



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

SUSAN OSBORNE • Assistant Secretary for County Operations for
Human Services

June 27, 2019

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES
ATTENTION: Child Support Managers and Supervisors

SUBJECT: INFORMATION: SFY 2020 Continuous Quality Improvement Goals

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 arrears collection. The fifth federal measure, cost effectiveness, is set as a goal in North Carolina by measuring the total collections that a county receives. Goals for SFY 2020 are based on each County's performance at the end of SFY 2019. 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 2020. Each county will receive their individualized goals by July 10, 2018. If you have any questions, please see your Program Representative.

Sincerely,

A handwritten signature in blue ink that reads 'Carla West'.

Carla West, Section Chief

cc: IV-D Regional Program Representatives
IV-D Policy and Training

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