays the state under the federal cost effectiveness performance measure.*

***No improvement strategy shall be noted on a Continuous Quality Improvement (CQI) plan if the final performance measures for the previous SFY are:***

- ***Collections  $\geq$  95% goal;***
- ***Paternity Establishment  $\geq$  98%;***
- ***% Under Order  $\geq$  87%;***
- ***Collection rate  $\geq$  67%; and***
- ***Collection on Arrears  $\geq$  67%.***